Pulse Secure VPN

Pulse Secure is a dynamic, integrated and easy-to-use network client that delivers anytime/anywhere secure connectivity.

Pulse Secure VPN Guide
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System Requirements

Compatible Platforms: The platforms listed as compatible have not been systematically tested by Pulse Secure QA department in this release; however, Pulse Secure expects that the Pulse functionality will work based on testing of previous releases and knowledge of the platform.

<table>
<thead>
<tr>
<th>Platform</th>
<th>Operating System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>Windows 10 Redstone2</td>
</tr>
<tr>
<td></td>
<td>Windows 10 Enterprise, 32 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 10 (non-Enterprise), 32 and 64 bit</td>
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<tr>
<td></td>
<td>Windows 8.1 Enterprise, 32 bit</td>
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<tr>
<td></td>
<td>Windows 8.1 (non-Enterprise), 32 and 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 8, 32 and 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 8 Enterprise, 32 and 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 8 Pro, 32 and 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 7 Ultimate, 32 and 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 7 Professional, 32 and 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 7 Home Basic, 32 and 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 7 Home Premium, 32 and 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows Embedded Standard 7, 32 and 64 bit</td>
</tr>
<tr>
<td>macOS</td>
<td>macOS 10.9, 64 bit</td>
</tr>
</tbody>
</table>

Qualified Platforms: The platforms listed as qualified have been systematically tested by the Pulse Secure Quality Assurance department as part of this release.

<table>
<thead>
<tr>
<th>Platform</th>
<th>Operating System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>Windows 10 Redstone</td>
</tr>
<tr>
<td></td>
<td>Windows 10 Enterprise, 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 8.1 Enterprise, 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 8 Enterprise, 64 bit</td>
</tr>
<tr>
<td></td>
<td>Windows 7 SP1 Enterprise, 64 bit</td>
</tr>
<tr>
<td>macOS</td>
<td>macOS 10.12, 10.11 and 10.10, 64 bit</td>
</tr>
</tbody>
</table>

Hardware Requirements

<table>
<thead>
<tr>
<th>Hardware Component</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>Intel / AMD, 1.8GHz, 32-bit (x86) or 64-bit (x64) processor</td>
</tr>
<tr>
<td>System Memory</td>
<td>2 GB RAM</td>
</tr>
<tr>
<td>Disk Space</td>
<td>Install: 33 MB</td>
</tr>
<tr>
<td></td>
<td>Logging: 50 MB</td>
</tr>
</tbody>
</table>
Installing VPN Software (Mac OSX)

Note: You must have administrator credentials to install the software. If you don't have administrator credentials, contact your support provider or owner of the computer.

1. Download the Pulse Secure Client and run the PulseSecure.pkg installer.

2. Click Continue and then click Install.

3. Enter administrator credentials and click Install Software to begin the installation. When completed click close.

4. Once installed, Pulse Secure will appear in the status bar.
5. Click the Pulse Secure icon in the status bar and choose Open Pulse Secure.

6. Click the + in the lower left hand corner of the configuration window to configure the VPN.

7. Configure the VPN connection.
   - Type: Policy Secure (UAC) or Connect...
   - Name: UPENN VPN
   - URL: sra.tss.isc.upenn.edu/collegehall

   When complete, click Add.
Pulse Secure VPN

8. Once added, you are ready to test the connection.

Connecting to VPN (Mac OSX)


10. Check save settings, and click ok.

11. When prompted, enter your network/domain credentials.
   - Optional: Click save settings to save your username/password; otherwise, you will be prompted each time you connect.
12. When authenticated, the button will change to Disconnect. The green arrow on the Pulse Secure icon within the status bar will also indicate you’re connected.

13. If your connection fails, check your settings by clicking edit (pencil icon) and refer to Step 7 to verify settings.

Mapping a Network Drive (Mac OSX)

14. While connected to Pulse Secure, click the Go menu and choose Connect to Server. (Connect to Server keyboard shortcut: ⌘+K)
15. Enter the server address: smb://smith.admin.upenn.edu
   • Click the + to add the address to favorites for future use.
   • Click Connect

16. Ensure that Registered User is selected, enter your network credentials and click ok.

17. Select your department folder and click connect.
18. Once connected the folder will open and you are able to browse the contents. If the window is closed, you may reopen it by locating the network icon for your department folder on your desktop. (Note: When your connection to the VPN is disconnected, the icon will disappear.)

19. To disconnect, click the Pulse Secure icon in the status bar, select your VPN connection (UPENN VPN) and disconnect.

Suspend: maintains VPN authentication but breaks the connection to your destination.

(Choosing Exit, will close Pulse Secure and also force the connection to close.)
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Installing VPN Software (Windows)

20. Determine 32bit vs. 64 bit.
   Note: The Pulse Secure software for Windows is available for 32 bit and 64 bit systems. You must identify which system you’re using and download the corresponding software.

A) Checking Your Version of Windows 10
   • Open the Settings app by pressing Windows+ i,
   • Click System -> About
   • On the right pane, look for the “System type” entry. It will show you two pieces of information—whether you’re using a 32-bit or 64-bit operating system and whether you have a 64-bit capable processor.

B) Checking Your Version of Windows 7 or Vista
   • Click the start button, right-click Computer, and then choose Properties.
• On the System page, look for the System type entry to see whether your operating system is 32-bit or 64-bit. Note that, unlike in Windows 8 and 10, the System type entry in Windows 7 does not show whether your hardware is 64-bit capable.

21. Download Pulse Secure Software. (By default, the software will save in your ‘Downloads’ folder.

   Note: You must have administrator credentials to install the software. If you don’t have administrator credentials, contact your support provider or owner of the computer.

22. Once the download is located, double-click to run it.

   • If prompted, click Yes to allow User Account Control to begin the installation.
   • Click Next.
23. Click Install

24. Click Finish
Configuring VPN (Windows)

25. Locate Pulse Secure [Start -> Programs -> Pulse Secure]

26. Click the + to add a new VPN Connection.
27. Configure the VPN connection.
   • Type: Policy Secure (UAC) or Connect..
   • Name: UPENN VPN
   • URL:
     sra.tss.isc.upenn.edu/collegehall

   When complete, click Add.

**Connecting to VPN (Windows)**

28. Click the Connect button
29. When prompted enter your network/domain credentials.
   Optional: Click save settings to save your username/password; otherwise, you will be prompted each time you connect.

When authenticated, the button will read Disconnect. The green arrow on the Pulse Secure icon in the system tray (lower right hand corner near the time) will also indicate you’re connected.
30. If your connection fails, check your settings by clicking edit (pencil icon) and refer to Step 25.

Mapping a Network Drive (Windows)

31.
A) Windows 7
Click the start button,
• Right Click Computer (Windows 7) and choose Map Network Drive.

B) Windows 10
Click the start button,
• Right Click Computer (Windows 7) and choose Map Network Drive.
32. Select a letter to represent your network drive. (Any letter can be chosen.)
Folder: `\smith.admin.upenn.edu`
Click Browse.

33. Click the arrow to the left of the folder to display available sub-folders
   • When prompted, enter your network credentials.
     Username: admin\Network Username
   • Optional: Click Remember my credentials to save your username/password; otherwise, you will be prompted each time you connect.
34. Select your department folder and click ok.

35. Your department folder will automatically display.
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- If you close the department folder/window you can find it by clicking the start button, then clicking computer (Windows 7) or This PC (Windows 10).

36. To Disconnect, open Pulse Secure and click Disconnect. Alternatively, you can locate the Pulse Secure icon in the system tray (lower right hand corner near the time), right click the S and choose disconnect.