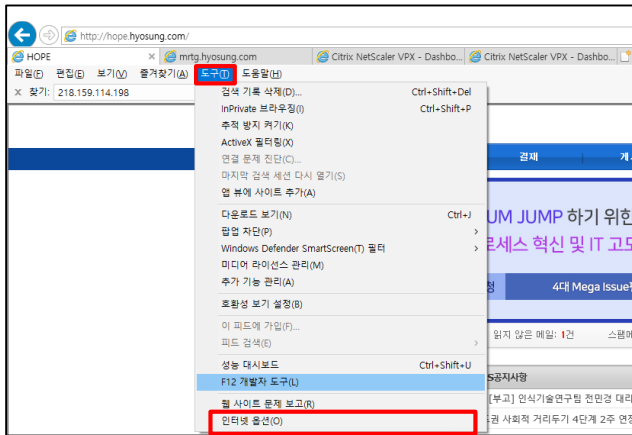
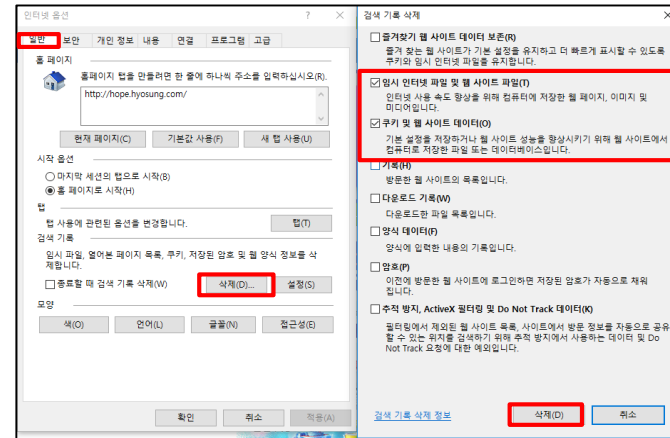


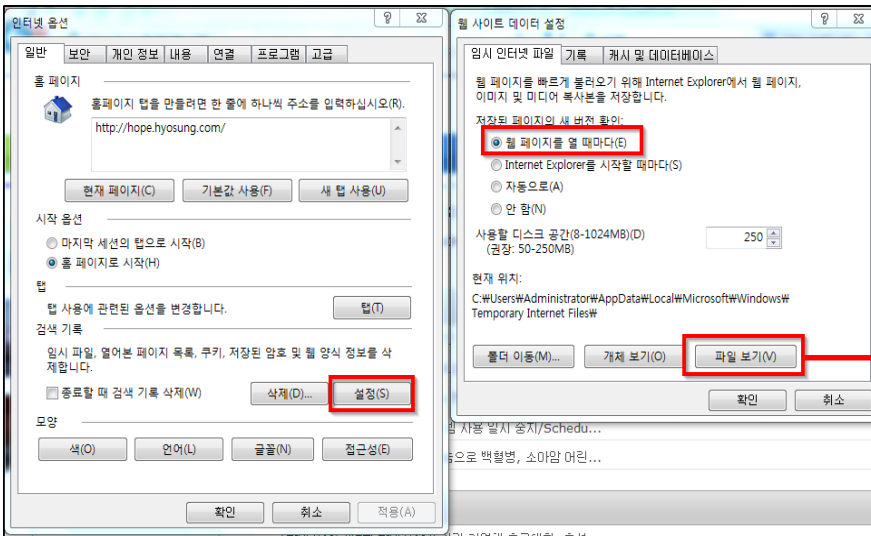
1. Delete Cookie File



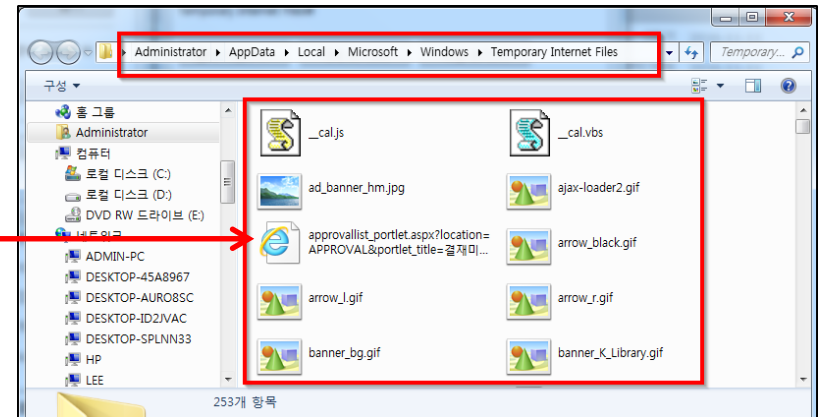
1) Click **Setting ->Internet Option**



2) Normal Tab -> Search Record -> **Click Delete**
 → **Check 2nd and 3rd option, click delete**
 (Temporary internet file and website, cookie and website data)

