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.
# Contents

PREFACE .................................................................................................................. 1
DOCUMENT CONVENTIONS ...................................................................................... 1
  TEXT FORMATTING CONVENTIONS .................................................................. 1
  COMMAND SYNTAX CONVENTIONS .................................................................. 1
  NOTES AND WARNINGS ...................................................................................... 2
REQUESTING TECHNICAL SUPPORT ...................................................................... 2
  SELF-HELP ONLINE TOOLS AND RESOURCES ..................................................... 2
  OPENING A CASE WITH PSGSC ......................................................................... 3
REPORTING DOCUMENTATION ISSUES ................................................................. 3
GETTING STARTED WITH PULSE ONE ..................................................................... 5
  OVERVIEW OF PULSE ONE .................................................................................. 5
  LOGGING INTO PULSE ONE .................................................................................. 6
  CHANGING THE USER PASSWORD ..................................................................... 8
  ADDING PULSE ONE LICENSES ......................................................................... 9
  SETTING A SESSION TIMEOUT THRESHOLD ........................................................ 10
WORKING WITH THE PULSE ONE DASHBOARD ..................................................... 13
  VIEWING OVERALL SYSTEM HEALTH ................................................................. 13
  CUSTOMIZING DASHBOARDS AND WIDGETS ..................................................... 14
    ADDING A NEW WIDGET .................................................................................... 16
    EDITING THE DASHBOARD LAYOUT ............................................................... 17
    EDITING WIDGET CONFIGURATION ............................................................... 19
    CONTROLLING WIDGET PRESENTATION ......................................................... 19
    EXPORTING DASHBOARD INFORMATION ..................................................... 21
APPLIANCE MANAGEMENT ....................................................................................... 23
  REGISTERING AN EXISTING PCS/PPS APPLIANCE ........................................... 23
    EDITING APPLIANCE INFORMATION ............................................................... 26
    LAUNCHING THE USER INTERFACE FOR AN APPLIANCE ......................... 26
    RECOGNIZING CRITICAL VULNERABILITIES .............................................. 27
  CONFIGURING AN APPLIANCE TO CONNECT TO PULSE ONE ......................... 28
    COMPLETING REGISTRATION OF AN APPLIANCE ...................................... 28
    CONFIGURING ActiveSync HANDLER ......................................................... 28
    CONFIGURING CPU, MEMORY AND DISK UTILIZATION ............................ 30
  WORKING WITH APPLIANCE GROUPS ............................................................... 31
    CREATING AN APPLIANCE GROUP ............................................................... 31
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adding Appliances to an Appliance Group</td>
<td>35</td>
</tr>
<tr>
<td>Distributing a Master Configuration</td>
<td>36</td>
</tr>
<tr>
<td>Viewing the Activities Log for an Appliance</td>
<td>41</td>
</tr>
<tr>
<td>Viewing the Configuration Change History for an Appliance</td>
<td>42</td>
</tr>
<tr>
<td>Comparing Appliances</td>
<td>43</td>
</tr>
<tr>
<td>Rebooting an Appliance</td>
<td>44</td>
</tr>
<tr>
<td>Removing an Appliance from Pulse One</td>
<td>46</td>
</tr>
<tr>
<td>Preparing a Target Appliance</td>
<td>47</td>
</tr>
<tr>
<td>Preparing an RSA Agent Instance for the Target Appliance</td>
<td>47</td>
</tr>
<tr>
<td>Removing an Appliance from an Appliance Group</td>
<td>47</td>
</tr>
<tr>
<td>Editing an Appliance Group</td>
<td>48</td>
</tr>
<tr>
<td>Deleting an Appliance Group</td>
<td>50</td>
</tr>
<tr>
<td>Viewing Analytics and Reports</td>
<td>51</td>
</tr>
<tr>
<td>Viewing the Login Attempts Report</td>
<td>51</td>
</tr>
<tr>
<td>Viewing the Appliance Health Report</td>
<td>52</td>
</tr>
<tr>
<td>Viewing the Appliance Activities Report</td>
<td>53</td>
</tr>
<tr>
<td>Viewing Appliance Activities</td>
<td>54</td>
</tr>
<tr>
<td>User Management</td>
<td>55</td>
</tr>
<tr>
<td>Adding an Admin User</td>
<td>55</td>
</tr>
<tr>
<td>Editing User Details</td>
<td>56</td>
</tr>
<tr>
<td>Removing an Admin User</td>
<td>57</td>
</tr>
<tr>
<td>Resetting a User Password</td>
<td>57</td>
</tr>
<tr>
<td>Suspending a User</td>
<td>58</td>
</tr>
<tr>
<td>Role Management</td>
<td>59</td>
</tr>
<tr>
<td>Adding an Admin Defined Role</td>
<td>59</td>
</tr>
<tr>
<td>Editing an Admin Role</td>
<td>60</td>
</tr>
<tr>
<td>Removing an Admin Role</td>
<td>60</td>
</tr>
<tr>
<td>Working with Pulse One Properties</td>
<td>61</td>
</tr>
<tr>
<td>Viewing Pulse One Properties</td>
<td>61</td>
</tr>
<tr>
<td>Editing Pulse One Properties</td>
<td>61</td>
</tr>
<tr>
<td>Understanding Pulse One Properties</td>
<td>62</td>
</tr>
<tr>
<td>Enterprise Connection Properties</td>
<td>62</td>
</tr>
<tr>
<td>Password Properties</td>
<td>62</td>
</tr>
<tr>
<td>Miscellaneous Properties</td>
<td>63</td>
</tr>
<tr>
<td>Session Properties</td>
<td>63</td>
</tr>
</tbody>
</table>
CONFIGURING ENTERPRISE SSO USING SAML ........................................65
OVERVIEW .........................................................................................65
CONFIGURING SAML idP IN PULSE Connect Secure Server ................66
Automatically Configuring a SAML idP on Pulse One ...........................70
Configuring a Metadata Provider in Pulse Connect Secure .................72
Enabling Enterprise SSO in Pulse One Appliance .................................73
Configuring SAML Metadata in Pulse One .........................................73
Adding SAML SP Metadata in Pulse Connect Secure Server ...............74
Automatically Creating Pulse One Users for SAML SSO Logins ..........78
Testing Sign In with Enterprise SSO ................................................80

APPENDIX: CHECKLIST FOR PREPARING A TARGET APPLIANCE ...............81
Preface

- Document Conventions .................................................. 1
- Requesting Technical Support ........................................ 2
- Reporting Documentation Issues ..................................... 3

Document Conventions
The document conventions describe text formatting conventions, command syntax conventions, and important notice formats used in Pulse Secure technical documentation.

Text Formatting Conventions
Text formatting conventions such as boldface, italic, or Courier font may be used in the flow of the text to highlight specific words or phrases.

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>bold text</strong></td>
<td>Identifies command names</td>
</tr>
<tr>
<td></td>
<td>Identifies keywords and operands</td>
</tr>
<tr>
<td></td>
<td>Identifies the names of user-manipulated GUI elements</td>
</tr>
<tr>
<td></td>
<td>Identifies text to enter at the GUI</td>
</tr>
<tr>
<td><em>italic text</em></td>
<td>Identifies emphasis</td>
</tr>
<tr>
<td></td>
<td>Identifies variables</td>
</tr>
<tr>
<td></td>
<td>Identifies document titles</td>
</tr>
<tr>
<td><strong>Courier Font</strong></td>
<td>Identifies command output</td>
</tr>
<tr>
<td></td>
<td>Identifies command syntax examples</td>
</tr>
</tbody>
</table>

Command Syntax Conventions
Bold and italic text identify command syntax components. Delimiters and operators define groupings of parameters and their logical relationships.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>bold text</strong></td>
<td>Identifies command names, keywords, and command options.</td>
</tr>
<tr>
<td><em>italic text</em></td>
<td>Identifies a variable.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Syntax components displayed within square brackets are optional.</td>
</tr>
<tr>
<td></td>
<td>Default responses to system prompts are enclosed in square brackets.</td>
</tr>
</tbody>
</table>
Notes and Warnings
Note, Attention, and Caution statements might be used in this document.

**Note:** A Note provides a tip, guidance, or advice, emphasizes important information, or provides a reference to related information.

**ATTENTION**
An Attention statement indicates a stronger note, for example, to alert you when traffic might be interrupted or the device might reboot.

**CAUTION**
A Caution statement alerts you to situations that can be potentially hazardous to you or cause damage to hardware, firmware, software, or data.

Requesting Technical Support
Technical product support is available through the Pulse Secure Global Support Center (PSGSC). If you have a support contract, file a ticket with PSGSC.

