



# Pulse One Appliance Release Notes

Supporting Pulse One Appliance 2.0.2001

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

[www.pulsesecure.net](http://www.pulsesecure.net)

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*Pulse One Appliance Release Notes*

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# Release Notes

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## Introduction

Pulse One Appliance runs either:

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

The Pulse One Appliance enables two capabilities:

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

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

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

## Managed Appliance Versions Supporting This Release

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

Product	Recommended Version	Supported Versions
Pulse Connect Secure (PCS)	9.1R1 or higher.	Pulse Connect Secure 9.1R1 or higher Pulse Connect Secure 9.0R4 or higher & 9.0R3.4 (9.0.3.64053) Pulse Connect Secure 8.3R7.1 or higher Please refer to Knowledge Base article <a href="#">SA44101</a> .
Pulse Policy Secure (PPS)	9.1R1 or higher.	Pulse Policy Secure 9.1R1 or higher Pulse Policy Secure 9.0R4 or higher & 9.0R3.2 (9.0.3.51873) Pulse Policy Secure 5.4R7.1 or higher Please refer to Knowledge Base article <a href="#">SA44101</a> .

## Pulse One Release Builds

The following table lists the Pulse One release builds.

Format	Release Build
OVF	Pulse One 2.0.2001-6377 (B#24)
Upgrade bundle	Pulse One 2.0.2001-6371 (B#27)

## New Features

The following table lists new features in this release.

Feature	Description
User count per gateway	<ul style="list-style-type: none"> <li>There is an option to see a list of appliances along with user count for each appliance.</li> <li>An admin can export the list as CSV.</li> </ul>
Pulse One Analytics improvements	<ul style="list-style-type: none"> <li>There is an option to download the complete dashboard as a PDF report - each chart followed by its tabular data.</li> <li>When downloading a chart, it should also download tabular data along with the chart.</li> <li>Data formatting rounds the decimal number to two digits.</li> <li>Data used to be truncated in the reports. The tabular data is now added as part of the report with the legend.</li> </ul>
Documentation of REST APIs for Pulse One Appliance management capabilities	There is a <i>Pulse One API Client Specification - Reference Guide</i> . The document can be used by the customers to write Pulse One REST clients to achieve specific tasks.
Apple Business Manager support	Support for Apple's ABM program.

## Problems Resolved in This Release

The following table lists issues that have been fixed and are resolved by upgrading to this release.

Report Number	Description
POP-4313	Permanently deleting a policy displays error "Policy group not found".
POP-11777	User Visibility - Pulse One doesn't display zero duration values in the single user activities.
POP-11870	Policy history displays a "policy_group not found" error.
POP-11930	Edit Appliance Info page displays DMI password as empty even after providing it.
POP-12121	Software Upgrade - Firmware Upload button is enabled when MD5 hash is not provided.
POP-14355	Configuration of AAA service waits in vSphere console for password and other details.
POP-14385	'cluster status' gives false alarm: data storage is 'not in sync'.
POP-14547	Pie chart appears when there is "no data available".
POP-14548	Not able to download PDF in DashBoard > User Activities Page.
POP-14554	Issues with Generate Report from Dashboard.
POP-14566	Apple VPP does not work after it was migrated into ABM.
POP-14576	'Appliance Concurrent Users' do not show proper error message when no data is available.
POP-14579	Apple MDM CSR generation failed to sign correctly for on-premise setup.

## Known Issues in This Release

The following table lists the Known issues in the current release..

Report Number	Description
POP-2483	The Group validation status is updated to "Invalid" if a group is added while the LDAP server is not available. <b>Workaround:</b> Manually initiate the verification process once the LDAP server is available again.
POP-3980	The Pulse One domain UI does not accurately display a locked account.
POP-4077	The Publish operation fails when a Pulse One group contains appliances with different versions.
POP-5460	The 'Logins in Past 24 Hours' endpoint compliance widget in the 'Overall System Health' dashboard does not display the 'non-compliant reason' information correctly. After 24 hours, the data from the previous 24 may still be visible.
POP-5629	Search for users based on LDAP group while adding a policy lists all users instead of just LDAP group policy users. <b>Workaround:</b> Save the policy and re-open the edit screen to see the changes.

