# 瀏覽器 Secure Remote Access 出現錯誤信息的解決方法

瀏覽器出現以下錯誤信息,需要解除 Pulse secure 程式及重新安裝。

(Chrome, IE, Edge)

First appear this error



After click ok for the first error above, then the follow error appear.



### 解除程式方法一:



### 解除程式方法二:

## 步驟 1: 開啟控制台(Control Panel) -> 程式和功能(Programs and Feature)

Programs and Features				-		×
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\eth$ > Control	→ 👻 ↑ 🕅 > Control Panel > All Control Panel Items > Programs and Features			v O		Q
Control Panel Home View installed updates Turn Windows features on or off	Uninstall or change a program To uninstall a program, select it from the list an	d then click Uninstall,	Change, or Repa	ír.	8	0
Install a program from the network	Name Name Pulse Application Launcher Pulse Secure Host Checker Pulse Secure Setup Client Pulse Secure Setup Client 64-bit Activex Control Pulse Secure Setup Client Activex Control	Publisher Pulse Secure, LLC Pulse Secure, LLC Pulse Secure, LLC Pulse Secure, LLC Pulse Secure, LLC	Installed On 2021/04/15 2021/04/15 2021/04/15 2021/04/15 2021/04/15	Size 8.94 MB 800 KB	Version 9.1.8389 9.1.11.1217 9.1.11.8389 3.1.1.1 3.1.1.1	3
	Currently installed programs Tota 68 programs installed	l size: 5.85 GB				>
選擇 Pulse App	lication Launcher		ŧ	安下解	除安望	装衣

步驟 2:	選擇 Pulse Application Launcher	按下解除安裝
	選擇 Pulse Secure Host checker	按下解除安裝
	選擇 Pulse Secure Setup Client	按下解除安裝
	選擇 Pulse Secure Setup Client 64-bit ActiveX Control	按下解除安裝
	選擇 Pulse Secure Setup Client ActiveX Control	按下解除安裝

#### Secure Remote Access 安裝方法:

前往金城網站 <u>www.kumshing.com.hk</u> -> 資源中心 -> 使用說明 <u>Remote access through web browser guideline Chrome 使用說明</u> <u>Remote access through web browser guideline Edge 使用說明</u>

<u>Pulse Secure 參考資料:</u>

https://kb.pulsesecure.net/articles/Pulse Secure Article/KB44781

IT Helpdesk Hotline: 2599-7588 Gary Wong 2021-04-21