



Pulse Secure Desktop Client: Release Notes

Supporting Pulse Secure Desktop Client 9.1R4 Build 1761.1
and Pulse Secure Desktop Client for Linux 9.1R4 Build
143.1

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Pulse Secure Desktop Client: Release Notes

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Document Revision History

Revision	Product Version	Date	Description
1.5.1	9.1R4	May 2020	Updated Fixed Issue and Known issue for 9.1R4
1.5	9.1R4	January 2020	Initial Publication - 9.1R4
1.4	9.1R3.1	January 2020	Updated Fixed Issues section.
1.3	9.1R3.1	November 2019	Initial Publication - 9.1R3.1
1.2	9.1R3	October 2019	Initial Publication - 9.1R3
1.1	9.1R2	July 2019	Initial Publication - 9.1R2
1.0	9.1R1	May 2019	Initial Publication - 9.1R1

Release Notes

Introduction

This is the release-notes document for Pulse Secure Desktop Client (Pulse Client) version 9.1R4. This document provides a cumulative list of all enhancements, fixes and known issues for 9.1R4. If the information in the release notes differs from the information found in the documentation set, follow the release notes.

Pulse Client provides a secure and authenticated connection from an endpoint device (either Windows, macOS or Linux) to a Pulse Secure gateway (either Pulse Connect Secure or Pulse Policy Secure). For a complete description of the capabilities of Pulse Client, see the online help within Pulse Client itself, or the *Pulse Secure Desktop Client: Administration Guide* available at <https://www.pulsesecure.net/techpubs>.

Product Compatibility

See the 9.1R4 *Pulse Secure Supported Platforms Guide* (available from <https://www.pulsesecure.net/techpubs>) for supported versions of operating systems, browsers, and servers in this release.

Upgrade Instructions

Upgrade Paths

The following table describes the tested upgrade paths.

Release	Description
9.1Rx	You can upgrade directly to 9.1R4.
9.0Rx	You can upgrade directly to 9.1R4.
5.3Rx	You can upgrade directly to 9.1R4.

Note: For a Pulse SAM connection, you cannot upgrade to 9.1Rx from a pre-9.0R3 build. To upgrade, use a web browser. Also, on a Windows 7 machine, you cannot establish the Pulse SAM connection with pre-9.1R1 PCS.

Note: From 9.1R3 release onwards, Network Connect (NC) client and Windows Secure Application Manager (WSAM) client are not supported.

Note: Client upgrades are not supported to or from beta releases.

To run Pulse Secure Desktop Client version 5.3R1 or later under Windows 7, the host must contain a March 10, 2015 Windows 7 Update to be able to properly accept and verify SHA2-signed binaries. This Windows 7 update is described at <https://support.microsoft.com/en-us/kb/3033929>. If this update is not installed (in other words, if a Windows 7 host has not received an Operating System update since March 10, 2015), Pulse Client 5.3R1 and later operates with reduced functionality (see PRS-337311). As a general rule, Pulse Secure recommends that client devices are kept current with the latest Operating System updates to maximize security and stability.

General Notes

Security-related issues are not normally covered in Pulse Secure release notes. To learn more about security advisories affecting Pulse Secure products, see the Pulse Secure security advisory page (<https://kb.pulsesecure.net/?atype=sa>).

New Features

The following table describes the major features that are introduced in the corresponding release.

Feature	Description
Release 9.1R4	
PSAM details tab	This allows the PSAM users to see the details of the applications which are tunneled via SAM client.
Support after Linux NPAPI removal	This allows to launch JSAM and HOB from linux browser after deprecation of NPAPI support.
Yubikey smart card support	Yubikey can be used as PIV smart card for VPN authentication. Note: Accept certificates with smartcard logon Enhanced Key Usage option should be enabled on PCS.
Windows Hello for Business	Pulse Desktop Client will now support Windows Hello for business using certificate trust.
Release 9.1R3.1	
Linux Client Auto Reconnect	Pulse Desktop Linux Client will now automatically attempt to reconnect in case of an interrupted connection, such as temporarily losing the Wi-Fi connection.
Release 9.1R3	
EKU/OID filtering for client certificate selection	Pulse Client now provides the administrator an option to specify EKU Text or EKU OID for filtering the certificates displayed in the certificate selection prompt during Cert-Auth. Pulse Client filters the certificates automatically, so that only relevant certificates are displayed.
Optional loading for KEXT Component	Pulse Client on macOS nows load KEXT component only if Traffic Enforcement or Lockdown mode options are enabled. Otherwise, the KEXT component, which requires high privilege access, is not loaded.
Pulselauncher.exe to access certs from System Store	Pulse launcher tool (pulselauncher.exe), which is a standalone client-side command-line program, can now access certificates located in system store allowing for certificate-based authentication from the tool.
Release 9.1R2	