Report Number	Description
POP-5886	<p>Pulse One supports the ability to aggregate up to 90 days of syslogs from Pulse Connect Secure and Pulse Policy Secure appliances that are configured to send their Syslog data to Pulse One. However, an admin is not prevented from configuring more days.</p> <p><b>Workaround:</b> Please specify a maximum of 90 days when configuring this capability.</p>
POP-5888	<p>Pulse One does not prevent an admin from running the 'system destroy' command when an NFS directory is mounted.</p> <p><b>Workaround:</b> Remove the NFS mount before running 'system destroy system-config' on the CLI.</p>
POP-5942	<p>When not successfully mounted, 'log-aggregator show' does not indicate any errors with the mount process.</p> <p><b>Workaround:</b> Please check the NFS share to ensure that the logs are being written there. If not, please retry to mount.</p>
POP-5943	<p>The 'system destroy system-configs' command does not immediately disconnect interfaces.</p> <p><b>Workaround:</b> After using the 'system destroy system-configs' command on the serial console of a Pulse One Appliance, reboot the appliance.</p>
POP-6029	<p>Removed appliance names are no longer displayed in the appliance activities trail.</p>
POP-6166	<p>Send Logs does not upload logs on to the Pulse Workspace server.</p> <p><b>Workaround:</b> Do send log using email address.</p>
POP-6493	<p>A few settings – Licenses, NTP, and so on – are not synched from Active node to Passive node after a cluster is successfully set up.</p>
POP-6660	<p>The 'cluster add' command returns 'ERROR: list index out of range' if the IP address being added is invalid.</p>
POP-6728	<p>If the Active node is shut down and you attempt to run 'cluster status' command on the Passive node, it might take up to 5 minutes for the Passive node to provide a status message.</p>
POP-7559	<p>An admin user having a custom-defined role with delete privileges at the "User" level can edit/delete admins with custom permissions higher than itself. That is, Super Admins, and so on.</p> <p><b>Workaround:</b> Do not give edit/delete privileges to custom roles with permissions lower than a Super Admin's unless specifically intended.</p>
POP-7860	<p>When the use of the time-range selector returns more than a 100 data points, the graph may not display correctly.</p>
POP-8091	<p>The 'system destroy system-config' command also deletes all entered licenses when it deletes all other configuration and data. You can re-enter licenses only after the provisioning step has been successfully completed.</p> <p><b>Workaround:</b> Perform 'services restart' after re-entering licenses to make them effective.</p>
POP-8198	<p>Login failure due to a short password configured for the user authentication causes an inaccurate "User Login Failure" count in the User Syslogs Reports feature.</p>
POP-8245	<p>After performing the 'cluster demote' command, the internal interface is disabled, and its IP address removed from the configuration. You need to configure internal interface again prior to invoking subsequent clustering commands.</p>



Report Number	Description
POP-8313	In the first few minutes after a service start, the 'log-collector' service makes a number of outbound attempts to reach <a href="https://versioncheck.graylog.com">https://versioncheck.graylog.com</a> to check for the newest version available.
POP-8333	The message presented when a 'cluster join' command is run before the external interface is configured is not user friendly: "AttributeError: 'NoneType' object has no attribute 'network for joining the cluster'".
POP-8415	IP subnet 192.170.0.0/24 is used internally by Pulse One. These addresses cannot be used to configure external nor internal interface of the appliance.
POP-9228	"Space name" is showing "Unregistered" even after the Space state is up-to-date. <b>Workaround:</b> If the admin refreshes the Workspace page, Space name will show correctly.
POP-9234	Applying a group config to the non-leading node of an AA cluster target or to the passive node of an AP cluster target, causes the group to remain in an infinite publishing state. <b>Workaround:</b> Click to 'Apply Group Config' on the leader or the Active node of the target cluster. This should automatically get the group back into sync once complete.
POP-9337	A group that has no target appliance may sometimes go into an unknown state. <b>Workaround:</b> Make changes to the configuration of the master appliance. This should trigger a re-render and update the status of the group to 'In-sync'.
POP-9590	Connectivity issues when an interface with DHCP configuration overlaps with the static IP subnets of other interfaces. <b>Workaround:</b> If using DHCP, ensure all interfaces are on different subnets. If using static, use only static IPs for all interfaces; do not mix DHCP assigned IPs with static IPs.
POP-9596	SSH connections are not gracefully closed when the IP address of the management interface is modified. <b>Workaround:</b> Enter "~." To cleanly exit out of SSH and return to the command prompt.
POP-10189	Appliance groups sometimes display continual rendering state after an upgrade from Pulse One 2.0.1649 to Pulse One 2.0.1834. <b>Workaround:</b> Remove appliance from the associated group(s) and add back.
POP-10194	After performing "Verify Group" for LDAP users, a new policy is not pushed in client. <b>Workaround:</b> Refresh the policy from the client or push the workspace in the server to update the newly added group policy.
POP-10427	Cluster promotion command fails with 'log-indexer' timeout error after 'system destroy data'.
POP-10731	Upgrade fails with 'log-indexer' error when no licenses were added to the system prior to upgrade.
POP-10861	Apps are not installed on BYOD device that use Google Accounts method if "Enforce EMM policies on Android devices" is enabled in the Google Admin console.
POP-11107	When 'services logs' is running in one SSH session, another duplicate SSH session will not be able to kill the first session.
POP-11457	After destroying its config, on-premise appliance gets stuck in MSSP mode.