- Product warranties—For product warranty information, visit [https://support.pulsesecure.net/product-service-policies/](https://support.pulsesecure.net/product-service-policies/)

Self-Help Online Tools and Resources
For quick and easy problem resolution, Pulse Secure provides an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- Find CSC offerings: [https://support.pulsesecure.net](https://support.pulsesecure.net)
- Search for known bugs: [https://support.pulsesecure.net](https://support.pulsesecure.net)
- Find product documentation: [https://www.pulsesecure.net/techpubs](https://www.pulsesecure.net/techpubs)
- Download the latest versions of software and review release notes: [https://support.pulsesecure.net](https://support.pulsesecure.net)
• Open a case online in the CSC Case Management tool: https://support.pulsesecure.net
• To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool: https://support.pulsesecure.net

For important product notices, technical articles, and to ask advice:

• Search the Pulse Secure Knowledge Center for technical bulletins and security advisories: https://kb.pulsesecure.net
• Ask questions and find solutions at the Pulse Community online forum: https://community.pulsesecure.net

Opening a Case with PSGSC
You can open a case with PSGSC on the Web or by telephone.

• Use the Case Management tool in the PSGSC at https://support.pulsesecure.net.
• Call 1-844 751 7629 (Toll Free, US).

For international or direct-dial options in countries without toll-free numbers, see https://support.pulsesecure.net/support/support-contacts/

Reporting Documentation Issues
To report any errors or inaccuracies in Pulse Secure technical documentation, or to make suggestions for future improvement, please send your comments to: techpubs-comments@pulsesecure.net. Include a full description of your issue or suggestion and the document(s) to which it relates.
Getting Started With Pulse One

Overview of Pulse One

Pulse One provides unified management of Pulse Connect Secure and Pulse Policy Secure in a single easy-to-use console.

Pulse One, a single, comprehensive management console, offers the superior administrative end-to-end control and visibility needed to manage remote, local and mobile access to any corporate applications. Administrators use its intuitive, role-based console to monitor system health, manage security policies, troubleshoot issues, report on the appliance and device health, and publish appliance and mobile device configuration.

FIGURE 1 Pulse One Unified Management

It controls enterprise access to data center and cloud from a single console.

- **Role-based access** - Grants console access and privileges based on IT role and credentials.
- **Group-based management** - Publish software updates, policy changes and configuration provisioning by custom-defined groups. ESAP updates to appliances are also supported.
- **Centralized administration** - Collectively administers multiple appliances without logging into them on a box-by-box basis.
- **Built-in Mobility Management** - Provides basic EMM functionality for iOS and Android devices and management of BYOD and corporate-owned workspaces.
• **System Dashboard** - Assesses the collective health of all appliances and provides security alerts and appliance alarms.

• **Appliance Dashboard** - Provides appliance status with analytics for connectivity, capacity, utilization, and uptime.

• **Administrator Audit Logging** - Tracks administrator changes to appliance configuration.

• **Monitor and Reporting** - Monitors system activity and provides historical reporting.

• **Deployment** - Introduces new features and scales without data center logistics and planning.

### Logging Into Pulse One

This section details the steps to log in to Pulse One as an administrator.

Use the Pulse One admin URL to launch the Pulse One Admin Console.

- If you are an existing user, enter the user name and password. Click **Sign In** to log in to Pulse One.
- If Enterprise SSO is configured for your user ID, then click **Sign In with Enterprise SSO**. For details about the Enterprise SSO configuration, see “**Enterprise Connection Properties**” on page 62.

![Pulse One Login Page](image)

If you are a new user, you will have received a welcome mail from Pulse One to your registered mail ID. Click the **Set your password** link in the welcome mail. In the Pulse One login page that appears, provide a strong password and confirm the password. On successful login, the **End User License Agreement (EULA)** page appears.
If you have forgotten your Pulse One password, click the **Forgot password?** link. In the page that appears, enter your user id and click **Request reset**.

An email that contains a **Reset your password** link will be sent to your registered mail id. Use this link to launch Pulse One and provide your new password and confirm the new password.

**Note:** The **Reset your password** link has an expiration time of 1 hour. Beyond this time, you should make a new request for reset.

If you are a new user logging into Pulse One for the first time, then in the EULA page use the scroll bar to read through the terms of the agreement and then click **Agree**.

The Welcome wizard appears. This provides you a brief overview of Pulse One, appliance management and Bring Your Own Devices (BYODs).

**FIGURE 3  Pulse One Welcome Wizard**

In the Welcome wizard, click the right-arrow button until the **Get Started** option appears. If required, select the **Don't show this to me again** check box and then click **Start Now**.

**Note:** You can view the Welcome wizard any time by clicking the **Settings** icon on the top right corner of the page and selecting **Show Welcome Wizard**.
The Pulse One Home page appears:

**FIGURE 4** Pulse One Home Page

Select the appropriate tab, settings icon or user icon, and get started with the administration.

**Changing the User Password**

To change the user password:

1. Click the **User** icon on the top-right corner of the page.
2. From the menu, click **Change Password** to change your login password.

**FIGURE 5** Change Password
An email that contains **Set new password** link will be sent to your registered mail id. Use this link to launch Pulse One and provide your new password.

**Note:** The **Set new password** link that you received in the email has an expiration time of 1 hour.

3. To log out of the admin console, click **Logout**.

**Adding Pulse One Licenses**

To view and install licenses on Pulse One Cloud:

1. Login into Pulse One as an administrator.
2. Click the **Settings** icon on top-right-corner of the page.
3. Select **Licenses**. The **Licenses** page appears.

![Installed Licenses](image)

**Note:** Any expired licenses (none shown in this example) are displayed in red.

4. Click **Add New License**.

The **Activate License** dialog appears.

![Add New License](image)

5. Enter the license key.
6. Click **Activate**.

The new license is confirmed.

The new license appears in the list of licenses. For example:

![New Pulse Workspace License](image1)

**FIGURE 8** New Pulse Workspace License

---

### Setting a Session Timeout Threshold

You can set a session timeout threshold. After a period of activity reaches this threshold, the user is logged out, and must log in again to continue.

To set a session timeout threshold:

1. Log into Pulse One as an administrator.
2. Click the **Settings** icon on top-right-corner of the page.
3. Select **Pulse One Properties**.

   The **Pulse One Properties** page appears.

   ![Pulse One Properties](image2)

   **FIGURE 9** Pulse One Properties

4. Expand the **Session** category.
5. Edit the **Session idle timeout (minutes)** property and specify a new setting.
   
   **Note:** The default setting is 20.

6. **Save** the new setting.

The new session timeout threshold is applied to your current session and all subsequent sessions.
Working with the Pulse One Dashboard

- Viewing Overall System Health .................................................. 13
- Customizing Dashboards and Widgets ...................................... 14
- Exporting Dashboard Information .............................................. 21

Viewing Overall System Health
To view metrics for system health, select the Dashboard tab, and then select the Overall tab. For example:

FIGURE 10 Overall System Health Dashboard

This dashboard includes the following widgets by default:

- Overall appliance statistics.
- Appliance health for individual appliances.
- User login activity.
- VPN realm usage.
- Role usage.
- Frequent user logins.
- Logins in the past 24 hours.
- Critical appliance events.
- Resource dial.
Each widget that can be refreshed by clicking **Reload Widget Content** (↻) and collapsed by clicking **Collapse/Expand Widget** (⊕).

Click **Download Report** to create and download a multi-page PDF report that includes each widget that currently displays a populated graph. To send the graph via email, enter an email address and click **Send Report**. See “Exporting Dashboard Information” on page 21.

### Customizing Dashboards and Widgets

The dashboard views are customizable. You can change the dashboard layout, add/remove widgets, and rearrange the widgets.

To customize the widgets on a **Dashboard** tab:

1. Display the required dashboard tab. For example, the **Overall** tab.

   ![Customizing the Dashboard](image)

   **Note**: The inclusion of individual menus and tabs will reflect all loaded licenses. Your view may differ from that shown above.

2. Click the **Enable Edit mode** icon ( editText) on the top-right of the tab.
A widget layout summary for the dashboard appears. For example, for the **Overall** tab:

**FIGURE 12** Dashboard Widget Layout

3. (Optional) Click **Add New Widget** ( ) to add a widget to the current layout, see “**Adding a New Widget**” on page 16.

4. (Optional) Click **Edit Dashboard** ( ) to select a new layout, see “**Editing the Dashboard Layout**” on page 17.

5. (Optional) Rearrange the current widgets by dragging a widget using its **Change Widget Location** ( ) handle.

6. (Optional) Change the settings for a widget by clicking its **Edit Widget Configuration** ( ), see “**Editing Widget Configuration**” on page 19.

7. (Optional) Remove a widget by clicking its **Remove Widget** control.

8. (Optional) Click **Undo Changes** ( ) to reset all unsaved changes and close the layout summary.

9. Click **Save Changes** ( ) to save all changes and close the layout summary.
Adding a New Widget

To add a new widget to a dashboard tab:

1. Display the required dashboard tab. For example, the **Overall** tab.

2. Click the **Enable Edit mode** icon ( filmpjes) on the top-right of the tab.

   A widget layout summary for the dashboard appears.

3. Click the **Add New Widget** ( 🚀 ) control.

   A list of widgets appears. For example:

   ![Add New Widget](image)

   **FIGURE 13**  Add New Widget

4. Select the required widget.

   The selected new widget is added to the top of the layout summary.

5. (Optional) On the widget layout, change the settings for the widget by clicking its **Edit Widget Configuration** ( ≒ ) control, see “Editing Widget Configuration” on page 19.

6. (Optional) Click **Undo Changes** ( ⬅️ ) to reset all unsaved changes and close the layout summary.

