Pulse Policy Secure

Release Notes

PPS 9.1R3.1 Build 2559
Pulse Profiler Version 1.7 (FPDB Version 42)
PDC 9.1R3.1 Build 1413.1
Default ESAP Version: ESAP 3.4.8

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Revision History

The following table lists the revision history for this document.

Revision	Month	Description
3.2	November	Added PRS-385089 under Fixed Issue in Release 9.1R3.1.
3.1	November	Fixed Issues section is updated for Release 9.1R3.1
3.0	October	Updated for 9.1R3
2.0	July	Updated for 9.1R2
1.2	June	Added "Session Bridging for Linux Platform" under New Features in 9.1R1 Release.
1.1	May	Added PRS 371536, PRS 373619 under Fixed Issues in 9.1R1 Release.
1.0	April	Updated for 9.1R1

Contents

Introduction

This document is the release notes for Pulse Policy Secure. It contains information about what is included in this software release: New features, known issues, fixed issues, product compatibility, and upgrade instructions.

Product Compatibility

Hardware Platforms

You can install and use this software version on the following hardware platforms:

PSA300, PSA3000, PSA5000, PSA7000F, PSA7000C

To download software for these hardware platforms, go to: **https://www.pulsesecure.net/support/**

Virtual Appliance Editions

This software version is available for the Virtual Pulse Secure Appliance (PSA-V) editions.

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

Platform	Qualified System
VMware	- HP ProLiant DL380 G5 with Intel(R) Xeon(R) CPU - ESXi 6.7
KVM	- CentOS 6.6 with Kernel cst-kvm 2.6.32-504.el6.x86_64 - QEMU/KVM v1.4.0 - Linux Server Release 6.4 on an Intel Xeon CPU L5640 @ 2.27GHz 24GB memory in host - Allocation for virtual appliance: 4vCPU, 4GB memory and 40GB disk space
Hyper-V	Microsoft Hyper-V Server 2016 and 2019

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

Notes

- From 9.1R1, VA-DTE is not supported.

- From 9.0R1 release, Pulse Secure has begun the End-of-Life (EOL) process for the VA-SPE virtual appliance. In its place, Pulse Secure is launching the new PSA-V series of virtual appliances designed for use in the data center

New Features

The following table describes the major features that are introduced in the corresponding release.