Feature	Description
FQDN resource and IPv4 resource-based split tunneling conflict resolution	PCS supports both FQDN-based and IP-based split tunneling capabilities. When a customer uses both split tunneling rules, PCS now provides flexibility for the customer to choose which rules to give precedence, and ensures the resource access is not impacted when there are conflicting rules.
Manage Pulse Client versions feature support	PCS now supports the ability to enforce a minimum client version that can connect to the VPN. Administrators have the flexibility to provide a minimum version requirement separately for desktop and mobiles to enforce different client versions.
Support for Windows 10 Version 1903 (OS build 10.0.18362.207)	Pulse Client on Windows now supports Windows 10 Version 1903 (OS build 10.0.18362.207) Enterprise, 64 bit and Windows 10 Version 1903 (OS build 10.0.18362.207) Professional, 64 bit.
macOS KEXT Notarization	Apple mandates that all macOS applications are notarized by Apple. The Pulse Client for macOS KEXT component is now notarized by Apple.

Release 9.1R1

Launching Pulse Desktop Client using URL	<p>Pulse Client can now be launched using a URL. Customers can insert the URL in any tools (For example: Support ticket management tool), so that when a user clicks on the URL, Pulse Client is invoked and connects to the VPN.</p> <p>Note: The Allow saving logon information option must be enabled in the Pulse Connect Secure server settings to use the Launching Pulse Desktop Client using URL feature. (Enable Allow saving logon information > Users > Pulse Secure Client > Connections > <connection name>).</p>
Pulse SAM IPv6 Support	Pulse Client now supports IPv6 traffic tunneling in Pulse SAM mode on Windows 10, Windows 8.1 and Windows 7 platforms.
Automatic Keyboard popup on Surface Pro	When a user selects the username or password field for Pulse Client installed on a Windows Surface device, the virtual keyboard automatically pops up so that the user can enter the required credential.

Fixed Issues

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

Problem Report Number	Summary
Release 9.1R4	
PRS-385393	Summary: PSAM resource access does not work when connecting to 9.0 or 8.3 gateways using 9.1 client.
PRS-385207	Summary: PSAM does not work with local host-based applications when WFP is enabled.

Problem Report Number	Summary
PRS-384881	Summary: CAV feature generating traffic to PCS node, though not enabled. Cloud license is not installed on PCS.
PRS-384768	Summary: Pulse: File Based PAC support deprecated.
PRS-382796	Summary: CLI based PDC on Linux fails to prompt for password during authentication.
PRS-382167	Summary: Route table is not getting updated once the session is extended, when Embedded browser is enabled.
PRS-381808	Summary: Lockdown mode is not getting enforced on the Client machine.
PRS-381613	Summary: For macOS machines, Pulse SAML embedded browser prompts to pick the certificate from the list of incorrect certificates to authenticate with Microsoft Azure IDP.
PRS-380636	Summary: Pulse client wireless suppression does not re-enable wireless adapter intermittently.
PRS-380251	Summary: Chrome browser version 76.x on macOS is unable to proxy the traffic and access the resource.
PRS-380125	Summary: Embedded Browser for Captive portal comes up blank when Lockdown mode is enabled.
PRS-379972	Summary: The pop-up message in Japanese is garbled while un-installing Pulse Client 9.1R2.
PRS-373430	Summary: Location Awareness policy is getting evaluated for both physical and virtual adapter and causing the Pulse client disconnection.
Release 9.1R3.1	
PRS-380218	Summary: Unable to resolve the DNS in Pulse Desktop Client - 9.1R2 for macOS.
PRS-379939	Summary: Wireless Suppression - Wireless adapters are disabled and needs to be enabled manually.
PRS-378109	Summary: Unable to establish tunnel with smart card reader when end-user has latest 10.15 macOS i.e.Catalina.
Release 9.1R3	
PRS-380761	Summary: FQDN Split Tunneling Route, AddRoute shows error 87.
PRS-380652	Summary: "Host checker did not get installed properly" error appears on browser after the machine reboot.
PRS-379992	Summary: Incorrect client platform as 'Windows' instead of 'Win' causes lockdown exception to fail.
PRS-379156	Summary: "Failed to clear PIN" error when using Yubikey smart card.
PRS-378089	Summary: Pulse Client prompt "Blank screen" when using SAML-OKTA Authentication with Pulse Embedded Browser.
PRS-377657	Summary: Pulse UI will be in securing connection state for more than 3 minutes. when traffic enforcement is enabled for both Ipv4 and Ipv6