Report Number	Description
POP-11484	When a failed Active node comes back online, the Pulse One cluster suffers a split brain. <b>Workaround:</b> Once an Active node has suffered outage, remove the IP entry from the DNS to prevent it from hitting this scenario.
POP-11545	Managed appliances will not fail over if an appliance was registered in a release using the registration URL: <i>api.pulseone.domain</i> (pre-1743) which is upgraded to a release (post 1723) using registration URL: <i>hostname.pulsonedomain.com</i> . <b>Workaround:</b> All appliances affected would have to be re-registered.
POP-11885	Before an Active/Passive upgrade, you demote both nodes to standalone. If the cluster's FQDN resolves to both addresses, managed PCS/PPS appliances might connect to either node. This is a split-brain condition. Data will be lost.
POP-11926	After issuing a Full Device Wipe, the UI does not show the Space state info.
POP-11979	The Pulse Client "Workspace Apps" page is stuck (and displays "Error Occurred") for a long time after Corporate-Owned Provisioning is completed.
POP-11991	After issuing "Wipe Workspace", an error appears if the profile has been removed.
POP-12028	The upgrade software option remains enabled when a group is upgrading. If an admin attempts the upgrade again, a conflict message is displayed.
POP-12200	Scheduling an install task with a package version that is not the staged package version initiates the installation on the appliance and upgrades the appliance to the staged package version.
POP-12265	Active/non-leader node of cluster shows a vague error message when the upgrade of a group of clusters fails. <b>Workaround:</b> The message may be ignored.
POP-12399	After Volume Purchase Program (VPP) apps are installed on an iOS device, it could take up to 45 mins for the license count to be updated to reflect the app usage.
POP-12775	When an admin enters an incorrect location API key, the location map displays no image or visible errors.
POP-12789	Lost Mode options are not hidden for Unsupervised devices.
POP-12835	Even after the workspace is wiped, Space Actions show "Force Update Cert" button as highlighted. It should be grayed out.
POP-13225	Certificate Based authentication for ActiveSync does not work a certificate generated by the PWS in-built CA Server is used. This affects both iOS and Android devices. <b>Workaround:</b> Use an external PKI Server for generating ActiveSync certificate using SCEP or CAWE.
POP-13350	Policy publish button is not enabled when OnDemand rules are configured. <b>Workaround:</b> After configuring the VPN On-Demand rules, again toggle the VPN OnDemand 'Enabled' property and then publish the policy.
POP-13363	After deleting all the rules/criteria/action parameters, Selected value is still showing '1'.
POP-13505	Profiler data is not received on Pulse One for up to 24 hours after running a 'system destroy data' command.

Report Number	Description
POP-13546	<p>A user may get an “Unauthorized error” if they try to change their Pulse One password using a browser tab that was previously used for the SDP workflow:</p> <p><b>Workaround:</b> Delete the cached DSID cookie from the browser’s cookie settings.</p>
POP-13566	<p>Syslogs are not received on Pulse One for up to 24 hours after running a ‘system destroy data’ command.</p>
POP-13708	<p>Out of Memory error prevents admin from using SSH to access the Pulse One appliance.</p> <p><b>Workaround:</b> Reboot the appliance.</p>
POP-13777	<p>Workspace device UI should add the ability to display the enrolled workspace as Managed client or Managed Device.</p>
POP-13839	<p>In the Google App search window, each page does not consistently show ten apps in the search results.</p>
POP-13851	<p>Even after supporting pagination for Google App search and removing duplicate search results, I.T. admins cannot search and add the required apps to the App Catalog.</p> <p><b>Workaround:</b> Add the Android apps directly from the Google Play after logging in using the AFW registration account.</p>
POP-13932	<p>For a custom-created policy, web clips present in the Global policy are not shown.</p> <p><b>Workaround:</b> Configure the Web clips in the custom policy also.</p>
POP-14176	<p>When a Pulse One cluster is demoted or promoted, there may be a brief period of time where the node is unavailable from the admin UI.</p> <p><b>Workaround:</b> Restart the services and the system should start working properly again.</p>
PRS-368359	<p>PCS appliances with IP addresses in range 172.17.0.0/16 do not register on Pulse One OnPrem appliances. This is because Docker uses the same IP subnet.</p> <p><b>Workaround:</b> Consider moving managed appliances to a different subnet.</p>
PRS-369700	<p>Upgrading using SSH still requires serial console access to complete the process. The user is prompted to reboot the appliance once the upgrade is successful. Over SSH, the session is terminated once the services are stopped and the upgrade process begins.</p>

## Documentation

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

## Documentation Feedback

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

## Technical Support

For additional information or assistance, contact Pulse Secure Global Support Center (PSGSC):

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

## Revision History

The following table lists the revision history for this document.

Revision	Revision Date	Description
1.0	21 April 2020	First release.
1.1	14 May 2020	Updated release build versions.