



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.

**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:

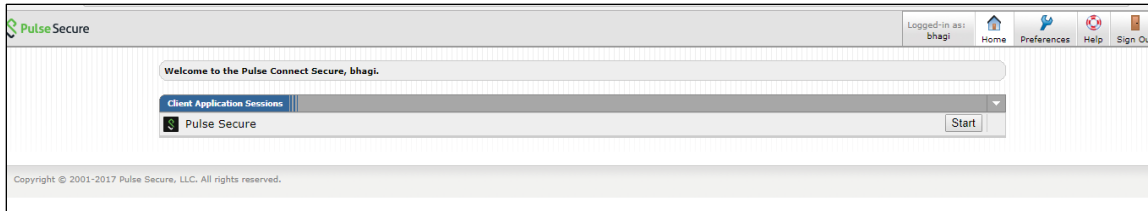
- [Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome \(Windows\)](#)
- [Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome \(MacOS\)](#)

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

To install Pulse Client for the first time:

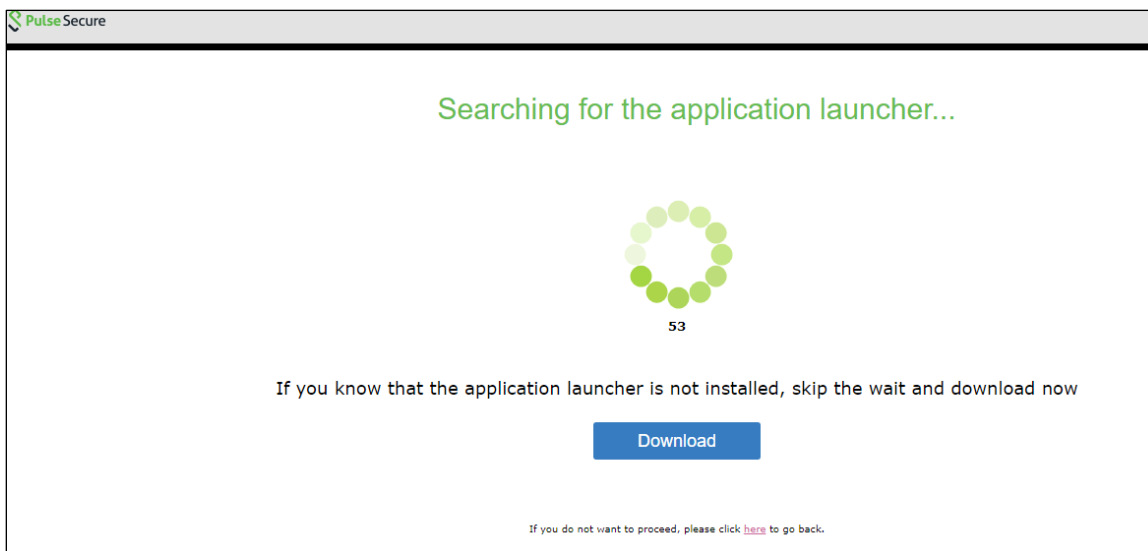
1. Log in to the PCS server using the user name and password given by the administrator.
2. In the home page, under Client Application Sessions, click the **Start** button next to Pulse Secure.

Figure 1: Pulse Connect Secure Home Page



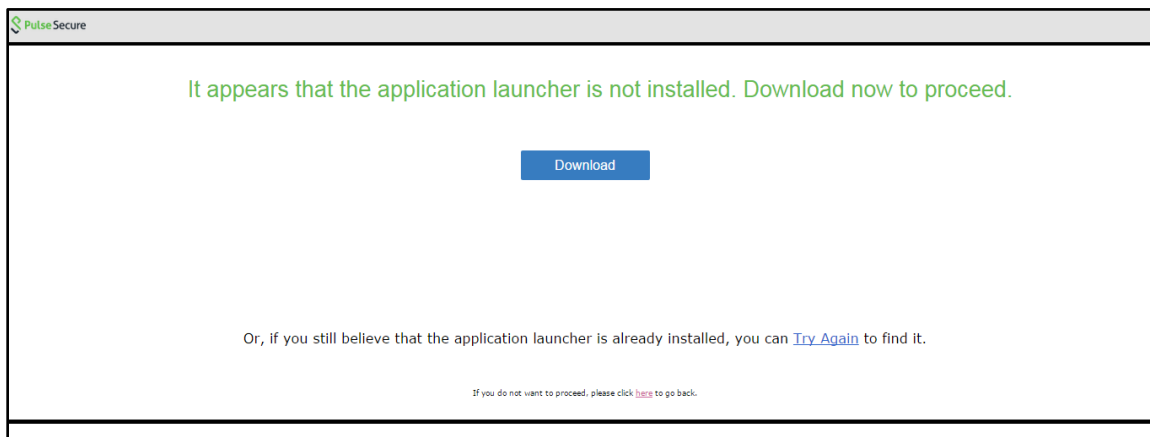
3. In the Search for the Pulse Secure Application Launcher window, click **Download**.