Feature	Description
Release 9.1 R3	
VSYS Support in PAN	Pulse Policy Secure supports provisioning user identity and resource access/IoT policies to multiple VSYS or specific VSYS (other than vsys1) on PAN firewall.
IBM QRadar Integration	Pulse Policy Secure along with IBM QRadar provides user access control based on threats/events received from IBM QRadar.
Splunk Integration	Splunk alert based integration supports sending alert information from Splunk to Pulse Policy Secure. PPS uses its existing functionality of admission control, L2/L3 enforcement and provides role based access control to secure the network.
Fortinet Identity management using RADIUS accounting messages	Pulse Policy Secure supports integration with FortiGate firewall using RADIUS accounting messages.
Mysql support	Pulse Policy Secure supports MYSQL as external Authentication server.
Local user account import through CSV in System local DB	Allows importing user accounts via CSV file in System local auth server. The local authentication server is an authentication database that is built in to PPS.
SNMP Enforcement using ACL for 3Com, DELL	SNMP ACL enforcement support is now expanded for 3Com and Dell switches.
SNMP Enforcement using VLAN for 3Com, Juniper and DELL	SNMP VLAN enforcement support is now expanded for 3Com, Juniper and Dell switches.
One-to-One NAT support	PPS allows auth table provisioning for the endpoints behind NAT (One-to One NAT mapping).
vTM and PPS Integration for Load Balancing	The Platform Limit, Maximum Licensed User Count and Cluster Name attribute values are available for optimal load balancing.
Release 9.1 R2	
Alert based integration with Nozomi Networks	PPS along with Nozomi Networks provides threat detection and threat response in ICS/OT environment.
Backup configs and archived logs on AWS S3/Azure Storage	Two new methods of archiving the configurations and archived logs are available apart from SCP and FTP methods: PPS/PCS supports pushing configurations and archived logs to the S3 bucket in the Amazon AWS deployment and to the Azure storage in the Microsoft Azure deployment.
EasiSMS Gateway Support	PPS supports EasiSMS gateway through the SMTP server. EasiSMS uses an email format to send SMS to end user mobile phones.
Flag Duplicate Machine ID in access logs	Pulse client expects the machine ID is unique on each machine. If multiple endpoints have the same machine ID, for security reasons, the existing sessions with the same machine id are closed. A new access log message is added to flag the detection of a duplicate Machine ID in the following format: Message: Duplicate machine ID "<Machine_ID>" detected. Ending user session from IP address <IP_address>. Refer document KB25581 for details.
Migration of Cisco ACS RADIUS/TACACS+ client configuration to PPS	Migrating RADIUS/TACACS+ client configuration configured on the Cisco ACS device.
Report Max Used Licenses to HLS|VLS	The licensing client reports maximum used sessions count instead of the maximum leased licenses count. For MSP customers, this change helps in billing the tenants based on maximum sessions used.
V3 to V4 Opswat SDK migration	PPS supports the migration of servers and clients to Opswat v4 to take advantage of latest updates.
VA Partition	PCS/PPS supports upgrading from PCS 8.2Rx/ PPS 5.3Rx to 9.1R2 for the following supported platforms: • VMWare ESXi • KVM • Hyper-V When upgrading a VA-SPE running PCS 8.2R5.1/PPS 5.3Rx or below that was deployed with an OVF template to a higher version, the upgrade was failing. This feature solves the upgrade problem for VMWare, KVM and Hyper-V. Refer KB41049 for more details.

Profiler

Profiler dashboard update	Profiler dashboard supports chart for Profile Groups. This chart is also part of downloaded PDF report.
Windows defender and Microsoft Security Essentials support	Agentless Host Checker with Profiler supports Windows defender and Microsoft Security Essentials.

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DNS traffic on any physical interface	Prior to 9.1R1 release, DNS traffic was sent over the Internal interface. Starting with 9.1R1 release, an administrator can modify the DNS setting to any physical interface namely Internal Port, External Port or Management Port.
Google Auth Multi Factor Authentication	TOTP server can be added as a secondary auth server in PPS.
Machine certificate check on MacOS	Machine certificate check on Mac OS is now supported for PPS.
Meraki 802.1x and Guest Access support	802.1X and Guest Access support is qualified with Cisco Meraki WLC.
RADIUS server capability on External port	802.1X authentication is now supported on external port.
SAML Auth Server support	PPS can be configured as SAML service provider (SP) for all industry standard SAML IdP's.
Session bridging for Linux Platform	PPS supports bridging the Layer 2 Native Supplicant 802.1X session with Layer3 Agentless (Browser based) Session on Linux platform.
Session Migration using Cert authentication	Session migration in an IF-MAP federated network supports Cert Auth and SAML auth
SNMP Enforcement using ACL (Cisco, HP, Juniper)	SNMP enforcement using ACL is supported for Cisco, Juniper and HP switches.
TACACS+ Enhancements – DB sync, pass back attributes to devices such as F5 and Juniper	TACACS+ authorization support for Administrators using custom attributes for Juniper and F5 devices. TACACS+ configuration synchronization across WAN cluster

