

Pulse Desktop Client Pulse Secure Application Launcher

Deployment Guide

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Pulse Secure Application Launcher - Deployment Guide

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Revision History

Document Version	Revision Summary	
2.0	Added the support for client log upload from 9.0R4 release.	
1.0	Initial Release	

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Overview

Starting in 8.2R1, due to the end of ActiveX and Java support on many browsers, an alternate solution is provided called Pulse Secure Application Launcher (PSAL).

Pulse Secure Application Launcher allows installation of below components:

- Pulse Client
- Host Checker
- Terminal services
- Network Connect
- WSAM

🕖 Note

Starting from 9.0R4, we have added PSAL support for client log upload. From 8.3R3, we added PSAL support for launching the HOB applet and JSAM. Client needs to have 32-bit Java Runtime installed.

- Java 7 or above for JSAM
- Java 8 or above for HOB

To provide 64-bit Java 9 support for launching HOB applets through PSAL:

If user is currently using a 32-bit PSAL and if he opts for a 64-bit upload, new 64-bit PSAL will be downloaded so that user can launch HOB applets.

This application uses a custom URL, pulsesecure://, to deliver and launch client applications. The custom URL when invoked will automatically trigger the new application – Pulse Secure Application Launcher.

10 Note During the initial release in 8.2R1, the solution works for Chrome and Edge browser on Windows and Safari and Chrome on MacOS. In 8.2R5, full support for Firefox was added for Windows.

For a new user, launching the Pulse client for the first time, it involves the following steps:

- Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome (Windows)
- Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome (MacOS)

Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome (Windows)

To install Pulse Client for the first time:

- 1. Log in to the PCS server using the user name and password given by the administrator.
- 2. In the home page, under Client Application Sessions, click the **Start** button next to Pulse Secure.

Figure 1: Pulse Connect Secure Home Page

Pulse Secure		Logged-in as: bhagi	for Home	Preferences	O Help	Sign Out
	Welcome to the Pulse Connect Secure, bhagi.					
	Client Application Sessions		-			
	Pulse Secure	Star	t			
Copyright © 2001-2017 Pulse S	ecure, LLC. All rights reserved.					

3. In the Search for the Pulse Secure Application Launcher window, click Download.

Figure 2: Searching for the Pulse Secure Application Launcher

Ilse Secure
Searching for the application launcher
53
If you know that the application launcher is not installed, skip the wait and download now
Download
If you do not want to proceed, please click <u>here</u> to go back.

Note: In case you did not click Download, after a minute's search, the wizard indicates that the Pulse Secure Application Launcher is not installed and prompts to download. Click Download to proceed (see Figure 3).

A

Figure 3: Pulse Secure Application Launcher not installed

PulseSecure
It appears that the application launcher is not installed. Download now to proceed.
Download
Or, if you still believe that the application launcher is already installed, you can <u>Try Again</u> to find it.
$2f$ you do not want to proceed, please click $\underline{h}\underline{w}\underline{w}$ to go back.

4. In the Open File dialog that appears, click **Run** to install the file.

Figure 4: Open File Dialog

S Pulse Secure	
After the application launcher has completed dow	nloading, follow these installation steps.
Click	Continue with the Pulse Secure launch.

5. When the installation of Pulse Secure Application Launcher is complete, a confirmation message will be displayed. Click **OK** to close the message box.

Figure 5: Pulse Secure Application Launcher Successful Installation

💽 Pulse	Secure Application Launcher	×
i	Pulse Secure Application Launcher has been installed successfully.	
	ОК	

6. The browser will show a warning message as shown in the figure below. Select **Remember my choice for Pulse Secure Application Launcher links**, and click **Open Pulse Secure Application Launcher**.

Figure 6: Open Pulse Secure Application Launcher

Open Pul	se Secure Apation Launcher?	×
Remen	nber my choice for Pulse Secure Apation Lau	ncher links
	Open Pulse Secure Apation Launcher	Don't open

7. In the warning message box that appears, click **Yes** to allow Pulse Secure to contact the server. If you do not want this prompt to appear in future, click **Always**.

Figure 7: Pulse Secure Application Launcher - Download, Install, Execute Software

Pulse Secure Application	Launcher - Warning		
Do you want to allow Pulse Secure to contact the server and/or download, install, execute software from the server?			
Server Name :	10.96.16.152		
Product Name :	Pulse Secure		
Always	Yes No		

For security reasons, if the user does not respond to the above-mentioned warning message for more than two minutes, error message will be displayed. In such situation, user has to click the Start button again to launch the Pulse Secure client.

8. The Pulse Secure Application Launcher installs setup client module.

Figure 8: Installing Set Up Client Module

Pulse Secure Application Launcher	_	\times
Installing setup client module.		
Please wait		

• Windows starts downloading the Pulse Secure software.

Figure 9: Downloading Pulse Secure Software

Setup: Pulse Secure
Downloading Pulse Secure. Please wait
Download 54% complete.
Cancel
IT TOP OF THE TO ENGLISH OTHERS UNLESS CITES THE TO SO DOCK.