Problem Report Number	Summary
PRS-377995	Summary: On multi-display setups, the Pulse Secure desktop client login window spawns offscreen.
PRS-377274	Summary: Enter Key is not working when using SAML Authentication with Pulse Embedded Browser.
PRS-376663	Summary: Username is limited to 32 character on ChromeOS Pulse Client.
PRS-376034	Summary: For stealth mode connection Use Desktop Credentials option should not be enabled while creating the connection.
Release 9.1R2	
PRS-372170	Summary: Missing certificate issue when Pulse Client is launched in Ubuntu 18.0.4 version.
PRS-360574	Summary: IPv6 - After upgrading Pulse Client from 5.3R2 to 5.3R4.1 on a macOS machine, IPv6 DNS is not getting set on the Virtual adapter.
PRS-374418	Summary: Pulse Client Uninstall.app is not code signed.
PRS-376098	Summary: Logon Scripts are not running with lockdown mode enabled.
PRS-371051	Summary: Installing Pulse Client 9.0R2+ on macOS is creating a performance hit over time.
PRS-371718	Summary: Kernel panic issues is observed on macOS Mojave (10.14) with Pulse Client version 9.0R3 (build 1599).
PRS-374606	Summary: Machine tunnel is not working as expected with DNS domain suffix and step up deletes the domain from the list incorrectly.
PRS-372350	Summary: NSIS error message is thrown after installing Pulse Client through SCCM.
PRS-372096	Summary: Smart card (Certificate) authentication is failing with Pulse Client 9.0R3 after Gemalto SafeNet client is upgraded to 10.2.
PRS-372087	Summary: Overwrite DNS suffixes on macOS clients.
PRS-368845	Summary: Random IPv4 resource is failing when ACL and split tunneling are configured with FQDN.
Release 9.1R1	
PRS-376174	Summary: Symbolic link creation fails after Pulse upgrade.
PRS-369889	Summary: Authentication with Host Checker verification fails on Kernel 4.18.0-10.
PRS-371071	Summary: Unable to add multiple certificates to gnome-keyring.
PRS-375343	Summary: Pulse: Customer facing frequent disconnection post adding FQDN and IPv4 addresses in Split tunneling rules.
PRS-372327	Summary: Wireless suppression fails to re-enable wireless NIC when surface PRO's USB network adapter is unplugged.
PRS-371725	Summary: Pulse: macOS: Re-branding: Modified Username and Password Label not showing completely on MAC machines.

Problem Report Number	Summary
PRS-371066	Summary: Color management is not working in macOS 10.14(Mojave) when French language is used.
PRS-370972	Summary: Wireless disconnects after upgrading to Win 10 1803.
PRS-370894	Summary: Pulse desktop client prompts for proxy credentials when wild card exception is used in PCS URL.
PRS-370690	Summary: Captive Portal detection via Pulse client fails and shows a blank page with latest 9.0R2.1 version in Windows 10 OS.
PRS-370459	Summary: Pulse is not honoring the zscaler proxy exception.
PRS-370348	Summary: 20 seconds delay is observed to establish the tunnel when the unreachable proxy PAC is unreachable.

Known Issues

The following table lists known issues in the corresponding release.

Problem Report Number	Release Note
Release 9.1R4	
PRS-387732	<p>Symptom: Application type strings are not displaying properly in localized languages.</p> <p>Condition: For a few languages.</p> <p>Workaround: None</p>
PRS-382268	<p>Symptom: Pulse Desktop Client throws Authentication rejected by server error for SAML authentication.</p> <p>Condition: When attempts to connect to a Global URL.</p> <p>Workaround: None</p>
PRS-382277	<p>Symptom: PSAM WFP mode blocks local socket bind operations.</p> <p>Condition: When performing pass packet for the local IPs, the packet was blocked by the current framework.</p> <p>Workaround: None</p>
PRS-384976	<p>Symptom: Host checker error is found while installing Pulse Client via Chromium-based Edge browser.</p> <p>Condition: When Host Checker is configured.</p> <p>Workaround: Click Ignore button.</p>
PRS-382162	<p>Symptom: Pulse Desktop Client is unable to establish the tunnel.</p> <p>Condition: With non-PIV smart cards on Catalina.</p> <p>Workaround: None</p>