Profiler

Distributed Profiler Enhancements	The Administrators can sync the profiled data from one Profiler to another from the profiler auth server configuration page. Multiple branch offices can sync their profiled data to central office. Admin can view the Device Discovery Report to view and control the multiple offices.
Profiler Device Age Out	Profiler device age-out interval configuration allows admin to automatically delete the devices from the database. Admin can define the age-out interval for a group of devices also using Profile Groups
Profile Windows devices using SNMP(HOST)	SNMP-HOST Collector is a collection method that receives endpoint information where the endpoints are monitored through SNMP. Admin can configure subnets to scan and community strings in profiler auth server configuration page.
Approval for Profile Groups	Administrator can select "needs approval" for selected Profiler group.
Key-value based search in DDR	Administrator can search in DDR with key value-based query. Query syntax is similar to that of profile groups.
Publishing IP address from Profiler to Active User Session	Admin can add IP address from Profiler to active session for L3 enforcement when RADIUS accounting is not enabled. This is supported only for MAC auth and dot1X.
Huawei switches added in supported list for Network Infrastructure Device	Admin can select Huawei switch from supported list in network infrastructure device page.

Noteworthy Changes

The following table describes the major feature changes that are introduced in the corresponding release.

Feature	Description
Release 9.1 R3	
OAC Client Removal	OAC client is deprecated beginning with Release 9.1R3.
Profiler	
Note: For release 9.1R3, the minimum version of the fingerprints package supported is 41.	
NMAP Upgrade	Upgraded NMAP database and Binary for improving the detection and classification of new devices.
SNMP Performance improvements	Improved endpoint devices detection using SNMP.

Fixed Issues

The following table lists issues that have been fixed and are resolved by upgrading to this release.

Problem Report Number	Description
Release 9.1 R3.1	
PRS-382319	**Summary**: Port Bounce issue for SNMP VLAN enforcement with Cisco switch is now fixed.
PRS-382287	**Summary**: TNCS process fails randomly on the server while evaluating the Host Checker policies.
PRS-385089	**Summary**: Duplicate machine ID feature is reverted as part of this PR.
Profiler	
PRS-384666	**Summary**: PPS web interface is running extremely slow.
PRS- 384736	**Summary**: trap-collector process restarting due to high memory usage.
PRS-385372	**Summary:** "trap-collector" consuming high CPU during startup.
Release 9.1 R3	
PRS- 376979	**Summary**: Clear config on PPS set the default 'Account Lockout' values to zero for 'Guest Authentication' server and this value cannot be modified or saved.
PRS 379003	**Summary**: End user always gets the remediation role even after endpoint meets all the End Point Security Policies.
PRS-377371	**Summary**: New device anomaly is not detected when connecting to Pulse via embedded browser
PRS-377957	**Summary**: PPS not sending auth table entry to correct vsys in PAN firewall
Profiler	
PRS-378960	**Summary:** In dashboard, Profiler name not retained when revisiting the same page after moving to another page.
Release 9.1 R2	
PRS- 376312	**Summary:** Factory reset from VMware VA console does not load the factory reset version and loads the current version.
PRS-376265	**Summary:** Invalid character error seen while adding Radius Return attribute value which contains "<" and ">" characters.
PRS-376465	**Summary**: Host Checker service in Pulse is crashing while performing policy monitoring when pulse client is retrying.
PRS-372699	**Summary**: NMAP scan profiling is inaccurate
PRS-372499	**Summary**: Session from Exported session list get purged on cluster if the passive node is disabled, rebooted and rejoined.
PRS-372440	**Summary**: Post Failover, Delayed session resumption with Pulse Client.

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PRS-374583	**Summary**: Behavior of "re-authentication" and "termination" options in radius Return Attribute policy page is interchanged.
PRS-371733	**Summary**: Assigned VLAN is not updated if fetched on the next poll and always shows default configured. VLAN.
PRS-370902	**Summary**: Behavioral Analytics dashboard is not displaying charts for potential malware and anomalous traffic from IoT devices for more than 4 device categories intermittently.
PRS-370903	**Summary**: MAC address is not updated in the user session details.
PRS-374582	**Summary**: Behavior of "re-authentication" and "termination" options in radius Return Attribute policy page is interchanged.
PRS-374368	**Summary**: PSAL launch failed when proxy browser is configured.
PRS-374477	**Summary:** Fortinet admission control feature will not work with domain users (AD).
PRS-371536	**Summary:** Host Checker: Virus Definition Check for updates fails for K7 Virus Security ZERO (14.x),
PRS-373619	**Summary:** Host Checker: Virus Definition Check for updates fails for AVG Free Antivirus (19.2.x).

