Pulse One Appliance Administration Guide
Supporting Pulse One Appliance 2.0.1903.1
Pulse Secure, LLC
2700 Zanker Road,
Suite 200 San Jose
CA 95134

https://www.pulsesecure.net

© 2019 Pulse Secure, LLC. All rights reserved. Pulse Secure and the Pulse Secure logo are trademarks of Pulse Secure, LLC in the United States.

All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owners.

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

_Pulse One Appliance Administration Guide_

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

**END USER LICENSE AGREEMENT**

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

GETTING STARTED WITH PULSE ONE .................................................................5
OVERVIEW OF PULSE ONE .......................................................................................5
LOGGING INTO PULSE ONE ......................................................................................6
UNDERSTANDING CLUSTER/NODE STATUS SUMMARY .......................................9
  EXAMPLE: TYPICAL NODE LIFECYCLE ..................................................................10
CHANGING THE USER PASSWORD .........................................................................11
ADDITION PULSE ONE LICENSES ...........................................................................12
WHITELISTING IP ADDRESSES FOR ADMIN LOGIN .............................................12
SETTING A SESSION TIMEOUT THRESHOLD ...........................................................15

WORKING WITH THE PULSE ONE DASHBOARD ..................................................17
VIEWING OVERALL SYSTEM HEALTH ....................................................................17
VIEWING PROFILED DEVICES ...............................................................................18
VIEWING USER ACTIVITIES ...................................................................................19
VIEWING CLOUD SECURE STATISTICS ................................................................21
CUSTOMIZING DASHBOARDS AND WIDGETS .......................................................22
  ADDING A NEW WIDGET .....................................................................................24
  EDITING THE DASHBOARD LAYOUT ..................................................................25
  EDITING WIDGET CONFIGURATION ..................................................................27

APPLIANCE MANAGEMENT .......................................................................................29
REGISTERING AN EXISTING PCS/PPS APPLIANCE ..............................................29
EDITING APPLIANCE INFORMATION ......................................................................32
LAUNCHING THE USER INTERFACE FOR AN APPLIANCE ......................................32
RECOGNIZING CRITICAL VULNERABILITIES .......................................................33
CONFIGURING AN APPLIANCE TO CONNECT TO PULSE ONE ............................34
COMPLETING REGISTRATION OF AN APPLIANCE ..............................................34
CONFIGURING LOG SETTINGS ON THE APPLIANCE ............................................35
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewing the Appliance Health Report</td>
<td>114</td>
</tr>
<tr>
<td>Viewing the Appliance Activities Report</td>
<td>115</td>
</tr>
<tr>
<td>Viewing the Profiled Devices Report</td>
<td>116</td>
</tr>
<tr>
<td>Viewing the User Activities Report</td>
<td>118</td>
</tr>
<tr>
<td>Viewing Log Aggregation and Analysis</td>
<td>119</td>
</tr>
<tr>
<td>Working with Log Queries</td>
<td>120</td>
</tr>
<tr>
<td>Viewing Services Logs</td>
<td>121</td>
</tr>
<tr>
<td>Viewing Appliance Activities</td>
<td>122</td>
</tr>
<tr>
<td>USER MANAGEMENT</td>
<td>123</td>
</tr>
<tr>
<td>Adding an Admin User</td>
<td>123</td>
</tr>
<tr>
<td>Editing User Details</td>
<td>124</td>
</tr>
<tr>
<td>Removing an Admin User</td>
<td>125</td>
</tr>
<tr>
<td>Resetting a User Password</td>
<td>125</td>
</tr>
<tr>
<td>Suspending a User</td>
<td>126</td>
</tr>
<tr>
<td>ROLE MANAGEMENT</td>
<td>127</td>
</tr>
<tr>
<td>Adding an Admin Defined Role</td>
<td>127</td>
</tr>
<tr>
<td>Editing an Admin Role</td>
<td>128</td>
</tr>
<tr>
<td>Removing an Admin Role</td>
<td>128</td>
</tr>
<tr>
<td>WORKING WITH PULSE ONE PROPERTIES</td>
<td>129</td>
</tr>
<tr>
<td>Viewing Pulse One Properties</td>
<td>129</td>
</tr>
<tr>
<td>Editing Pulse One Properties</td>
<td>129</td>
</tr>
<tr>
<td>Understanding Pulse One Properties</td>
<td>130</td>
</tr>
<tr>
<td>Enterprise Connection Properties</td>
<td>130</td>
</tr>
<tr>
<td>Password Properties</td>
<td>130</td>
</tr>
<tr>
<td>Miscellaneous Properties</td>
<td>131</td>
</tr>
<tr>
<td>Session Properties</td>
<td>131</td>
</tr>
<tr>
<td>CONFIGURING ENTERPRISE SSO USING SAML</td>
<td>133</td>
</tr>
<tr>
<td>Overview</td>
<td>133</td>
</tr>
<tr>
<td>Configuring SAML idP in Pulse Connect Secure Server</td>
<td>134</td>
</tr>
<tr>
<td>Automatically Configuring a SAML idP on Pulse One.</td>
<td>138</td>
</tr>
<tr>
<td>Configuring a Metadata Provider in Pulse Connect Secure</td>
<td>140</td>
</tr>
<tr>
<td>Enabling Enterprise SSO in Pulse One Appliance</td>
<td>141</td>
</tr>
<tr>
<td>Configuring SAML Metadata in Pulse One</td>
<td>141</td>
</tr>
<tr>
<td>Adding SAML SP Metadata in Pulse Connect Secure Server</td>
<td>142</td>
</tr>
<tr>
<td>Automatically Creating Pulse One Users for SAML SSO Logins</td>
<td>146</td>
</tr>
<tr>
<td>Testing Sign In with Enterprise SSO</td>
<td>148</td>
</tr>
</tbody>
</table>
Preface

- Document Conventions ................................................................. 1
- Requesting Technical Support ......................................................... 2

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. 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/
Getting Started With Pulse One

- Overview of Pulse One ........................................................................................................ 5
- Logging Into Pulse One ......................................................................................................... 6
- Understanding Cluster/Node Status Summary ................................................................. 9
- Changing the User Password .............................................................................................. 11
- Adding Pulse One Licenses ................................................................................................. 12
- Whitelisting IP Addresses for Admin Login ....................................................................... 12
- Setting a Session Timeout Threshold ................................................................................. 15

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 130.

**FIGURE 2** Pulse One Login Page
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.

**Note:** A summary of cluster/node statuses appears in the bottom right corner of the Home screen. See “Understanding Cluster/Node Status Summary” on page 9 for details.
Understanding Cluster/Node Status Summary

On all Pulse One screens, a summary of cluster-related statuses appears at the bottom right of the screen. This summary reflects the current state of the cluster, as viewed from the current node. For example:

FIGURE 5  Cluster Status Summary

The summary statuses are included:

- **Cluster Status**: The status of the Pulse One cluster, as reported by the cluster. This status can be:
  - *Disabled*. There is no Active/Passive cluster configured.
  - *Up*. An Active/Passive cluster is configured, and both nodes are available.
  - *Down*. An Active/Passive cluster is configured, but only one node is available.
    - This state indicates that some intervention is required to return the cluster status to *Up*.
  - *Changing*. This is a transitional state that only appears when a standalone node is changing to be the first (Active) node in a cluster.

- **Node Status**: The status of the current node, as reported by the node. This status can be:
  - *Active*. The current node is available, and part of an Active/Passive cluster.
  - *Standalone*. The current node is available, but is not part of an Active/Passive cluster.

  **Note**: After a clustered pair has been formed, the name of the Active node is displayed in brackets.

- **Auto Failover**: The current setting of the automatic failover switch. The switch state is set by the `cluster config` CLI command. This status can be:
  - *Enabled*. Auto-failover of a correctly-configured Active/Passive pair will be attempted if the current Active node fails.
  - *Disabled*. Auto-failover is off. Manual failover of a correctly-configured Active/Passive pair is still supported.

  **Note**: The automatic failover switch setting is independent of the cluster status and node status.

An *Unknown* status is also supported for all three summary statuses. For example:

FIGURE 6  Cluster Status Summary: Unknown

This indicates that either an internal issue has occurred with the cluster, or that the GUI is unable to retrieve the cluster status from the server.

All Active/Passive cluster configuration is performed from the Pulse One Command-Line Interface. See the *Pulse One Getting Started Guide* for details of all configuration and failover processes.
Example: Typical Node Lifecycle

When you log into a new standalone node, such as one that has just been created, the following summary status appears:

![Cluster Status Summary: New Node](image)

CLUSTER STATUS: DISABLED   NODE STATUS: STANDALONE   AUTO FAILOVER: DISABLED

You can then use the `cluster` commands in the Pulse One CLI to change the standalone node to be the Active Node in an Active/Passive pair with (optionally) auto-failover enabled. To do this:

1. Using the CLI on the standalone node, promote the node to be the Active node in a planned Active/Passive cluster. The name of the node (in this example, Copper) is now included in brackets.

![Cluster Status Summary: Single Standalone Node Transitions to Active](image)

CLUSTER STATUS: ● CHANGING   NODE STATUS: ACTIVE (Copper)   AUTO FAILOVER: DISABLED

This summary indicates that the node is no longer standalone, but that the transition is still in progress.

2. Using the CLI of the Active node, you can add a Passive node to the intended cluster. Once completed, this creates the required join token.

After this process completes on the Active node, the summary statuses update so that the Cluster Status is Down. This indicates that only a single node is available.

![Cluster Status Summary: Single Node Now Active](image)

CLUSTER STATUS: ● DOWN   NODE STATUS: ACTIVE (Copper)   AUTO FAILOVER: DISABLED

3. Using the CLI of the Passive node, you can then use the join token to finalize the join.

After this process completes on the Passive node, the following summary statuses appear:

![Cluster Status Summary: Active/Passive Cluster Formed](image)

CLUSTER STATUS: ● UP   NODE STATUS: ACTIVE (Copper)   AUTO FAILOVER: DISABLED

4. (Optional) Enable automatic failover from the CLI on the Active node.

After this process completes, the following summary statuses appear:

![Cluster Status Summary: Auto Failover Enabled for Active/Passive Cluster](image)

CLUSTER STATUS: ● UP   NODE STATUS: ACTIVE (Copper)   AUTO FAILOVER: ENABLED

Configuration of the Active/Passive cluster is now complete, and reported correctly in the Pulse One GUI.
If either node in an Active/Passive cluster fails:

1. Perform either an automatic or manual failover. After this process completes, the new Active node is a standalone Active node.