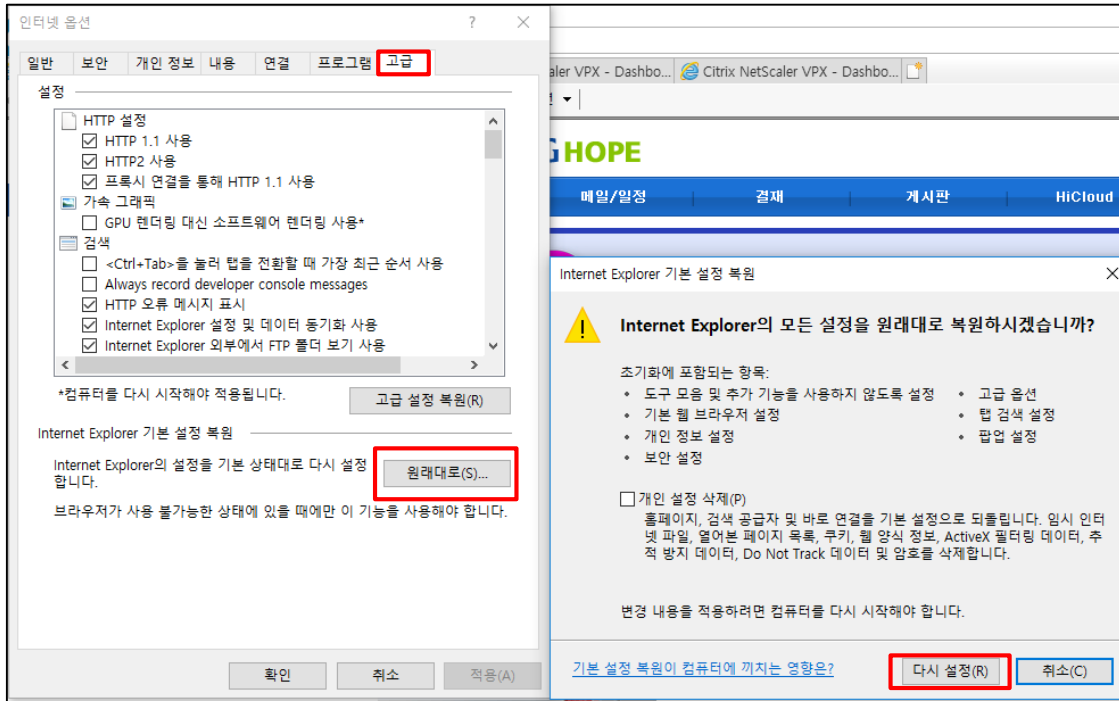


3) Normal Tab -> Search Record -> **Click "Setting"**
 - **Check 'Every time you open a webpage'**
 - **Click "View file" and delete every program inside**



4) After click Ok, **exit all the opened internet explores**

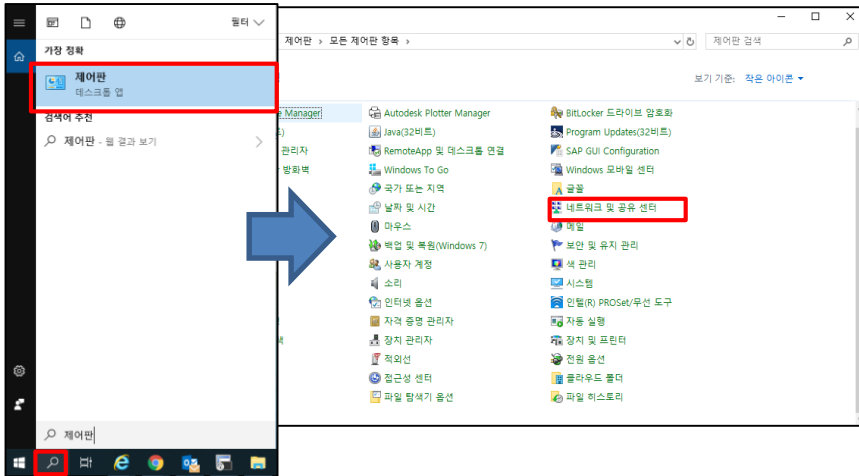
2. Restore Internet Explorer Default Settings