Known Issues

The following table lists the Known issues in the current release.

Problem Report Number	Description
Release 9.1 R3	
PRS-381239	**Symptom**: CSV import to System local database will fail with error message as "Invalid User Name. Only ASCII characters are allowed" on PPS UI. **Condition**: When username in the CSV file to be imported to System local database involves characters apart from ASCII **Workaround**: None
PRS-382287	**Symptom:** TNCS on the server crashes intermittently during the HC policy evaluations. **Condition:** With Opswat policies configured on the server, TNCS on the server crashes intermittently during the Opswat policies evaluation. **Workaround:** If Opswat policy evaluation fails for a specific end user, he/she may need to re-authenticate for getting the required access.
PRS-381394	**Symptom**: Microsoft Excel is changing the format of CSV file while saving. **Condition**: User tries to edit the CSV file using MS Excel. **Workaround:** User should make sure that CSV file fulfil all condition of CSV file format. Open file in simple editor like: notepad++, vim.
PRS-381554	**Symptom:** Policy evaluation failed on macOS 10.14x or any higher versions for a file rule configured to validate a file location with System default Directories <%HOME%> **Condition:** Hostcheck policy with File Rule for macOS 10.14.x or higher versions for a file located at System Directories <%HOME%> **Workaround:** Need to add permissions for "Pulse Client" under "Accessibility" and "Full Disk Access" and which can be accessed from System Preferences > Security & Privacy > Privacy Or without providing permission /tmp location can be used for File validation.
PRS-380471	**Symptom:** PPS upgrade to 9.1R3 will not update the connection set and component set of the user role configured with Odyssey Access client settings. **Condition:** Fresh installation of Pulse client or migrating from OAC to Pulse client **Workaround:** OAC migration guide will help the administrators to configure the connection set and component set and map the same to appropriate roles.
PRS-382021	**Symptom:** Dismiss until next upgrade option is not working for banner related to perpetual licensing. **Condition**: Admin clicks on Dismiss until next upgrade. **Workaround**: For every new Admin login use the close button as a workaround.
Profiler	
PRS-380327	**Symptom:** Devices in Network Infrastructure Device are in Undiscovered state after importing Devices configuration using XML. **Condition:** Devices in Network Infrastructure Device are imported using XML. **Workaround:** Restart Services or enable all Switches manually.
PRS-380855	**Symptom:** Profiler is polling deleted switches once after deletion. **Condition:** Devices are deleted from Network Infrastructure Device list. **Workaround:** NA

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PRS-378002	**Symptom:** Cache server is continuously crashing in Longevity setup. Unable to open admin UI, crash messages display. **Condition:** When cache memory is hitting more than 512mb this crash has been observed. **Workaround:** NA, rollback and upgrade to latest version to start the test again.
PRS-378052	**Symptom:** SMTP Port 465 is not working for PPS guest user. **Condition:** Under SMTP settings, port 465 should also supported for Guest user. **Workaround:** SMTP port 587 with selecting SSL works in case of guest.
PRS-379012	**Symptom:** Radius Disconnect message (DM) is not working after importing user.cfg configuration from the previous release. **Condition:** When previous configuration (from 9.0R1) is loaded onto the box, overwrites the default radius.dct. "Funk-Dest-IPv6-Address" attribute is missing in the old dictionary. **Workaround**: After restoring the dictionary to factory default, DM is sent to the switch and session is disconnected.
PRS-379063	**Symptom:** While performing L3 followed by L2 and frequently enable/disable migration option some time SDKs are replacing next periodic host check **Conditions:** On Windows Platform using Pulse performing L2 authentication with Host Check enabled on Role/Realm with Migration feature enabled. **Workaround:** For replacing expected SDKs wait for next periodic Handshake or Disconnect and again connect to server using Pulse.
PRS - 377549	**Symptom:** PSIS is not upgrading to the 9.1R2 version. **Condition:** When CTS, WTS and VDI gets upgraded to 9.1R2 in Win10RS5+. **Workaround:** NA