The following summary statuses appear:

**FIGURE 12**  Cluster Status Summary: After Auto Failover

<table>
<thead>
<tr>
<th>CLUSTER STATUS:</th>
<th>NODE STATUS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOWN</td>
<td>ACTIVE (BRASS)</td>
</tr>
<tr>
<td>AUTO FAILOVER:</td>
<td>ENABLED</td>
</tr>
</tbody>
</table>

**Note:** In this example, the Active node is now the previous Passive node, Brass.

2. Repair the failed node and re-form the Active/Passive cluster.

After this process completes, the summary statuses of the cluster returns to an operational state:

**FIGURE 13**  Cluster Status Summary: Re-Formed Cluster

<table>
<thead>
<tr>
<th>CLUSTER STATUS:</th>
<th>NODE STATUS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>UP</td>
<td>ACTIVE (BRASS)</td>
</tr>
<tr>
<td>AUTO FAILOVER:</td>
<td>ENABLED</td>
</tr>
</tbody>
</table>

**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 14**  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 a license on Pulse One OnPrem, access the Command-Line Interface (CLI) and use the following commands:

```bash
licenses show
licenses add <license key>
```

Refer to the *Pulse One Command Reference* for full details of CLI commands.

Whitelisting IP Addresses for Admin Login
When Pulse One is installed, admins can log into the Pulse One console from any IP address.

If you want to restrict the IP addresses from which admins can log into Pulse One, you can whitelist one or more IP addresses and ranges. All IP addresses outside the whitelist are then blocked from accessing Pulse One.

Whitelisting is disabled by default. It is enabled when you add your first IP address/range to the whitelist, which *must include your current IP address*. After you have added your first whitelisted item, all other IP addresses/ranges are automatically blacklisted. You can then continue to add all other required IP addresses/ranges until you have added all IP addresses/ranges from which admins can log in.

To whitelist IP addresses/ranges:

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. Click the **Whitelist** tab to view the **Add to Whitelist** page.

**FIGURE 16  Add to Whitelist Page**

5. Add your first whitelist item:
   - Enter an IP address/range (with CIDR netmask suffix) that includes the IP address from which you are currently logged in.
   - Click the plus icon.

The IP address/range is added to the whitelist. For example:

**FIGURE 17  First Whitelist Entry**
6. Repeat step 5 to add additional IP addresses/ranges to the whitelist. For example:

**FIGURE 18 Additional Whitelist Entries**

7. (Optional) Delete a whitelist entry by clicking its **Delete** icon.

**Note:** You cannot delete the whitelist item that includes your current login IP address. You can only delete this after all other whitelisted items are deleted. When you do this, whitelisting is then disabled, and admins will be able to login from any IP address.

**Note:** If your IP address changes, it is possible for you to be locked out of Pulse One. In this case, log into the Command-Line Interface (CLI) and perform the **p1 domain whitelist reset** command. This clears all items from the whitelist, and disables the whitelisting feature so that all incoming IP addresses are valid. You can then log into Pulse One again and create a new whitelist.
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](image)

   **FIGURE 19** 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 .................................................. 17
- Viewing Profiled Devices ............................................................ 18
- Viewing User Activities ............................................................... 19
- Viewing Cloud Secure Statistics .................................................. 21
- Customizing Dashboards and Widgets ........................................... 22

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

FIGURE 20  Overall System Health Dashboard

This dashboard includes the following widgets by default:

- Overall appliance statistics.
- Appliance health for individual appliances.
- VPN realm usage.
- Role usage.
- Frequent user logins.
- Logins in the past 24 hours.
- Critical appliance events with timestamps.
- Resource dial.
• Pulse Connect Secure versions.
• Pulse Policy Secure versions.

Each widget that can be refreshed by clicking Reload Widget Content (🔗) and collapsed by clicking Collapse/Expand Widget (🗗).

**Viewing Profiled Devices**

To view metrics for profiled devices, select the Dashboard tab, and then select the Profiled Devices tab. For example:

**FIGURE 21  Profiled Devices Dashboard**

![Profiled Devices Dashboard](image-url)
This dashboard includes the following widgets by default:

- Overall profiled device statistics.
- Device profile states.
- Device types.
- Device categories.
- Device manufacturers.

**Note:** Each widget that can be refreshed by clicking **Reload Widget Content** and collapsed by clicking **Collapse/Expand Widget**.

**Note:** The **Profiled Devices** dashboard tab requires that a Reports license is installed on Pulse One, see “Adding Pulse One Licenses” on page 12.

For more information on profiled devices, see “**Viewing the Profiled Devices Report**” on page 116.

### Viewing User Activities

To view metrics for user activities, select the **Dashboard** tab, and then select the **User Activities** tab.

**Note:** Displayed reports are the **User Activities** tab are based on data from registered appliances with version 9.0R1 or above.

This dashboard includes the following widgets by default:

- Maximum session length.
- Average session time (in seconds).
- Compliance results.
- Authorization mechanism.
- Authorization successes.
- Authorization failures.
- Top roles.
- Operating system type.
**Note:** Each widget that can be refreshed by clicking **Reload Widget Content** and collapsed by clicking **Collapse/Expand Widget**.

**Note:** The **User Activities** dashboard tab requires that a Reports license is installed on Pulse One, see “Adding Pulse One Licenses” on page 12.

For more information on user activities, see “Viewing the User Activities Report” on page 118.
Viewing Cloud Secure Statistics

The Cloud Secure dashboard tab displays the collected statistics from all Cloud Secure appliances that are registered on Pulse One. If there are no registered Cloud Secure appliances, the tab is empty.

Note: The Cloud Secure dashboard tab requires that a Reports license is installed on Pulse One, see “Adding Pulse One Licenses” on page 12.

This dashboard includes the following widgets by default:

- Top five apps with successful single sign-on (SSO) attempts.
- Top five apps with failed single sign-on (SSO) attempts.
- SSO device compliance statistics.
- SSO device details.
- SSO application trends.
- Top five SSO user roles.

To view metrics for all Cloud Secure appliances:

1. Select the Dashboard tab, and then select the Cloud Secure tab.
2. Select the required Time Frame for the dashboard. For example, Last 24 Hours, Last 30 Days.
3. Select the required Refresh Interval for the dashboard. For example, 5 Mins, 10 Mins, 15 Mins.
4. Click Apply to view the filtered statistics. For example:

FIGURE 23  Cloud Secure Dashboard
Note: Each widget that can be refreshed by clicking Reload Widget Content and collapsed by clicking Collapse/Expand Widget.

For more information on Cloud Secure appliances and statistics, see the Pulse Policy Secure product documentation.

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 (📝) on the top-right of the tab.
A widget layout summary for the dashboard appears. For example, for the **Overall** tab:

![Dashboard Widget Layout](image)

3. (Optional) Click **Add New Widget** (.addButton) to add a widget to the current layout, see “Adding a New Widget” on page 24.

4. (Optional) Click **Edit Dashboard** (editDashboard) to select a new layout, see “Editing the Dashboard Layout” on page 25.

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

6. (Optional) Change the settings for a widget by clicking its **Edit Widget Configuration** (editWidgetConfiguration), see “Editing Widget Configuration” on page 27.

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

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

9. Click **Save Changes** (saveChanges) 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. That is, either the **Overall** tab or the **Workspaces** tab.

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

   A widget layout summary for the dashboard appears.

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

   A list of widgets appears.

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** (.DateTime) control, see “Editing Widget Configuration” on page 27.

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

7. Click **Save Changes** (.DateTime) 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. That is, either the **Overall** tab or the **Workspaces** tab.

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

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

**FIGURE 27** Dashboard Widget Layout

![Dashboard Widget Layout](image)

**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** ((mx) icon. A display of available layouts appears.

![Edit Dashboard Layout](image)

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)

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

6. Click **Save Changes** (m) 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. That is, either the Overall tab or the Workspaces tab.
2. Click the Enable Edit mode icon (edit) 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 (edit) 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 (undo) to reset all unsaved changes and close the layout summary.
7. Click Save Changes (save) to save all changes and close the layout summary.
Appliance Management

- Registering an Existing PCS/PPS Appliance ................................................. 29
- Configuring an Appliance to Connect to Pulse One ................................... 34
- Creating and Registering a PCS Appliance VM on vSphere ......................... 38
- Creating and Registering a PCS Appliance VM on AWS ............................... 50
- Configuring CPU, Memory and Disk Utilization ....................................... 64
- Backing up and Restoring Appliance Configurations ................................ 65
- Working with Appliance Groups .............................................................. 70
- Upgrading Managed Appliances .............................................................. 81
- Uploading an Endpoint Security Assessment Plug-In Package ....................... 97
- Viewing the Activities Log for an Appliance ............................................ 103
- Viewing the Configuration Change History for an Appliance ...................... 104
- Comparing Appliances ........................................................................... 105
- Rebooting an Appliance ......................................................................... 106
- Removing an Appliance from Pulse One .................................................. 108
- Preparing a Target Appliance ................................................................. 109
- Removing an Appliance from an Appliance Group ................................... 109
- Editing an Appliance Group ................................................................. 110
- Deleting an Appliance Group ............................................................... 112

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.

**Note:** You can also create and register a virtual PCS appliance for either AWS (see “Creating and Registering a PCS Appliance VM on AWS” on page 50) or vSphere (see “Creating and Registering a PCS Appliance VM on vSphere” on page 38).

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)

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

   The **Register Appliance** dialog appears.

   ![Register New Appliance](image)

5. Enter the required **Name** for the appliance. For example: *appliance.pcs*.
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:** You must record this information for when you configure software upgrades. For full details of software upgrades on registered appliances, see “Upgrading Managed Appliances” on page 81.

   **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:

   ![Registration Required](image)

   **FIGURE 33** 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 34.

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 (ﷺ).
4. From the menu options, select **Edit Appliance Info**.
5. In the **Edit Appliance Info** dialog, make the required changes.

   **FIGURE 34**  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 32.

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 35  Critical Vulnerability

Hover over the Version number to see additional information.

FIGURE 36  Details of a Critical Vulnerability

To upgrade the software on the appliance, see “Upgrading Software on an Appliance” on page 85.
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 34.
- Configure the appliance to send logs to Pulse One, see “Configuring Log Settings on the Appliance” on page 35.
- Configure the ActiveSync handler on the appliance as required, see “Configuring ActiveSync Handler” on page 37.

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 29.
4. Click Save Changes.
   The Status Information displays the Registration Status in green.