Problem Report Number	Release Note
PRS-386924	<p>Symptom: FQDN split tunneling resource access is going through physical adapter instead of virtual adapter.</p> <p>Condition: CNAME support is not there for FQDN split tunneling.</p> <p>Workaround: None</p>
PRS-386953	<p>Symptom: User is unable to access the internet.</p> <p>Condition: When CAV feature is disabled.</p> <p>Workaround: User can change registry settings as advised below and remove proxy settings from Proxy setting dialogue of Windows.</p> <pre>[HKEY_CURRENT_USER\Software\Policies\Microsoft\Internet Explorer\Control Panel] "Proxy"=dword:00000000 "Autoconfig"=dword:00000000</pre>
PRS-387174	<p>Symptom: Connection set is not adding in the installed Pulse Desktop Client.</p> <p>Condition: When Pulse Desktop Client is launched through the browser.</p> <p>Workaround: None</p>
PRS-387183	<p>Symptom: Pulse Desktop Client hangs while adding connection.</p> <p>Condition: When the user attempts to add the Pulse Desktop Client connection.</p> <p>Workaround: Restart the machine.</p>
PRS-387340	<p>Symptom: Manual extend session is failing for the first time and prompts with error "Too many concurrent users".</p> <p>Condition: When the user selects the Extend session option.</p> <p>Workaround: Pulse Desktop Client automatically prompts for re-authentication, which will extend the session successfully.</p>
PRS-387397	<p>Symptom: Windows Hello for Business session is failing with (Missing Certificate) error.</p> <p>Condition: When the user attempts to establish Pulse Desktop Client connection Windows Hello for Business session for the first time.</p> <p>Workaround: Connection is established successfully after a few minutes.</p>
Release 9.1R3.1	
There are no new known issues for this release.	
Release 9.1R3	
PRS-381992	<p>Symptom: Intermittently PDC is prompting end-user to select the certificate when both Smart card plugged-in and user certificate presents.</p> <p>Condition: When PDC is upgraded from 9.XRY where X<= 1 and Y < 3 to 9.1R3.</p> <p>Workaround: Export/ import current config using Jamcommand to update connstore.</p>
PRS-381825	<p>Symptom: 9.1R3 PDC latest strings are not localized.</p> <p>Condition: If end-user has 9.1R3 PDC.</p> <p>Workaround: N/A</p>

Problem Report Number	Release Note
PRS-381819	<p>Symptom: Pulse Desktop Client UI is fluctuating on one of the HP models.</p> <p>Condition: End user uses HP EliteBook 840 G5.</p> <p>Workaround: NA</p>
PRS-381646	<p>Symptom: Credential Provider feature does not work when there is no Tile present during user login.</p> <p>Condition: L3 and L2 CP feature will not work.</p> <p>Workaround: NA</p>
PRS-381585	<p>Symptom: Admin should allow to enable any one option either "Windows secure Application manager" or "VPN Tunneling".</p> <p>Condition: When WSAM is enabled, PSAM also gets enabled as WSAM is now deprecated. Along with this VPN Tunneling option is not to be chosen as Pulse Secure Client will be enabled.</p> <p>Workaround: Choose either WSAM or VPN Tunneling option.</p>
PRS-381449	<p>Symptom: Still Downloads of NC and WSAM were allowed.</p> <p>Condition: Only admin users can download using URL</p> <p>Workaround: NA</p>
PRS-381388	<p>Symptom: Network Connect client will be able to upgrade and connect.</p> <p>Condition: Since we need to support existing Network Connect client users, the binary is a part of package.</p> <p>Workaround: Since upgrade is done as part of initial connect, no action is needed.</p>
PRS-381170	<p>Symptom: Home button does not appear after upgrade.</p> <p>Condition: On upgrading the pulse client.</p> <p>Workaround: Disconnect and connect back to the controller.</p>
PRS-381151	<p>Symptom: 5.2RX PDC clients are able to establish a successful tunnel in the absence of Client Auth EJU.</p> <p>Condition: When "Enable Automatic Client Certificate Selection" is enabled.</p> <p>Workaround: N/A</p>
PRS-378109	<p>Symptom: Unable to establish tunnel with smart card reader.</p> <p>Condition: When end-user has latest 10.15 Mac OS i.e. Catalina.</p> <p>Workaround: N/A</p>
PRS-374068	<p>Symptom: Un-installing of Pulse Desktop Client is asking for a reboot.</p> <p>Condition: Observed on Windows 10 OS RS6 i.e. 1903.</p> <p>Workaround: N/A</p>
PRS-370025	<p>Symptom: With the latest SRX OS UAC L3 connection is failing to establish.</p> <p>Condition: If SRX OS version is 15.X and above.</p> <p>Workaround: N/A</p>

Problem Report Number

Release Note

Release 9.1R2

PRS-377549

Symptom: Older PSIS is not upgrading to 9.1R2 PSIS version.

Condition: When Pulse Client is deployed from 9.1R2 on Windows endpoints, PSIS is not upgraded to the latest version.

Workaround: Old PSIS will continue to work and no impact seen.

PRS-378873

Symptom: Pulse Client is getting disconnected frequently after connecting to PCS on macOS.

Condition: The endpoint should be dual stack. PCS should be configured for FQDN based split tunneling with Route Monitor enabled.

Workaround: Disable the option Route Monitor.

Release 9.1R1

PRS-373432

Symptom: For launching Pulse Client from a URL, the following are the prescribed parameters:

- connect
- name
- server
- userrealm
- username

Launching Pulse Client using a URL might throw an error, if:

- The same parameter is included multiple times while crafting the URL.
- Any other non-prescribed parameter, other than above-mentioned five prescribed parameters are used.