1) Click **Setting ->Internet Option**

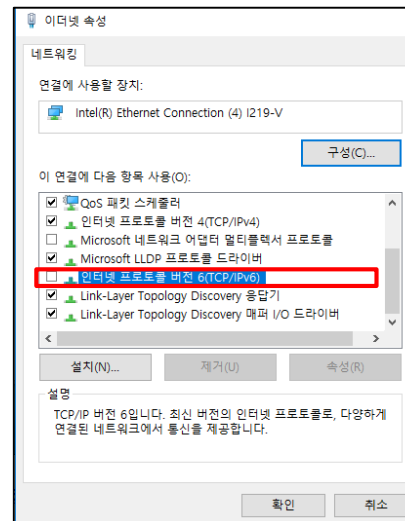
2) **Advanced Tab-> Click 'Restore' Button -> Click 'Reset' button**

3. Disable IPv6 setting in network adapter (Wired or Wireless)



- 1) **'Search Icon'** in the lower left corner of the desktop
-> Search and click **'Control Panel'** menu
- 2) Click **Network and Sharing Center**

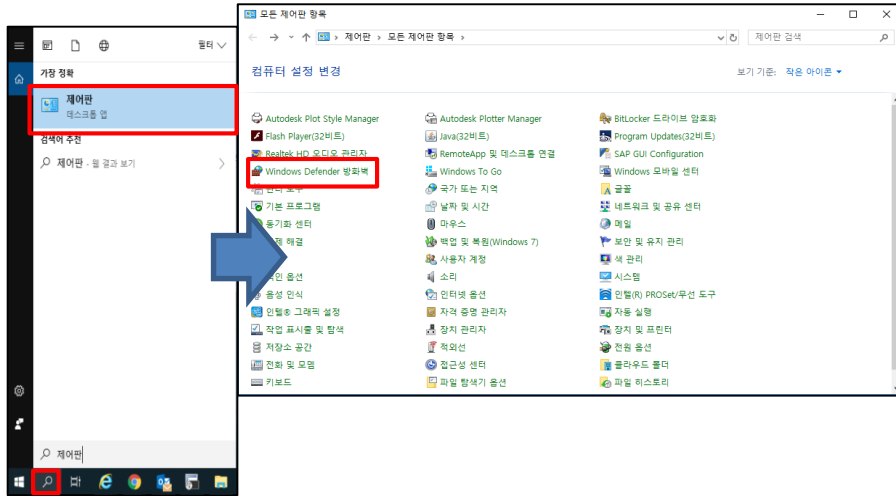
- 3) Click **Change adapters settings**



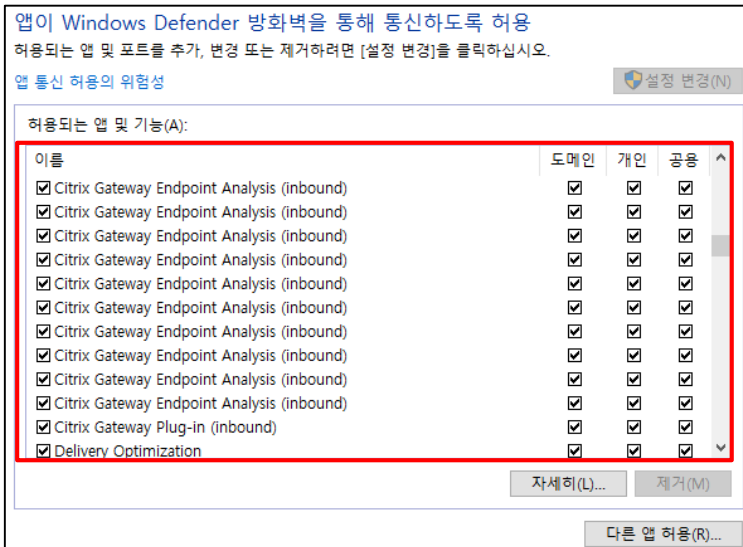
- 4) **(When using a wireless network)** Right-click the **Wi-Fi icon** and click **Properties**
(When using a wired network) Right-click the **Ethernet icon** and click **Properties**