FIGURE 37  Pulse Connect Secure: Pulse One Settings
Configuring Log Settings on the Appliance

You must then perform the following steps on each PCS/PPS appliance that will use the syslog server:

1. Log into the PCS/PPS appliance.
2. Navigate to **System > Log/Monitoring > Events > Settings.**
3. Under **Select Events to Log,** select all options that need tracking. For example:
   
   ![Log Events Settings](image)

   **FIGURE 38** Log Events Settings

4. Under **Syslog Servers:**
   
   - **Server name/IP:** Enter the FQDN or IP address of the Pulse One appliance.
   - **Facility:** Select an option from the list. This will identify this log type.
     
     **Note:** To distinguish between different log types (Events, User Access, Admin Access), you must select a different **Facility** for each type.
   - **Type:** Select **TCP.**
   - **Client Certificate:** Select **Select Client Cert.**
   - **Filter:** Select **WELF: WELF.**
5. Click the **Add** button to add this external syslog server.

6. Click **Save Changes** to save the configuration.

7. Navigate to **System > Log/Monitoring > User Access > Settings**.

8. Under **Syslog Servers**:
   - **Server name/IP**: Enter the FQDN or IP address of the Pulse One appliance.
   - **Facility**: Select an option from the list. This will identify this log type.
     
     **Note**: To distinguish between different log types (Events, User Access, Admin Access), you must select a different **Facility** for each type.
   - **Type**: Select **TCP**.
   - **Client Certificate**: Select **Select Client Cert**.
   - **Filter**: Select **WELF: WELF**.

9. Navigate to **System > Log/Monitoring > Admin Access > Settings**.

10. Under **Syslog Servers**:
    - **Server name/IP**: Enter the FQDN or IP address of the Pulse One appliance.
    - **Facility**: Select an option from the list. This will identify this log type.
      
      **Note**: To distinguish between different log types (Events, User Access, Admin Access), you must select a different **Facility** for each type.
    - **Type**: Select **TCP**.
    - **Client Certificate**: Select **Select Client Cert**.
    - **Filter**: Select **WELF: WELF**.

11. Select the **Advanced Settings** tab and enable **Fault Tolerance** for the Pulse One syslog server.

After you have completed this procedure, the appliance will send all configured logs to the Pulse One syslog server.
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 Connect Secure: Command Handlers](image)

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)

**Creating and Registering a PCS Appliance VM on vSphere**

You can create and register a PCS appliance as a vSphere Virtual Machine from Pulse One directly. This process will create the VM appliance and perform all required registration activities on the appliance automatically.

**Note:** You can also create and register a virtual PCS appliance for AWS, see “Creating and Registering a PCS Appliance VM on AWS” on page 50.

**Note:** This process requires sufficient appliance licensing capacity on Pulse One.

**Note:** Before beginning this process, ensure that your vSphere host is synced to an NTP server. Failure to do this may result in certificate verification issues that cause auto-registration of any resulting PCS appliance to fail. Refer to the VMware vSphere documentation for details of this operation.

**Note:** During this process, you can optionally use a master appliance template. A master template encapsulates an existing deployed appliance, and enables the re-use of many configuration settings on any appliance that is deployed using the template. To create a master template, see “Creating an Appliance Master Template on vSphere” on page 45.

To create and register a PCS appliance as a VM on vSphere:

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** wizard starts.

   ![Add Appliance](image)

4. Select **Create virtual appliance in VMware vSphere** and click **Next**.

   The **vSphere Credentials** panel of the wizard appears.

   ![vSphere Credentials](image)

5. You must then specify vCenter credentials. Either:

   - Select **Add New** for **Account**, then:
     - For **Account**, select **Add New**.
     - For **Hostname**, enter the FQDN or IP address of your vCenter host.
     - For **Username** and **Password**, enter your vSphere credentials.
     - Select an existing vCenter **Account**.
6. Click Next.

The Appliance Configuration panel of the wizard appears.

FIGURE 42 Appliance Configuration

7. Enter the Appliance Name. This will be the displayed name in the list of appliances and will also be used to automatically populate the Internal FQDN and External FQDN properties on subsequent wizard panels.

8. Specify additional information for the appliance:

   • A Company Name.

   • The Appliance Username, Password (and Confirm Password) for a required user on the appliance. This user will be created after the appliance is created.

   • (Optional) A License Auth Code can be entered if required.
9. Click **Next**.

The **Appliance Network Configuration** panel of the wizard appears.

**FIGURE 43** Appliance Network Configuration: Servers

10. Specify the **Primary DNS** and the **Secondary DNS** for your network.

    **Note:** The displayed values are examples, and not defaults.

11. Expand the **Internal Network Settings** panel.

    **FIGURE 44** Appliance Network Configuration: Internal Network Settings
12. In the **Internal Network Settings**:
   
   - **For Private Domain Name**, enter the internal domain name for your appliance.
     
     **Note**: When you shift focus away from this property, the **Private Domain Name** setting is displayed as a suffix to **Internal FQDN**.
     
   - **The Internal FQDN** property is populated automatically using the **Appliance Name** you specified in the **Appliance Configuration** wizard panel, with the **Private Domain Name** used as a suffix. Change the **Internal FQDN** as required.
     
   - **For Internal Network Name**, enter a name for the vSphere network. For example, VM Network.
     
   - **For IP Address**, enter the required internal IP address of the appliance.
     
   - **For Subnet and Gateway**, enter the required subnet mask and gateway IP address.
     
   - (Optional) **For VLAN**, enter your numeric VLAN identifier.

13. Expand the **External Network Settings** panel.

**FIGURE 45**  Appliance Network Configuration: External Network Settings
14. In the **External Network Settings**:

- For **Public Domain Name**, enter the external (Internet) domain name for your appliance.

  **Note:** When you shift focus away from this property, the **Public Domain Name** setting is displayed as a suffix to **External FQDN**.

- The **External FQDN** property is populated automatically using the **Appliance Name** you specified in the **Appliance Configuration** wizard panel, with the **Public Domain Name** used as a suffix. Change the **External FQDN** as required.

- For **External Network Name**, enter a name for the vSphere network. For example, VM Network.

- For **IP Address**, enter the required external IP address of the appliance.

- For **Subnet** and **Gateway**, enter the required subnet mask and gateway IP address.

- (Optional) For **VLAN**, enter the numeric value you used for the **Internal Network Settings** panel.

15. Expand the **Management Network Settings** panel.

**FIGURE 46** Appliance Network Configuration: Management Network Settings
16. In the **Management Network Settings**:

- For **Management Network Name**, enter a name for the vSphere network. For example, VM Network.
- For **IP Address**, enter the required management IP address of the appliance.
- For **Subnet** and **Gateway**, enter the required subnet mask and gateway IP address.
- (Optional) For **VLAN**, enter the numeric value you used for the **External Network Settings** panel.

17. Click **Next**.

The **vSphere Configuration** wizard panel appears.

**FIGURE 47**  vSphere Configuration

18. Complete the properties for this panel of the wizard:

- For **Data Center**, enter your required vSphere data center. Data centers are listed on the **Storage** tab on vSphere.
- For **Data Store**, enter the required vSphere data store from your selected data center. Data stores are listed under each data center on the **Storage** tab on vSphere.
- For **Resource Pool**, enter the required vSphere resource pool from your selected data center. Resource pools are listed under each data center on the **Hosts and Clusters** tab on vSphere.
- (Optional) Enter an **Appliance Master Template**. Templates are listed under the data center on the **VMs and Templates** tab on vSphere. For details of how to create an appliance master template, see “Creating an Appliance Master Template on vSphere” on page 45.

19. Click **Save**.

The wizard closes, and the new **Unregistered** vSphere appliance is added to the list of appliances.

20. Click the **Actions** icon for the appliance and select **Start Appliance**.
21. The status of the new appliance goes through a series of states until it successfully running.

- Unregistered
- Creating
- Starting
- Started

22. (Optional) During the creation of the appliance, you can monitor progress from the vSphere Recent Tasks tab.

![vSphere Appliance Creation In Progress](image)

![vSphere Appliance Creation Complete](image)

23. Wait until vSphere allocates all IP addresses to the new appliance (see the vSphere Summary tab for a selected appliance).

**Note:** The appliance is auto-registered. That is, you do not need to manually complete the registration of the appliance from the appliance GUI.

The creation and registration of the virtual PCS appliance on vSphere is now complete.

**Creating an Appliance Master Template on vSphere**

Pulse Connect Secure is delivered as a pair of OVF/VMDK template files for use on vSphere. You deploy these OVF template files in vSphere to create a virtual PCS appliance.

You can create a master appliance template which encapsulates the configuration for the appliance.

Appliances that are created from the master template will use the encapsulated configuration, and require less configuration after deployment.
To create a master appliance template:

1. Obtain the Pulse Connect Secure template files from Pulse Secure Support and store the files in an accessible location in your network.

2. Log into the vSphere Web Client.

3. Right-click and an existing host and click **Deploy OVF Template**. For example:

   ![vSphere Web Client Deploy](image)

   The **Deploy OVF Template** wizard appears.

   ![vSphere Deploy OVF Template Wizard 1](image)

4. Select the **Local file** option and click **Browse**.

5. Locate and multi-select the OVF and VMDK template files. For example:

   ![vSphere Deploy OVF Select Template Files](image)
6. Click **Next** to proceed to the next panel of the wizard. For example:

   ![vSphere Deploy OVF Template Wizard 2](FIGURE 53)

7. Enter a **Name** and select a data center for the deployment. In this example, the **Name** of the appliance is *pcs_import*.

8. Click **Next** to proceed to the next panel of the wizard. For example:

   ![vSphere Deploy OVF Template Wizard 3](FIGURE 54)

9. Click **Next** to proceed to the next panel of the wizard.

10. Review the displayed details and step back through the wizard to correct these if required.

11. Click **Next** to proceed to the next panel of the wizard. For example:

   ![vSphere Deploy OVF Template Wizard 5](FIGURE 55)
12. Click **Next** to proceed to the next panel of the wizard. For example:

**FIGURE 56** vSphere Deploy OVF Template Wizard 6

13. Select appropriate network interfaces for each of the PCS interfaces.

14. Click **Next** to proceed to the next panel of the wizard.

**FIGURE 57** vSphere Deploy OVF Template Wizard 7

15. Make no changes to this wizard page.

16. Click **Next** to proceed to the final panel of the wizard.

17. Review the displayed details and step back through the wizard to correct these if required.
18. Click **Finish** to complete the wizard and deploy the appliance.

