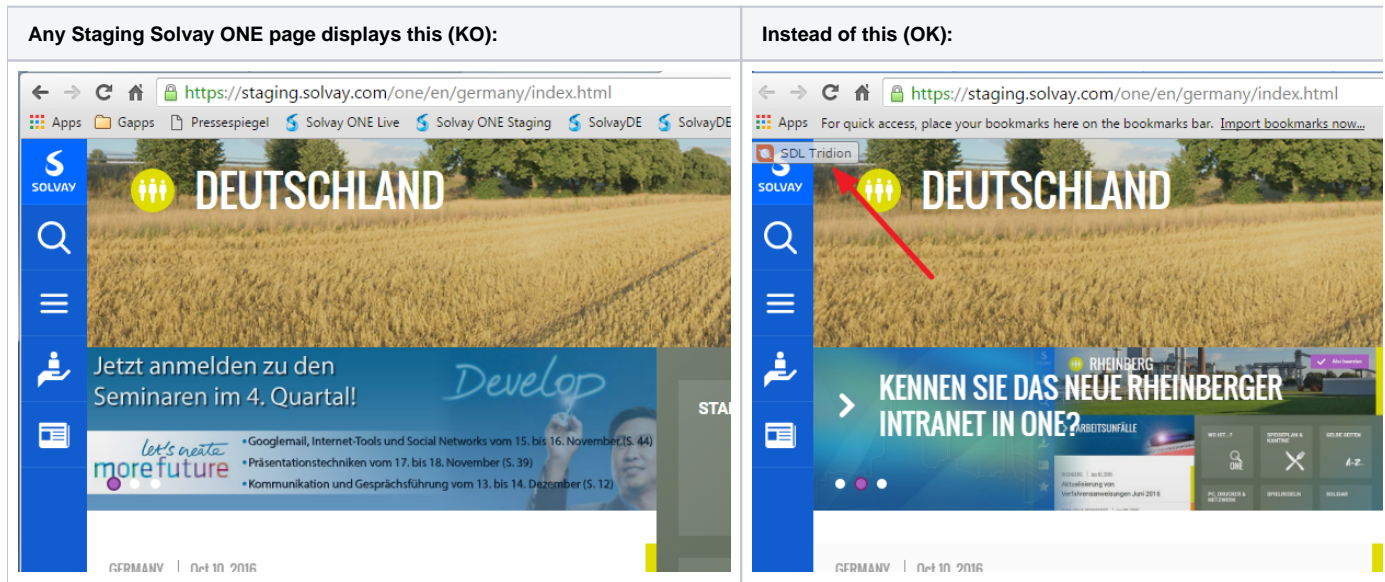


No "SDL Tridion" button on all of the Solvay ONE Staging pages

Issue

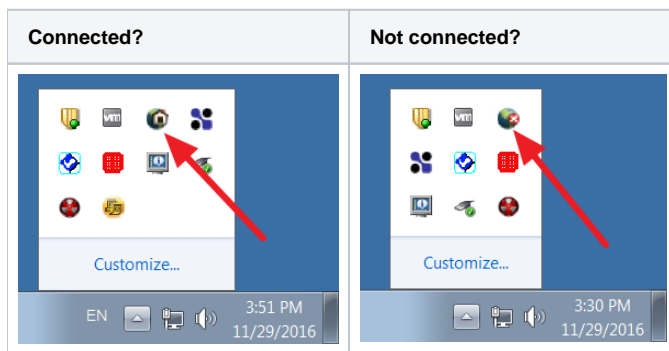


Do not confuse this case with: [No more "SDL Tridion" button in a single page of the Staging](#)

Solution

Is Global protect connected?

Deploying the running programs of Windows and look for the "Global protect" icon. How does it look like?



If "Not connected" >> Please [contact your local service desk](#) to solve this issue.

Waiting for an adapted solution from the service desk, you can try the suggested turn around

UPDATE (23 sept 2020) : Issue linked to old SSL certificate still cached on Internet Explorer, affecting chrome.