Condition: Entering multiple values for the five parameters (name, server, userrealm, username and store) or any additional parameter, as shown in the following URLs:

```
pulsesecureclient://
connect?name=NAME&server=SERVERURL&userrealm=REALM&username=USER1&username=USER2&store=TRUE&store=FALSE
```

In this example, multiple values (USER1 and USER2) for the parameter username and multiple values (TRUE and FALSE) for the parameter store are entered.

```
pulsesecureclient://
connect?name=NAME&server=SERVERURL&userrealm=REALM&username=USER&store=TRUE&extra=TRUE&other=SOMETHING
```

In this example, a non-prescribed parameter (other) is used.

Workaround: None

Problem Report Number	Release Note
PRS-374076	<p>Symptom: When launching Pulse Client using a URL, some characters in the username parameter might not get displayed in the Pulse Client UI as expected.</p> <p>Condition: Entering the username parameter in the following URL:</p> <pre>pulsesecureclient:// connect?name=NAME&server=SERVERURL&userrealm=REALM&username=test&=user&store=TRUE</pre> <p>In this example, username will be considered as "test" instead of "test&=user".</p> <p>Workaround: Use ascii encoding values for special characters.</p> <p>In the above-mentioned example, for the username to be considered as "test&=user", use %26 for & and %3D for = in the URL, as shown below:</p> <pre>pulsesecureclient:// connect?name=NAME&server=SERVERURL&userrealm=REALM&username=test%26%3Duser&store=TRUE</pre>
PRS-373177	<p>Symptom: Launching Pulse Client using a URL is not working as expected for differently worded values for the "server" parameter.</p> <p>Condition: Entering differently worded values for the "server" parameter. The following three URLs refer to the same connection, but server values are worded differently.</p> <p>Though the connections with the following three server URLs (https://pcserver.com/sign-in/, https://pcserver.com/sign-in, pcserver.com/sign-in) would ideally be the same connection, these three connections are treated as different connections while launching Pulse Client from a URL.</p> <pre>pulsesecureclient://connect?name=Pulse Connection&server=https://pcserver.com/sign-in/&userrealm=Users&username=user1&store=TRUE</pre> <pre>pulsesecureclient://connect?name= Pulse Connection &server=https://pcserver.com/sign-in&userrealm=Users&username=user1&store=TRUE</pre> <pre>pulsesecureclient://connect?name= Pulse Connection &server=pcserver.com/sign-in&userrealm=Users&username=user1&store=TRUE</pre> <p>Workaround: None</p>
PRS-374087	<p>Symptom: L3 based FQDN Split Tunneling feature with PSAM coexistence is not supported.</p> <p>Condition: Dual Stack is enabled on a Pulse Client machine.</p> <p>Workaround: None</p>
PRS-374384	<p>Symptom: A user is not able to download the Pulse Client from any package.</p> <p>Condition: The Pulse Client package is uploaded before the PCS upgrade.</p> <p>Workaround: Upload the junosepulse.pkg and download the installers.</p>
PRS-374876	<p>Symptom: Unable to connect to a PCS Server from Pulse Client for Linux.</p> <p>Condition: Primary network card of a machine has multiple aliased IP addresses set.</p> <p>Workaround: Ensure that the primary network card does not have multiple aliased IP addresses.</p>

Problem Report Number	Release Note
PRS-374627	<p>Symptom: Wireless LAN L2 connection disconnects immediately when the LAN L2 connection is established.</p> <p>Condition: When FIPS is enabled for L2 wireless connection.</p> <p>Workaround: Disable the FIPS in wireless connection.</p>
PRS-375458	<p>Symptom: Pre-9.0R3 Pulse Client fails to establish the Pulse SAM connection with PCS 9.1R1.</p> <p>Condition: A Pulse SAM connection fails when a pre-9.0R3 Pulse Client tries to establish the Pulse SAM connection with PCS 9.1R1.</p> <p>Workaround: To upgrade Pulse Client to 9.1R1, launch Pulse Client through a browser.</p> <p>Note: Pulse SAM connection fails to connect due to the following error: "Failed to set dns name query event, err:87" or "Failed to set netbios query event " or "Failed to set tcp/udp samize event" or "Failed to set tcpConnect event" or "Failed to set dns srv query event".</p>
PRS-375900	<p>Symptom: Shutting down the client PC will trigger the machine tunnel.</p> <p>Condition: Credential Provider option is enabled, and the user shuts down the client PC.</p> <p>Workaround: None</p>
PRS-375897	<p>Symptom: Pulse Client will take few seconds to show as connected when the client PC goes from sleep mode to awake mode.</p> <p>Condition: Credential Provider option is enabled, and the client PC goes to sleep mode.</p> <p>Workaround: None</p>
PRS-373995	<p>Symptom: Pulse Client fails to trigger the Credential Provider.</p> <p>Condition: When the Windows machine gets restarted.</p> <p>Workaround: None</p>
PRS-375916	<p>Symptom: While launching Pulse Client from a URL, it prompts for the realm name information, even if the realm name is mentioned in the URL.</p> <p>Condition: When Allow saving logon information option is not enabled in connection profile.</p> <p>Workaround: Enable Allow saving logon information option in connection profile.</p>
PRS-375956	<p>Symptom: In case of an upgrade triggered from Pulse Client from version 9.0R3 to 9.1R1 and after the upgrade process is completed, the user is unable to connect, and a network error is displayed in the connection status of the Pulse Client UI.</p> <p>Condition: Upgrade using Pulse Client on Windows 10 (x64) Redstone 5.</p> <p>Workaround: Reboot the machine after the upgrade or restart the Pulse Secure service.</p>
PRS-376021	<p>Symptom: User attempts to log in to a browser-based session fail with the error message "Detected an Internal Error" sometimes.</p> <p>Condition: When accessing Mac via Safari.</p> <p>Workaround: Restart the machine.</p>

