New Pulse Secure Client Installation Guide and Platform Support Guide (WSAM, Pulse SAM client)

Objectives

- The WSAM client is not supporting in the latest PCS platform due to the client has many vulnerabilities and compatibility
- The pulse SAM client has all the features of WSAM
- The pulse SAM client can add multiple connections to multiple PCS gateway
- The ideal migration from WSAM to the Pulse Secure WSAM is that testing it in the staging
- If VPN tunneling is turned on, it uses L3 VPN instead of Pulse SAM
- The old WSAM client can be used in the new Pulse Client
- The latest pulse client will be auto-updated when you connect to the PCS devices
- **If users don't have admin right to install, please contact your agency IT**
- For other application information, please check pulse secure platform support guide

WSAM/ Pulse SAM Client coexistence

If your realm is using Both WSAM and VPN tunneling, VPN tunneling will be caused the issue

- **WSAM uses TDI drivers and pulse SAM uses in 9.1R1 above uses WFP drivers, having both drivers installed could cause an issue with tunneling.**
- **It suggested uninstalling the older driver before migrating to pulse secure client**
- Script to use uninstall old SAM client
- Contact your agency administrator to install and uninstall old SAM client if you have no administrator privilege
  - Please copy the following scripts in your notepad
  - Save as Uninstall.bat and save as type with All files
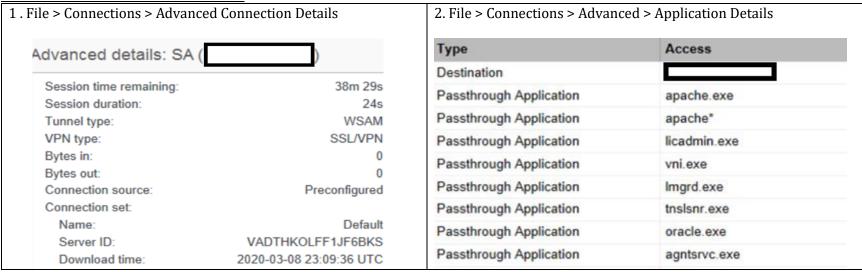

  - Run the script to uninstall old SAM client

echo Secure Application Manager Uninstallation

start "Secure Application Manager" /W "C:\Program Files (x86)\Juniper Networks\Secure Application Manager\UninstallSAM.exe"

Check WSAM Connection in Pulse Client

1 . File > Connections > Advanced Connection Details	2. File > Connections > Advanced > Application Details
Advanced details: SA (▮▮▮▮ **)**	

Advanced details: SA (▮▮▮▮ **)**

Session time remaining:	38m 29s
Session duration:	24s
Tunnel type:	WSAM
VPN type:	SSL/VPN
Bytes in:	0
Bytes out:	0
Connection source:	Preconfigured
Connection set:	
Name:	Default
Server ID:	VADTHKOLFF1JF6BKS
Download time:	2020-03-08 23:09:36 UTC

Type	Access
Destination	▮▮▮▮
Passthrough Application	apache.exe
Passthrough Application	apache*
Passthrough Application	licadmin.exe
Passthrough Application	vni.exe
Passthrough Application	lmgrd.exe
Passthrough Application	tnslsnr.exe
Passthrough Application	oracle.exe
Passthrough Application	agntsrvc.exe

No admin right to install Pulse Secure Client

Pulse Secure Setup Client ✕

❌ You do not have the proper privileges to install the application.

OK

Pulse Secure Application Launcher ✕

❌ Detected an internal error.
Please retry. If the issue persists, contact your administrator.

OK

- If you have no privilege to install the new pulse secure client, please contact your agency IT
  - All packages are provided in the city share folder

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Pulse Client Platform and Browser Compatibility

1. **Qualified Platform**

Platform	Operating System	Web Browser
Windows	Windows 10 Version 1909 10.0.18363.535 Windows 10 Version 1903 10.0.18362.449 Windows 10 Redstone 5 Version 1809 (OS build 17763.437), Enterprise, 64 bit Windows 10 Redstone 4 Version 1803 (OS build 17134.228) Windows 8.1 Enterprise, 64 bit Windows 7 SP1 Enterprise, 64 bit Windows 2012	Edge Browser 44.18362.449.0 Internet Explorer 11.535.18362.0 Firefox ESR 68.9.0esr Chrome 79.0.3945.88 Chromium-based Edge Browser 79/0.309.58
Mac OS	macOS 10.15.1,64 bit macOS 10.14, 64 bit macOS 10.13, 64 bit macOS 10.12, 32 bit and 64 bit	Safari 13.x, 12.x, 11.x,10.x, 9.x and 8.

2. **Compatible Platform**

Platform	Operating System	Web Browser
Windows	Windows 10 Version 1903 (OS build 10.0.18362.476) Professional, 64 bit Windows 10 Enterprise, 32 bit Windows 10 non-Enterprise, 32 and 64 bit Windows 10 Redstone Windows 10 Enterprise, 32 and 64 bit Windows 8.1 non-Enterprise, 32 and 64 bit Windows 8, 32 and 64 bit Windows 8 Enterprise, 32 and 64 bit Windows 8 Professional, 32 and 64 bit Windows 7 Ultimate, 32 and 64 bit Windows 7 Professional, 32 and 64 bit Windows 7 Home Basic, 32 and 64 bit Windows 7 Home Premium, 32 and 64 bit Windows Embedded Standard 7, 32 and 64 bit Windows 2008, Windows 2016	Edge browser44.18362.449.0Internet Explorer 11.418.18362.0Google Chrome 78.0.3904.97
Mac OS	macOS 10.15.3, 64 bit macOS 10.15.2, 64 bi	N/A

References

1. https://www-prev.pulsesecure.net/download/techpubs/current/1668/pulse-client/pulse-secure-client-desktop/9.1Rx/WSAM_to_PulseSAM_Migration_Guide.pdf?download=true

2. https://www-prev.pulsesecure.net/download/techpubs/current/1930/pulse-client/pulse-secure-client-desktop/9.1Rx/ps-pulse-9.1r4.1-supportedplatforms.pdf?download=true