Figure 2: Searching for the Pulse Secure Application Launcher



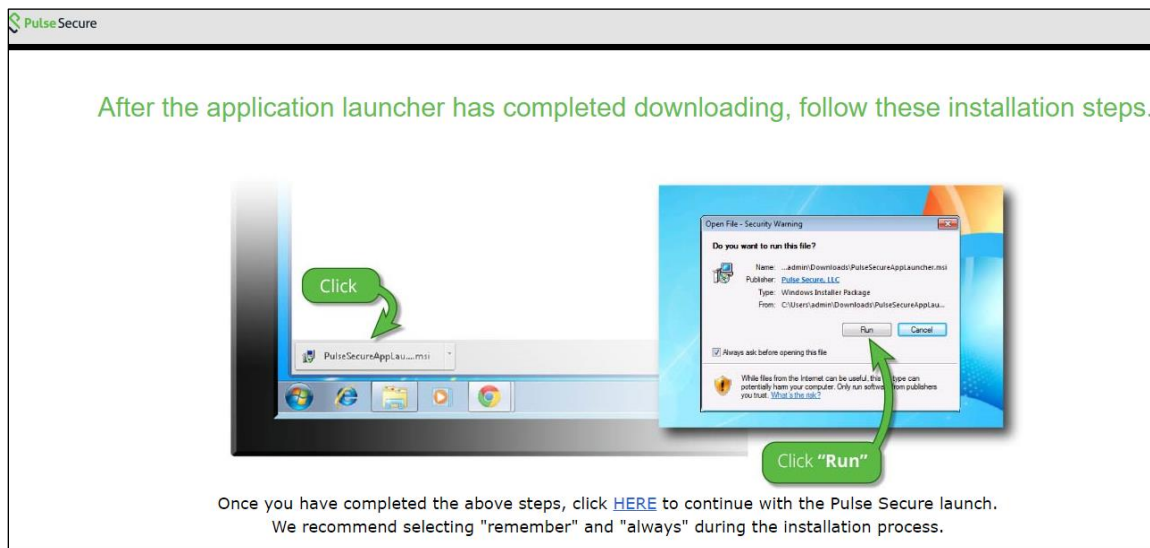
Note: In case you did not click Download, after a minute's search, the wizard indicates that the Pulse Secure Application Launcher is not installed and prompts to download. Click Download to proceed (see Figure 3).

Figure 3: Pulse Secure Application Launcher not installed



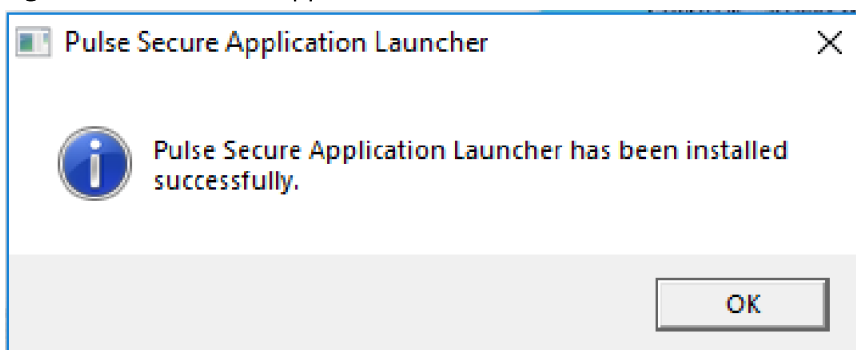
4. In the Open File dialog that appears, click **Run** to install the file.