Profiler

PRS-378960	**Symptom:** Selected profiler name not retained in profiler dashboard. **Condition:** In dashboard, Profiler name not retained when revisiting the same page after moving to another page. **Workaround:** NA
PRS-378956	**Symptom:** Linkdown Trap is not updating device link status in Device Discovery Report when profiler processes for the first time. **Condition:** Profiler not processing Linkdown Trap without Linkup trap update in Device Discovery page for the device. **Workaround:** NA
PRS-377534	**Symptom:** Profiler report downloaded from Admin UI always captures the charts in default styles even though admin has changed some of the chart styles on the Dashboard page **Condition:** Administrator downloading of profiler report from Profiler Dashboard page **Workaround:** NA. Currently, profiler report is always generated with the default chart types.

Release 9.1 R1

PRS-372687	**Symptom**: RADIUS CoA disconnect for Splash sign on page in Meraki WLC does not acknowledge the session disconnect message sent by PPS. **Conditions**: Guest session will be deleted from PPS, but the session will be active on WLC for the default timeout period of the guest session on Meraki WLC. **Workaround**: Admin can login to Meraki dashboard and de-authorize the guest manually from Wireless > Splash logins page. In addition to that, we have raised an enhancement request to Meraki to support COA disconnect on splash sign on page with radius authentication.
PRS-372794	**Symptom**: RADIUS Accounting stop message is not sent by Meraki when guest logs out or gets disconnected from Guest SSID **Conditions**: The Guest session will remain active on PPS for the duration of Maximum Session Length (default=725 mins). **Workaround**: Admin can login to Meraki dashboard and de-authorize the guest manually from Wireless >Splash logins page which will immediately send the Accounting stop message from Meraki to PPS.
PRS-373861	**Symptom**: TACACS+ Accounting start and stop messages are not sent by BIG IP F5 device **Condition**: PPS may have stale sessions as it does not receive stop accounting packets. However, these sessions are deleted from PPS when Maximum Session Timeout expires. **Workaround**: NA. If there is any stale TACACS+ session on PPS, it does not cause any security risk as any TACACS+ login is controlled by the BIG IP F5 device.
PRS-372849	**Symptom**: Session migration fails for secondary auth server. User is prompted with secondary auth server password. **Condition**: If secondary auth server is configured for session migration. **Workaround**: NA
PRS-376312	**Symptom:** Factory reset from VMware VA console does not load the factory reset version and loads the current version. **Conditions:** When trying to do factory reset to 9.1R1 from higher version in VMware-VA