After the appliance is deployed, it appears in the main page of the vSphere Web Client. For example:

**FIGURE 58** vSphere Web Client Clone

19. Right-click on the appliance and then click **Clone > Clone to Template**.

The **Clone Virtual Machine to Template** wizard starts. For example:

**FIGURE 59** vSphere Clone VM to Template Wizard

20. Specify a name and select a location for the required template.

21. Click **Next** to proceed to the next panel of the wizard. For example:

**FIGURE 60** vSphere Clone VM to Template Wizard 1b

22. Select the required compute resource.
23. Click **Next** to proceed to the next panel of the wizard. For example:

![FIGURE 61 vSphere Clone VM to Template Wizard 1c](image)

24. Set **Select virtual disk format** to *Same format as source*.

25. Click **Next** to proceed to the next panel of the wizard. For example:

![FIGURE 62 vSphere Clone VM to Template Wizard 1d](image)

26. Click **Next** to proceed to the final panel of the wizard.

27. Review the displayed details and step back through the wizard to correct these if required.

28. Click **Finish** to complete the wizard and create the master appliance template.

After you have a master appliance template, you can optionally use it on the **vSphere Configuration** page of the **Add Appliance Wizard**, see “Creating and Registering a PCS Appliance VM on vSphere” on page 38.

**Creating and Registering a PCS Appliance VM on AWS**

You can create and register a PCS appliance as an AWS Virtual Machine from Pulse One directly. This process will create the VM appliance and perform all required registration activities on the appliance automatically.

**Note:** This process requires sufficient appliance licensing capacity on Pulse One.

**Note:** You can also create and register a Virtual Machine appliance for vSphere, see “Creating and Registering a PCS Appliance VM on vSphere” on page 38.
Perform the following tasks:

1. Before you begin, you must locate and record the following information:
   - The required Route 53 zones, see “Identifying the Required Route 53 Zones” on page 51.
   - The required VPC ID and Subnet IDs, see “Identifying the Required VPC ID and Subnet IDs” on page 53.
   - The required EC2 deployment key, see “Identifying the EC2 Deployment Key and AMI ID” on page 55.

2. You can then create the appliance, see “Creating the PCS Appliance VM on AWS” on page 58.

Identifying the Required Route 53 Zones
Both a private and a public Route 53 zone are required during the creation of a virtual machine PCS appliance. To locate this information:

1. Login to the AWS Management Console.
2. On the AWS top bar, select the required Region. For example, EU (London).
3. On the AWS top bar, click Services and then locate the Network & Content Delivery options.
4. Under Network & Content Delivery, select Route 53.

The AWS Route 53 Management Console appears.
5. **Select Hosted Zones.**

The hosted zones panel appears. This lists all domain names (zones) that are available to you.

**FIGURE 65  AWS Route 53 Hosted Zones**

In the domain name list:

- Zones that have a **Type** of Public have externally-facing (Internet) domain names. The external FQDN that is required when you create the PCS appliance VM will use the external domain name as a suffix.

- Zones that have a **Type** of Private have internally-facing domain names. The internal FQDN that is required when you create the PCS appliance VM will use an internal domain name as a suffix.

For example:

**FIGURE 66  AWS Public and Private Zones**

6. Select the required Public zone and record its Domain Name.

7. Locate the required Private zone and record its Domain Name.

You can then perform any remaining preparations, and then continue to create and register the PCS appliance virtual machine on AWS.
Identifying the Required VPC ID and Subnet IDs

A VPC identifier is required during the creation of a virtual machine PCS appliance. To locate this information:

1. Login to the AWS Management Console.
2. On the AWS top bar, select the required Region.
3. On the AWS top bar, click Services and then locate the Network & Content Delivery options.
4. Under Network & Content Delivery, select VPC.

The AWS VPC Dashboard appears.

FIGURE 67   AWS VPC Dashboard

5. Select Your VPCs.

A list of available VPCs appears.

FIGURE 68   AWS Available VPCs

6. Locate the required VPC and record its VPC ID. For example:

FIGURE 69   AWS VPC ID
7. In the Filter by VPC filter, select the required VPC. For example:

**FIGURE 70  AWS Select VPC**

8. Click **Subnets**.

A list of all subnets in the selected VPC appears.

This list must include three different subnets that are in the same **Availability Zone**. Each will be used for one of the standard PCS interfaces in a later procedure (see “Creating the PCS Appliance VM on AWS” on page 58). The interfaces requirements are:

- Internal interface - This must be a *private* subnet.
- External Interface - This must be a *public* subnet.
- Management Interface - This can be either a *public* or *private* subnet, depending on your requirements.

Where the required subnets do not exist, you must create them before proceeding.

9. Select a public subnet and record its **Subnet ID** from the bottom panel. For example:

**FIGURE 71  AWS Select Public Subnet**

This subnet be used for the internal interface of the PCS appliance in a later procedure.
10. Select a private subnet (in the same Availability Zone as step 9) and record its Subnet ID from the bottom panel. This subnet be used for the external interface of the PCS appliance in a later procedure.

11. Select a third subnet (either private or public, and in the same Availability Zone as step 9) and record its Subnet ID from the bottom panel. This subnet be used for the management interface of the PCS appliance in a later procedure.

You can then perform any remaining preparations, and then continue to create and register the PCS appliance virtual machine on AWS.

### Identifying the EC2 Deployment Key and AMI ID

An EC2 key pair (deployment key) and an AMI ID are required during the creation of a virtual machine PCS appliance. To locate this information:

1. Login to the AWS Management Console.
2. On the AWS top bar, select the required Region.
3. On the AWS top bar, click Services and then locate the Compute options.

The AWS EC2 Dashboard appears, showing Key Pairs.

**FIGURE 72** AWS EC2 Dashboard
5. In the **Resources** panel, click **Key Pairs**.

A list of defined key pairs appears.

**FIGURE 73** AWS EC2 Key Pairs

6. Select the required key pair and record its **Key pair name** from the bottom panel. This name is used as the “deployment key” during installation. For example:

**FIGURE 74** AWS Select EC2 Key Pair
7. On the EC2 dashboard menu, under **Images** select **AMIs**.

A list of defined AMIs appears. For example:

**FIGURE 75**  AWS EC2 AMIs

8. Select the required AMI and record its **AMI-ID** from the bottom panel. For example:

**FIGURE 76**  AWS EC2 AMIs

You can then perform any remaining preparations, and then continue to create and register the PCS appliance virtual machine on AWS.
Creating the PCS Appliance VM on AWS

After you have identified all required information (see “Creating and Registering a PCS Appliance VM on AWS” on page 50), you can start the process to create and register a PCS appliance as a VM on AWS:

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 wizard starts.

   ![Add Appliance](image)

4. Select Create virtual appliance in Amazon Web Services and click Next.
   The AWS Credentials panel of the wizard appears.

   ![AWS Credentials](image)

5. You must then specify AWS credentials. Either:
   - Select Add New for Account, then enter your AWS Access Key and Secret Key, OR
   - Select an existing AWS Account.
6. Click **Next**.

The **Appliance Configuration** panel of the wizard appears.

**FIGURE 79** Appliance Configuration

7. Enter the **Appliance Name**. This will be the displayed name in the list of appliances and will also be used to automatically populate the **Internal FQDN** and **External FQDN** properties on subsequent wizard panels.

8. Specify additional information for the appliance:

   - A **Company Name**.
   - (Optional) A **License Auth Code** can be recorded if required.
   - The **Appliance Username, Password** (and **Confirm Password**) for a required user on the appliance. This user will be created after the appliance is created.
9. Click **Next**.

The **Appliance Network Configuration** panel of the wizard appears.

![Appliance Network Configuration: Servers](image)

10. Specify the **Primary DNS** and the **Secondary DNS** for your network.

    **Note**: The displayed values are examples, and not defaults.

11. Expand the **Internal Network Settings** panel.

    ![Appliance Network Configuration: Internal Network Settings](image)
12. In the **Internal Network Settings**:

   • For the **Hosted Zone**, enter the internal domain name (internal Route 53 hosted zone) for your appliance. See “**Identifying the Required Route 53 Zones**” on page 51.

     **Note:** When you shift focus away from this property, the internal **Hosted Zone** setting is displayed as a suffix to **Internal FQDN**.

   • For the **Internal FQDN**, complete the FQDN by adding a unique appliance identifier to the left-hand side of the internal domain name in this field. Typically, you will specify the **Appliance Name** you specified in the **Appliance Configuration** dialog, and the internal **Hosted Zone** is used as a suffix.

13. Expand the **External Network Settings** panel.

14. In the **External Network Settings**:

   • For the **Public Domain Name**, enter the external domain name (external Route 53 hosted zone) for your appliance. See “**Identifying the Required Route 53 Zones**” on page 51.

     **Note:** When you shift focus away from this property, the external **Hosted Zone** setting is displayed as a suffix to **External FQDN**.

   • For the **External FQDN**, complete the FQDN by adding a unique appliance identifier to the left-hand side of the external domain name in this field. Typically, you will specify the **Appliance Name** you specified in the **Appliance Configuration** dialog, and the external **Hosted Zone** is a suffix.
15. Expand the **Management Network Settings** panel.

**FIGURE 83** Appliance Network Configuration: Management Network Settings

16. In the **Management Network Settings**:

- For **Management Domain Name**, enter a name for the AWS network.
  
  **Note:** When you shift focus away from this property, the Management Domain Name setting is displayed as a suffix to Management FQDN.

- For the **Management FQDN**, complete the FQDN by adding a unique appliance identifier to the left-hand side of the external domain name in this field. Typically, you will specify the Appliance Name you specified in the Appliance Configuration dialog, and the Management Domain Name is a suffix.
17. Click **Next**. The **AWS Configuration** panel of the wizard appears.

![AWS Configuration](image)

18. Specify the following properties:

- **Amazon Machine Image (AMI)** is the AMI ID that you identified in “Identifying the EC2 Deployment Key and AMI ID” on page 55.
- **VPC ID** is the value that you identified in “Identifying the Required VPC ID and Subnet IDs” on page 53.
- **Region** is automatically populated from your chosen region.
- **Private Subnet ID, Public Subnet ID, and Management Subnet ID** are the three subnet IDs that you identified in “Identifying the Required VPC ID and Subnet IDs” on page 53.
- **Deployment Key** is the key pair that you identified in “Identifying the EC2 Deployment Key and AMI ID” on page 55.

19. Click **Save**.

The wizard closes, and the new *Unregistered* AWS appliance is added to the list of appliances. For example:

![New Unregistered Appliance](image)
20. Click the **Actions** icon for the appliance and select **Start Appliance**.

21. The status of the new appliance goes through a series of states until it successfully created.
   - **Unregistered**
   - **Creating**
   - **Starting**
   - **Started**

22. Wait until the appliance is created.

23. Go to the **EC2 Dashboard** in AWS and view **Instances**.

24. The new appliance is listed and reports a **Status Check** of Initializing. For example:

   ![AWS Initializing Appliance](image)

   **FIGURE 86** AWS Initializing Appliance

   **Note:** The appliance is auto-registered. That is, you do not need to manually complete the registration of the appliance from the appliance GUI.

