



Pulse Secure Mobile Client: Supported Platforms Guide

iOS 9.3.0; Android 9.3.0

Product Release **iOS 9.3.0; Android 9.3.0**

Published **October 2020**

Document Version **1.13**

Pulse Secure, LLC
2700 Zanker Road,
Suite 200 San Jose
CA 95134

www.pulsesecure.net

© 2020 by Pulse Secure, LLC. All rights reserved.

Pulse Secure and the Pulse Secure logo are trademarks of Pulse Secure, LLC in the United States. All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owners.

Pulse Secure, LLC assumes no responsibility for any inaccuracies in this document. Pulse Secure, LLC reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

The information in this document is current as of the date on the title page.

END USER LICENSE AGREEMENT

The Pulse Secure product that is the subject of this technical documentation consists of (or is intended for use with) Pulse Secure software. Use of such software is subject to the terms and conditions of the End User License Agreement (“EULA”) posted at <http://www.pulsesecure.net/support/eula/>. By downloading, installing or using such software, you agree to the terms and conditions of that EULA.

Revision History

The following table lists changes made to this document:

Document Revision	Description
11/04/2018	Added Pulse One v2.0.0 (UI:1808-56 Server:1808-97) and updated Moto 4, Honor 9i, Samsung A7, Samsung A7, Asus Zenphone.
26/04/2018	Removed iPhone7 from Compatible devices and added under Qualified devices in Mobile Platform support.
26/04/2018	Added iPhone X under Qualified devices in Mobile Platform support.
26/04/2018	Added 11.2.6,11.2.1,11.1.1 under Qualified iOS versions in Mobile Platform support.
26/04/2018	Added 11.3 under Compatible iOS version in Mobile Platform support.
26/04/2018	Added 9.0R1,8.3R4 under Qualified PCS versions in Pulse Secure Gateway Support.
26/04/2018	Updated Pulse Workspace version to Pulse One v2.0.0 (UI:1808-56 Server:1808-97) in MDM solutions.
26/04/2018	Updated Airwatch version to 9.3.0.7 under MDM solutions.
26/04/2018	Updated MobileIron version to Core 9.6.0.2 Build 12 under MDM solutions.
03/07/2018	Updated Mobile client iOS version from 6.7X to 6.8X.
27/07/2018	Added Pulse One v2.0.0 (UI:1820-88 Server:1820-102), Updated One+A6, Google Pixel2, Samsung Galaxy J6, Samsung Galaxy A6.
27/07/2018	Updated qualified pcs versions 9.0R1, 8.3R5 for Android.
27/07/2018	Updated Samsung S8 and S9 under Android qualified devices.
02/08/2018	Updated sections "Mobile Platform (OS) Support" and "MDM Solutions" .
01/10/2018	Updated sections "Mobile Platform (OS) Support" and "MDM Solutions" .
30/10/2018	Updated Android version 9.0 under Android qualified version.
30/10/2018	Added OnePlus 6 device under Android qualified devices.
30/10/2018	Removed Samsung S5 device under Android qualified devices.
30/10/2018	Updated PCS 9.0R3 under qualified pcs version.
14/11/2018, 7.1.0 a	Removed 4.4.x support from "Mobile Platform (OS) Support" – Android and changed document version to 7.1.0 a.
14/11/2018, 7.1.0 b	Added iOS 12.1 and 12.0.1support in "Mobile Platform (OS) Support" – iOS and changed document version to 7.1.0 b.