	Workaround: Factory reset is possible by manual intervention. After successful 'Factory reset' command given from console, Virtual Appliance will reboot and will display three options in LILO menu: -Current version -Rollback version -Factory reset version Admin need to manually select the Factory reset version for the factory reset to happen successfully on VMware VA.
PRS-372250	**Symptom**: Session migration fails for 802.1X authentication. **Condition**: When the user tries to migrate the 802.1X sessions from PPS to PCS. **Workaround**: NA
PRS-374476	**Symptom:** Firewall SOH policy evaluation fails for domain user when Private and Public Networks profiles in Windows Firewall are not turned ON. **Condition:** When Private and Public network profile for domain user is not turned ON for Windows firewall. **Workaround:** NA
PRS-374820	**Symptom**: Profiler SNMP polling messages might be shown twice in event logs with in few seconds. even sometimes 'Switch poll error: Failure in send to.' in logs. **Condition: If** network infrastructure devices config imported using binary/xml **Workaround**: NA. This might happen once.
PRS-374663	**Symptom:** L3 session is established with Internal IP while performing L3 followed by L2 using Pulse with PPS External VIP address. **Conditions:** When PPS nodes are in cluster and external port is used for RADIUS authentication. **Workaround:** NA
PRS-360616	**Symptom:** SAML authentication failed with error "Missing/Invalid sign-in URL" despite correct credentials while using PDC embedded browser version 9.0.1. **Condition**: Using PDC browser version 9.0.1 with PPS version 9.1R1. **Workaround**: Use latest PDC version with Release 9.1R1.
PRS-366966	**Symptom**: Juniper Connector UI provides option to select TCP ports for communicating with PPS. However, PPS connector always use port 443, making the selected TCP port ineffective. **Conditions**: Configuring PPS as connector in Juniper PE. **Workaround**: Ensure that the Port number is always set to 443.
PRS-367195	**Symptom**: While configuring the Pulse Policy Secure connector in Juniper PE, administrator need to enter the system-local administrator credentials as PPS admin and AD user account cannot be used for generating REST API key for PPS-Juniper PE communication. **Conditions**: Configuring PPS as Connector in Juniper PE. **Workaround**: Juniper SDSN integration with PPS requires creating a local Admin user on PPS.
PRS-367291	**Symptom**: Certificate Authentication fails due to configuration of "Skip Revocation when OCSP/CDP server is not available" for HC policy enforced at realm level. **Condition**: When admin enables Skip Revocation check and OSCP server is not reachable. **Workaround**: Set the OSCP timeout to less than 5 seconds.
PRS-368055	**Symptom**: Admin is allowed to create anomaly role mapping rules based on custom expressions when UEBA license is not installed. **Condition**: Configuring anomaly role mapping rules based on custom expressions when Behavioral Analytics license is not installed **Workaround**: Install Behavioral Analytics License.
PRS-366296 PRS-369738	**Symptom**: Authentication to PPS fails as Duo custom sign-in pages are not displayed. **Condition**: User authenticates to PPS and assigned realm is configured with Duo as secondary authentication server. **Workaround**: Use passcode-based Duo authentication.
PRS-367024	**Symptom**: Authentication fails for browser-based login for Duo and LDAP combination with predefined user as <USER> in secondary authentication server. **Condition**: User authenticates to PPS and assigned realm is configured with Duo as primary and LDAP as secondary auth server **Workaround**: Use passcode-based Duo authentication.
PRS-368136	**Symptom**: VIP failover fails in A/P cluster when the Active node becomes unreachable with SPAN configured on external port. **Condition**: Active node becomes unreachable in A/P Cluster with Local SPAN enabled on cluster nodes' external port. **Workaround**: Configure Remote SPAN.
PRS-368689	**Symptom**: OS Check rule is not supported when trying to connect from 9.0R3 Pulse client to old PPS (9.0R2\9.0R1) server on MAC OS platform. **Condition**: When OS check Host checker rule is evaluated with new Pulse client connecting to pre-9.0R3 PPS server. **Workaround**: Pulse client on MAC platform and PPS server need to be 9.0R3 for OS Check host checker policy to work as expected.