7. Click **Save Changes** ( 🔄️ ) to save all changes and close the layout summary.
Editing the Dashboard Layout

To change the layout of a dashboard tab:

1. Display the required dashboard tab. For example, the Overall tab.

2. Click the Enable Edit mode icon (ناقش) on the top-right of the tab.

A widget layout summary for the dashboard appears. For example, for the Overall tab:

FIGURE 14  Dashboard Widget Layout

Note: The inclusion of individual menus and tabs will reflect all loaded licenses. Your view may differ from that shown above.
3. Click the **Edit Dashboard** ( числовой ) icon. A display of available layouts appears.

![Edit Dashboard Layout](image)

**FIGURE 15** Edit Dashboard Layout

4. Select the required layout from the displayed list and click **Close**.

The widget layout is rearranged to reflect the new layout. For example, to a two-column layout.

![Updated Dashboard Widget Layout](image)

**FIGURE 16** Updated Dashboard Widget Layout

5. (Optional) Click **Undo Changes** ( числовой ) to reset all unsaved changes and close the layout summary.

6. Click **Save Changes** ( числовой ) to save all changes and close the layout summary.

The dashboard layout updates to reflect the selected layout.
Editing Widget Configuration

To change the configuration of a widget:

1. Display the required dashboard tab. For example, the **Overall** tab.
2. Click the **Enable Edit mode** icon () on the top-right of the tab.
   A widget layout summary for the dashboard appears.
3. Locate the widget you want to configure.
4. Click the **Configure Widget** () control for the widget. For example:
   ![Appliance Health Widget](image)
   A dialog appears which displays all configurable options for the widget.
5. Make the required changes and click **Apply**.
6. (Optional) Click **Undo Changes** () to reset all unsaved changes and close the layout summary.
7. Click **Save Changes** () to save all changes and close the layout summary.

Controlling Widget Presentation

You can control individual widgets to control the way that each presents its information:

- “Widgets: Graph Only” on page 21.
Widgets: Tabular Only

A widget that only includes tabular information appears as follows:

FIGURE 18  Tabular Widget Presentation

Click **Export** to save the contents of the table as a Comma Separated Value (CSV) file, see “Exporting Dashboard Information” on page 21.

Widgets: Mixed Tabular and Graphs

A widget that includes both tabular and graph information appears as follows:

FIGURE 19  Tabular and Graph Widget Presentation

In this widget:

- Click **Graph** ( ) to switch to a specific line graph view. There may be multiple graphs for a widget.
- Click **Pie Chart** ( ) to switch to a specific line graph view. There may be multiple charts for a widget.
- Click **Table** ( ) to switch to a specific line graph view. There may be multiple tables for a widget.
- Click **Download** ( ) to save the contents of the table as a PDF file, see “Exporting Dashboard Information” on page 21.
Widgets: Graph Only

A widget that only includes graph information appears as follows:

FIGURE 20   Graph Widget Presentation

Click Download ( ) to save the contents of the table as a PDF file, see “Exporting Dashboard Information” on page 21.

Exporting Dashboard Information

There are three ways of exporting graphical information from the Dashboard:

- Each tab within the Dashboard has a Download Report button. Click this button to create and download a multi-page PDF report that includes each widget that currently displays a populated graph.
  
  **Note:** This report does not include tabular widgets or mixed-format widgets that currently display tabular information.

- Each tab within the Dashboard has a Send Report button. Enter an email address and click this button to create and send the graph via email.

- Most table-only widgets include an Export button. Click this button to produce a Comma-Separated Value (CSV) file of the tabular data.

- Most graph widgets include a Download ( ) button. Click this button to produce a PDF report that contains the widget.
Registering an Existing PCS/PPS Appliance

After Pulse One is installed and configured, the next step is to register one or more PCS/PPS appliances.

**Note:** This process requires sufficient appliance licensing capacity.

To register an existing appliance:

1. Log into Pulse One as an administrator.
2. Click the **Appliances** menu and then the **Appliances** tab.
   
   The **Appliances** tab displays all current appliances.
3. Click **Add Appliance**.

   The **Add Appliance** dialog box appears.

   ![Add Appliance](image)

   **FIGURE 21 Add Appliance**

4. Select **Register existing appliance** and click **Next**.

   The **Register Appliance** dialog appears.

   ![Register New Appliance](image)

   **FIGURE 22 Register New Appliance**

5. Enter the required **Name** for the appliance. For example: *appliance.pcs*. 

   ![Register New Appliance](image)
6. Enter the management interface address of the appliance as the **Appliance URL**. Typically, this URL will end with “/admin”.

7. **(Optional)** If you want the appliance to support Device Management Interface (DMI) software upgrades directly from Pulse One:
   - For **IP Address**, specify the IP Address on which the appliance is configured to receive DMI requests. This is either the internal interface or the management interface.
   - For **Port**, specify the port on which the appliance is configured to receive DMI requests. Typically, this is 830.
   - Specify the required admin **Username** and **Password** for the appliance. This will be used to receive DMI requests.

**Note:**

**Note:** DMI does not need to be configured for ESAP package uploads to appliances.

8. Click **Save**.

A dialog displays the required **Registration Host** and a **Registration Code**. For example:

**FIGURE 23**  Registration Required

9. Record the **Registration Host** and **Registration Code** and close the dialog.

10. Switch to the appliance application (for example, PCS) and enter the **Registration Host** and a **Registration Code** in the appliance's panel, see “Configuring an Appliance to Connect to Pulse One” on page 28.

When the auto-registration process is complete, the appliance is added to Pulse One. The Pulse One console displays the appliance status as **Connected** in the **Appliances** list.
Editing Appliance Information
To edit appliance information:

1. Log into Pulse One as an administrator.
2. Click the Appliances menu and then the Appliances tab.
   The Appliances tab displays all current appliances.
3. Select the required appliance from the list and click its Actions icon ( ).
4. From the menu options, select Edit Appliance Info.
5. In the Edit Appliance Info dialog, make the required changes.

   FIGURE 24 Edit Appliance Information

   ![Edit Appliance Info](image)

   Note: If you want the Launch Appliance UI option to be available on the Actions menu for the appliance, specify the Appliance URL. This URL typically ends with “/admin”.

6. Click Save to update the appliance.

Launching the User Interface for an Appliance
You can launch the administration user interface for a registered appliance directly from the Appliances tab.

To support this, ensure that you have specified an Appliance URL property for the appliance. Where no Appliance URL is specified for an appliance, you can manually edit the appliance properties to specify one, see “Editing Appliance Information” on page 26.

To launch the admin UI for an appliance.

1. Log into Pulse One as an administrator.
2. Click the Appliances menu and then the Appliances tab.
   The Appliances tab displays all current appliances.
3. Select the required appliance from the list and click its **Actions** icon ( ⇧ ).

4. From the menu options, select **Launch Appliance UI**.

   The graphical user interface for the appliance starts in a new tab of your browser.

**Recognizing Critical Vulnerabilities**

On Pulse One, the Appliances list displays all registered appliances. Summary information for each appliance includes a **Version** number for the appliance. A warning flag appears beside the version number if the version has known critical vulnerabilities. For example:

**FIGURE 25** Critical Vulnerability

Hover over the **Version** number to see additional information.

**FIGURE 26** Details of a Critical Vulnerability
Configuring an Appliance to Connect to Pulse One

After you have added an appliance record into Pulse One:

- Complete the Pulse One registration from the appliance, see “Completing Registration of an Appliance” on page 28.
- Configure the ActiveSync handler on the appliance as required, see “Configuring ActiveSync Handler” on page 28.

Completing Registration of an Appliance

To complete registration of an appliance in Pulse Connect Secure:

1. Log into the PCS/PPS appliance.
2. Select the System > Configuration > Pulse One > Settings tab.
3. Enter the Registration Host and Registration Code.
   
   **Note:** These were displayed during “Registering an Existing PCS/PPS Appliance” on page 23.
4. Click Save Changes.

   The Status Information displays the Registration Status in green.

   ![Status Information](image)

   **FIGURE 27** Pulse Connect Secure: Pulse One Settings

Configuring ActiveSync Handler

The Pulse Connect Secure gateway can act as an ActiveSync proxy for Mobile devices that are onboarded through Pulse Workspace Server. Pulse Connect Secure gateway will:

- Filter out and reject ActiveSync connection requests coming from unauthorized Mobile devices.
- Allow only those devices that have been successfully provisioned on Pulse Workspace Server.

To configure ActiveSync handler, in the Connect Secure Device screen:

1. Start the appliance user interface.
2. Select the System > Configuration > Pulse One > Command Handlers tab.
   
   The Pulse Workspace Handler screen appears.

   ![Pulse Workspace Handler](image)

   **FIGURE 28** Pulse Connect Secure: Command Handlers
3. Select a role where secure email is enabled.

4. Select authentication servers to use for group look up and click Add.

5. (Optional) To delete the device records set by the Pulse Workspace Console Server, click Clear Active Sync Device Records.

6. Click Save Changes.

**Note:** To create a user rule, refer to the Pulse Connect Secure Administration Guide available at: https://www.pulsesecure.net/techpubs.