Document Revision	Description
2/1/2019, 7.1.1 a	<ul style="list-style-type: none"> Added iOS 12.1 as qualified platform and 12.1.1, 12.1.2 as compatible platforms in "Mobile Platform (OS) Support" - iOS. Added 9.0R3 as qualified platform and 9.0R1 as compatible platform in "Pulse Secure Gateway Support" - iOS. Removed 9.x and added 12.x as compatible version in "Pulse Workspace"- iOS. Added 8.3R5 and removed 8.1R12, 8.3R4 from qualified platform for iOS in "Pulse Secure Gateway Support".
16/4/2019, 7.1.2 - iOS, 7.2.0 - Android	<ul style="list-style-type: none"> Added iOS 12.1.4 as qualified platform and 12.2 as compatible platform in "Mobile Platform (OS) Support" - iOS. Added Android 9.0 as compatible platform in "Mobile Platform (OS) Support" - Android. Added Android 9.0 as qualified platform in "Mobile Platform (OS) Support" - Android.
13/5/2019, 7.2.0 - iOS, 7.2.0 - Android	<ul style="list-style-type: none"> Added iOS 12.2 as qualified platform, iOS12.4 compatible version and iPhone Xs as compatible device in "Mobile Platform (OS) Support" - iOS. Updated Pulse Workspace(Cloud Service) and Workspace ONE UEM (Air Watch) in "MDM Solutions".
31/7/2019, 7.2.1 - iOS, 7.2.0 - Android	<ul style="list-style-type: none"> Added iOS 12.3.1 as qualified platform, iOS 12.4 as compatible version and iPhone Xs as qualified device in "Mobile Platform (OS) Support" - iOS. Updated "Pulse Secure Gateway Support" with 9.1R1 as compatible version for iOS. Updated Workspace ONE UEM (Air Watch) version in "MDM Solutions".
30/9/2019, 7.2.2 - iOS, 7.2.0 - Android	Added iOS 12.4.1 as qualified version and iOS 13.0 as compatible version in "Mobile Platform (OS) Support" - iOS.
04/11/2019, 7.2.2 - iOS, 7.2.4 - Android	Updated the sections "Mobile Platform (OS) Support" - Android, "Pulse Workspace" - Android and "MDM Solutions".
18/12/2019, 7.2.2 - iOS, 7.2.5 - Android	Updated the sections "Mobile Platform (OS) Support" - Android and "Pulse Workspace" - Android.
15/01/2020, 9.0.0 - iOS, 7.2.5 - Android	Updated the sections "Mobile Platform (OS) Support" - Android and "Pulse Workspace" - Android.
18/02/2020, 9.0.0 - iOS, 9.0.0 - Android	Updated the sections "Mobile Client Versions" and "Pulse Secure Gateway Support".
15/04/2020 9.0.2 - iOS, 9.0.1 - Android	Updated the sections "Mobile Client Versions" and "Pulse Secure Gateway Support".
24/06/2020 9.0.2 - iOS 9.0.2 - Android	Updated the sections "Mobile Client Versions", "Mobile Platform (OS) Support" - Android and "Pulse Workspace" - Android.
July 2020 9.1.0 - iOS, 9.1.0 - Android	Updated the sections "Mobile Client Versions".
September 2020 9.2.0 - iOS, 9.1.0 - Android	Updated the sections "Mobile Client Versions", "Mobile Platform (OS) Support" - iOS
September 2020 9.2.0 - iOS, 9.2.0 - Android	Updated the sections "Mobile Client Versions", "Mobile Platform (OS) Support" - Android and "Pulse Workspace" - Android.

Document Revision	Description
October 2020 9.3.0 - iOS, 9.3.0 - Android	Updated the sections “Mobile Client Versions”, “Mobile Platform (OS) Support” and “Pulse Workspace”.

Contents

OVERVIEW	1
MOBILE CLIENT VERSIONS	2
DEFINITIONS.....	3
QUALIFIED PLATFORMS	3
COMPATIBLE PLATFORMS	3
CLIENT COMPATIBILITY.....	4
MOBILE PLATFORM (OS) SUPPORT	4
PULSE SECURE GATEWAY SUPPORT.....	4
PULSE WORKSPACE	5
MDM SOLUTIONS	6
TECHNICAL SUPPORT	7

Overview

The Pulse Secure mobile client provides secure connectivity, an intuitive end-user interface, and simplified deployment options. This document describes Pulse Secure mobile client interoperability with mobile platforms (operating systems), mobile hardware devices, and Pulse Secure gateways.

Note: Pulse Secure mobile clients are applications that run on platforms that support application distribution through an Online-application store. These platforms include iOS and Android. For information about traditional (non-application store) desktop clients (Windows and macOS), see the *Pulse Secure Supported Platforms Guide*.

Mobile Client Versions

The following table describes the Pulse Secure mobile client versions that are covered in this document.

Client Platforms	Pulse Version
iOS	9.3.0
Android	9.3.0

- Each platform's Pulse mobile client may have an independent version number, feature set and upgrade cadence.
- Pulse iOS Client version 9.3.0 is supported on iOS 11.x and above versions, for iOS version 10.x and below, user will be notified by the Appstore to download the last compatible version of Pulse Secure Application.
- Pulse Android Client version 9.3.0 is supported on Android 7.0 and above versions.