Problem Report Number	Release Note
PRS-375766	<p>Symptom: Pulse Client fails to add the route in case of FQDN based split tunneling.</p> <p>Condition: While adding the route in the local system.</p> <p>Workaround: None</p>
PRS-376174	<p>Symptom: Upgrading Pulse Client for Linux displays the following warnings:</p> <ul style="list-style-type: none"> • In: failed to create symbolic link '/usr/local/pulse/libjavascriptcoregtk-1.0.so': File exists • In: failed to create symbolic link '/usr/local/pulse/libjavascriptcoregtk-1.0.so.0': File exists • In: failed to create symbolic link '/usr/local/pulse/libwebkitgtk-1.0.so': File exists • In: failed to create symbolic link '/usr/local/pulse/libwebkitgtk-1.0.so.0': File exists <p>Condition: While adding the route in the local system.</p> <p>Workaround: None</p>
PRS-376205	<p>Symptom: Advanced connection details are not displaying as expected for SAML embedded browser-based authentication.</p> <p>Condition: When Enable Session Extended option is enabled.</p> <p>Workaround: None</p>
PRS-376209	<p>Symptom: FQDN resource is going through the tunnel, even though it is configured in split tunneling excluded policy.</p> <p>Condition: When FQDN based split tunneling is enabled.</p> <p>Workaround: None</p>
PRS-376071	<p>Symptom: L2 Wireless suppression fails to re-enable the wireless NIC.</p> <p>Condition: Unplugging the wired USB network adapter from Surface Pro.</p> <p>Workaround: None</p>
PRS-376034	<p>Symptom: For stealth mode connection Use Desktop Credentials option should not be enabled while creating the connection.</p> <p>Condition: When stealth tunnel is configured for "Machine only" mode.</p> <p>Workaround: None</p>
PRS-376235	<p>Symptom: Pulse Client will be in connect state after replacing the connection set with the manually added connection.</p> <p>Condition: When added Sign-In URL is configured with VPN Only Access/Always-on VPN and Lock-down option is enabled.</p> <p>Workaround: Click on cancel instead of retry and try to establish the connection after one minute.</p>
PRS-376278	<p>Symptom: Unable to establish Pulse SAM connection on Windows 7 machine using Pulse Client 9.1R1 connecting to pre-9.1R1 PCS.</p> <p>Condition: Pulse Client 9.1R1 will not able to establish Pulse SAM connection with pre-9.1R1 PCS.</p> <p>Workaround: Use 9.1R1 PCS build.</p>

Problem Report Number	Release Note
PRS-372921	<p>Symptom: TFTP connection is getting a timeout error.</p> <p>Condition: When Pulse SAM connection is established.</p> <p>Workaround: None</p>
PRS-376378	<p>Symptom: Delay is observed while accessing FQDN resources.</p> <p>Condition: When Split Tunneling with route monitor is enabled.</p> <p>Workaround: None</p>

Product Codes (GUIDs) for SCCM Deployments

If you deploy Pulse Client using Microsoft System Center Configuration Manager (SCCM, formerly SMS), it can be helpful to know the Product Codes (GUIDs) of Pulse Client installation bundles. SCCM uses these codes to determine whether products are already installed. The table below gives the product codes for the corresponding release of Pulse Client for the given the architecture (32-bit or 64-bit) and locale (language environment).