   The creation and registration of a PCS appliance as a virtual machine on AWS is now complete.

### 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)

**Backing up and Restoring Appliance Configurations**

Pulse One supports the backup and restore of the configuration of any managed appliance of v9.0R2 or later.

Each appliance can have a single configuration backup only.

When a new backup for an appliance is started, the previous backup (if present) is deleted.

**Backing up the Configuration 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.

**FIGURE 88**  Pulse One Appliances Tab

3. Locate the appliance that you want to backup and click its **Actions** icon.

**FIGURE 89**  Appliance Menu

In this example, the **pcs-174** appliance is at version 9.0R2. As a result, its menu includes the **Backup Configuration** option.

4. Click **Backup Configuration**.

The **Backup Appliance** dialog appears.

5. Specify a **Description** for the configuration backup and click **Save**.

The configuration backup is initially marked as **Backup Pending** in the **Task Status** column.

**FIGURE 90**  Monitoring a Pending Backup
The **Task Status** changes to *Backup in Progress Cancellable* after the configuration backup starts. After the configuration backup completes, the **Task Status** entry for the appliance is cleared.

6. (Optional) If required, you can cancel the configuration backup while it is in progress. To do this, click the **Actions** icon for the appliance, and then click **Cancel Backup**.

![Canceling a Backup](image)

The cancellation is then confirmed.

7. After the configuration backup completes, click the **Backup-Restore** tab. The **Backup-Restore** tab lists all configuration backups taken, plus a total size of all backups. For example:

![Viewing Backup Files](image)

In this example:

- The configuration backup for *Ade_Pulse-106* is at the top of the list.
- The total size of all backups is 1 MB.
Deleting the Configuration Backup for an Appliance

1. Log into Pulse One as an administrator.
2. Click the Appliances menu and then the Backup-Restore tab.

The Backup-Restore tab lists all configuration backups taken. For example:

![Figure 93 Viewing Backup Files Before Delete](image)

In this example, the configuration backup for Ade_Pulse-106 is at the top of the list.

3. Locate the configuration backup that you want to delete.
4. Click the Actions icon for the appliance, and then click Delete Configuration.

A confirmation dialog appears.

5. Confirm the deletion.

The configuration backup is deleted and removed from the list of configuration backups.

Restoring the Configuration of an Appliance

1. Log into Pulse One as an administrator.
2. Click the Appliances menu and then the Backup-Restore tab.

The Backup-Restore tab lists all configuration backups taken. For example:

![Figure 94 Viewing Backup Files](image)

In this example, the configuration backup for pcs-174 is at the top of the list.
3. Locate the configuration backup that you want to restore.

4. Click the **Actions** icon for the appliance, and then click **Restore Configuration**.

   The **Select Appliance to Restore** dialog appears. This dialog lists all appliances for which there is a configuration backup file, and which are also in a connected state. For example:

   ![Select Appliance to Restore](image)

   **Note:** This dialog also lists the ESAP Package version and the Pulse Desktop version that must be installed on the appliance manually before initiating the restore.

5. Select the required appliance and click **Select**.

   The configuration restore for the selected appliance is scheduled.

6. Click the **Appliances** tab.

   The **Task Status** for the selected appliance is shown as **Restore Pending**. For example:

   ![Monitoring a Configuration Restore](image)

   The **Task Status** changes to **Restore in Progress Not Cancellable** after the configuration restore starts.

   After the configuration restore completes, the **Task Status** for the appliance is cleared.

   **Note:** During a configuration restore of an appliance, you cannot schedule a backup. This restriction clears after the restore completes.
7. (Optional) While the **Task Status** for a selected appliance is *Restore Pending*, you can cancel the restore process. To do this, click the **Actions** icon for the appliance, and then click **Cancel Restore**.

8. (Optional) View the activities for an appliance to see the results of backup and restore operations, see “Viewing the Activities Log for an Appliance” on page 103.

**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 70.
- “Adding Appliances to an Appliance Group” on page 75.
- “Distributing a Master Configuration” on page 76.

**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**.

   **FIGURE 97  Create Appliance Group**

   The **Create Appliance Group Wizard** appears.

   **FIGURE 98  Create Appliance Group Wizard**

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

**FIGURE 99**  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.

For full details of appliance upgrades, see “Upgrading Managed Appliances” on page 81.

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

**FIGURE 100**  Group Configuration Settings Wizard Panel

![Group Configuration Settings Wizard Panel](image)

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:

**FIGURE 101** Summary Wizard Panel

```
Create Appliance Group

Summary
- Group name: pps_group
- Description: 
- Username: 
- Password: 

Port: 
- Master appliance: Ask_Pulse-106
- Master appliance URL: http://10.84.17.4/admin
- Group config settings: 

Edit Edit Edit

```

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:

**FIGURE 102** New Appliance Group

You can now add appliances to the group as target appliances, see “Adding Appliances to an Appliance Group” on page 75.
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:
   
   ![](figure103.png)
   
5. Click **Add Appliance**. A dialog appears.
   
   ![](figure104.png)
   
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 105** 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 76.
- “Publishing Configuration Changes Manually to Group Members” on page 77.
- “Publishing Configuration Changes to Group Members as a Scheduled Task” on page 79.

**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 79.
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**.

**FIGURE 107** Publish All

![Image](image1.png)

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.

**FIGURE 108** Configuration Change in Member Appliance

![Image](image2.png)

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 109  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 77.

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 ( ![Actions](https://example.com/actions_icon.png) ) for the appliance group you want to upgrade, and then click **Schedule Task**.
The **Create Task** dialog appears.

**FIGURE 110** 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 111** Scheduled Publish Configuration Task

7. (Optional) You can edit the details for a scheduled task by clicking the **Edit** icon () 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.
Upgrading Managed Appliances

After an appliance is registered on Pulse One, several upgrade operations are supported. You can:

- Upload one or more appliance system software packages on Pulse One, see “Uploading an Appliance Software Package to Pulse One” on page 82.
  
  Note: You must ensure that each appliance has its DMI enabled and configured correctly, see “Checking DMI Settings” on page 84.

- Upload one or more ESAP packages on Pulse One, see “Uploading an Endpoint Security Assessment Plug-In Package” on page 97.
  
  Note: An ESAP package is included in every system software package. However, Pulse Secure releases ESAP upgrade packages more frequently than system software versions. You may choose to upgrade the ESAP package more regularly than system software.

- Upgrade a single appliance, see “Upgrading Software on an Appliance” on page 85.

- Upgrade all appliances in an appliance group, see “Upgrading Software on all Target Appliances in a Group” on page 87.

- Upgrade both appliances in a cluster, see “Upgrading Software on all Appliances in a Cluster” on page 89.

- Schedule the upgrade of an appliance in two stages:
  - First, schedule the upload of an image to a staging area on an appliance.
  - Second, schedule the installation of a staged software package on an appliance.

  For details, see “Scheduling Upgrade-Related Tasks” on page 90.
Uploading an Appliance Software Package to Pulse One

Before you can perform any software upgrade operations on PPS/PCS appliances, you must upload one or more appliance software packages to Pulse One.

You can upload up to three PPS appliance software packages and up to three PCS software packages.

To upload an appliance software package:

1. Log into Pulse One as an administrator.
2. Click the **Appliances** menu and then the **Software** tab.
   
   The **Software** tab lists all **Available Software** packages present on Pulse One. For example:

   ![Available Software](image)

   *(FIGURE 112  Available Software)*

3. (Optional) If you do not have the required software images, click **Download Appliance Software** and download them from Pulse Support.

   **Note:** Any software package downloaded from the Pulse Support site should be available in local storage (not in Pulse One). It is the responsibility of the admin to upload packages to Pulse One.

4. Click **Add Software**.

   The **Upload Software** dialog appears.

   ![Upload Software](image)

   *(FIGURE 113  Upload Software)*
5. In the **Upload Software** dialog:

   • For **Software Type**, select whether your software package is for *Pulse Policy Secure* or *Pulse Connect Secure*.

   • Enter a **Version** number and a **Description** for the software package.
     
     **Note:** The version number is case sensitive and should use capital letters.

   • Enter the **MD5 Hash** value for the software package.
     
     You can get the MD5 value from the Pulse Support site. Alternatively, log into any LINUX machine where the file is downloaded, locate the software package file, and run the `md5<package_file_name>` command from the command line.

   • For **Select Software**, click **Browse** and locate the software package file.

6. Click **Upload**.

   The upload may take several minutes.

After the upload completes, the new package is added to the **Available Software** list. For example:

![FIGURE 114 Appliance Software Package Added](image)

7. (Optional) If required, you can edit the details for an uploaded software package.
   
   To do this, click the **Actions** icon for the software package, and then click **Edit Software**.

8. (Optional) If required, you can delete an uploaded software package.
   
   To do this, click the **Actions** icon for the software package, and then click **Delete Software**.

You can now perform one or more appliance software upgrades.
Checking DMI Settings

Before you can upgrade an appliance from Pulse One, you must ensure that the appliance has Device Management Interface (DMI) enabled and configured correctly.

To check DMI settings:

1. Log into the appliance as an administrator.
2. Access the DMI Agent settings for the appliance.

   For example, on Pulse Policy Secure, click the System menu, then Configuration > DMI Agent.

   FIGURE 115 Accessing Pulse Policy Secure DMI Agent Settings

3. The DMI Agent settings appear. For example, on Pulse Policy Secure:

   FIGURE 116 Pulse Policy Secure DMI Agent Settings
4. Ensure that inbound DMI connections are enabled. For example, on Pulse Policy Secure:

![FIGURE 117 Pulse Policy Secure DMI Agent Settings](image)

5. Ensure that inbound DMI connections are received on the correct port type and port number.

To do this, you need the DMI settings that you used when you registered the appliance, see “Registering an Existing PCS/PPS Appliance” on page 29. Specifically, you need the choice of whether to perform DMI over the internal port or the management port.

- For the **Accept connections on** setting, select the required interface type. That is, either the **Internal Port** or the **Management Port**.
- The **TCP port** number. The default is 830.

6. The DMI settings on the appliance are now configured correctly for software upgrades from Pulse One.

**Upgrading Software on an Appliance**

You can perform an immediate software upgrade on any registered appliance.

**Note:** Alternatively, you can schedule one or more upgrade processes for a later time, see “Scheduling Upgrade-Related Tasks” on page 90.

Before you can perform an immediate software upgrade on an appliance, you must upload the required appliance software package, see “Uploading an Appliance Software Package to Pulse One” on page 82.