Definitions

Qualified Platforms

The platforms listed in the “Qualified” category have been systematically tested by the Pulse Secure Quality Assurance department for the Pulse Secure mobile client versions covered by this Supported Platforms document. These platforms are fully supported.

Compatible Platforms

The platforms listed in the “Compatible” category have not been systematically tested by the Pulse Secure Quality Assurance department for the Pulse Secure mobile client versions covered by this document. Despite this, Pulse Secure expects that the Pulse mobile client will function properly on these platforms based on testing of previous client releases on these platforms. As such, these platforms are also fully supported.

Any platform not listed as either “Qualified” or “Compatible” is not supported by Pulse Secure.

Client Compatibility

Mobile Platform (OS) Support

The following table lists mobile platform (operating system) versions on which the Pulse mobile clients from Table 'Mobile Client Versions' are supported.

Product	Qualified Version	Qualified Devices	Compatible Version	Compatible Devices
iOS	14.0.1,13.6, 13.2, 13.1, 12.4.7, 12.4.3, 12.4.2, 12.4.1, 12.3.1,12.2, 12.1.4, 12.1, 11.4,11.3.1, 11.3, 11.2.6	iPhone Xs, iPhone X, iPhone 7, iPhone SE, iPhone 6S, iPhone 6S+, iPhone 6, iPhone 6+, iPhone5S, iPad Pro	11.x, 12.x, 13.x, 14.x	Various
Android	8.1, 9.0,10.0, 11.0	Samsung Galaxy S10 Note, Samsung Galaxy S20, S7, S8, S9, S10, OnePlus 6, Google Nexus 4, Nexus 5, Nexus 6P, Xperia Z3+, Google Pixel 2, Google Pixel 3 XL	7.0, 7.1.1, 8.0, 8.1, 9.0,10.0,11.0	Various

Pulse Secure Gateway Support

The following table lists Pulse Secure gateways that support the Pulse Secure mobile client.

Client Platform	Qualified	Compatible
iOS	9.1R9, 9.1R8, 9.1R7, 9.0R3, 8.3R7	9.x, 8.x
Android	9.1R9, 9.1R8, 9.1R7, 9.0R3, 8.3R7	9.1R3, 9.1R1, 9.0R1, 8.3x, 8.2x, 8.1x, 8.0x,7.2Rx, 7.3Rx

Pulse Workspace

The following table describes Device Support Platform Matrix.

Product	Qualified Version	Qualified Devices	Compatible Version	Compatible Devices
Android	7.x, 8.x, 9.x, 10.0,11.0	Sony E6553, Samsung Galaxy S7, One+A6, Google Pixel2, Samsung Galaxy J6, Samsung Galaxy A6, Google Pixel 3 XL, Samsung Galaxy S10	7.x, 8.x, 9.x, 10.0, 11.0	Various
iOS	10.x, 11.x, 12.x	iPhone 8, iPhone 8plus, iPhone 5, iPhone 5C, iPhone 5S, iPhone 6, iPhone 6S Plus, iPhone 7, iPhone SE, iPad Pro, iPad Mini 2, iPad2	10.x, 11.x, 12.x	Various

- Pulse Workspace supports any Android device running 7.0 or higher with Android for Work support. For a list of some of the supported Android devices, see https://androidenterprisepartners.withgoogle.com/?&_ga=2.64775277.392105401.1533288368-2021280844.1472622017#!/results/browse-all/2.
- Pulse Client 7.2.x based provisioning with Pulse Workspace supports on iOS 10.x and above. For iOS version 9.x and below, user will be notified by the Appstore to download the last compatible version of Pulse Secure App.

MDM Solutions

The following table lists MDM Platform versions supported with Pulse Secure Mobile Client.

Solutions	Qualified	Compatible
Pulse Workspace (Cloud Service)	✓ Pulse One v2.0.0 (UI:2002-25 Server:2002-25)	Various
Mobile Iron (Cloud Service)	✓ Core 10.3.0.2 Build 10	Various
Workspace ONE UEM (Air Watch)	✓ 20.10.0.0(2010)	Various

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)

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