• Once the download is complete, Windows starts installing Pulse Secure software.

Figure 10: Installing Pulse Secure Software

Setup: Pulse Secure
Installing Pulse Secure: 33% complete. Please wait
Pulse Secure
Please wait while Windows configures Pulse Secure
Time remaining: 4 seconds
Cancel

The Pulse Secure Application Launcher and Pulse Secure Setup Client will be shown in the installed programs list.

Figure 11: Installed Programs List

Organize 🔻 Uninstall Repair					•	0
Name	Publisher	Installed On	Size	Version		
Microsoft Network Monitor 3.4	Microsoft Corporation	12/17/2013	8.25 MB	3.4.2350.0		
Microsoft Network Monitor: NetworkMonitor Parsers	Microsoft Corporation	12/17/2013	20.3 MB	3.4.2350.0		
📴 Microsoft Office Word Viewer 2003	Microsoft Corporation	9/30/2012	27.9 MB	11.0.8173.0		
Microsoft Visual C++ 2005 Redistributable	Microsoft Corporation	12/14/2012	300 KB	8.0.61001		
Microsoft Visual C++ 2005 Redistributable	Microsoft Corporation	12/17/2013	2.62 MB	8.0.59193		
Microsoft Visual C++ 2008 Redistributable - x86 9.0.3	Microsoft Corporation	11/5/2014	596 KB	9.0.30729.4148		
Microsoft Visual C++ 2010 x86 Redistributable - 10.0	Microsoft Corporation	7/6/2015	11.0 MB	10.0.30319		
💐 Microsoft Windows SDK for Windows 7 (7.1)	Microsoft Corporation	7/6/2015		7.1.7600.0.30514		
😻 Mozilla Firefox 39.0 (x86 en-US)	Mozilla	7/7/2015	84.6 MB	39.0		
🐻 Mozilla Maintenance Service	Mozilla	5/9/2014	341 KB	29.0		5
NetScanTools Pro Demo 11.53	NetScanTools.com	2/10/2014	85.2 MB	11.53		
🔛 Notepad + +		9/30/2012		6.1.8		
💐 Perforce Visual Components	Perforce Software	5/6/2014	47.0 MB	092.23.6331		
Rulse Application Launcher	Pulse Secure, LLC	8/31/2015	1.60 MB	8.2.60754		
Pulse Secure Network Connect 8.1	Pulse Secure, LLC	7/7/2015		8.1.1.33790		
💷 Pulse Secure Setup Client	Pulse Secure, LLC	7/7/2015	800 KB	8.1.1.51832		
4 Unlocker 101	Cedrick Collomb	12/14/2012		101		

🕖 Note

In a few versions of Chrome browser, the following warning message appears. Select **Remember my choice for all links of this type**, and click **Launch Application**. This message may differ for other browsers.

Figure 12: External Protocol Request

External Protocol Request	×
Google Chrome needs to launch an external application to handle pulsesecure: links. The link requested is pulsesecure:// LUFwcElkICJwdWxzZSIgLUFwcEFjdGlvbiAiU3RhcnQiIC1MYXVuY2hQYXJhbX NVUkwgIi9kYW5hL2hvbWUvcHNhbHBhcmFtcy5jZ2k/ YW09cHVscJuMC4yNDU0LjEwMSBTYWZhcmkvNTM3LjM2IiAtTG9jYWxIIC JIbiIgLVNIcnZIcIZIcnNpb24gIjguMi42MDc1NCIgLVRpbWVTdGFtcCAiMTQ0 NDM5NzA0NzUyMyI=.	
The following application will be launched if you accept this request:	
"C:\Users\ramyad\AppData\Roaming\Pulse Secure\PSAL \PulseApplicationLauncher.exe" // LUFwcElkICJwdWxzZSIgLUFwcEFjdGlvbiAiU3RhcnQiUuMC4yNDU0LjEwMS BTYWZhcmkvNTM3LjM2IiAtTG9jYWxIICJIbiIgLVNIcnZIcIZIcnNpb24gIjguMi4 2MDc1NCIgLVRpbWVTdGFtcCAiMTQ0NDM5NzA0NzUyMyI= If you did not initiate this request, it may represent an attempted attack on your system. Unless you took an explicit action to initiate this request, you should press Do Nothing.	-
Remember my choice for all links of this type.	
Launch Application Do Nothing]

Launching Pulse Client using Pulse Secure Application Launcher

1. In the home page, under Client Application Sessions, click the **Start** button next to Pulse Secure to launch Pulse Client.

Figure 13: Pulse Connect Secure Home Page

S Pulse Secure		Logged-in as: skedlaya	Home	1 Meetings	Preferences	О Неір	Sign Out
						Brow	se (<u>tips</u>)
	Walcome to the Burke Connect Secure skedlags				<u></u>		
	Web Bookmarks			:= + 🤜			
	You don't have any web bookmarks.						
	Files		de cite	= '			
	You don't have any files bookmarked.	m	ndows File	IS UNIX FILE	2		
	Client Application Sessions						
	Pulse Secure			Start			
	🐴 Java Secure Application Manager			Start 8	=		
Copyright © 2001-2015 Puls	e Secure, LLC. All rights reserved.						

Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome (MacOS)

To install Pulse Client for the first time using Chrome on MacOS:

- 1. Log into the PCS server using the user name and password given by the administrator.
- 2. In the home page, under Client Application Sessions click **Start** button next to Pulse Secure.

Figure 14: Pulse Connect Secure Home Page

S Pulse Secure		Preferences	O Help	Sign Out		
	Welcome to the Pulse Connect Secure, bhagi.					
Client Application Seasions						
Start Start						
Copyright © 2001-2017 Pulse Secure, LLC. All rights reserved.						

3. In the Search for the Pulse Secure Application Launcher window, click Download.

Figure 15: Searching for the Pulse Secure Application Launcher

PulseSecure
Searching for the application launcher
51
If you know that the application launcher is not installed, skip the wait and download now
Download
If you do not want to proceed, please click here to go back.

Note: In case you did not click Download, after a minute's search, the wizard indicates that the Pulse Secure Application Launcher is not installed and prompts to download. Click Download to proceed (see Figure 3).

A



S Pulse Secure	
lt a	appears that the application launcher is not installed. Download now to proceed.
	Download
	Or, if you still believe that the application launcher is already installed, you can <u>Try Again</u> to find it.
	If you do not want to proceed, please click <u>here</u> to go back.

4. In the screen that appears, click the launcher file shown in the screen below.

Figure 17: Launcher File

|--|

5. When the installation of Pulse Secure Application Launcher is complete, confirmation message will be displayed. Click **Close** to close the window.

•••	Install Pulse Secure Application Launcher	
 Introduction Destination Select Installation Type Installation Summary 	The installation was completed successfully.	
Pulse Secure	Go Back Close	

Figure 18: Pulse Secure Application Launcher Successful Installation

6. The browser will show a warning message as shown in the figure below. Select **Remember my choice for Pulse Secure Application Launcher links**, and click **Open Pulse Secure Application Launcher**.

Figure 19: Open Pulse Secure Application Launcher

Open PulseApplica Remember my ch	tionLauncher? noice for PulseApplicationLauncher links
Don't open	Open PulseApplicationLauncher

7. In the warning message box that appears, click **Open**.

Figure 20: Open Pulse Secure Application Launcher for First Time



8. In the warning message box that appears, click **Yes** to allow Pulse Secure to contact the server. If you do not want this prompt to appear in future, click **Always**.

Figure 21: Pulse Secure Application Launcher – Download, Install, Execute Software

~	Pulse Secure Application Launcher Do you want to allow Pulse Secure to contact the
	server and/or download, install, execute software from the server? Server Name : 10.96.16.152 Product Name : Pulse Secure
	No Yes Always

• Windows starts downloading the Pulse Secure software.

Figure 22: Downloading Pulse Secure Client

Setup: Pulse Secure
 Downloading Pulse Secure. Please wait Download 100% complete.
Cancel

• Once the download is complete, Windows starts installing Pulse Secure software.

Figure 23: Installing Pulse Secure Client



🕖 Note

In a few versions of Chrome browser, the following warning message appears. Select **Remember my choice for all links of this type**, and click **Launch Application**. This message may differ for other browsers.

Figure 24: External Protocol Request

External Protocol Request
Google Chrome needs to launch an external application to handle pulsesecure: links. The link requested is pulsesecure:// LUFwcElkICJoYyIgLUFwcEFjdGlvbiAiU3RhcnQilC1Ua W1IU3RhbXAgljE0NzY2NDE3ODU5MDAiIC1TcnZDZX J0TWQ1ICJINTZkY2ZmNTNhODU0Z NVUVo4UGxpdTB0M09RT2JvSmdDVFg1WXZQQ1p0 WmxNWERTVXM1NTAIMkIzSGxQNmIFMjBKQ00xUFAI MkZNOEZmQmMwTG9EQXVjZnISU1pZc3VGbml1dyU zRCUzRCI=.
The following application will be launched if you accept this request:
PulseApplicationLauncher.app
If you did not initiate this request, it may represent an attempted attack on your system. Unless you took an explicit action to initiate this request, you should press Do Nothing.
Remember my choice for all links of this type.
Do Nothing Launch Application

Launching Pulse Client using Pulse Secure Application Launcher

To launch Pulse Client:

1. In the home page, under Client Application Sessions click **Start** button next to Pulse Secure to launch Pulse Client.

Figure 25: Pulse Connect Secure Home Page

Q Pulse Secure	Logged-in as:		۶	٢	
× · · · · · · · · · · · · · · · · · · ·	bhagi	Home	Preferences	Help	Sign Out
Welcome to the Pulse Connect Secure, bhagi.					
Client Application Sessions		-			
S Pulse Secure	Sta	rt			
Convright © 2001-2012 Pulse Secure, LLC. All rights reserved.					
opprigra & book kokr i nine beland palaer in rights reaction					