Figure 4: Open File Dialog



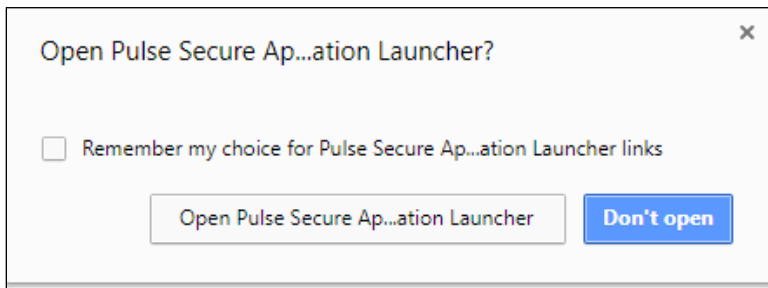
5. When the installation of Pulse Secure Application Launcher is complete, a confirmation message will be displayed. Click OK to close the message box.

Figure 5: Pulse Secure Application Launcher Successful Installation



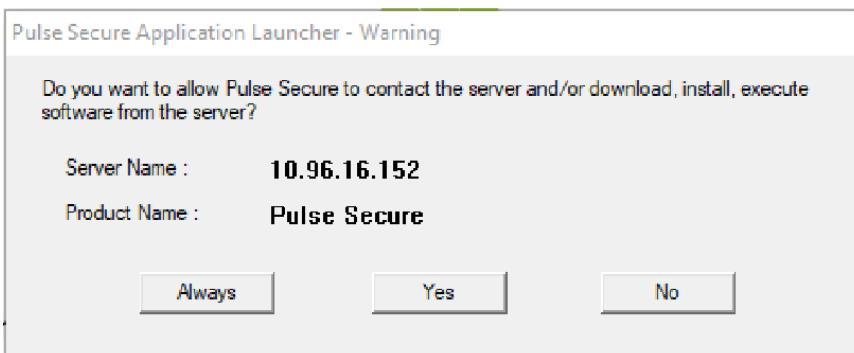
- The browser will show a warning message as shown in the figure below. Select **Remember my choice for Pulse Secure Application Launcher links**, and click **Open Pulse Secure Application Launcher**.

Figure 6: Open Pulse Secure Application Launcher



- 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**.

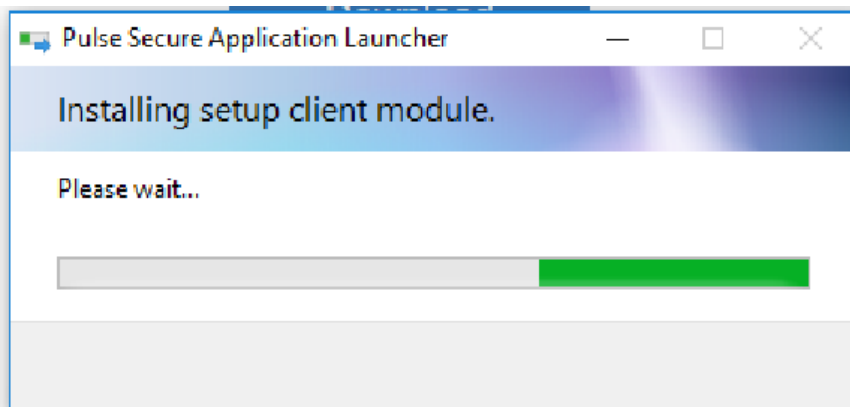
Figure 7: Pulse Secure Application Launcher - Download, Install, Execute Software

**Note**

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.

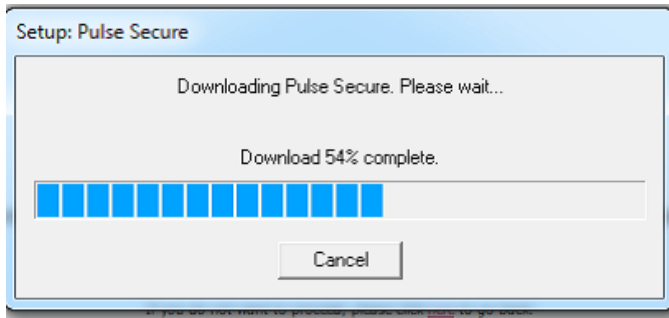
- The Pulse Secure Application Launcher installs setup client module.