Language	Product Codes (GUIDs)
Release 9.1R4	
PulseSecure.x86.msi	
English	{BC8FCC72-3ED8-4014-8837-1AD01DD3C899}
Chinese (Taiwan)	{9A4FDB33-1313-45EA-980D-88A59F0C6648}
German	{FB9CD619-2A1F-450A-B8A4-7956FE971466}
Spanish	{9C77B28E-B36D-40A9-88CA-0B8624CB7AF3}
French	{8EAD2B6D-B140-45F6-BD34-A722A17CC260}
Italian	{119503CE-8FC9-4426-A092-4D6D13DE4C10}
Japanese	{7E90E833-AD58-4848-A930-3FF2CCFBACED}
Korean	{8A6DC402-F46B-4CC2-A7B8-41E2D7564802}
Polish	{C111FAE0-0E6B-44E9-989B-F662922A0D91}
Chinese (China)	{77392EFE-680A-42FE-BB7F-639E19EEFC2F}
PulseSecure.x64.msi	
English	{91C2C98E-84B4-4164-876F-810F13609E8D}
Chinese (Taiwan)	{11BAE0AD-EE6F-420E-B34D-E90411C95A9D}
German	{F6B0DC67-11F1-4114-BF14-155699114D0A}
Spanish	{AE1B864E-0853-4783-BB59-3C1664DE190B}
French	{542572B0-AFD9-4AFC-B180-26007892C817}

Language	Product Codes (GUIDs)
Italian	{F968BA03-C078-4270-91DB-94A550F78186}
Japanese	{276E4EDD-E771-4173-B4CB-6AA285E62ACE}
Korean	{CF86FFC8-4116-49FE-8C51-0E397BF7C49A}
Polish	{820E1F6B-41E7-43F3-9D47-15940421E2F8}
Chinese (China)	{00513CFC-8662-4C1A-AB4B-E2B4D20CFAD8}

Release 9.1R3.1

PulseSecure.x86.msi

English	{453B9DF8-C824-4FF7-A30A-45057FC47B38}
Chinese (Taiwan)	{73A29004-6079-4054-B4E2-A142590E855F}
German	{B157C347-F8EC-4837-9C31-2747E5BFAF0B}
Spanish	{1866AD3F-7A86-472D-B697-22ACFE701F54}
French	{C6365279-9237-432D-AF50-0A9227DCE90A}
Italian	{ACC29DE3-2F20-4AD7-8690-F571050F7352}
Japanese	{16EB3D51-06BC-4FCE-AD72-473BEB2DE687}
Korean	{991527D4-6ECE-428E-9904-5CACDCF44CB7}
Polish	{4A10143C-AA40-4F06-BF17-7A82E4705D55}
Chinese (China)	{3F935EFF-8628-4683-B0FB-469BD03E97A2}

PulseSecure.x64.msi

English	{3F935EFF-8628-4683-B0FB-469BD03E97A2}
Chinese (Taiwan)	{099ABAB5-2FE7-4612-BAAD-E5AA89FDF3AB}
German	{3857ED90-67DA-4735-B3B8-834366F69AC0}
Spanish	{15425246-47A4-4C2E-BEE7-A7AA34B46B87}
French	{C8684A61-2DFF-4D38-AE89-2657FBEEEEBC}
Italian	{4831DCC6-89B3-4264-ABC6-B20F283ADB4B}
Japanese	{B6D4B748-AB1A-41DC-8943-69A6E7E2A60D}
Korean	{05013BE1-5DF4-484E-B1F5-E5CDFC639B32}
Polish	{8316156F-50CD-483D-B3E3-47A2387AF4E2}
Chinese (China)	{89ACC5BA-F2C5-479F-A61C-1701A1796431}

