Ivanti Connect Secure Release Notes

21.9R1

ICS 21.9R1 Build 421

ICS 9.1R12 nSA GW Build 15707

PDC 9.1R12 Build 10247

Default ESAP Version: ESAP 3.4.8

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Contents

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Revision History

The following table lists the revision history for this document:

Document Revision	Date	Description
1.0	October 2021	Initial Publication 21.9R1

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Introduction

Ivanti Connect Secure is a next generation Secure access product, which offers fast and secure connection between remote users and their organization's wider network. Ivanti Connect Secure modernizes VPN deployments and is loaded with features such as new end user experience, increased overall throughput and simplified appliance management.

This document is the release notes for Ivanti Connect Secure Release 21.9R1. This document contains information about what is included in this software release known issues. If the information in the release notes differs from the information found in the documentation set, follow the release notes.

Caveats

The following features are not supported in 21.9R1 gateway release:

- Default VLAN ID
- End-User Portal: localization
- IPv6 Support
- Multicast with IGMP v3

The features listed in https://kb.pulsesecure.net/articles/Pulse_Secure_Article/KB44747 are not supported with 21.x GW release. In addition, Pulse Collaboration, HOB Java RDP, Basic HTML5 and Pulse One are not supported in 21.x Gateway.

Virtual Appliance Editions

The following table lists the virtual appliance systems qualified with this release:

Platform	Qualified System
VMware	• ESXi 7.0.2 (17867351) • ESXi 6.7.0
Azure-V	• Standard DS2 V2 (2 Core, 2 NICs) • Standard DS3 V2 (4 vCPUs, 14 GB memory) 3NICs • Standard DS4 V2 (8 Core, 3 NICs)

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Platform	Qualified System
AWS-V	• M5.2xlarge (8 vCPUs 32 GB Memory, 3NICs) • M5.xlarge (4 vCPUs 32 GB Memory, 3NICs)

To download the virtual appliance software, go to: https://support.pulsesecure.net/

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Known Issues

The following table lists the known issues presented in 21.9R1:

Problem Report Number	Release Note
Release 21.9R1 PRs	
PCS-30626	**Symptom**: Failed to update profile for user error is seen in user access logs for every user. **Condition**: Importing system and user binary configs from 9.x where UEBA was configured and working fine. **Solution**: The UEBA package has to be imported manually for the Adaptive Authentication feature to continue to work fine and stop getting these messages for every user.
PCS-31165	**Symptom**: ESP to SSL session fallback happens randomly on L3 session. **Conditions**: In AA Cluster setup, when VPN Tunneling connection profile is configured with ESP to SSL fallback, sometimes L3-VPN session can fallback to SSL mode after a node leaves and joins the Cluster. **Workaround**: Restarting Services on the Cluster resumes all users VPN session to ESP mode.
PCS-30694	**Symptom**: Number of concurrent users (xx) exceeded the system limit (2) seen in user access logs. **Conditions**: When nSA Named User Mode is enabled in System > Configuration > Licensing **Workaround**: None. End-user does not see any warning and logins will work.
PCS-31051	**Symptom**: Max Concurrent Users do not get updated immediately. **Conditions**: After installing ICS-EVAL license. **Workaround**:None. System takes around 3-4 minutes for the page to get updated.

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Problem Report Number	Release Note
PCS-30919	**Symptom**: In Advanced HTML5 session, Copy paste functionality does not work after a while **Conditions**:When connected to backend windows machines through Advanced HTML5 session **Workaround**:Disconnect and Reconnect to Advanced HTML5 session
PCS-31161	**Symptom**: • Error updating data for chart cloud_secure_roles seen in Admin logs • Dashboard charts are not getting updated **Conditions**: After upgrading to 21.9R1 gateway build **Workaround**: None. Dashboard charts get updated after a while.
PCS-30280	**Symptom**: Not able to launch windows/citrix terminal services through IPv6 address. **Condition**: when end user uses IPv6 address to launch WTS/CTS **Workaround**: launch with IPv4 address.
PCS-31156	**Symptom**: Sessions are not synced between nodes on an AA/AP cluster. **Condition**: PCS failover because of reboot/power cycle. **Workaround**: New sessions after node recovery will be synced across both nodes and data on insights will be accurate.
PCS-31234	**Symptom**: html5 graph shows incorrect value for RDP sessions. **Condition**: RDP sessions created on PCS. **Workaround**: No workaround.
PCS-31046	**Symptom**: XML import from 9.x PCS GW to 21.x GW fails with a directory-server attribute error in a corner condition. **Condition**: When exported XML from 9.x gateway has a authentication server as system local server and attribute server set to "same as above".