After you register a PCS appliance, it regularly sends the following information to Pulse One:

- Non-Hardware-specific PCS XML configuration. (Sent to On-Prem/Appliance and SaaS/Cloud)
- Hardware-specific PCS XML configuration. (Sent to On-Prem/Appliance and SaaS/Cloud)
  **Note:** Hardware-specific PCS XML configuration is not shared during configuration distribution.
- General information. That is, PCS health, statistics (such as CPU, network throughput), licensing details, cluster information and so on. (Sent to On-Prem/Appliance and SaaS/Cloud)
- User sign-in history. That is, logins from both web and the Pulse client. (Sent to On-Prem/Appliance only)
- User and System binary configuration. (Sent to On-Prem/Appliance only)
Configuring CPU, Memory and Disk Utilization

The Appliances tab displays all the added appliances. When you select an online appliance, a detailed panel shows the health of the appliance.

The panel shows the following status:

- CPU, memory and disk utilization.
- The number of concurrent users connected.
- The throughput of the appliance.
- The number of authentication failures.

To view the health of an appliance:

1. Log into Pulse One as an administrator.
2. Click the Appliances menu and then the Appliances tab.
   - The Appliances tab displays all current appliances.
3. Select an appliance whose Pulse One Status is Connected.
   - The panel on the right gives a pictorial representation of the CPU, memory, and disk usage information. For example:

   ![Appliance Health](image)

   **FIGURE 29** Appliance Health
Working with Appliance Groups

Two or more appliances can be collected into an appliance group to enable group operations:

- “Creating an Appliance Group” on page 31.
- “Adding Appliances to an Appliance Group” on page 35.
- “Distributing a Master Configuration” on page 36.

Creating an Appliance Group

An Appliance Group uses a single base configuration from a master appliance in Pulse One and applies that configuration to all the other target appliances in the group. This master appliance is always used to change the configuration settings for the group. You can add appliances to the group or remove appliances from the group at any time.

All appliances in a group must run the same firmware version and must be the same appliance type as the master. However, the appliance group may contain member appliances using any form factor.

Examples:

- If the master is a Pulse Connect Secure appliance running firmware version 8.2R5, all other appliances in the group must also be Pulse Connect Secure – either virtual appliances or hardware appliances (PSAs, MAGs, and SAs) - that also run firmware version 8.2R5.
- If the master is Pulse Policy Secure, all other appliances in the group must also be Pulse Policy Secure.

To create an appliance group:

1. Select the Appliances menu.
2. Select the Config Groups tab.
3. Click Create Appliance Group.

![Create Appliance Group](image-url)
The **Create Appliance Group Wizard** appears.

**FIGURE 31 Create Appliance Group Wizard**

4. Click **Next**.

The **Group name and description** panel of the wizard appears.

**FIGURE 32 Group Name and Description Wizard Panel**
5. In this wizard panel:
   - Enter the **Group name** and a **Description**.
     **Note:** The **Group name** should be at least 3 characters and not more than 50 characters.
   - Enter a common admin **Username** and **Password** for all the appliances under this group, with which all appliances can receive DMI requests from Pulse One.
     **Note:** These credentials must be valid for all group members.
   - Specify a common **Port** number on which all appliances under this group will receive DMI requests. The default value is 830.

6. Click **Next**.
   The **Group configuration settings** panel of the wizard appears.

7. In this panel:
   - For **Select master appliance**, select an appliance to be the master appliance.
     **Note:** An appliance can be configured as master appliance in one or more groups.
   - Enter the **Master appliance URL**. This is the Internet-facing admin login URL. For example: `https://<ip_address>/admin`
   - Select the configuration settings that must be shared between all group members.
8. Click **Next**.

The **Summary** panel of the wizard appears. For example:

![Summary Wizard Panel](image)

9. (Optional) If you want to make any changes, click on the corresponding **Edit** link and make the changes.

10. Click **Finish**.

The new appliance group is listed in the **Appliances** page. For example:

![New Appliance Group](image)

You can now add appliances to the group as target appliances, see “**Adding Appliances to an Appliance Group**” on page 35.
Adding Appliances to an Appliance Group
To add an appliance into an appliance group as a target appliance:

1. Select the **Appliances** menu.
2. Select the **Config Groups** tab.
3. Select the appliances group to which you want to add the appliance.
   The right-hand panel updates to show group details.
4. Select the **Target Appliances** tab. For example:
   ![Target Appliances Empty](image)

5. Click **Add Appliance**. A dialog appears.
   ![Select Target Appliance](image)

6. In this dialog, select an appliance to be added as a target appliance to the selected group.
   **Note**: Group configuration is only supported for appliances that are of same security appliance type and running the same software version.
7. Click **Save** to add the appliance to the group.
8. Repeat steps 5, 6 and 7 until the group contains all required target appliances. For example:

**FIGURE 38** Target Appliances Added

---

**Distributing a Master Configuration**

This section details the steps to distribute the configuration of the master appliance to all target appliances.

- “Viewing Configuration Changes” on page 36.
- “Publishing Configuration Changes Manually to Group Members” on page 37.
- “Publishing Configuration Changes to Group Members as a Scheduled Task” on page 39.

**Viewing Configuration Changes**

To view configuration changes between the master appliance and target appliances, click the View Changes button. The button changes to Close Changes. The configuration changes will be displayed on the same page.
To close the configuration changes view, click **Close Changes**.

**Publishing Configuration Changes Manually to Group Members**

If the configuration of the master appliance differs from the configuration of the target appliances in its group, a **Publish Required** notification is displayed, and the **Publish All** button is enabled.

**Note:** Publishing to a group can also be performed as a scheduled task for groups. See “Publishing Configuration Changes to Group Members as a Scheduled Task” on page 39.
To manually publish a configuration to all appliances in a group:

1. Select the **Appliances** menu and then the **Config Groups** tab.

2. In the Appliance Group panel, click **Publish All**.

   ![Publish All](image)

   The **Configuration Changes** view closes if it is open.

   A confirmation dialog appears.

3. In the confirmation dialog, click **Yes** to confirm the publication.

   Pulse One then publishes the master appliance configuration to the target appliances within the group.

4. To view configuration mismatch scenarios, click the **View Changes** button and then click the **Apply Group Config** button. The **Publish All** button will be disabled.

   ![Configuration Change in Member Appliance](image)

   The **Configuration Changes** panel shows the changes in the member appliance configuration compared to the master configuration.
5. You can either:
   - Retain the changes by clicking **Keep Non-compliant**, OR
   - Apply the group configuration by clicking **Apply Group Config**.

In either case, the compliance conflict is ignored, and the configuration will be published.

6. If you choose to remain non-compliant, then the **Configuration Mismatch** notification changes to a **Mismatch Ignored** notification, indicating that it is intentionally being kept out of compliance.

**FIGURE 42**  
Configuration Mismatch

**Publishing Configuration Changes to Group Members as a Scheduled Task**

If the configuration of the master appliance differs from the configuration of the target appliances in its group, a **Publish Required** notification is displayed.

To publish configuration changes at a specific time, you can create a scheduled task to perform this action.

**Note:** Publishing configuration changes to an appliance group can also be performed manually, see “Publishing Configuration Changes Manually to Group Members” on page 37.

To publish configuration changes from a master appliance to all target appliances as a scheduled task:

1. Select the **Appliances** menu and then the **Config Groups** tab.

2. Click the **Actions** icon (CTSTR) for the appliance group you want to upgrade, and then click **Schedule Task**.
The Create Task dialog appears.

**FIGURE 43** Create Publish Configuration Task

3. In the Create Task dialog, for Task Type, select Publish configuration.

4. For Scheduled Time, select the required start time for the task.

5. (Optional) Add Comments as required. These appear on the Scheduled Tasks list.

6. Click Save.

   The new task is added to the list of scheduled tasks in the Scheduled Tasks tab.

**FIGURE 44** Scheduled Publish Configuration Task

7. (Optional) You can edit the details for a scheduled task by clicking the Edit icon (EDIT) for the task.

8. (Optional) You can cancel a scheduled task by clicking the Delete icon for the task.

9. (Optional) You can monitor the progress of scheduled tasks using one of the following methods:
   
   • On the Scheduled Tasks tab. Here, the Task Status updates as a task starts and proceeds through to completion.

   • From the Appliance Activities panel. To access this, click the Administration tab, and then the Appliance Activities option.

   • From the Config Group tab, you can see status updates for the group as a whole.

   • From the Appliances tab, you can see status updates for each appliance group member.

   • From the Activities panel for an individual appliance on the right side of the Appliances tab.
Viewing the Activities Log for an Appliance

Viewing the log details of the activities between the Pulse One console and various appliances will help the Administrator to troubleshoot and resolve any issues. The Appliances > Activities panel in Pulse One provides details of appliance reboots, configuration uploads, and so on.

To view the activities log for an appliance:

1. Log into Pulse One as an administrator.
2. Click the Appliances menu and then the Appliances tab.
   
   The Appliances tab displays all current appliances.
3. Select an appliance whose Pulse One Status is status Connected.
4. In the panel on the right, expand Activities to display details of all activities.