Release 9.1R3

PulseSecure.x86.msi

English	{82E5EEF6-4D31-481D-802D-EC1FCBFB04D8}
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Language	Product Codes (GUIDs)
Chinese (Taiwan)	{B42F3689-2448-4D4D-AB07-FA54E2F3DBC6}
German	{D55F048A-1397-4C7B-9582-D3B215B6E855}
Spanish	{DF6CFDDE-ECA0-4A40-BA04-E1CAD05D2BF0}
French	{921F5395-76A1-4366-8C66-05F5776BC512}
Italian	{8D71216C-5DAA-4FE8-9F15-5C2BE52FA820}
Japanese	{6A2FD259-FF21-433B-ADFA-7FADB31DC194}
Korean	{A52117D6-5E2C-4FA1-BDF9-D074E294E93C}
Polish	{6FA8BC6F-506A-4136-AF5C-6F62F034CED1}
Chinese (China)	{8A7C2CEF-43A6-4D5F-A8BC-D494EE01AAE2}
PulseSecure.x64.msi	
English	{3F1271DA-D808-41BA-B070-6522FF9D4C23}
Chinese (Taiwan)	{C509C6DE-B335-4E4D-82CA-495720594205}
German	{E8110F78-82A8-48E4-815C-6F60562DD753}
Spanish	{58ECBD03-AC3C-479C-A6AA-F0CFE725A469}
French	{D8449807-3489-49E4-9F59-EC71AA68F083}
Italian	{2FC48975-5904-4387-ADD0-3D51D4E44DE9}
Japanese	{FD4BC5BB-9E07-44C8-ACBA-63C98C863920}
Korean	{2D8E7DF8-C23B-42F5-95E4-FF22EDE9106D}
Polish	{B2DB488A-8102-4A9D-B1BE-4B26388E5B99}
Chinese (China)	{73E9D64F-A5F7-4792-807B-7BB67D627F2D}
Release 9.1R2	
PulseSecure.x86.msi	
English	{25CFACD8-CAAC-4FA5-9054-34C58140B1D3}
Chinese (Taiwan)	{DD6DA542-4D51-4182-98CD-7F73A0B15B81}
German	{AA83EB42-3662-49DB-A6B9-7F70AA74E439}
Spanish	{605BC1B9-FF40-4073-A3D0-C943CC668DAF}
French	{7740527C-A2E4-42FD-8A12-F4337AB3DA17}
Italian	{B1ABE9F2-1C59-45B9-BB7F-EA1F4689A0FA}
Japanese	{32285458-FE60-481C-B618-0E50285C2C91}
Korean	{AEDDC0C0-756A-4DEC-9862-A88083535CA7}
Polish	{A549BAFC-D6D7-4A54-A147-3D72D7C082FB}

Language	Product Codes (GUIDs)
Chinese (China)	{4E8E635F-9443-4250-89F3-9D5F046AEA45}
PulseSecure.x64.msi	
English	{DDFE22C2-8C81-45D6-8C95-932C1EDAD5EF}
Chinese (Taiwan)	{7031AF51-BC44-4C6D-8649-AC8D5F3FC796}
German	{F1133159-3AC3-41D1-A5BE-49958C4E3AA1}
Spanish	{A73D39F3-AE14-4BE5-823E-F42A79557956}
French	{C6B0EC3E-F8C1-4001-A2AF-8E23968460B4}
Italian	{B515EF30-FDB1-4200-A468-7BE0DEABED51}
Japanese	{0B5AB9AA-5639-4DB9-B429-D9E491B995CB}
Korean	{678B1E92-9DFC-4D6C-B6E8-AA6117249E55}
Polish	{198BB78A-1907-45BD-8DBC-36C2FC73AA95}
Chinese (China)	{8F7E1898-6918-4929-BCCB-55E259DD4364}
Release 9.1R1	
PulseSecure.x86.msi	
English	{D9BD510B-2DC6-4A20-8B26-D07C799C41FC}
Chinese (Taiwan)	{174C857C-11BE-45D8-9063-37B02C1508B8}
German	{BE7A60AA-3FF5-4D35-9CA7-461851369C4A}
Spanish	{F3F3B743-BCF2-4601-BF6B-1078C0CE0704}
French	{488CE0C8-77B0-4A2C-B3BA-D0A5CE2BDAC4}
Italian	{376E943E-958C-47CD-9EE5-A40CBE6483B7}
Japanese	{63B578ED-BD3E-40A6-B3F7-166708E49BA4}
Korean	{972FA217-F5B6-4715-917F-BC0EF7407EFC}
Polish	{C38E6C1E-9BA6-44C5-8E9B-16C8445AF457}
Chinese (China)	{1953E341-C083-4661-8AE5-930A0A1E2106}
PulseSecure.x64.msi	
English	{AB8FE63C-3C46-4F5E-96AE-ED50CAF74723}
Chinese (Taiwan)	{63EDC13F-9910-429A-AB79-0CA61FFB2CF1}
German	{AA936E6F-A772-4974-9856-EBD778381786}
Spanish	{F14E4340-BDC5-433E-A3AC-D822B84746B6}
French	{F83F8C27-DAB0-4E6D-9DB0-EDA0E0EED12A}
Italian	{F5492346-A562-4FD9-9F3D-E2A1A9A7B2CA}

Language	Product Codes (GUIDs)
Japanese	{70F811F4-4269-4F3C-BB89-AE4AC46EA3ED}
Korean	{9BA77365-3010-41EA-B35B-9FFFD3D9989C}
Polish	{4D41B4DD-A16F-41B6-A38E-D9C19BD02CDE}
Chinese (China)	{26D8FD5B-7B82-458C-8F61-C783E6F8619B}

Contact Information

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/>

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

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

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

Opening a Case with PSGSC

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

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

For international or direct-dial options in countries without toll-free numbers, see

<https://support.pulsesecure.net/support/support-contacts/>

Reporting Documentation Issues

To make us aware of any errors or inaccuracies in Pulse Secure technical documentation, or to make suggestions for improvement, contact Pulse Secure Technical Support (<https://support.pulsesecure.net>). Include a full description of your issue or suggestion and the document to which it pertains.