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Problem Report Number	Release Note
	Workaround:In the XML file either: 1. Set <directory-server> attribute value as None: <directory-server>None</directory-server>. 2. Or remove the <directory-server> attribute, save file, XML import will be successful after that.
PCS-31168	**Symptom** : WSAM resources being accessed through PCS even though resources are denied in PSAM policy. **Condition**: when changing PSAM/WSAM policy from allow to deny. **Workaround**: NA
PCS-30652	**Symptom**: Antivirus host checker policy will be failed with error server has not received any information on mac os big surr. **Condition**: when Host checker policy with antivirus is configured on mac os big surr for pre-auth/post-auth. **Workaround**: NA
PCS-31058	**Symptom**: On ISA-V or PSA-v VMware platform, spikes in dashboard throughput graph are seen every 5 minutes, when NTP server is configured. **Condition**: If NTP server is configured and there is time drift on gateway. **Workaround**: Change view of graph to 2 days or more. Or use "Sync time with ESX host" in VMware tools and remove NTP server configuration on gateway.
PCS-31213	**Symtom**: Multicast traffic does not flow thru ICS GW when using IGMPv3. **Condition**: Only when 3rd party tool send multicast traffic with IGMPv3. **Workaround**: For multicast to work, IGMPv2 should be configured on 3rd party tool.
PCS-30439	**Symptoms** : End user login fails for users created in Local authentication server with clear text password enabled.

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Problem Report Number	Release Note
	Condition: creating local authentication server with clear text enabled. **Workaround**: For Non IKEv2 use cases, use without enabling clear text password.
PCS-31193	**Symptom**:HealthCheck REST API /api/v1/system/healthcheck?status=all returns Security gateway is inaccessible error. **Conditions**: When the default gateway of internal port is NOT reachable. **Workaround**: Make the internal gateway as reachable.
PCS-30658	**Symptom**: Run Gateway Diagnostics option does not return any output. **Conditions**: When triggering Run Gateway Diagnostics option from System Maintenance. **Workaround**: None. This command is not supported on ICS.
PCS-29657	**Symptom**: Kill command is seen on ISA-V virtual console. **Condition**: On a fresh deploy of ISA-V on VMware ESXi, AWS or Azure. **Workaround**: No functionality is affected. The message can be safely ignored.
PCS-30629	**Symptom**: End-user sees old sign-in page instead of modernised sign-in page. **Conditions**: 1. ICS is configured to use Remote TOTP for Secondary Auth 2. Remote TOTP server is NOT reachable **Workaround**: None. If the Remote TOTP server is reachable, this page would NOT be seen.
PCS-30854	**Symptom**: XML Import or Push Config fails with /users/user-roles/user-role[name=xyz-role]/html5-access/sessions **Conditions**: When trying to do XML import or Push Config of Selective Config.

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Problem Report Number	Release Note
	Workaround: • XML Import: Remove sessions block under html5-access from XML file and then do XML import. • Push Config: There is no workaround.

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Documentation

Pulse documentation is available at https://www.ivanti.com/support/product-documentation.

Technical Support

When you need additional information or assistance, you can contact "Pulse Secure Global Support Center (PSGSC):

- https://support.pulsesecure.net/
- support@pulsesecure.net

Call us at 1- 844-751-7629 (toll-free USA)

For more technical support resources, browse the support website https://support.pulsesecure.net/

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