For example:

**FIGURE 45  Activities Details**
Viewing the Configuration Change History for an Appliance

The Configuration Changes panel in the Appliances tab provides the configuration change history for each appliance.

To view the configuration changes history:

1. Log into Pulse One as an administrator.
2. Click the **Appliances** menu and then the **Appliances** tab.
   
   The **Appliances** tab displays all current appliances.
3. Select an appliance whose **Pulse One Status** is status **Connected**.
4. In the panel on the right, select **Configuration History**. This displays the configuration changes history for the appliance, including timestamps for each change.
5. Expand the required timestamp to view the changes made at that time. For example:

   ![View Configuration Changes](image)
Comparing Appliances
The Compare Appliances feature allows you to compare two appliances based on their settings.

To compare two appliances:

1. Log into Pulse One as an administrator.
2. Click the Appliances menu and then the Appliances tab.
   The Appliances tab displays all current appliances.
3. Select the source appliance that you want to compare and click its Actions icon ( ).
4. On the drop-down menu, click Compare Appliances.
   ![Compare Appliances](image)
5. In the Appliance Configuration Comparison window, select the source appliance and the target appliance to compare.
   The Differences panel shows a list of settings that the two selected appliances have differences.
6. Select a setting. For example, **Pulse One (Modified)**.

In the **Results** pane, the **Base** text and **New** text highlight the differences in the two appliances for that setting. For example:

![Appliance Configuration Comparison](image)

**FIGURE 48**  Appliance Configuration Comparison

---

**Rebooting an Appliance**

Rebooting an appliance is necessary when the services on the appliance must be restarted, or when there are other issues with an appliance that must be resolved.

After the reboot, the appliance will connect back to the network and Pulse One will indicate the status of the appliance in the dashboard.

To reboot an appliance:

1. Log into Pulse One as an administrator.
2. Click the **Appliances** menu and then the **Appliances** tab.
   
   The **Appliances** tab displays all current appliances.
3. Select the appliance that you want to reboot and click the **Actions** icon ().
4. On the drop-down menu, click **Reboot Appliance**.

   ![Reboot Appliance](image)

   **FIGURE 49** Reboot Appliance

   The **Reboot Appliance** confirmation dialog appears.

5. Ensure that you have selected the correct appliance and click **Yes**.

   The selected appliance reboots.
Removing an Appliance from Pulse One

If you no longer want to use an appliance with Pulse One, or want to re-provision it, you can remove the appliance.

To remove an appliance:

1. Log into Pulse One as an administrator.
2. Click the **Appliances** menu and then the **Appliances** tab.
   
   The **Appliances** tab displays all current appliances.
3. Select the appliance that you want to remove and click its **Actions** icon ( ).
4. Click **Remove Appliance** to remove the appliance from Pulse One.

![Remove Appliance](image)

**FIGURE 50**  Remove Appliance

**Note:** For PCS appliance virtual machines on either vSphere or AWS, an additional command is available. Click **Destroy Appliance** to remove the appliance from Pulse One, and to also destroy the appliance on the vSphere/AWS platform.

The **Remove Appliance From Pulse One** confirmation dialog appears.

5. Click **Yes** to remove the selected appliance.
Preparing a Target Appliance
This section details the steps to add an agent instance for the target appliance, and a checklist for preparing the target appliance for configuration distribution.

Preparing an RSA Agent Instance for the Target Appliance
The Pulse One administrator must ensure that the sdconf.rec file is uploaded to the master appliance that contains the agent instance for the target appliance.

To add a new target appliance:

1. In RSA Authentication Manager, add the agent instance for the target appliance.
2. Download the sdconf.rec file.
3. Upload the sdconf.rec file to the master appliance.

   Note: Some configuration blocks that are distributed by Pulse One may refer to other blocks that are not distributed. In such cases, the configuration distribution fails at the target appliance while importing the configuration. The administrator must manually configure the target appliance before distributing the configuration through Pulse One.

A checklist for preparing the target appliance for configuration distribution is provided in “Appendix: Checklist for Preparing a Target Appliance” on page 81.

Removing an Appliance from an Appliance Group
You can remove any appliance other than the master appliance from the appliance group.

This section details the steps to remove an appliance from the group.

To remove an appliance from the group:

1. Select the Appliances menu.
2. Select the Config Groups tab.
   A list of configuration groups is displayed.
3. Select the group from which the appliance needs to be removed.
4. Select the Target Appliances tab.
5. Click the Actions icon ( ) for the appliance you want to remove.
6. From the menu options, select **Remove from Group**. For example:

![FIGURE 51 Remove from Group](image)

An alert message confirms the removal of the appliance from the group.

### Editing an Appliance Group

This section details the steps to modify an appliance group.

To edit an appliance group:

1. Select the **Appliances** menu.
2. Select the **Config Groups** tab.
   
   A list of configuration groups is displayed.
3. Select the group that you want to modify and click its **Actions** ( ) icon.
4. From the menu options, select **Edit Group Configuration**.

**FIGURE 52**  Edit Group Configuration

The **Edit Appliance Group** wizard appears. For example:

**FIGURE 53**  Edit Appliance Group Wizard

5. Work through the wizard, making the required changes to the group name, master appliance, and configuration settings.

6. Click **Finish**.
Deleting an Appliance Group
This section details the steps to delete an appliance group.

Note: The appliances within the appliance group are not deleted when you delete the group, and can be viewed as normal in the Appliances tab.

1. Select the Appliances menu.
2. Select the Config Groups tab.
   A list of all configuration groups is displayed.
3. Click the group that you want to delete and click its Actions icon ( ).

   ![Delete Group](image)

   FIGURE 54 Delete Group

4. From the menu options, select Delete Group.
5. In the Delete Group confirmation window, click Yes to delete the group.
Viewing Analytics and Reports

- Viewing the Login Attempts Report ................................................................. 51
- Viewing the Appliance Health Report ............................................................ 52
- Viewing the Appliance Activities Report ......................................................... 53
- Viewing Appliance Activities ........................................................................... 54

Viewing the Login Attempts Report

To view the Login Attempts report:

1. Select the Analytics menu.
2. Select Login Attempts.
3. From the Login Attempts drop-down, select one or more appliances for the report.
4. Select the graph type.

The report shows the login attempts, authentication mechanism and result, and device OS in the last 24 hours.

![Login Attempts Report](image)
5. (Optional) Choose bar chart, line graph, pie chart or table data for each graph.
6. (Optional) Click Export to download displayed information as a .csv format file.

Viewing the Appliance Health Report

To view the Appliance Health report:

1. Select the Analytics menu.
2. Select Appliance Health.
3. From the Appliance Health drop-down, select one or more appliances for the report.

The following reports for the selected appliance over the last 24 hours are displayed:

- CPU Utilization
- Memory Utilization
- Disk Utilization
- Network Throughput (kb/s)

For example:

FIGURE 56  Appliance Health Report
Viewing the Appliance Activities Report

To view the **Appliance Activities** report:

1. Select the **Analytics** menu.

2. Select **Appliance Activities**.

3. From the **Appliance Activities** drop-down, select the required filter (**Critical**, **Alert**, **Notice**, and so on) for the report.

4. (Optional) Click **Export** to download displayed information as a **.csv** format file.
Viewing Appliance Activities

The **Appliance Activities** page displays information about the events registered in the Management Server. You can view filtered activities for appliances.

To view appliance activities:

1. Select the **Administration** tab
2. Click **Appliance Activities**.
3. Click an **Event Type** button to filter for a specific event type.
   
   ![Filter Activities](image)

4. Click the **Details** button associated with the activity you want to view the details.
   
   The **Activity Details** dialog displays the additional details.

   ![Activity Details](image)
User Management

- Adding an Admin User ................................................................. 55
- Editing User Details ................................................................. 56
- Removing an Admin User ......................................................... 57
- Resetting a User Password ....................................................... 57
- Suspending a User ............................................................... 58

Adding an Admin User

To add an admin user:

1. Select the **Administration** tab.
2. Select **User Management**.
   
   A list of existing admin users is displayed.
3. Click **Add User** to add an admin user.
   
   The **Add Admin User** window appears.

   ![Add Admin User Window](image)

   **FIGURE 60  Add Admin User**

   **Note**: If Role is set to **Read Only Admin**, then the user will not be given the permissions to create/ update/ delete functions.

4. In the Add Admin User window, enter the **Username**, **Full Name** and **Email** for the user.
5. Select a **Role** from the drop-down list:
   
   - **Super Admin** - This role has full access to the admin console. Super admin can create other admins.
   
   - **Read Only Admin** - This role has read-only access to the entire system. Read-only admin can view dashboard and report, perform search function, and run pre-defined queries.
6. Select a Sign in Method. Either:
   - Select **Enterprise SSO** if the same user ID exists on both Pulse One (Service Provider) and the Pulse Connect Secure (Identity Provider), OR
   - Select **Local Authentication**.

7. Click **Create**. The new user is displayed in the list of users.

**Editing User Details**

To modify a user’s details:

1. Select the **Administration** tab.
2. Select **User Management**.
   
   A list of existing admin users is displayed.
3. Select the user from the list.
4. In the user details panel click the **Edit** icon and make the required changes.
5. Click **Update**.