**Note:** The appliance will continue to operate while it uploads the software package, but it will then reboot. The appliance will be offline until the upgrade completes. After the appliance is online again the upgrade is complete, but it may take several more minutes for the appliance to reconnect to Pulse One.

To perform a software upgrade for an appliance:

1. Log into Pulse One as an administrator.

2. Click the **Appliances** menu and then the **Appliances** tab.

   The **Appliances** tab lists all appliances on Pulse One.
3. Click the **Actions** icon for the appliance you want to upgrade, and then click **Upgrade Software**.

The **Upgrade Software** dialog appears. For example:

**FIGURE 119  Upgrade Software**

4. For **Select Software**, choose the required software package for the upgrade.

   Full details for the selected package are displayed.

5. To start the upgrade, click **Upgrade**.

   The **Task Status** of the appliance updates to show that the upgrade of the appliance is pending. For example:

   **FIGURE 120  Upgrade Pending**

   The **Task Status** changes as the process continues.

**Note:** The entire upgrade process may take up to an hour.
Note: All appliance configuration is preserved during this process.

- After the software update begins, the appliance uploads the specified software package. At this point, the appliance is still operational.

  Note: Do not log into an appliance during an upgrade using the credentials used for DMI. This may cause the upgrade to fail.

- After the software package upload is complete, the appliance reboots to complete the upgrade, and the connection between Pulse One and the appliance is lost. For example:

  ![Appliance Rebooting](FIGURE 121)

- After the appliance reboots, the upgrade is complete, but it may take several minutes to reconnect to the appliance from Pulse One.

**Upgrading Software on all Target Appliances in a Group**

You can perform an immediate software upgrade on the master appliance in an appliance group.

The target appliances in the group are upgraded automatically.

Note: Alternatively, you can schedule one or more upgrade tasks for the master appliance at a later time, see “Scheduling a Full Upgrade of an Appliance Group” on page 95.

To upgrade all members of an appliance group:

1. Log into Pulse One as an administrator.
2. Click the **Appliances** menu and then the **Config Groups** tab.

   The **Appliance Configuration Groups** tab lists all appliance groups on Pulse One.
3. Click the **Actions** button for the appliance group you want to upgrade, and then click **Upgrade Software**.

The **Upgrade Software** dialog appears. For example:

![Appliance Group Upgrade Software](image)

4. For **Select Software**, choose the required software package for the upgrade.

   Full details for the selected package are displayed.

5. To start the upgrade, click **Upgrade**.
6. Click the **Appliances** tab.

   The **Task Status** of each appliance updates to show that the upgrade of the appliance is pending.

   The **Task Status** of each appliance changes as the process continues.

   **Note:** The entire upgrade process for an appliance may take up to an hour.

   **Note:** All appliance configuration is preserved during this process.

   - After an appliance software update begins, the appliance uploads the specified software package. At this point, the appliance is still operational.

     **Note:** Do not log into an appliance during an upgrade using the credentials used for DMI. This may cause the upgrade to fail.

   - After the software package upload to an appliance is complete, the appliance reboots to complete the upgrade, and the connection between Pulse One and the appliance is lost.

   - After the appliance reboots, the upgrade of the appliance is complete, but it may take several minutes to reconnect to the appliance from Pulse One.

   After all members of the group (master and target appliances) have been upgraded, the upgrade of the group is complete.

### Upgrading Software on all Appliances in a Cluster

Upgrading all appliances in a cluster is similar to the upgrade of a single appliance, see “**Upgrading Software on an Appliance**” on page 85.

You can perform an immediate software upgrade on one of the appliances in a cluster, as follows:

- For **Active/Active** clusters, you can only upgrade the **Leader node**. All other nodes upgrade automatically.

- For **Active/Passive** clusters, you can only upgrade the Passive node. The Active node upgrades automatically.

In both cases, all nodes will be offline for some time during the upgrade.

**Note:** Alternatively, you can schedule the upgrade processes for a later time, see “**Scheduling Upgrade-Related Tasks**” on page 90.
Scheduling Upgrade-Related Tasks

You can schedule upgrade-related tasks so that they are performed automatically at specified times.

There are three types of scheduled task:

1. The publication of configuration changes from a master appliance to all group members.
   
   **Note:** This scheduled task type is only supported for appliance groups. It is not a requirement to publish all configuration changes before performing an upgrade, but you can optionally publish your configuration as part of your workflow if required.

2. The upload of a software package to a staging area on an appliance.
   
   No installation is performed, and there is no loss of service.

3. The upgrade of an appliance based on a pre-staged software package.
   
   There is a loss of service during the upgrade as the appliance must be rebooted.

To perform a full upgrade on an appliance or an appliance group, you must perform both task types.

The scheduling of these tasks can be suited to your network requirements.

The scheduling of tasks is supported for:

- Single appliances.

- Appliance groups. You schedule the tasks against the group, and all group members will automatically perform the designated task.

- Appliance clusters:
  - For **Active/Active** clusters, you can only schedule tasks for the Leader node. After both the upload and the installation tasks are complete, all other nodes upgrade automatically.
  - For **Active/Passive** clusters, you can only upgrade the Passive node. After both the upload and the installation tasks are complete, the Active node upgrades automatically.

You can initiate appliance upgrades using scheduled tasks as follows:

- “Scheduling a Full Upgrade from the Scheduled Tasks Tab” on page 91.
- “Scheduling a Full Upgrade from the Appliances Tab” on page 93.
- “Scheduling a Full Upgrade of an Appliance Group” on page 95.
Scheduling a Full Upgrade from the Scheduled Tasks Tab

To schedule an upgrade of an individual appliance using a pair of tasks from the Scheduled Tasks tab:

1. Log into Pulse One as an administrator.
2. Click the Appliances menu and then the Scheduled Tasks tab.

The Scheduled Tasks tab lists all scheduled tasks on Pulse One. For example:

**FIGURE 124** Scheduled Tasks

3. Click Create Task.

The Create Task dialog appears.

**FIGURE 125** Create Task

4. In the Create Task dialog:
   - For Choose Appliance or Group, select either Appliance or Group. An additional property appears, from which you select the required appliance or group.
   - For Task Type, select Stage a software package.
   - For Target Version, select the required software upgrade package.
   - For Scheduled Time, select the start time for the task.
   - (Optional) Add Comments as required. These appear on the Scheduled Tasks list.
5. Click **Save**.

The new task is added to the list of **Scheduled Tasks**. For example:

**FIGURE 126** Scheduled Staging Task Added

6. To add the second task, click **Create Task** again.

7. In the **Create Task** dialog:
   - For **Choose Appliance or Group**, select the same setting as for the first task, and select the same appliance or group.
   - For **Task Type**, select *Install a staged package*.
   - For **Target Version**, select the same package as for the first task.
   - For **Scheduled Time**, select the start time for the task. This must allow sufficient time for the first task to complete.
   - (Optional) Add **Comments** as required. These appear on the **Scheduled Task** list.

8. Click **Save**.

The new task is added to the list of **Scheduled Tasks**. For example:

**FIGURE 127** Scheduled Install Task Added

9. (Optional) You can edit the details for a scheduled task by clicking the **Edit** icon for the task.
10. (Optional) You can cancel a scheduled task by clicking the **Delete** icon for the task.

11. (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 **Appliances** tab, you can see status updates for individual appliances.
   
   - From the **Activities** panel for an appliance on the right side of the **Appliances** tab.

### Scheduling a Full Upgrade from the Appliances Tab

To schedule an upgrade of an individual appliance using a pair of scheduled tasks from the **Appliances** tab:

1. Log into Pulse One as an administrator.

2. Click the **Appliances** menu and then the **Appliances** tab.

   The **Appliances** tab lists all appliances on Pulse One. For example:

   ![List of Appliances](image)

3. Click the **Actions** icon for the appliance you want to upgrade, and then click **Schedule Task**.

   The **Schedule Task** option is unavailable for:

   - Target appliances. That is, appliances that are in an appliance group, other than the master.
   
   - All non-**Leader** appliances in an Active/Active cluster.
   
   - The Active node in an Active/Passive cluster.
The Create Task dialog appears.

**FIGURE 129** Create Task

4. In the Create Task dialog:
   - For **Task Type**, select *Stage a software package*.
   - For **Target Version**, select the required software upgrade package.
   - For **Scheduled Time**, select the start time for the task.
   - (Optional) Add **Comments** as required. These appear on the Scheduled Tasks list.

5. Click **Save**.

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

**FIGURE 130** Scheduled Staging Task Added

6. In the Appliances tab, click the Actions icon for the appliance you want to upgrade, and then click Schedule Task.

The Create Task dialog appears.
7. In the **Create Task** dialog:
   - For **Task Type**, select *Install a staged package*.
   - For **Target Version**, select the same package as for the first task.
   - For **Scheduled Time**, select the start time for the task. This must allow sufficient time for the first task to complete.
   - (Optional) Add **Comments** as required. These appear on the **Scheduled Tasks** list.

8. Click **Save**.

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

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

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

11. (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 **Appliances** tab, you can see status updates for individual appliances.
    - From the **Activities** panel for an appliance on the right side of the **Appliances** tab.

### Scheduling a Full Upgrade of an Appliance Group

You can schedule an upgrade of an all target appliances in an appliance group as a single task from the **Config Groups** tab. When each task triggers, the same operation is initiated simultaneously on all group members.

**Note:** Before you upgrade a group, you can optionally publish any configuration changes from the master appliance to all group members. This can be performed as a separate scheduled task. You can also choose to publish a configuration to a group at any other time, see “**Distributing a Master Configuration**” on page 76.

To schedule an upgrade of an appliance group using a pair of scheduled tasks from the **Config Groups** tab:

1. Log into Pulse One as an administrator.
2. Click the **Appliances** menu and then the **Config Groups** tab.

   The **Config Groups** tab lists all appliance groups on Pulse One.
3. (Optional) If there are unpublished configuration changes for the group, you can choose to publish the configuration changes to all target appliances before performing other scheduled tasks. To do this:
   - Click the Actions icon for the appliance group you want to upgrade, and then click Schedule Task. The Create Task dialog appears.
   - In the Create Task dialog, for Task Type, select Publish configuration.
   - For Scheduled Time, select the start time for the task.
   - (Optional) Add Comments as required. These appear on the Scheduled Tasks list.
   - Click Save.

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

4. Click the Actions icon for the appliance group you want to upgrade, and then click Schedule Task.

   The Create Task dialog appears.

5. In the Create Task dialog:
   - For Task Type, select Stage a software package.
   - For Target Version, select the required software upgrade package.
   - For Scheduled Time, select the start time for the task.
     