Figure 8: Installing Set Up Client Module



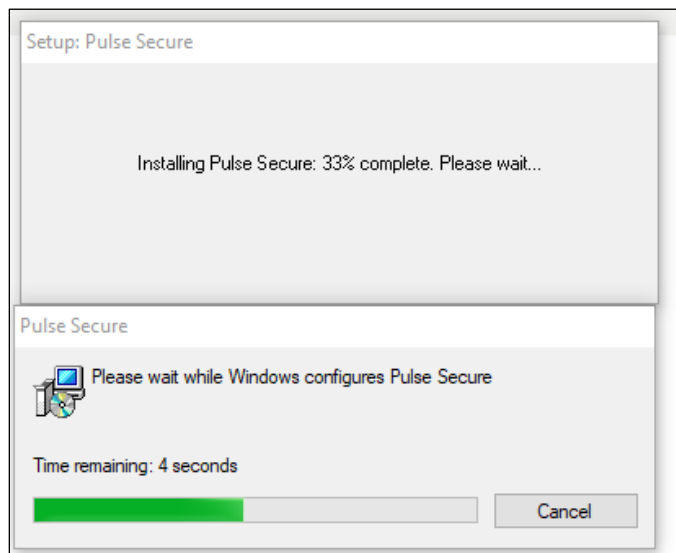
- Windows starts downloading the Pulse Secure software.

Figure 9: Downloading Pulse Secure Software



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

Figure 10: Installing Pulse Secure Software



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

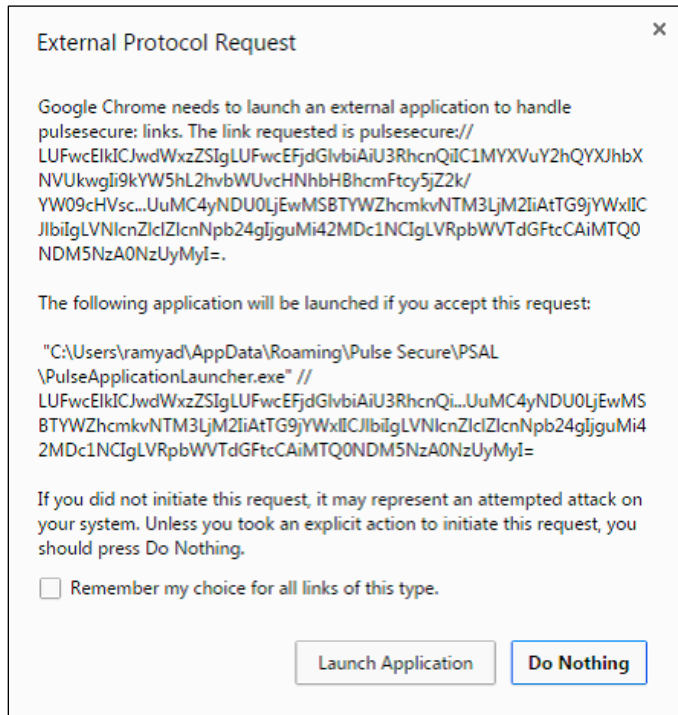
Figure 11: Installed Programs List

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
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
Pulse 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	341 KB	8.1.1.33790
Pulse Secure Setup Client	Pulse Secure, LLC	7/7/2015	800 KB	8.1.1.51832
Uninstaller 1.0.1	Cadrick Collopy	12/14/2012		1.0.1