**FIGURE 61**  Edit User Details
Removing an Admin User
To remove an admin user:

1. Select the Administration tab.
2. Select User Management.
   A list of existing admin users is displayed.
3. Select the user from the list.
4. Click Delete User.
5. In the Remove Admin User confirmation message box, click OK.
   The user is removed as an administrator.

Resetting a User Password
To reset a user’s password:

1. Select the user from the list.
2. Click the Reset login link in the user details pane.
   An email that contains the Set new password link will be sent to the registered email address.
3. Click the Set new password link in the email.
4. In the Pulse One page that appears, provide the new password and confirm the new password. The new password will be saved in the database.
5. Then log in to Pulse One with the new password.

   Note: The Set new password link that you received in the email has an expiration time of 1 hour. Beyond this time, you should make a new request for setting the new password.

FIGURE 62  Reset Login
Suspending a User

To suspend an admin user:

1. Select the user from the list.

2. Click **Suspend User**.

   The user will be locked and will not be able to log in.

   The **Forgot Password** option in the **Login** page will not send email to reset the password.

3. (Optional) To unlock the suspended user, select the user and click **Reset Login**. This will send a mail to the user with a set new password link.

**FIGURE 63**  Suspend User
Role Management

- Adding an Admin Defined Role .................................................. 59
- Editing an Admin Role ........................................................... 60
- Removing an Admin Role ......................................................... 60

Adding an Admin Defined Role

To add a new admin-defined role:

1. Select the Administration tab.
2. Select Role Management.
3. Click Add Role to add a new admin-defined role.
   
   Note: To create a role from an existing role, click Duplicate corresponding to the existing role.
4. In the Create New Role window, enter the role name.
5. In the Role Assignment section, select the permissions for Dashboard, Appliances, Settings, Users, and Roles from the drop-down list.
   
   - None - This permission disables the assigned feature. For example, if the Appliances permission is set to None, then Appliances page will not be visible in Pulse One console for this role.
   
   - Read Only - This permission will disable create/edit/delete options for the assigned feature.
   
   - Edit - This permission allows create/view/edit operations.
   
   - Delete - This permission allows all operations.

   FIGURE 64  Create New Role

6. Click Create.
Editing an Admin Role
You can modify only the admin defined roles.

To modify a role's permissions:

1. Select the **Administration** tab.
2. Select **Role Management**.
   
   A list of system defined roles is displayed.
3. Select the role from the list.
4. In the role details pane, click **Edit**.
5. Make the required changes and click **Save**.

![Modify Role](image)

Removing an Admin Role
You can remove only the admin defined roles.

To remove an admin defined role:

1. Select the **Administration** tab.
2. Select **Role Management**.
   
   A list of system defined roles is displayed.
3. Select the role from the list and click **Delete Role**.
   
   In the Confirmation message box, click **Yes** to remove the selected role.
Working With Pulse One Properties

- Viewing Pulse One Properties ................................................................. 61
- Editing Pulse One Properties ................................................................. 61
- Understanding Pulse One Properties ....................................................... 62

Viewing Pulse One Properties

To open the Pulse One Properties page:

1. Click the Settings icon on top-right corner of the page.
2. Select Pulse One Properties.

The Pulse One Properties page appears.

![Pulse One Properties]

Editing Pulse One Properties

To edit a Pulse One property:

1. View Pulse One properties, see Viewing Pulse One Properties.<xref>.
2. Click the Edit (✓) button corresponding to the field you want to edit.
3. Change the value and then click Save. For example:

![Edit Properties]
Understanding Pulse One Properties

All Pulse One properties are described in the following sections:

- “Enterprise Connection Properties” on page 62
- “Password Properties” on page 62
- “Miscellaneous Properties” on page 63
- “Session Properties” on page 63

Enterprise Connection Properties

The Enterprise Connections settings are described below:

- **Auto Configure SAML Settings** – Boolean. If True, Pulse One automates the SAML Metadata configuration flow for both Appliance and Pulse One SAML settings.

- **Create Users and Roles from SAML** – Boolean. If True, a Pulse One user is created automatically whenever a user from a linked SAML idP (PCS) authentication server logs into Pulse One for the first time using Enterprise SSO.

  **Note:** Further configuration is required to use this feature, see “Automatically Creating Pulse One Users for SAML SSO Logins” on page 78.

- **SAML Identity Provider** – The Pulse Connect Secure appliance that is configured for Pulse One server SAML auto-provisioning.

- **SAML Identity Provider Metadata** – Required metadata for the SAML identity provider.

- **SAML Service Provider Metadata** – Required metadata for the SAML service provider.

Password Properties

The Password settings are described below:

- **Console Minimum Password Length** – The minimum length of a console password.

- **Console Password Expiration Days** – The number of days after which an Administrator must change their console password.

- **Console Password Require Lowercase** – Boolean. If True, the console password must contain at least one lowercase letter.

- **Console Password Require Number** – Boolean. If True, the console password must contain at least one number.

- **Console Password Require Special** – Boolean. If True, the console password must contain at least one special character.
• **Console Password Require Uppercase** – Boolean. If *True*, the console password must contain at least one uppercase letter.

• **Console Password Reset Timeout Hours** – The number of hours a console password reset email link is valid.

• **Domain Allowed Password Attempts** – The number of login attempts until a console account is locked.

• **Welcome Timeout Hours** – The number of hours a registration token in a welcome email is valid.

**Miscellaneous Properties**

The miscellaneous (Misc) settings are described below:

• **Created On** – The date on which the management console was created.

• **Locale** – The console language code.

• **Page Footer** – The footer information that will be displayed at the bottom of the admin console.

• **Server Version** – The current Management Server version that will be displayed at the bottom of the admin console.

**Note:** You cannot edit the **Created On** and **Server Version** properties.

**Session Properties**

The Session properties are described below:

• **Session idle timeout (minutes)** – The timeout for an idle session. After this timeout is reached, the user is logged out automatically. The default is 20.
Configuring Enterprise SSO Using SAML

Overview
By setting up Enterprise Single Sign On (SSO) with SAML, Enterprise users can sign into Pulse One by delegating authentication to their Pulse Connect Secure appliance.

FIGURE 68  Sign In with Enterprise SSO
If your authentication is performed by a PCS appliance at v8.3r1 or later, many of the configuration steps are automated. You must perform the following processes:

- “Configuring SAML idP in Pulse Connect Secure Server” on page 66.
- “Automatically Configuring a SAML idP on Pulse One” on page 70.
- (Optional) “Automatically Creating Pulse One Users for SAML SSO Logins” on page 78.
- “Testing Sign In with Enterprise SSO” on page 80.

If your authentication is performed by a PCS appliance that is earlier than v8.3r1, you must perform all stages of the following manual processes:

- “Configuring SAML idP in Pulse Connect Secure Server” on page 66.
- “Configuring a Metadata Provider in Pulse Connect Secure” on page 72.
- “Enabling Enterprise SSO in Pulse One Appliance” on page 73.
- “Configuring SAML Metadata in Pulse One” on page 73.
- “Adding SAML SP Metadata in Pulse Connect Secure Server” on page 74.
- (Optional) “Automatically Creating Pulse One Users for SAML SSO Logins” on page 78.
- “Testing Sign In with Enterprise SSO” on page 80.

**Configuring SAML idP in Pulse Connect Secure Server**

**Note:** This section is required for all PCS appliance versions.

This section provides the steps to configure a SAML Identity Provider on Pulse Connect Secure server.

Before proceeding with the configuration, ensure that the Pulse Connect Secure appliance that you intend to use as the Identity Provider is registered with Pulse One, see “Registering an Existing PCS/PPS Appliance” on page 23.

**Note:** If the PCS server is already configured as a SAML identity provider, make sure that POST binding is enabled and the *Accept Unsigned AuthnRequest* option is selected.

To configure SAML IdP on the Pulse Connect Secure server:

1. Log in to the Pulse Connect Secure server that is identified as an Identity Provider.
2. Navigate to **System > Configuration > SAML > Settings**.
3. Configure the following Metadata Server Configuration:

- **Timeout value for metadata fetch request** to 300.
- **Host FQDN for SAML** to the Fully Qualified Domain Name, noting the host FQDN guidance below.

**FIGURE 69** SAML Settings

The host FQDN specified here is used in the SAML entity ID, used by browsers to connect to PCS, and used in the URLs for SAML services. Typically:

- If the PCS is standalone, the FQDN should resolve to the IP address of the external interface / internal interface, whichever is chosen.
- If the PCS is an Active-Passive cluster, the FQDN should resolve to the external VIP / Internal VIP, whichever is chosen.
- If the PCS is an Active-Active cluster behind an in-line load balancer, the FQDN should resolve to the load balancer’s external VIP / Internal VIP, whichever is chosen.

4. Click **Save Changes**.
5. Navigate to **System > Configuration > Certificates > Device Certificate**, create a new CSR, and import certificate and keys. Skip this step if the PCS external interface / internal interface (whichever is chosen) already provides a certificate that matches the host’s Fully Qualified Domain Name.