     **Note:** If you scheduled a Publish configuration task for this group, you must leave sufficient time for that task to complete.
   - (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.

7. In the Appliances tab, click the Actions icon for the appliance you want to upgrade, and then click Schedule Task.

   The Create Task dialog appears.

8. In the Create Task dialog:
   - For Task Type, select Install a staged package.
   - For Target Version, select the same package as for the first task.
   - For Scheduled Time, select the start time for the task.
     
     **Note:** Ensure that you leave sufficient time for the Stage a software package task to complete.
   - (Optional) Add Comments as required. These appear on the Scheduled Tasks list.
9. Click **Save**.
   
The new task is added to the list of scheduled tasks in the **Scheduled Tasks** tab.

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

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

12. (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.

### Uploading an Endpoint Security Assessment Plug-In Package

The Endpoint Security Assessment Plug-in (ESAP) is required by both Pulse Connect Secure and Pulse Policy Secure appliances. The ESAP package is used by the appliance to check third-party applications on endpoints for compliance with the predefined rules configured in a Host Checker policy.

Pulse Secure frequently adds enhancements, bug fixes, and support for new third-party applications to the plug-in. New plug-in package releases are available independently and more frequently than new releases of the system software package. If necessary, you can upload (and optionally activate) an ESAP package independently of upgrading the system software package.

**Note:** ESAP uploads from Pulse One are supported on PCS/PPS appliances at version 9.1R1 or later.

**Note:** For full details of ESAP use on PCS/PPS appliances, see the specific product documentation for the appliance.

To upload (and optionally activate) an ESAP package from Pulse One, you must perform the following tasks:

• Download the required ESAP package to local storage, see “**Downloading an ESAP Package**” on page 98.

• Upload the ESAP package to Pulse One, see “**Uploading an ESAP Package to Pulse One**” on page 98.

• Upload (and optionally activate) the ESAP package to individual appliances or appliance groups, see “**Uploading ESAP Packages onto Appliances and Appliance Groups**” on page 99.
Downloading an ESAP Package

Download the Endpoint Security Assessment Plug-in from the Pulse Secure Global Support Center (PSGSC) Center to your computer:

1. Open the following page:
   
   https://support.pulsesecure.net

2. Click the Software tab.

3. Navigate to the ESAP release you want, and click the link to download the package file to accessible local storage.

After you have downloaded the ESAP package, you can upload it to Pulse One, see “Uploading an ESAP Package to Pulse One” on page 98.

Uploading an ESAP Package to Pulse One

The process of uploading an ESAP package to Pulse One is similar to the upload of system software to Pulse One, see “Uploading an Appliance Software Package to Pulse One” on page 82.

You can upload up to three ESAP packages to Pulse One.

To upload an ESAP package to Pulse One:

1. Log into Pulse One as an administrator.

2. Click the Appliances menu and then the Software tab.
   
   The Software tab lists all Available Software packages present on Pulse One.

3. Click Add Software.
   
   The Upload Software dialog appears.

4. In the Upload Software dialog:
   
   - For Software Type, select ESAP Package.
   - Enter a Version number and a Description for the software package.
   - Enter the MD5 Hash value for the software package.
   - For Select Software, click Browse and locate the ESAP package file.

5. Click Upload.

   Note: The upload may take several minutes.
After the upload completes, the new ESAP package is added to the **Available Software** list on Pulse One. For example:

**FIGURE 131 Appliance Software Package Added**

6. (Optional) If required, you can edit the details for an uploaded ESAP package.
   
   To do this, click the **Actions** icon for the ESAP package, and then click **Edit Software**.

7. (Optional) If required, you can delete an uploaded ESAP package from Pulse One.
   
   To do this, click the **Actions** icon for the ESAP package, and then click **Delete Software**.

After you have uploaded the ESAP package to Pulse One, you can upload (and optionally activate) individual appliances and appliance groups, see “Uploading ESAP Packages onto Appliances and Appliance Groups” on page 99.

**Uploading ESAP Packages onto Appliances and Appliance Groups**

After you have uploaded the ESAP package to Pulse One, you can:

- Upload (and optionally activate) ESAP on a single appliance, see “Uploading an ESAP Package onto an Appliance” on page 100.

- Upload (and optionally activate) on all appliances in an appliance group, see “Uploading an ESAP Package onto all Target Appliances in a Group” on page 101.

- Upload (and optionally activate) ESAP on both appliances in a cluster, see “Uploading an ESAP Package onto all Appliances in a Cluster” on page 102.

If you do not activate an uploaded ESAP package, you can activate it later. Please refer to the specific appliance product documentation for details of this procedure.

**Note:** ESAP uploads from Pulse One are supported on PCS/PPS appliances at version 9.1R1 or later.
Uploading an ESAP Package onto an Appliance

You can upload (and optionally activate) an ESAP package on any registered appliance at version 9.1R1 or later.

Before you can perform an ESAP upload to an appliance, you must upload the required ESAP package onto Pulse One, see “Uploading an ESAP Package to Pulse One” on page 98.

Note: The appliance will continue to operate during the upload, and will not reboot.

To upload (and optionally activate) an ESAP package on a single appliance:

1. Log into Pulse One as an administrator.
2. Click the Appliances menu and then the Appliances tab.
   
The Appliances tab lists all appliances on Pulse One.
3. Click the Actions icon for the required appliance, and then click Upload ESAP Package.
   
The Upload ESAP Package dialog appears.
4. For Select Software, choose the required ESAP package.
   
Full details for the selected package are displayed.
5. (Optional) To automatically activate an uploaded package, select the Activate package check box. For example:

   ![Figure 132](image)

   Note: If you do not select the Activate package check box, the package is uploaded but not activated. You can activate it later in the UI for the appliance. Please refer to the specific appliance product documentation for details of this procedure.
6. To start the upload/activation, click **Upload**.

The **Task Status** of the appliance updates to show that the upload of the appliance is pending. For example:

**FIGURE 133** Upload Pending

The **Task Status** changes as the process continues, including activation if selected.

**Note:** The upload (and optional activation) may take several minutes. No reboot is performed.

After this operation completes, the ESAP package upload is complete.

**Uploading an ESAP Package onto all Target Appliances in a Group**

You can upload (and optionally activate) an ESAP package on the master appliance in an appliance group. When an ESAP package is activated, the other appliances in the group are then updated automatically.

**Note:** The appliances must be at version 9.1R1 or later.

To perform an ESAP upload on all members of an appliance group:

1. Log into Pulse One as an administrator.
2. Click the **Appliances** menu and then the **Config Groups** tab.
   
   The **Appliance Configuration Groups** tab lists all appliance groups on Pulse One.
3. Click the **Actions** button for the required appliance group, and then click **Upload ESAP Package**.
   
   The **Upload ESAP Package** dialog appears.
4. For **Select Software**, choose the required ESAP package for the upload.
   
   Full details for the selected package are displayed.
5. (Optional) To automatically activate an uploaded ESAP package, select the **Activate package** check box. For example:

**FIGURE 134** Upload Software

![Upload ESAP Package](image)

**Note:** If you do not select the **Activate package** check box, the package is uploaded but not activated. You can activate it later in the UI for the Master appliance. Please refer to the specific appliance product documentation for details of this procedure.

6. To start the upload/activation, click **Upload**.

7. Click the **Appliances** tab.

   The **Task Status** of each appliance updates to show that the upload is pending.

   The **Task Status** of each appliance changes as the process continues.

   **Note:** Each upload (and optional activation) may take several minutes. No reboots are performed.

   After the ESAP package has been uploaded (and optionally activated) on all members of the group (master and target appliances), the ESAP package upload to the group is complete.

**Uploading an ESAP Package onto all Appliances in a Cluster**

Uploading (and optionally activating) an ESAP package on all appliances in a cluster is similar to the ESAP upload of a single appliance, see “Uploading an ESAP Package onto an Appliance” on page 100.

**Note:** The appliances must be at version 9.1R1 or later.

You can perform an immediate ESAP upload (and optional activation) on one of the appliances in a cluster, as follows:

- For *Active/Active* clusters, you can only upload (and optionally activate) an ESAP package on the *Leader node*. When the ESAP package is activated, all other nodes update automatically.

- For *Active/Passive* clusters, you can only upload (and optionally activate) the Passive node. When the ESAP package is activated, the Active node updates automatically.

In both cases, no reboot is required.
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 135** 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)

   **FIGURE 136** View Configuration Changes
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)

   **FIGURE 137** Compare Appliances

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:
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.
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.

**FIGURE 140** 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 149.

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 141** Remove from Group

   ![Example of removing an appliance from a 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 142** Edit Group Configuration

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

**FIGURE 143** 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 ( ).

**FIGURE 144** 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 ................................................. 113
- Viewing the Appliance Health Report ............................................. 114
- Viewing the Profiled Devices Report ............................................. 116
- Viewing the Appliance Activities Report ......................................... 115
- Viewing the User Activities Report ............................................... 118
- Viewing Log Aggregation and Analysis ....................................... 119
- Viewing Services Logs ................................................................. 121
- Viewing Appliance Activities ....................................................... 122

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.

**FIGURE 145  Login Attempts Report**

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 146  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.

![FIGURE 147 Appliance Activities](image)

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

### Viewing the Profiled Devices Report

Pulse Secure Profiler dynamically identifies and classifies both managed and unmanaged endpoint devices, enabling control of access to networks and resources based on the type of the device.

The **Profiled Devices** report in Pulse One displays the list of devices that are discovered in the network.

To view profiled devices in Pulse One reports, a Pulse Policy Secure appliance must be registered in Pulse One and this Pulse Policy Secure appliance should have the Local Profiler Authentication server configured.

For details about configuring Local Profiler Authentication server in the Pulse Policy Secure appliance, refer to *Pulse Secure Profiler Deployment Guide*.

For details about registering the Pulse Policy Secure appliance, see “**Registering an Existing PCS/PPS Appliance**” on page 29.

To view **Profiled Devices** report:

1. Select **Analytics > Profiled Devices**.

   The **Profiled Devices** page appears. This includes a table of devices and a **Device Details** area.

2. (Optional) Type a text entry (such as an IP address, a MAC address or a manufacturer name) into the **Filter** field and click **Apply**. The table updates to show entries that match that string.
3. (Optional) Select a **Collector Type** to filter the table based on the selected type and click **Apply**. The table updates to show entries that match that type: **DHCP, SNMP, NMAP, SSH, WMI, MDM, TRAP, USER AGENT**.

4. (Optional) Select the required number of **Records per page**. The default is 20.