**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.

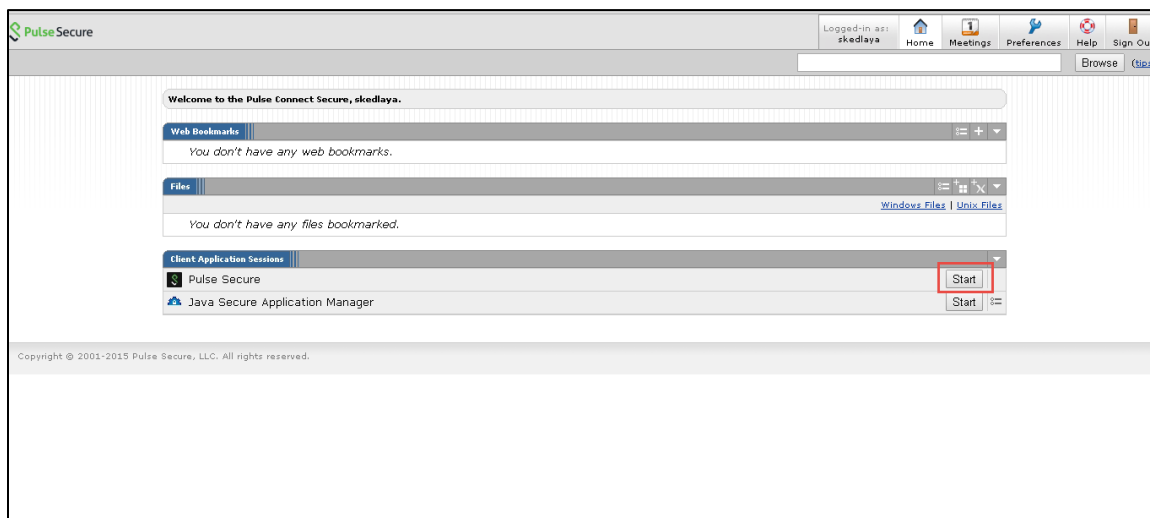
Figure 12: External Protocol Request



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

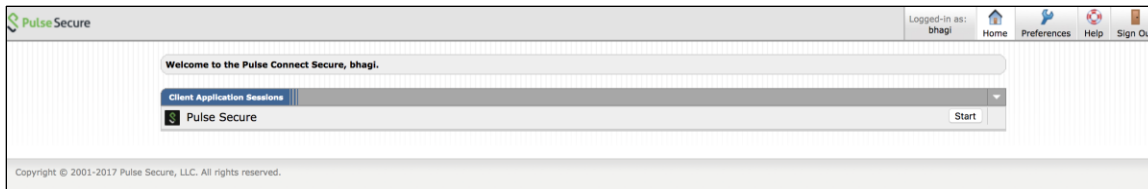


Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome (MacOS)

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

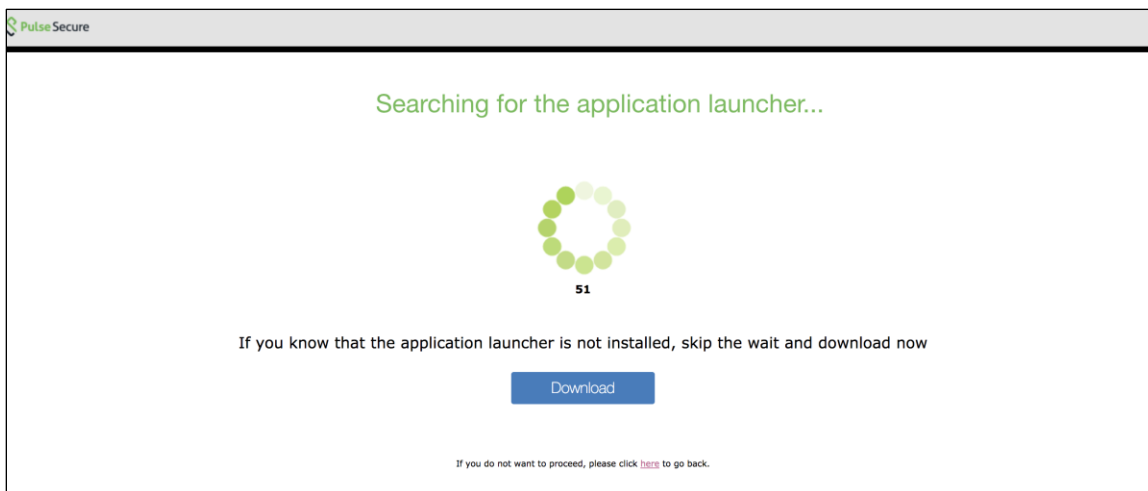
1. Log into the PCS server using the user name and password given by the administrator.
2. In the home page, under Client Application Sessions click **Start** button next to Pulse Secure.

