



# Pulse One Appliance

## Release Notes

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# Introduction

Pulse One Appliance runs either:

- On PSA7000 hardware, OR
- As a virtual appliance on VMWare ESXi, which is hosted within the customer datacenter.

The Pulse One Appliance enables two capabilities:

1. Pulse One Centralized Management: provides unified visibility and management of Pulse Connect Secure (PCS) and Pulse Policy Secure (PPS) in a single easy-to-use console. It provides the ability to aggregate Syslog data from all Pulse Connect Secure and Pulse Policy Secure appliances running in a customer environment. The Pulse One Appliance UI provides an intuitive method to view reports, write custom queries, and troubleshoot issues.
2. Pulse Workspace (PWS) Mobility Management: enterprise mobility management that support BYOD and corporate-owned devices while respecting user privacy and choice. It encrypts all data at rest, controls data sharing between enterprise apps, wipes corporate data without affecting personal information, and connects directly to the enterprise VPN.

These Release Notes highlight the features that have been added and the known issues in this release.



**Note:** If the information in the Release Notes differs from the information found in the online documentation set, please refer to the Release Notes as the source of the most accurate information.

## Managed Appliance Versions Supporting This Release

To use the new features introduced in this release of Pulse One Appliance, you will need to use newer versions of Pulse Connect Secure and Pulse Policy Secure, with the recommended minimum supported version numbers shown in the table below. It is recommended that you upgrade your appliances to these minimum release versions.

Table 1: Appliance Versions

Product	Recommended Versions	Supported Versions
Pulse Connect Secure (PCS)	9.1R1 or higher	8.3R1-8.3R4, 8.3R6.1 or higher. Please refer to Knowledge Base article <a href="#">KB43861</a> .
Pulse Policy Secure (PPS)	9.1R1 or higher	5.4R1-5.4R4, 5.4R6.1 or higher. Please refer to Knowledge Base article <a href="#">KB43861</a> .

## Pulse One Release Builds

**OVF:** Pulse One 2.0.1901-4979 (B121)

**Upgrade bundle:** Pulse One 2.0.1901-4975 (B126)

## New Features in This Release

Table 2: New Features in This Release

Feature	Description
Static Defined IP Routes	Admin can add statically defined routes from within the Pulse One CLI
IP Whitelisting	An admin can whitelist a range of IPs in CIDR format from within the Pulse One UI
Delete Pulse One Data on Full Disk	This feature provides an admin the option to delete specific data on the system from the CLI that could be large so as to free up disk space.
Certificate Based Email	This feature enables certificate-based authentication for ActiveSync accounts on mobile devices
Workspace Location Enhancements (Android)	Admin can track and plot each Android user's registered Workspace location on the map in their respective Workspace. This included location accuracy, which enables storage of location accuracy data when workspaces report their location to the server.
Managed Client Enrolment (iOS only)	This feature introduces support for PWS provisioning of VPN policy for Mobile client absent of device management.
VPN On-Demand (iOS only)	This feature describes functionality provided for on-demand VPN connections. On-demand configuration defines multiple <i>rules</i> that dictate to VPN clients automated <i>actions</i> to perform when rules are evaluated and conditions are met.

## Problems Resolved in This Release

The following table describes issues that are resolved in this release.

Table 3: Resolved in This Release

Problem Report	Description
POP-12754	After changing the "External Port" configuration in the VPN Provider, VPN Properties values are shown as updated even before clicking on "Update Auto VPN Configuration".
POP-12793	User with Read Only privileges is able to delete the APP VPP token.
POP-12884	Even after enabling the "iOS Allow Cloud Backup" and "iOS Allow Cloud Keychain Sync" property in policy in PWS, in the iOS device, status is still "Off" but are editable now.

# Known Issues in This Release

The following table describes the open issues in this release, with workarounds where applicable.