5. Select a device in the table to update the **Device Detail** category tabs at the bottom of the page: **DHCP Details, SNMP Details, NMAP Details, User Agent, History, WMI Details, MDM Details** and **SSH Details**.

   **Note**: Some devices will not populate the **Device Details** tabs. These devices have been imported into a PPS appliance from another PPS appliance using the PPS GUI. See the *Pulse Policy Secure* documentation for details.

6. Click **Export** to download the details in a .csv format file.

**FIGURE 148** Profiled Devices

The above table is populated as endpoints join the network. It might take a few hours (to several days) for all the endpoints to be profiled.
Viewing the User Activities Report

Pulse One administrators can aggregate user activities information as consolidated reports in Pulse One.

**Note:** Displayed information is based on data from registered appliances with version 9.0R1 or above.

This report provides the aggregated view of list of all users and their last login activities, compliance status, session length, appliance names, login success and failures.

- **Users Summary** table - information of all the users such as username, last login time, last login IP and their session lengths. This list can be filtered by date range, username and realm.

- **Selected User Sign-in Activities** table - information of selected user's authentication results, timestamps, authentication type, authentication mechanism, compliance information. The user details can be filtered by mac address, realm, compliance results, authentication mechanism and authentication results.

**Note:** PCS/PPS appliances with versions 9.0R1 or above must be registered with Pulse One to view user activity reports.

To view the **User Activities** report:

1. Select **Analytics > User Activities**.
2. Click a user to view the sessions details of that user in the Activities table.
3. Use the **View** drop-down to change the number of rows to be displayed.
4. Use the **Columns** drop-down to customize the columns to be displayed.
5. Use the filters to narrow down the search results.
6. Use the **Export** button to save the report in the .csv format.

If the device from which user performed sign-in was profiled by any registered PPS/Profiler in Pulse One, a hyperlink will be shown in MAC Address column. Upon clicking, it will take that device’s profiler report.
Viewing Log Aggregation and Analysis

The syslog forwarded from the configured PCS/PPS appliances can be viewed in **Appliance Logs > Default Queries > Managed Appliances**. Here, users have a consolidated view of logs generated by every PPS/PCS appliance that is configured to forward syslogs to the Pulse One server.

**Note:** To view logs output by Pulse One, see “Viewing Services Logs” on page 121.

The system provides a set of **Appliance Logs > Managed Appliances > Default Queries** in the navigation pane.

To view logs from any of the default queries, expand **Appliance Logs > Default Queries** and click on the required query.

The Administrator can also customize the queries and save them for future use. These customized queries are then listed below **Saved Queries**, see “Working with Log Queries” on page 120.
Working with Log Queries

The **Appliance Logs > Default Queries** page supports filtering using a string token. Type the token in the search bar or double-clicking a string in the logs details. The view is then filtered to display all messages with the token that is being searched for. Users can enter multiple tokens separated by space.

This customized query can then be saved using **Save As**.

To view logs from a customized query, expand **Saved Queries** and click on the required query. For example:

**FIGURE 150**  Save Query

It is also possible to filter the logs by timestamp. This can be done by choosing a **From date** and **To date** in the date fields on the top-right corner of the panel.

Users can also choose to filter search results by **Match All** (which will display search results that have all specified tokens) or **Match Any** (which will display search results that include any of the specified tokens).

The number of search results to be displayed on the screen can be 50, 100, 250, 500 by making a choice on the bottom left corner of the screen. Finally, the search results can span over multiple pages and navigated using the buttons on the bottom right corner of the screen.

**Note:** Saved queries can be deleted using the **Delete Query** feature.
Viewing Services Logs

The logs generated by Pulse One can be viewed in **Appliance Logs > Default Queries > Pulse One > Services Logs**. These log entries fall into two categories:

- Services logs generated by Pulse One.
- Unitycom logs generated by Pulse One.

**Note:** To view logs output by appliances that are registered on Pulse One, see “Viewing Log Aggregation and Analysis” on page 119.

**FIGURE 151 Services Logs**

The system provides **Default Queries > Pulse One > Services Logs** in the navigation pane.

To view logs from any of the default queries, expand **Service Logs > Default Queries** and click on the required query.

The Administrator can also create custom queries and save them for future use. These customized queries are then listed below **Saved Queries**, see “Working with Log Queries” on page 120.
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.

![FIGURE 152 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.

![FIGURE 153 Activity Details](image)
User Management

- Adding an Admin User .......................................................... 123
- Editing User Details .......................................................... 124
- Removing an Admin User ...................................................... 125
- Resetting a User Password .................................................... 125
- Suspending a User ............................................................... 126

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.

   FIGURE 154 Add Admin User

   ![Add Admin User Window]

   **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 155  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 156 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 157** Suspend User
Role Management

- Adding an Admin Defined Role ................................................................. 127
- Editing an Admin Role ................................................................. 128
- Removing an Admin Role ................................................................. 128

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 158** 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 .......................................................... 129
- Editing Pulse One Properties ......................................................... 129
- Understanding Pulse One Properties .............................................. 130

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](image1)

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 (EditMode) button corresponding to the field you want to edit.
3. Change the value and then click Save. For example:

![Edit Properties](image2)
Understanding Pulse One Properties
All Pulse One properties are described in the following sections:

- “Enterprise Connection Properties” on page 130
- “Password Properties” on page 130
- “Miscellaneous Properties” on page 131
- “Session Properties” on page 131

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 146.

- **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 162  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 134.
- “Automatically Configuring a SAML idP on Pulse One” on page 138.
- (Optional) “Automatically Creating Pulse One Users for SAML SSO Logins” on page 146.
- “Testing Sign In with Enterprise SSO” on page 148.

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 134.
- “Configuring a Metadata Provider in Pulse Connect Secure” on page 140.
- “Enabling Enterprise SSO in Pulse One Appliance” on page 141.
- “Configuring SAML Metadata in Pulse One” on page 141.
- “Adding SAML SP Metadata in Pulse Connect Secure Server” on page 142.
- (Optional) “Automatically Creating Pulse One Users for SAML SSO Logins” on page 146.
- “Testing Sign In with Enterprise SSO” on page 148.

### 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 29.

**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.

![SAML Settings](image)

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 164** Import Certificate and Keys

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

**FIGURE 165** Basic Identity Provider Configuration

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 133.

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 29.
- Configured the SAML idP on Pulse Connect Secure, see “Configuring SAML idP in Pulse Connect Secure Server” on page 134.

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:

   ![FIGURE 166 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 167** 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>
<tr>
<td>Password (9)</td>
<td></td>
</tr>
<tr>
<td>Misc (4)</td>
<td></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 168** 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 146.
- Move directly to testing the SSO login, see “Testing Sign In with Enterprise SSO” on page 148.
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 138.

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.

*FIGURE 169* Metadata Provider
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 138.

To enable Enterprise SSO:

1. Log into Pulse One as an administrator.
2. Select the Administration tab.
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:

   ![Sign In Method](image)

   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 138.

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.

![Pulse One Properties](image)

**FIGURE 171** 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 138.

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 172** 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 173** 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 174 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 175 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 176** 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 146.
- Move directly to testing the SSO login, see “**Testing Sign In with Enterprise SSO**” on page 148.
Automatically Creating Pulse One Users for SAML SSO Logins

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

After you have 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 179 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 180 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**.

   ![Figure 181 Pulse One Properties](image)

   You are navigated to the Pulse Connect Secure login page.

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

   ![Figure 182 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 (which is not distributed) (Names as in Appliances Menu)</th>
<th>Sample Log Messages</th>
<th>How to Prepare the Target Appliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Endpiont Security &gt; Host Checker</td>
<td>&gt; ESAP Versions</td>
<td></td>
<td>Navigate to Authentication &gt; Endpoint Security &gt; Host Checker. Upload the required ESAP package.</td>
</tr>
<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>Import of configuration from Pulse One returned an Error: <code>[users/resource-policies/web-policies/client-authentications/client-authentication[name=client-auth-policy,parent-type=none]/certificate] Invalid reference: no 'Client Auth Certificate' object found with identifier 'qa.pulsesecure.net'</code>.</td>
<td>Configure the appropriate CA certificate under System &gt; Configuration &gt; Certificates</td>
</tr>
<tr>
<td>Policies &gt; Web &gt; Client Auth</td>
<td>Resource Policies &gt; Email Client</td>
<td></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>
</tr>
<tr>
<td>Policies &gt; Web &gt; Compression</td>
<td>Options</td>
<td></td>
<td>On the Options page select “Enable gzip compression”</td>
</tr>
<tr>
<td>Policies &gt; Web &gt; Java Code Signing</td>
<td>Configuration &gt; Certificates &gt; Code-signing Certificates</td>
<td></td>
<td>Save the policy with the default code-signing certificates.</td>
</tr>
<tr>
<td>Policies &gt; Web &gt; PTP</td>
<td>Network &gt; Overview</td>
<td>Import of configuration from Pulse One returned an Error: `[users/resource-policies/web-policies/ptp[application=ptp_policy_2,parent-type=none]] Please specify the IVE hostname on the Network Settings page under Network Identify.</td>
<td>Configure a valid hostname under System &gt; Network &gt; Overview.</td>
</tr>
<tr>
<td>Policies &gt; Secure Email</td>
<td>Network &gt; Overview</td>
<td>Import of configuration from Pulse One returned an Error: `[users/resource-profiles/mobile/secure-mail-profiles/secure-mail-profile[virtual-hostname=myhost.myco.com]] Please specify the IVE hostname on the Network Settings page under Network Identify.</td>
<td>Configure a valid hostname under System &gt; Network &gt; Overview.</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: <code>[system/configuration/security/ssl-options] Virtual port number virtual_internal is not a valid Virtual Port</code></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Network Settings &gt; External Port &gt; Virtual Port</td>
<td>Import of configuration from Pulse One returned an Error: <code>[system/configuration/security/ssl-options] Virtual port number virtual_external is not a valid Virtual Port</code></td>
<td></td>
</tr>
<tr>
<td>SAML Auth-Server</td>
<td>System &gt; Configuration &gt; SAML &gt; Settings</td>
<td></td>
<td>Configure a valid “Host FQDN for SAML” on the System &gt; Configuration &gt; SAML &gt; Settings page</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: Failed to resolve path references. Import of configuration from Pulse One returned an Error: Failed to resolve path references. Invalid reference: no 'Infranet Enforcer' object found with identifier 'screenOS1'.</td>
<td>Configure a valid “Host FQDN for SAML” 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: Failed to resolve path references. 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: Failed to resolve path references. 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: Failed to resolve path references. 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: Failed to resolve path references. 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: 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: Failed to resolve path references. Import of configuration from Pulse One returned an Error: Failed to resolve path references. 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>