![FIGURE 70  Import Certificate and Keys](image)

6. Navigate to **Authentication > Signing In > Sign In SAML > Identity Provider**.
7. Locate the the **Basic Identity Provider (idP) Configuration** section. For example:

![Basic Identity Provider Configuration](image)

8. In the **Basic Identity Provider (idP) Configuration** section, do the following:

   - Select the **Post** check box for protocol binding to use for SAML response.
     
     **Note:** If the PCS server is already configured as a SAML identity provider, make sure that POST binding is enabled and the **Accept Unsigned AuthnRequest** option is selected.
     
   - Select a **Signing Certificate** from the list.
   - For **Decryption Certificate**, select **No Encryption**.
   - Clear the **Reuse Existing NC (Pulse) Session** check box.
   - Select the **Accept Unsigned AuthnRequest** check box.

   For more details, refer to the "Configuring Sign-in SAML Identity Provider Settings" section in the **Pulse Connect Secure Administration Guide**.

9. Click **Save Changes** to save the Identity Provider configuration.
Automatically Configuring a SAML idP on Pulse One

**Note:** This section is only applicable if your PCS appliance is at v8.3r1 or later. If your PCS is at an earlier release, you must perform a number of manual processes, see “Overview” on page 65.

To automatically configure a SAML idP, you must have already completed the following tasks:

- Registered the Pulse Connect Secure appliance that you intend to use as the SAML idP with Pulse One, see “Registering an Existing PCS/PPS Appliance” on page 23.
- Configured the SAML idP on Pulse Connect Secure, see “Configuring SAML idP in Pulse Connect Secure Server” on page 66.

To auto-configure the SAML idP:

1. Log into Pulse One as an administrator.
2. Click the **Settings** icon on top-right-corner of the page.
3. Select **Pulse One Properties**.
   
   The **Pulse One Properties** page appears.
4. Expand the **Enterprise Connections** group to view its properties. For example:

   ![Pulse One Properties Enterprise Connections](image)

5. Set the **Auto Configure SAML Properties** property to **Yes**.

   **Note:** When you set **Auto Configure SAML Properties** to **Yes**, the **SAML Identity Provider Metadata** and the **SAML Service Provider Metadata** properties are removed. These are not required when auto-configuration is enabled.
6. Set the **SAML Identity Provider** property to match the appliance name, as registered on Pulse One. For example:

**FIGURE 73**  Pulse One Properties Configure Auto SAML

<table>
<thead>
<tr>
<th>Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Connections (3)</td>
<td></td>
</tr>
<tr>
<td>Auto Configure SAML settings</td>
<td>Yes</td>
</tr>
<tr>
<td>Create users and set roles from SAML</td>
<td>No</td>
</tr>
<tr>
<td>SAML Identity Provider</td>
<td>Ade_45_84_SAML</td>
</tr>
</tbody>
</table>

After this process is complete, auto-configuration of the SAML idP will be performed.

7. (Optional) To confirm the auto-configuration of the SAML idP, log into Pulse Connect Secure and access the **System > Configuration > SAML** settings page. There will now be a **Metadata Name** called **AutoConfigured**. For example:

**FIGURE 74**  Pulse Connect Secure SAML Auto-configuration

The auto-configuration of the SAML idP is complete.

You can then either:

- Continue with an optional activity “**Automatically Creating Pulse One Users for SAML SSO Logins**” on page 78.
- Move directly to testing the SSO login, see “**Testing Sign In with Enterprise SSO**” on page 80.
Configuring a Metadata Provider in Pulse Connect Secure

Note: You do not have to perform the process in the section if your appliance is at v8.3r1 or later, and you have already performed auto-configuration of SAML, see “Automatically Configuring a SAML IdP on Pulse One” on page 70.

This section provides the steps to configure Metadata Provider on Pulse Connect Secure.

Note: If the PCS server is already configured to operate as a SAML IdP, skip the steps 2 to 6.

To configure a Metadata Provider in the PCS server:

1. Log in to Pulse Connect Secure server.
2. Navigate to Authentication > Signing-In > Sign In SAML > Metadata Provider.
3. The SAML Metadata Provider Entity Id property is pre-populated. It is generated by the system, based on the value for the Host FQDN for SAML setting on the System > Configuration > SAML > Settings page.
4. Set Metadata Validity to 365 days.
5. Clear the Do Not Publish IdP in Metadata check box.
6. Click Save Metadata Provider.
7. Click Download Metadata and save the file to your computer.
Enabling Enterprise SSO in Pulse One Appliance

**Note:** You do not have to perform the process in the section if your appliance is at v8.3r1 or later, and you have already performed auto-configuration of SAML, see “Automatically Configuring a SAML idP on Pulse One” on page 70.

To enable Enterprise SSO:

1. Log into Pulse One as an administrator.
2. Select the **Administration** tab.
3. Select **User Management**.
4. In the **User Management** page, add (or edit) all the admin users who need to use Enterprise SSO by setting their corresponding **Sign In Method** to **Enterprise SSO**. For example:

![Add Admin User](image)

**FIGURE 76** Sign In Method

**Note:** To use Enterprise SSO login, the same user identity (username) must exist on both Pulse One (Service Provider) and the Identity Provider (Pulse Connect Secure).

Configuring SAML Metadata in Pulse One

**Note:** You do not have to perform the process in the section if your appliance is at v8.3r1 or later, and you have already performed auto-configuration of SAML, see “Automatically Configuring a SAML idP on Pulse One” on page 70.

To configure metadata in Pulse One:

1. In the Pulse One admin console, click the settings icon on top-right-corner of the page and select **Pulse One Properties**.
2. Click the **Edit** icon corresponding to **SAML Identity Provider** and select the Pulse Connect Secure appliance that you are setting up as the Identity Provider.
3. Click the **Edit** icon corresponding to **SAML Identity Provider Metadata**.
4. Copy the contents of the metadata file that you downloaded from Pulse Connect Secure, paste it into the *Edit Property* window, and click *Save*. The *SAML Service Provider Metadata* will automatically be populated.

5. Click *SAML Service Provider Metadata*, copy the metadata content, paste it into a file such as `saml-metadata-pws.xml` and save the file to your computer. This file will be used when configuring Pulse Connect Secure later.

**FIGURE 77**  Pulse One Properties

---

### Adding SAML SP Metadata in Pulse Connect Secure Server

**Note:** You do not have to perform the process in the section if your appliance is at v8.3r1 or later, and you have already performed auto-configuration of SAML, see “Automatically Configuring a SAML idP on Pulse One” on page 70.

This section provides the steps to add SAML Service Provider metadata in PCS server.

1. Navigate to *System > Configuration > SAML*.

2. Click *New Metadata Provider*.

3. Enter a *Name* for the metadata provider.
4. Under **Metadata Provider Location Configuration**: 
   - For **Location**, select *Local*.
   - For **Upload Metadata File**, click **Browse** and select the SP metadata file `saml-metadata-pws.xml` that you saved on your computer in the previous process.

![Metadata Provider Location Configuration](image1)

**FIGURE 78** Metadata Provider Location Configuration

5. Under **Metadata Provider Verification Configuration**: 
   - Select the **Accept Unsigned Metadata** check box.

6. Under **Metadata Provider Filter Configuration**: 
   - For **Roles**, select the **Service Provider** check box.

![Service Provider](image2)

**FIGURE 79** Service Provider

7. Click **Save Changes**.

8. Navigate to **Authentication > Signing In > Sign-In SAML > Identity Provider**.
9. In the **Configuration** section, click **Add SP**.

![FIGURE 80  SAML Identity Provider](image)

The **New Peer Service Provider** page appears.

10. In the **Service Provider Configuration** and **Certificate Status Checking Configuration** sections, make the necessary service provider specific settings. For more details, refer to the "Configuring Sign-in SAML Identity Provider Settings" section in the **Pulse Connect Secure Administration Guide**.

![FIGURE 81  New Peer Service Provider](image)

11. In the **Customize IdP Behavior** section, select the **Override Default Configuration** check box.

12. Clear the **Reuse Existing NC (Pulse) Session** check box.
13. Select the **Accept unsigned AuthnRequest** check box.

**FIGURE 82** Customize IdP Behavior

14. At the bottom of the page, click **Save Changes**.

SAML configuration is complete.

You can then either:

- Continue with an optional activity “**Automatically Creating Pulse One Users for SAML SSO Logins**” on page 78.
- Move directly to testing the SSO login, see “**Testing Sign In with Enterprise SSO**” on page 80.
Automatically Creating Pulse One Users for SAML SSO Logins

**Note:** This section is optional for all PCS appliance versions.

After you have a linked a SAML idP (PCS) server to Pulse One, users can log into Pulse One using their Enterprise SSO. However, by default there is no Pulse One user created for these Enterprise SSO users. A Pulse One user is required for features such as appliance configuration management, and the addition of workspaces and devices.

You can configure roles on PCS and Pulse One so that a Pulse One user will be created automatically whenever an Enterprise SSO user logs into Pulse One for the first time.

1. Log into the PCS appliance.
2. Access user roles.
3. Create a user role with a name that starts with “Pulse One: “, followed by a defined Pulse One admin-defined role. For example:

   ![PCS User Roles](image)

   In this example, there must be a role called *SAML Role1* on Pulse One.

