



Pulse Secure Mobile iOS

Release Notes

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Revision History

The following table lists the revision history for this document.

Revision	Date	Description
1.1	January 2020	Updated for 9.0.1; VPN Fixed Issues and VPN Known Issues
1.0	January 2020	Initial updates of 9.0.0

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Introduction

This document is the release notes for Pulse Secure Mobile iOS Release 9.0.0. This document contains information about what is included in this software release: supported features, feature changes, unsupported features, known issues, and resolved issues. If the information in the release notes differs from the information found in the documentation set, follow the release notes.

VPN New Features

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

Feature	Description
Release 9.0.1	
There are no new features for this release.	
Release 9.0.0	
Pulse App Rating	Pulse App rating feature provides the seamless experience to submit app's rating without going outside the app.
Advanced Diagnostic Report	Advanced Diagnostic Reports allow the user to enter summary, steps to reproduce the issue and issue occurred time details.

VPN Fixed Issues

The following table describes the VPN issues which got fixed in the corresponding release.

Problem Report Number	Summary
Release 9.0.1	
PRS- 387889	Summary: Unable to access resources in full tunnel mode in 8.3RX and earlier versions.
Release 9.0.0	
PRS- 366782	Summary: Enable split tunnel mode is not working with 9.0R1.

VPN Known Issues

The following table describes the VPN known issues in the corresponding release.

Problem Report Number	Summary
Release 9.0.1	
PRS- 366782	<p>Symptom: Enable split tunnel mode is not working with 9.0R1.</p> <p>Workaround: Define any valid IPv6 address (need not be an internal resource) under IPv6 Split Tunnel resource.</p> <p>https://kb.pulsesecure.net/articles/Pulse_Secure_Article/KB44347/?kA13Z000000L396</p>

Problem Report Number	Summary
Release 9.0.0	
PIOS-2836	<p>Symptom: VPN will connect in non- FIPS mode due to non-supportability in PCS 9.1R3.</p> <p>Condition: When connected in FIPS mode.</p> <p>Workaround: Upgrade from PCS 9.1R3 to 9.1R4.</p>
PIOS-2915	<p>Symptom: Bookmarks webpage may not load.</p> <p>Condition: When preserve client side proxy settings is enabled in PCS.</p> <p>Workaround: None</p>
Release 7.2.2	
PIOS-2608	<p>Symptom: Smart Card re-authentication fails with server not responding.</p> <p>Condition: On iOS 13, when the user kills Pulse Secure application and tries to reauthenticate.</p> <p>Workaround: Kill Sub Rosa application.</p>
PIOS-2669	<p>Symptom: Smart Card authentication fails with missing certificates error.</p> <p>Condition: On iOS 13, when auth type is changed to Certificate authentication and restored back to Smart Card authentication.</p> <p>Workaround: Kill the Pulse Secure application.</p>
PIOS-2671	<p>Symptom: Smart Card authentication fails with missing certificate error.</p> <p>Condition: On iOS 13, when the user deletes the VPN connection profiles and tries to add it again.</p> <p>Workaround: Kill the Pulse Secure application.</p>
PIOS-2726	<p>Symptom: Share extension is crashing and importing certificate fails.</p> <p>Condition: On iOS 13, when importing certificates from iOS Native Mail application to Pulse Secure application.</p> <p>Workaround: Install certificates using share extension from Gmail application.</p>
PIOS-2750	<p>Symptom: Touch ID is not displaying due to which VPN connection gets stuck at authenticating state for a longer period.</p> <p>Condition: On iOS 13, when the Pulse Secure application is called via intent method and Touch ID is pre-configured.</p> <p>Workaround: Use fingerprint to authenticate.</p>
PIOS-2751	<p>Symptom: Sometimes, Pulse Secure application goes to " Fetching session information" state.</p> <p>Condition: DNS round-robin is configured to connect two standalone PCS nodes using single FQDN.</p> <p>Workaround: Load Balancer is highly recommended to maintain IP persistence.</p>
Release 7.2.1	
PIOS-2576	<p>Symptom: Smart Card authentication fails with the error "server is not responding" when it has been re-inserted each time.</p> <p>Workaround: Re-connect the VPN.</p>
PIOS-2567	<p>Symptom: VPN gets stuck at "Connecting" state rarely when it's not reachable via Global HTTP Proxy.</p> <p>Workaround: Turn ON/OFF Airplane mode.</p>
Release 7.2.0	
PIOS-2368	<p>Symptom: A wrong user session is detected when the user session is disconnected due to session time out and the user attempts to re-authenticate.</p> <p>Workaround: Select the existing session to terminate and connect.</p>
PIOS-2349	<p>Symptom: Pulse Secure App creates VPN profile with only hostname instead of custom Sign-in URL when the VPN is launched from the user portal.</p> <p>Workaround: Edit the created VPN profile and modify the VPN URL by adding Sign-In URL.</p>
PIOS-2342	<p>Symptom: On Jio Cellular network, VPN connection enters reasserting status twice or thrice before it gets connected.</p> <p>Workaround: None</p>

Problem Report Number	Summary
PIOS-2335	Symptom: VPN connection throws "Server is not responding" error when the user attempts to connect immediately after the smart card detection. Workaround: After the smart card detection, wait for few seconds to connect successfully.
PIOS-2266	Symptom: VPN connection exists, but uploaded traffic is getting failed after sometime. Workaround: None
PIOS-2036	Symptom: Intune MDM pushed certificates are missing for selection after upgrading to 7.0.0 from previous version. Workaround: Re-enroll with MDM or republish the VPN profiles. https://kb.pulsesecure.net/articles/Pulse_Secure_Article/KB43890
PRS-366782	Symptom: Enable split tunnel mode is not working with 9.0R1. Workaround: Define any valid IPv6 address (need not be an internal resource) under IPv6 Split Tunnel resource. https://kb.pulsesecure.net/articles/Pulse_Secure_Article/KB43846
PIOS-2141	Symptom: Post OS upgrade, Pulse app does not list certificates properly, when MDM profile VPN authentication is modified from Certificate to Password and restoring to certificate. Workaround: Repush VPN Profiles from MDM.
PIOS-2130	Symptom: Across few telecom networks, ESP Tunnel goes to reconnecting state when the network source IP address change has been detected. Workaround: None
PIOS-2126	Symptom: Cached certificates are not getting deleted from Pulse Keychain after un-enrolment from MDM. Workaround: None

PWS New Features

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

Feature	Description
Release 9.0.1	There are no new features for this release.
Release 9.0.0	There are no new features for this release.

PWS Fixed Issues

The following table describes the PWS issues which got fixed in the corresponding release.

Problem Report Number	Summary
Release 9.0.1	There are no new features for this release.
Release 9.0.0	There are no fixed issues for this release.

PWS Known Issues

The following table describes the PWS known issues in the corresponding release.

Problem Report Number	Summary
Release 9.0.1	There are no new features for this release.
Release 9.0.0	There are no new known issues for this release.

Documentation

Pulse Mobile documentation is available at <https://www.pulsesecure.net/techpubs/pulse-client/pulse-secure-client-mobile>.

Documentation Feedback

We encourage you to provide feedback, comments and suggestions so that we can improve the documentation.

You can send your comments to techpubs-comments@pulsesecure.net.

Technical Support

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

- <https://www.pulsesecure.net/support>
- support@pulsesecure.net
- Call us at 1- 844-751-7629 (toll-free USA), +1-408-300-9668 (Other Countries).

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