- 5) **Uncheck Internet Protocol Version 6(TCP/IPv6)**

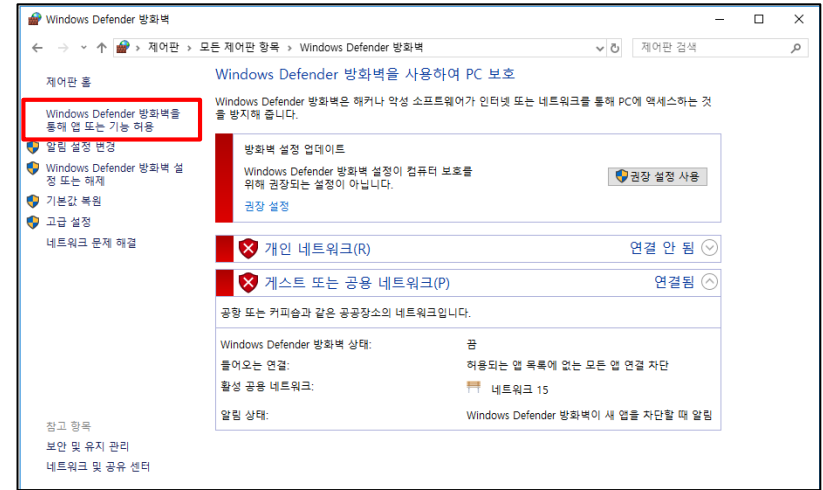
4. Allow Windows Defender Firewall App/Features (If unable to connect after steps 1, 2, 3)



- 1) **'Search Icon'** in the lower left corner of the desktop -> Search and click **'Control Panel'** menu
- 2) Control Panel -> Click **Windows Defender Firewall**



4) Check all 'Citrix related items' (Domain, Private, Public)

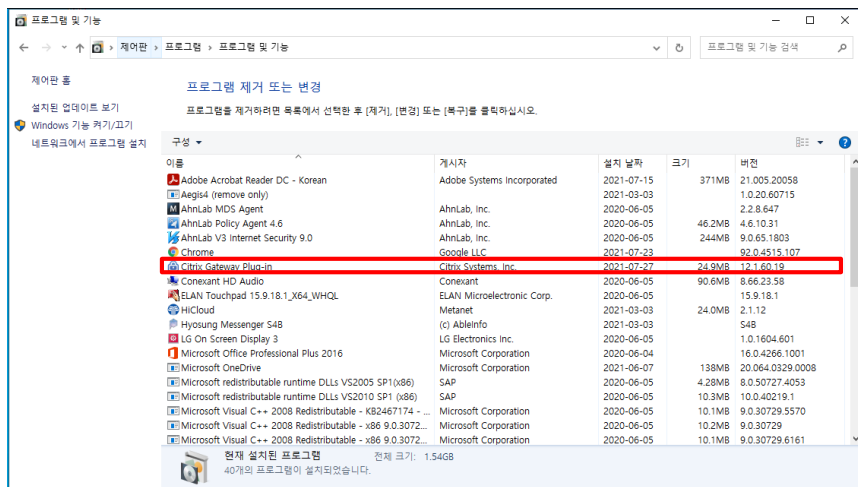


- 3) Click **'Apply an app or feature through Windows Defender Firewall'**

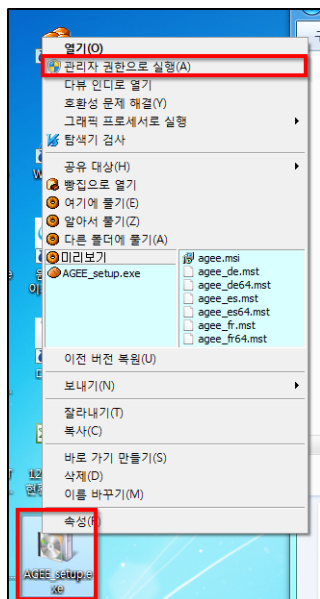


(Not Recommended)
 If not connect, **Disable Windows Firewall**
 -> Click Windows Defender Firewall on or off
 -> Check **Disable Windows Defender Firewall**

5. Reinstall VPN program (If unable to connect after steps 1, 2, 3, 4)



- 1) Delete the previously installed VPN program
- Control Panel -> Program and features
-> Delete 'Citrix Gateway Plug-in' program



- 2) Reinstall the VPN program with 'Administrator rights'

- ① Connect <https://vpn.hyosung.com> and login
- ② Click 'Download' button and download the installation file to your PC
- ③ Right-click the installation file([AGEE_setup.exe](#)) and run it as 'Administrator rights'

※ If the VPN program is not normally deleted, download '[Citrix VPN cleanup file](#)' on the VPN login page and delete VPN program