Figure 14: Pulse Connect Secure Home Page



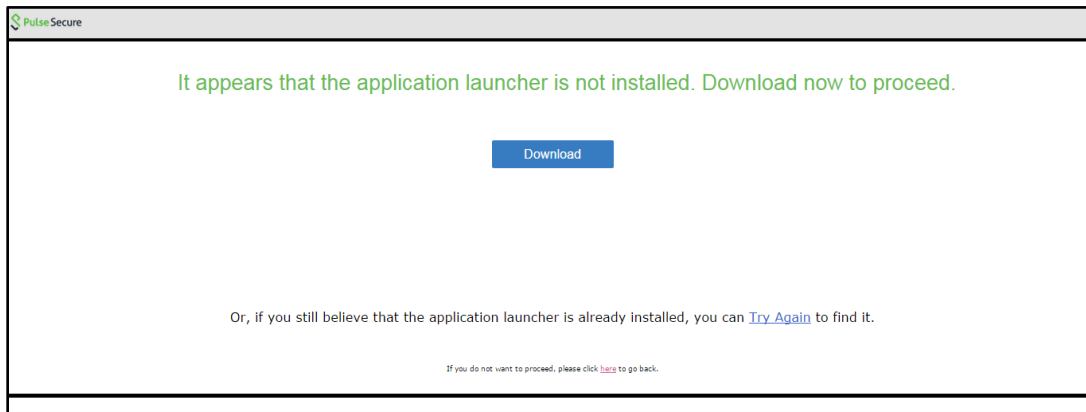
3. In the Search for the Pulse Secure Application Launcher window, click **Download**.

Figure 15: Searching for the Pulse Secure Application Launcher



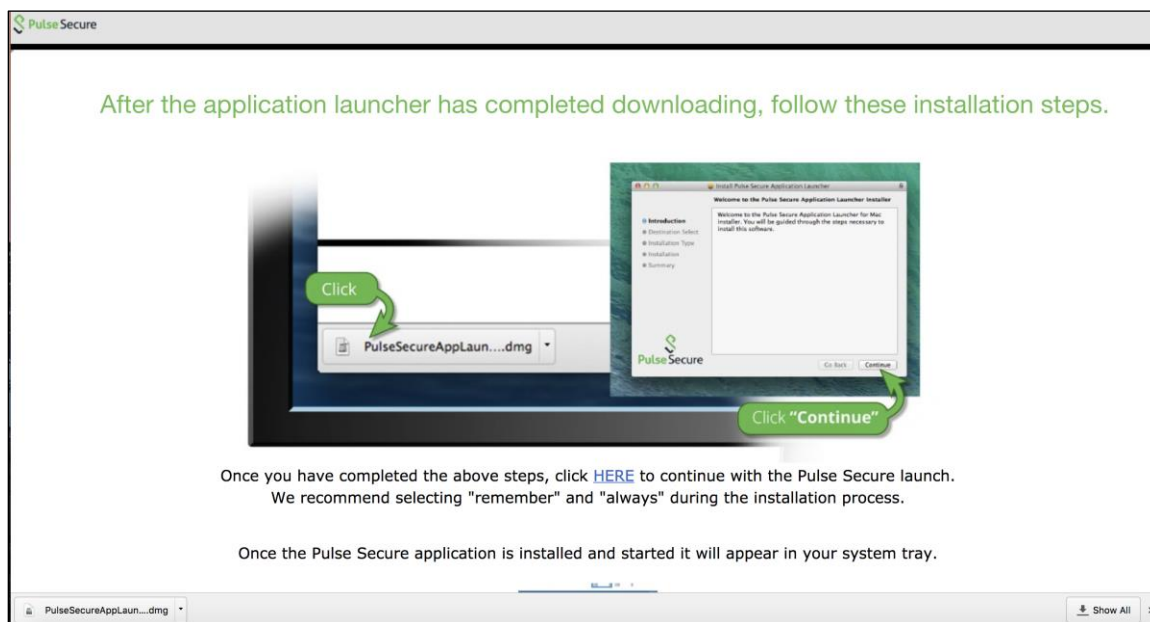
Note: In case you did not click Download, after a minute's search, the wizard indicates that the Pulse Secure Application Launcher is not installed and prompts to download. Click Download to proceed (see Figure 3).