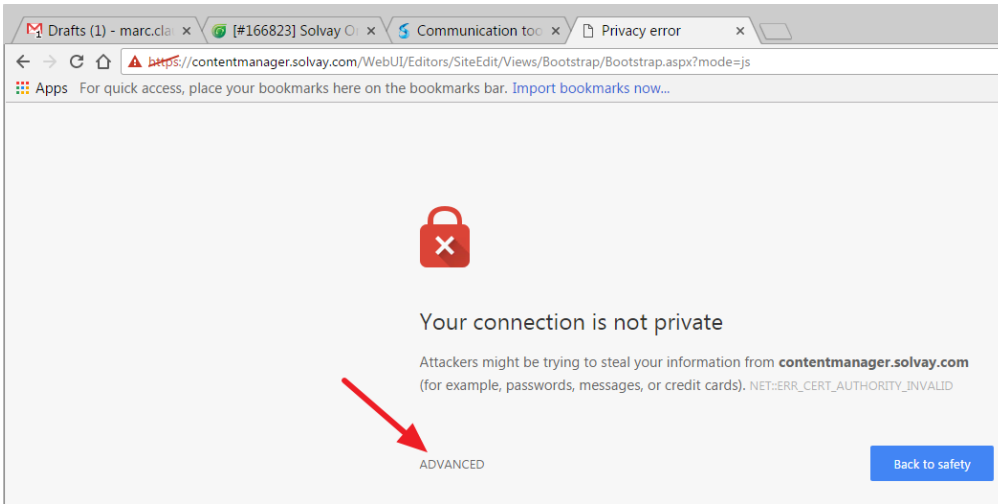
To clear the SSL state in Chrome on Windows, follow these steps:

- Open Internet Explorer – click Settings icon, and then click Internet options.
- Click the Content tab.
- Click "Clear **SSL** state", and then click OK.
- Restart Chrome.

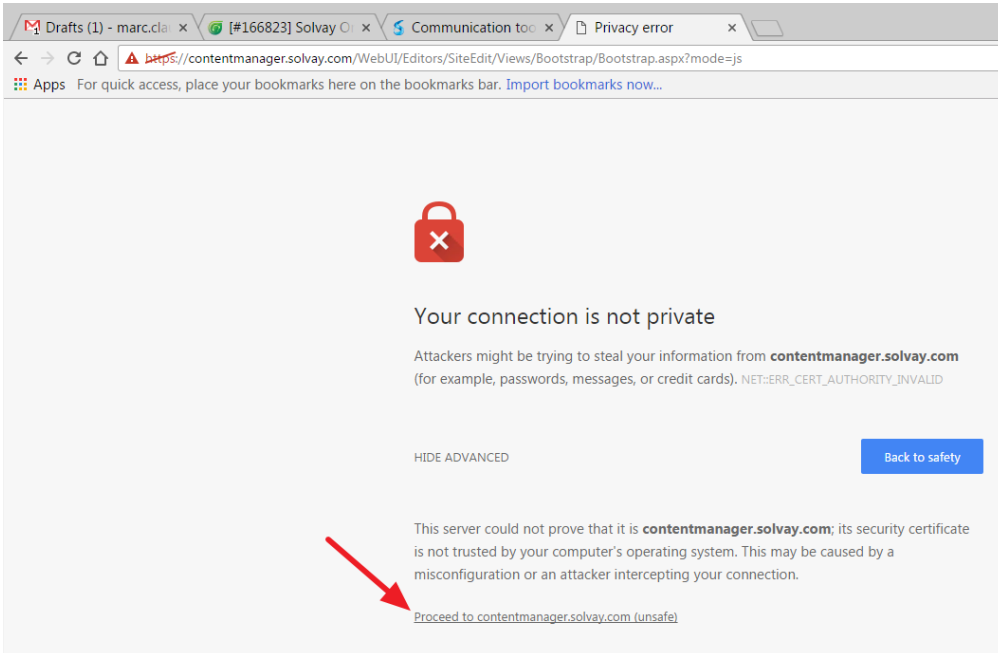
Possible turn around

This problem seems linked to an unidentified network issue, but you could try to apply the following steps to bypass the issue.