**Table 4: Known Issues in This Release**

Problem Report	Description
POP-2483	The Group validation status is updated to "Invalid" if a group is added while the LDAP server is not available. <b>Workaround:</b> Manually initiate the verification process once the LDAP server is available again.
POP-3980	Pulse One domain UI does not accurately display a locked account.
POP-4077	When a configuration publish is attempted for a Pulse One group containing appliances with different versions and the publish operation fails.
POP-5460	The endpoint compliance widget 'Logins in Past 24 Hours' in the 'Overall System Health' dashboard does not display the 'non-compliant reason' reasons information correctly. After 24 hours, the data from the previous 24 may still show up.
POP-5629	Search for users based on LDAP group while adding policy lists all users instead of just LDAP group policy users. <b>Workaround:</b> Save the policy and reopen the edit screen to see the changes.
POP-5886	Pulse One supports the ability to aggregate up to 90 days of syslogs from Pulse Connect Secure or Pulse Policy Secure appliances configured to send their Syslog data to Pulse One. However, an admin is not prevented from configuring more days. <b>Workaround:</b> Please specify a maximum of 90 days when configuring this capability.
POP-5888	Pulse One does not prevent an admin from running the 'system destroy' command when an NFS directory is mounted. <b>Workaround:</b> Remove the NFS mount before running system destroy system-config on the CLI.
POP-5942	When not successfully mounted, 'log-aggregator show' does not indicate any errors with the mount process. <b>Workaround:</b> Please check the NFS share to ensure that the logs are being written there. If not, please retry to mount.
POP-5943	"System destroy system-configs" does not disconnect interfaces right away. <b>Workaround:</b> After using 'system destroy system-configs' on the serial console of a Pulse One Appliance, please reboot the appliance.
POP-6029	Removed appliance names are no longer displayed in the appliance activities trail.
POP-6166	Send Logs does not upload logs on to Pulse Workspace server. <b>Workaround:</b> Do send log using email address.
POP-6493	A few settings – Licenses, NTP, and so on – are not synced from Active node to Passive node after a successful cluster set up.
POP-6660	The 'cluster add' command returns 'ERROR: list index out of range' if the IP address being added is invalid.
POP-6728	If the active node is shut down and you attempt to run 'cluster status' command on the passive node, it might take up to 5 minutes for the passive node to provide a status message.
POP-7559	An admin user having a custom-defined role with delete privileges at the "User" level can edit/delete admins with custom permissions higher than itself. That is, Super Admins, and so on. <b>Workaround:</b> Do not give edit/delete privileges to custom roles with permissions lower than a Super Admin's unless specifically intended.

Problem Report	Description
POP-7860	When a user uses the time-range selector to select a range that returns more than a 100 data points, the graph may not display correctly.
POP-8091	Command 'system destroy system-config', along with all other configuration and data, will also delete all entered licenses. You can re-enter licenses only after provisioning step has been successfully completed. <b>Workaround:</b> Perform 'services restart' after re-entering licenses to make them effective.
POP-8198	Login failure due to a short password configured for the user authentication causes an inaccurate "User Login Failure" count in the User Syslogs Reports feature.
POP-8245	After performing the "cluster demote" command, the internal interface is disabled, and its IP address removed from the configuration. You need to configure internal interface again prior to invoking subsequent clustering commands.
POP-8313	In the first few minutes after a service start, the 'log-collector' service makes a number of outbound attempts to reach <a href="https://versioncheck.graylog.com">https://versioncheck.graylog.com</a> and check for the newest version available. <b>Workaround:</b> You may configure a firewall or router to block these requests, without impacting the Pulse One server.
POP-8333	The message presented when a cluster join command is executed before the external interface is configured is not user friendly. The user is presented with the following error: "AttributeError: 'NoneType' object has no attribute 'network for joining the cluster'".
POP-8415	IP subnet 192.170.0.0/24 is used internally by Pulse One. These addresses cannot be used to configure external nor internal interface of the appliance.
POP-9228	"Space name" is showing "Unregistered" even after Space state is up-to-date. <b>Workaround:</b> If admin refresh the Workspace page, Space name will show correctly.
POP-9234	'Applying Group Config' to the non-leading node of an AA cluster target or to the passive node of an AP cluster target, causes the group to remain in an infinite publishing state. <b>Workaround:</b> Click to 'Apply Group Config' on leader or active node of the target cluster. This should automatically get the group back in sync once done.
POP-9337	A group that has no target appliance may sometimes go into an unknown state. <b>Workaround:</b> Make changes to the configuration of the master appliance. This should trigger a re-render and update the status of the group to 'In-sync'.
POP-9590	Interface with DHCP configuration that overlaps with static IP subnets of other interfaces causes connectivity issues. <b>Workaround:</b> If using DHCP, ensure all interfaces are on different subnets. If using static, use only static IPs for all interfaces; do not mix DHCP assigned IPS with static IPs.
POP-9596	While connected over SSH, the connection is not gracefully closed when the IP of the management interface is modified. <b>Workaround:</b> Enter "~." To cleanly exit out of SSH and return to the command prompt.
POP-10189	Appliance groups sometimes display continual rendering state after an upgrade from Pulse One 2.0.1649 to Pulse One 2.0.1834 <b>Workaround:</b> Remove appliance from the associated group(s) and add back.
POP-10194	After "Verify Group" for LDAP users, new policy is not pushed in client. <b>Workaround:</b> Do policy refresh from the client or Push space in the server will update the newly added group policy.
POP-10427	Cluster promotion command fails with 'log-indexer' timeout error after 'system destroy data'.
POP-10731	Upgrade fails with 'log-indexer' error when no licenses were added to the system prior to upgrade.