Figure 16: Pulse Secure Application Launcher not installed



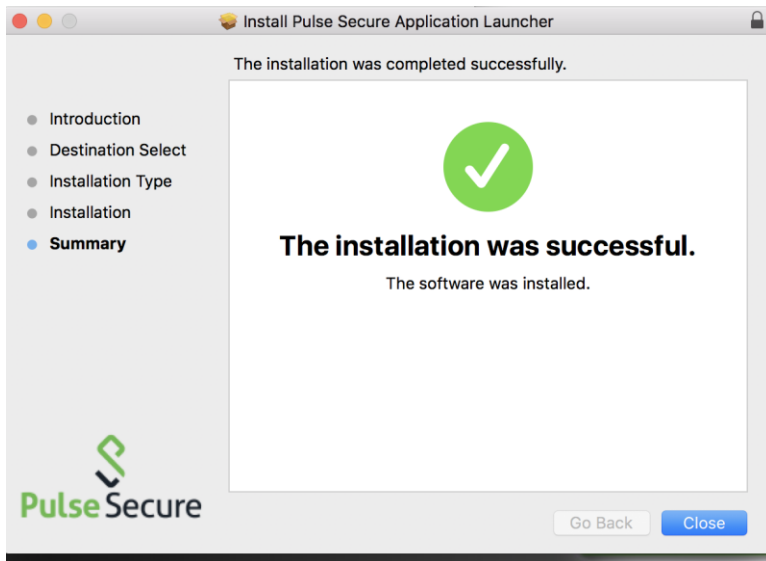
- In the screen that appears, click the launcher file shown in the screen below.

Figure 17: Launcher File



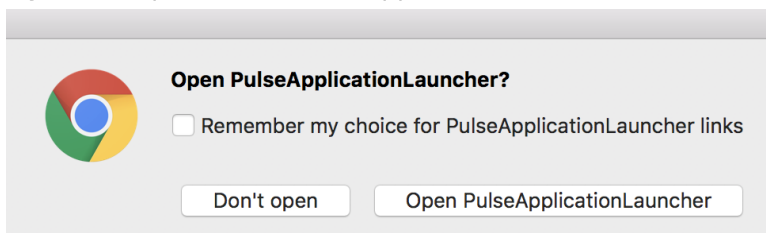
- When the installation of Pulse Secure Application Launcher is complete, confirmation message will be displayed. Click **Close** to close the window.

Figure 18: Pulse Secure Application Launcher Successful Installation



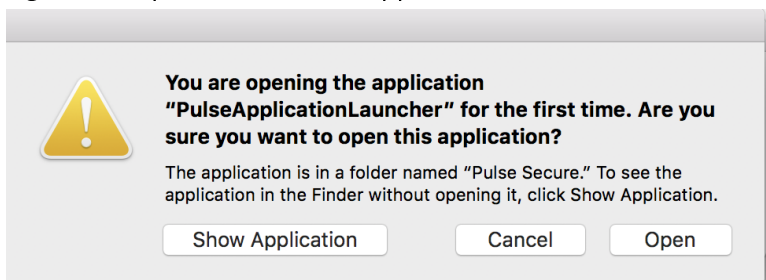
- The browser will show a warning message as shown in the figure below. Select **Remember my choice for Pulse Secure Application Launcher links**, and click **Open Pulse Secure Application Launcher**.

Figure 19: Open Pulse Secure Application Launcher



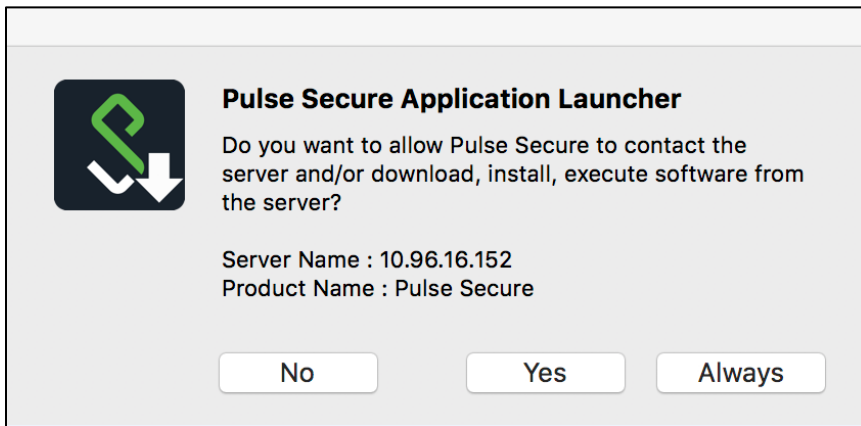
- In the warning message box that appears, click **Open**.