1. Access the following address in a new tab: <https://contentmanager.solvay.com/WebUI/Editors/SiteEdit/Views/Bootstrap/Bootstrap.aspx?mode=js>
2. Click "ADVANCED"



3. Click "Proceed to contentmanager.solvay.com (unsafe)"



4. Do not pay attention to this page content, just close the tab

```
if(!window.Tridion){Tridion={};Tridion.StartTime=new Date;Tridion.canAccessWindow=function(b){var a=true;try{b.locati
b=null;while(a&&b==null){if(Tridion.canAccessWindow(a)){if(a.Tridion)b=a.Tridion.getApplicationWindow();var c=a.parent
{var a=null,c=window.parent,b=c!=window;if(b)a=Tridion._findApplicationWindow(window.parent);if(!a)a=window;return
a}}Array.prototype.isArray=true;Date.prototype.isDate=true;Function.prototype.isFunction=true;Tridion.Type={registerN
arr=text.split("."),length=arr.length;if(length>0)for(var base=window,part,i=0,l=arr.length;i<l;i++){if(!base[part=ar
{}];base=base[part]}},resolveNamespace:function(e,b){b=b|window;for(var d=e.split("."),a=b,c=0,f=d.length;c<f&&a;c++)
(a.isArray||b.isNumber(a.length)&&!b.isWindow(a)&&!b.isElement(a)&&!b.isObject(a)&&!b.isString(a)?true:false),isDate:
a=="boolean",isFunction:function(a){return a&&a.isFunction==true||false},isNumber:function(a){return typeof a=="numb
a!=null&&!isNaN(a)},isObject:function(a){var c=true,b=false;if(a)if(a.window==a)b=c;else if(typeof a=="object"){if(!a
if(this.isFunction(a)b=c;return b},isString:function(a){return typeof a=="string"||a!=null&&a instanceof String},isN
true),isHtmlElement:function(a){return this.isElement(a)&&a.style!=null},isWindow:function(a){return this.isObject(a)
this.isNode(a)&&a.nodeType==1},isDocument:function(a){return this.isNode(a)&&a.nodeType==9},isNullOrUndefined:functio
Number(this.toString(a)),toNumberString:function(a){if(isNaN(Number(a))&&this.isString(a))return a.replace(/[\
a=b.charCodeAt(0);switch(a){case 12290:case 65294:case 65377:return ".";case 65293:return "-";default:return a-65296}
a});Tridion.Type.registerNamespace("Tridion.Utils");Tridion.Utils.RegExp={escape:function(a){return a?.replace(/([\
{fromArguments:function(a,f,e){var b=[],c=f|0;if(a==null)return b;if(Tridion.Type.isArray(a[c])b=a[c];else for(var
b},clone:function(a){if(Tridion.Type.isArray(a)){for(var c=[],b=0,d=a.length;b<d;b++)c.push(a[b]);return c}},areEqual
if(Tridion.Type.isArray(c)&&Tridion.Type.isArray(d)){var h=c.slice(),i=d.slice(),e=h.normalize(),f=i.normalize(),g=e
{a=false;break}}return a},indexOf:function(b,d,c){for(var a=0,e=b.length;a<e;a++)if(c?c(b[a],d):b[a]==d)return a;ret
this.indexOf(b,c,a)!=-1}};if(!Array.prototype.indexOf)Array.prototype.indexOf=function(a){return Tridion.Utils.Array.
```

5. Back to the Solvay ONE Staging, refresh the current page with F5



Then you should get "SDL Tridion" button back and be able to use Tridion again.

If the issue occurs again later, please re-apply this procedure.