4. Access the SAML idP configuration, see [Configuring SAML idP in Pulse Connect Secure Server](#)

5. In the **Services-Provider-related idP Configuration** section, ensure that there is an **Attribute Statement Configuration** entry that matches the following entry:

   ![Attribute Statement Configuration](image)

6. Log into Pulse One.
7. Click the **Settings** icon on top-right-corner of the page.

8. Select **Pulse One Properties**.

9. Under **Enterprise Connections**, ensure that the **Create users and roles from SAML** property is set to **Yes**.

![FIGURE 85 Pulse One Properties Enterprise Connections](image)

10. Select the **Administration** menu, and then click **Role Management**.

11. Ensure that there is an admin-defined role whose name was referenced in step 3. For example:

![FIGURE 86 Pulse One Admin Defined Roles](image)

The configuration is now complete.

Whenever a SAML user logs into Pulse One using their Enterprise SSO, an equivalent Pulse One user is created for them automatically.

**Note:** The user will continue to log in with their Enterprise SSO. However, their Pulse One user will enable them to use features such as appliance configuration management, and the addition of workspaces and devices.
Testing Sign In with Enterprise SSO

To test signing in using Enterprise SSO:

1. Navigate to the Pulse One admin login page and click **Sign In with Enterprise SSO**.

   ![Pulse One Properties](image)

   You are navigated to the Pulse Connect Secure login page.

2. Enter your Username and Password, and click **Sign In**.

   ![Pulse Connect Secure Login Page](image)

3. If this is the first time you're logging in to Pulse One, you are prompted to access the **End User License Agreement (EULA)**. Read and scroll to the bottom of the EULA. Click **Agree** and you will be signed in to Pulse One using your SAML SSO credentials.

   **Note:** If you have configured the automatic creation of Pulse One users from SAML Enterprise SSO users, an equivalent Pulse One user is created for the SAML Enterprise SSO user. See [Automatically Creating Pulse One Users for SAML SSO Logins](#).

   **Note:** The user will continue to log in with their Enterprise SSO. However, their Pulse One user will enable them to use features such as appliance configuration management, and the addition of workspaces and devices.
## Appendix: Checklist for Preparing a Target Appliance

<table>
<thead>
<tr>
<th>Block Type (which is distributed) (Names as in Pulse One Console)</th>
<th>Requires Preparation of (Names as in Appliances Menu)</th>
<th>Sample Log Messages</th>
<th>How to Prepare the Target Appliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auth &gt; Realms &gt; Admin, Auth &gt; Realms &gt; User</td>
<td>Auth. Servers (Local Auth Servers are not distributed)</td>
<td></td>
<td>Configure the Local Auth Server</td>
</tr>
<tr>
<td>Policies &gt; Web &gt; Client Auth</td>
<td>Configuration &gt; Certificates</td>
<td>Configure the appropriate CA certificate under System &gt; Configuration &gt; Certificates</td>
<td></td>
</tr>
<tr>
<td>Policies &gt; Web &gt; Client Auth</td>
<td>Resource Policies &gt; Email Client</td>
<td>An SAnnnn (for example, SA6500), if it has been configured with Resource Policies &gt; Email Client, should not be a master appliance.</td>
<td></td>
</tr>
<tr>
<td>Policies &gt; Web &gt; Compression</td>
<td>Options</td>
<td>On the Options page select “Enable gzip compression”</td>
<td></td>
</tr>
<tr>
<td>Policies &gt; Web &gt; Java Code Signing</td>
<td>Configuration &gt; Certificates &gt; Code-signing Certificates</td>
<td>Save the policy with the default code-signing certificates.</td>
<td></td>
</tr>
<tr>
<td>Policies &gt; Web &gt; PTP</td>
<td>Network &gt; Overview</td>
<td>Configure a valid hostname under System &gt; Network &gt; Overview.</td>
<td></td>
</tr>
<tr>
<td>Policies &gt; Secure Email</td>
<td>Network &gt; Overview</td>
<td>Configure a valid hostname under System &gt; Network &gt; Overview.</td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td>Network Settings &gt; Internal Port &gt; Virtual Port</td>
<td>Import of configuration from Pulse One returned an Error: [/system/configuration/security/ssl-options] Virtual port number virtual_internal is not a valid Virtual Port</td>
<td></td>
</tr>
<tr>
<td>SAML Auth-Server</td>
<td>System &gt; Configuration &gt; SAML &gt; Settings</td>
<td>Configure a valid &quot;Host FQDN for SAML&quot; on the System &gt; Configuration &gt; SAML &gt; Settings page.</td>
<td></td>
</tr>
<tr>
<td>Block Type (which is distributed) (Names as in Pulse One Console)</td>
<td>Requires Preparation of (which is not distributed) (Names as in Appliances Menu)</td>
<td>Sample Log Messages</td>
<td>How to Prepare the Target Appliance</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Signing in &gt; Sign-in SAML</td>
<td>System &gt; Configuration &gt; SAML &gt; Settings</td>
<td>Import of configuration from Pulse One returned an Error:[authentication/signin/saml/identity-provider/sp-default-configuration/source-id] Modification of this attribute is not allowed.</td>
<td>Configure a valid &quot;Host FQDN for SAML&quot; on the System &gt; Configuration &gt; SAML &gt; Settings page.</td>
</tr>
<tr>
<td>(PPS) Policies &gt; Enforcer &gt; Access</td>
<td>Policies &gt; Enforcer &gt; Connection</td>
<td>Import of configuration from Pulse One returned an Error: Failed to resolve path references. Import of configuration from Pulse One returned an Error:[/uac/infranet-enforcer/resource-access-policies/resource-access-policy[name=enforcer_access_policy]/infranet-enforcer] Invalid reference: no 'Infranet Enforcer' object found with identifier 'screenOS1'.</td>
<td></td>
</tr>
<tr>
<td>(PPS) Policies &gt; Enforcer &gt; Auth Table Mapping</td>
<td>Policies &gt; Enforcer &gt; Connection</td>
<td>Import of configuration from Pulse One returned an Error: Failed to resolve path references. Import of configuration from Pulse One returned an Error:[/uac/infranet-enforcer/auth-table-mapping-policies/auth-table-mapping[name=auth_table_mapping_policy]/infranet-enforcer] Invalid reference: no 'Infranet Enforcer' object found with identifier 'screenOS1'.</td>
<td></td>
</tr>
<tr>
<td>(PPS) Policies &gt; Enforcer &gt; IP Address Pools</td>
<td>Policies &gt; Enforcer &gt; Connection</td>
<td>Import of configuration from Pulse One returned an Error: Failed to resolve path references. Import of configuration from Pulse One returned an Error:[/uac/infranet-enforcer/ip-address-pools-policies/ip-address-pools-policy[name=ip_pool_policy]/infranet-enforcer] Invalid reference: no 'Infranet Enforcer' object found with identifier 'screenOS1'.</td>
<td></td>
</tr>
<tr>
<td>(PPS) Policies &gt; Enforcer &gt; IPSec Routing</td>
<td>Policies &gt; Enforcer &gt; Connection</td>
<td>Import of configuration from Pulse One returned an Error: Failed to resolve path references. Import of configuration from Pulse One returned an Error:[/uac/infranet-enforcer/ipsec-routing-policies/ipsec-routing-policy[name=ipsec_policy]/infranet-enforcer] Invalid reference: no 'Infranet Enforcer' object found with identifier 'screenOS1'.</td>
<td></td>
</tr>
<tr>
<td>(PPS) Policies &gt; Enforcer &gt; Source Interface</td>
<td>Policies &gt; Enforcer &gt; Connection</td>
<td>No error message. Enforcer is a required field for Source Interface Policy.</td>
<td>Configure the appropriate 'Trusted Server CA' under System &gt; Configuration &gt; Certificates &gt; Trusted Server CAs by importing the 'Trusted Server CA'.</td>
</tr>
<tr>
<td>Pulse Secure Client &gt; Connections</td>
<td>System &gt; Configuration &gt; Certificates &gt; Trusted Server CAs</td>
<td>Import of configuration from Pulse One returned an Error:[users/junos-pulse/connection-sets/connection-set[name=PPS_PCS_Combo]/connections/connection[name=L2_Connection_WIRED]/trusted-servers/trusted-server[dn=ANY,ca=PMDRoorCA]/ca] Invalid reference: no 'Trusted Server CA' object found with identifier 'PMDRootCA'.</td>
<td></td>
</tr>
<tr>
<td>(PPS) Auth &gt; Realms &gt; Users</td>
<td>Endpoint Policy &gt; Network Access &gt; Radius Attributes</td>
<td>Import of configuration from Pulse One returned an Error:[users/user-realms/realms[name=TestRealm1]/authentication-policy/radius-request-attributes-policies/selected-policies] Invalid reference: no 'RADIUS Request Attributes Policy' object found with identifier '2nd Request Policy'.</td>
<td>Configure the appropriate RADIUS Request Attributes Policy under Endpoint Policy &gt; Network Access &gt; Radius Attributes.</td>
</tr>
</tbody>
</table>