Problem Report	Description
POP-10861	Apps not installed in BYOD device with Google Accounts Method if we enable "Enforce EMM policies on Android devices" in Google Admin console.
POP-11107	When 'services logs' is running in one SSH session, another duplicate SSH session will not be able to kill the first active session.
POP-11457	After destroying its config, on-premise appliance gets stuck in MSSP mode.
POP-11484	When a failed active node comes back online, Pulse One cluster suffers a split brain. <b>Workaround:</b> Once active node has suffered outage, remove the IP entry from the DNS to prevent it from hitting the scenario.
POP-11545	Managed appliances will not fail over if an appliance was registered in a release using registration URL: <i>api.pulseone.domain</i> (pre-1743) which is upgraded to a release (post 1723) using registration URL: <i>hostname.pulsonedomain.com</i> . <b>Workaround:</b> All appliances affected would have to be re-registered.
POP-11885	Before you upgrade, you split the cluster, by demoting both nodes to standalone. If the cluster's FQDN resolves to both addresses, managed PCS/PPS appliances might connect to either node. This is a split-brain condition. Data will be lost.
POP-11926	After issuing Full Device Wipe, UI is not showing the space state info.
POP-11979	Pulse Client "Workspace Apps" page struck with "Error Occurred" for long time after Corporate Owned Provisioning is completed.
POP-11991	"System Error" after issuing "Wipe Workspace" if the profile has been removed.
POP-12028	Upgrade software option is still enabled for a group which is already running upgrade. If an admin attempts the upgrade again, a conflict message is displayed.
POP-12099	Scheduler fails to create task if there is already a task of the same type open. Only one task of the same type per appliance or per group is allowed at the same time.
POP-12200	Scheduling an install task with the package version other than the staged package version initiates the installation on appliance and upgrades the appliance to staged package version.
POP-12265	Active/non-leader node of cluster shows vague error message for failure when user tries to upgrade group of clusters. <b>Workaround:</b> The message may be ignored.
POP-12399	After the Volume Purchase Program (VPP) apps are installed on an iOS device, it could take up to 45 mins for the license count based on app usage to be updated accordingly.
POP-12775	When an admin enters an incorrect location API key, the location maps display no image/visible errors.
POP-12789	Lost Mode options are not hidden for Unsupervised devices.
POP-12801	Upgrade fails in going from version 1637 to version Pulse One 2.0.1844 if a log-aggregator license is added prior to the upgrade. <b>Workaround:</b> Please only configure the bare minimum settings – IP and DNS- when upgrading from version 1637. In the event this was missed and you hit this issue, run 'system destroy system-config' from the CLI and then reboot the device. This should fix your upgrade issue. You can then proceed to configure the box and provision it as normal.
POP-12835	Even after the workspace is wiped, Space Actions show "Force Update Cert" button as highlighted. It should be grayed out.



Problem Report	Description
POP-13225	Certificate Based authentication for ActiveSync is not working with the certificate generated by the PWS in-built CA Server for both iOS and Android devices. <b>Workaround:</b> Use an external PKI Server for generating ActiveSync certificate using SCEP or CAWE.
POP-13350	Policy publish button is not enabled when OnDemand rules are configured. <b>Workaround:</b> After configuring the VPN On-Demand rules, again toggle the VPN OnDemand 'Enabled' property and then publish the policy.
POP-13363	After deleting all the rules/criteria/action parameters, Selected value is still showing '1'.
POP-13505	Profiler data is not received on Pulse One for up to 24 hours after running a 'system destroy data' command
POP-13507	DEP device gets onboarded as managed device even when managed client option is enabled
POP-13546	A user may get an "Unauthorized error" if they try to change their Pulse One password using a tab that was previously used for the SDP workflow: <b>Workaround:</b> Delete the cached DSID cookie from browser application->cookies settings.
POP-13556	App Catalog page is stuck and apps are not visible when uploading an invalid Apple VPP token to Pulse One. <b>Workaround:</b> Remove the invalid Apple VPP token, upload the valid token and refresh the App Catalog page.
POP-13562	For the newly created policy, VOD rules are not inherited from global policy. <b>Workaround:</b> Configure the VPN On-Demand Rules in the custom policy as well.
POP-13566	Syslogs are not received on Pulse One for up to 24 hours after running a 'system destroy data' command
PRS-368359	PCS Appliances with IP addresses in range 172.17.0.0/16 not registering with Pulse One On-Premise appliances. <b>Workaround:</b> Consider moving managed appliances to a different subnet as Docker uses the same IP subnet.
PRS-369700	Upgrading through SSH still requires serial console access to complete the process. The user is prompted to reboot the appliance once the upgrade is successful. Over SSH, the session is terminated once the services are stopped and begin to through the upgrade process.
PWS-3115	After creating the new user space, the Workspace Search box shows unwanted values.

## Documentation

Pulse documentation is available at <https://www.pulsesecure.net/techpubs/>

## Documentation Feedback

We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. You can send your comments to [techpubs-comments@pulsesecure.net](mailto:techpubs-comments@pulsesecure.net).

## Technical Support

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

- <https://support.pulsesecure.net/>
- [support@pulsesecure.net](mailto:support@pulsesecure.net)
- Call us at 1- 844-751-7629 (toll-free USA)

## Revision History

The following table lists the revision history for this document.

Table 5: Revision History

Revision	Revision Date	Description
1.0	April 29, 2019	First release.

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