Figure 20: Open Pulse Secure Application Launcher for First Time



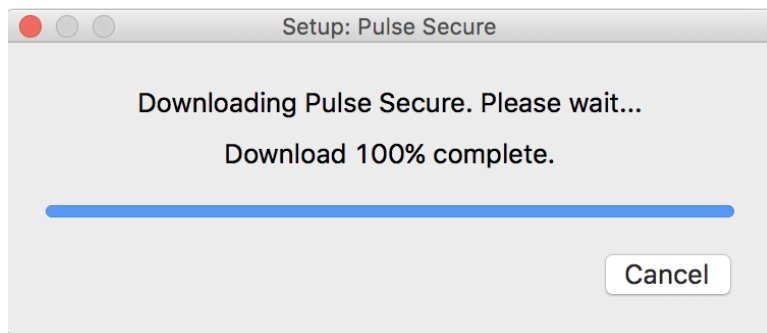
- In the warning message box that appears, click **Yes** to allow Pulse Secure to contact the server. If you do not want this prompt to appear in future, click **Always**.

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



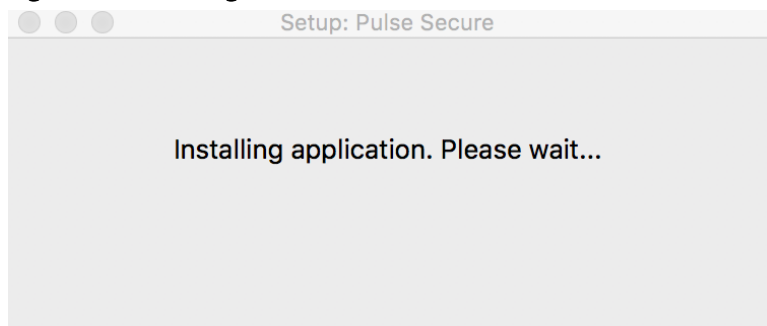
- Windows starts downloading the Pulse Secure software.

Figure 22: Downloading Pulse Secure Client



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

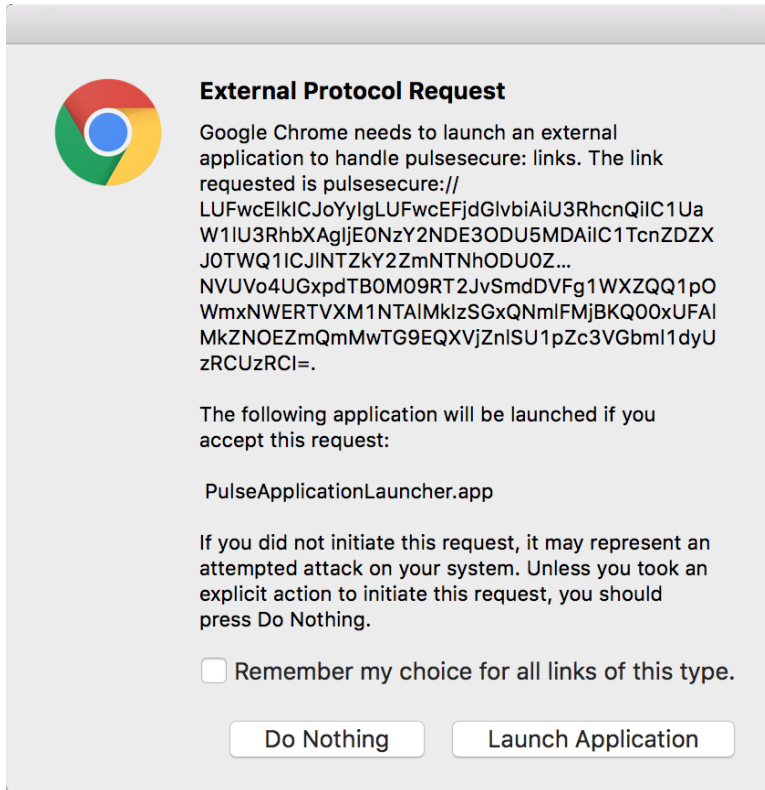
Figure 23: Installing Pulse Secure Client



**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



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