PRS-368967	**Symptom**: Host checker fails on Mac OS 10.14 Mojave endpoint when Activate Older OPSWAT SDK in ESAP is enabled. **Condition**: When ESAP with V3 SDK is activated on the server. **Workaround**: Administrator should activate ESAP with V4 SDK on PPS for Host check to work as expected.
PRS-376265	**Symptom:** Invalid character error seen while adding Radius Return attribute value which contains "<" and ">" characters. **Condition:** While creating new Radius Return attribute value or editing existing Radius Return attribute value which contains "<" and ">" characters. **Workaround:** 1) Upgrade case: It would work fine, if Radius Return attributes are not modified. To edit or create new Radius Return attribute value, please follow step 2. 2) Fresh Deployment: To add Radius Return attribute value which contains "<" and ">" characters, export XML file from Maintenance >Import\Export >Export XML and add\modify the Radius Return Attribute value in Exported XML and then import the same XML from Maintenance >Import\Export->Import XML.
Profiler	
PRS-369079	**Symptom**: For Agentless Host Checker with Profiler, Antivirus Rule with "virus definition age" check may fail. **Conditions**: Windows registry does not maintain the timestamp, when last virus definition was installed. Time is taken as midnight time (00:00:00) of the date, when the last definition was installed. **Workaround**: Create the rule with (expected number of definition age + 1) days.
PRS-367687	**Symptom**: Remote profiler is unable to communicate with Profiler; hence the remote endpoints are not profiled. **Conditions**: If self-signed certificate is used on Profiler Authentication server. **Workaround:** Using a CA signed certificate on Profiler server.
PRS-361246	**Symptom**: Endpoint session status is not updated in DDR table if the same endpoint is imported through Binary configuration. **Conditions**: Importing profiler data using Binary configuration. **Workaround**: Reconnect the existing user session.
Cloud Application Visibility	
PRS-370268	**Symptom**: CAV fails to configure proxy on endpoint, when Juniper SRX is configured as an Infranet Enforcer for a resource. **Condition**: Juniper SRX is configured as Infranet Enforcer. **Workaround**: N/A
PRS-370249	**Symptom**: CAV policies are not applied when endpoints establish dot1x connection with a switch/access point. **Condition**: Authenticator is a third-party device and is configured to use PPS as authenticating server. **Workaround**: N/A
PRS-370237	**Symptom**: CAV policy updates are not sent to PPS if CAV Database is updated with PCS IP address. **Condition**: If CAV database at client side is updated with PCS IP address and the user establishes L2/L3 connection. **Workaround**: N/A
PRS-370123	**Symptom**: DNS resolution fails after CAV is re-enabled at user role level. **Conditions**: If already added user role is deleted from the CAV policies. **Work Around**: - N/A
PRS-369277	**Symptom**: CAV feature does not work when Pulse SAM is enabled on client. **Conditions**: Pulse SAM and CAV enabled for the same role. **Work Around**: - N/A
PRS-369891	**Symptom**: Authentication token fetching is failing under NATed environment on Pulse client for CAV policies update. **Conditions**: PCS configured behind a NAT device. **Work Around**: N/A
PRS-369279	**Symptom**: Lockdown is not working properly if CAV policies are configured. Conditions: Enabling CAV with lock down. **Work Around**: N/A

Upgrade Instructions

Upgrade Paths

The following table describes the tested upgrade paths.

Upgrade From	Qualified	Compatible
9.1R3	Yes	
9.1R2	Yes	
9.1R1	Yes	
9.0Rx	Yes	
9.0Ry		Yes
5.4Rx	Yes	
5.4Ry		Yes

Note:

If your system is running beta software, roll back to the previously installed official software release before upgrading. This practice ensures the rollback version is a release suitable for production.

Upgrade Scenario Specific to Virtual Appliances

PSA-V cannot be upgraded to current release without core license.
Follow these steps to upgrade to the current release:
1. If PSA-V is running 5.3Rx:
    a. Upgrade to 5.4R3 or later.
    b. Install Core license through Authcode.
2. If PSA-V is running 5.4R1:
    a. Upgrade to 5.4R3 or later.
    b. Install Core license through Authcode.

General Notes

For policy reasons, security issues are not normally mentioned in release notes. To find more information about our security advisories, please see our **security advisory page.**

Documentation

Pulse Secure documentation is available at **https://www.pulsesecure.net/techpubs/**

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**

·