



# Pulse Secure VPN Guide

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

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# Pulse Secure VPN

## 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.

Platform	Operating System
Windows	Windows 10 Redstone2 Windows 10 Enterprise, 32 bit Windows 10 (non-Enterprise), 32 and 64 bit Windows 8.1 Enterprise, 32 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 Pro, 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
macOS	macOS 10.9, 64 bit

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

Platform	Operating System
Windows	Windows 10 Redstone Windows 10 Enterprise, 64 bit Windows 8.1 Enterprise, 64 bit Windows 8 Enterprise, 64 bit Windows 7 SP1 Enterprise, 64 bit
macOS	macOS 10.12, 10.11 and 10.10, 64 bit

## Hardware Requirements

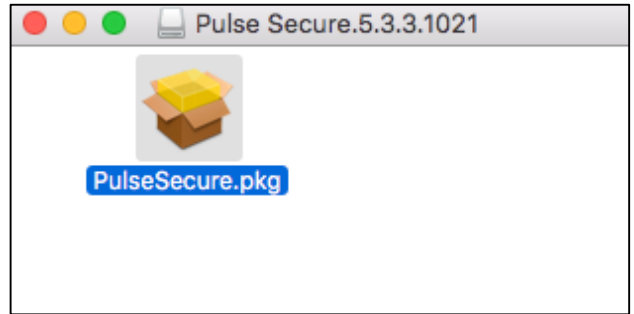
Hardware Component	Requirement
<b>CPU</b>	Intel / AMD, 1.8GHz, 32-bit (x86) or 64-bit (x64) processor
<b>System Memory</b>	2 GB RAM
<b>Disk Space</b>	Install: 33 MB Logging: 50 MB

# Pulse Secure VPN

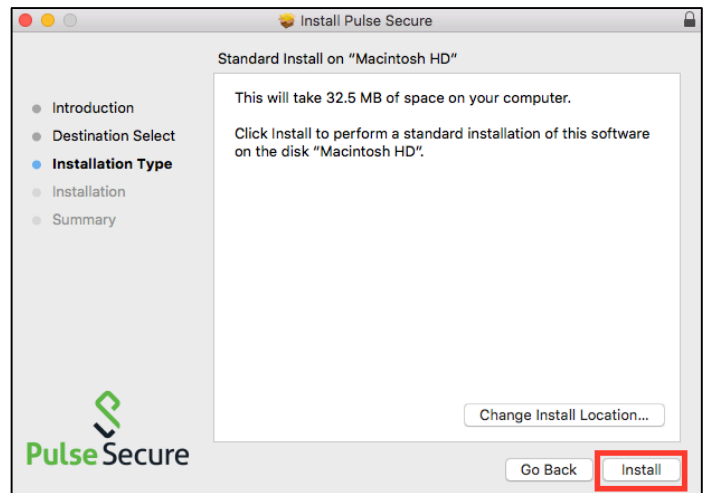
## Installing VPN Software (Mac OSX)

**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.**

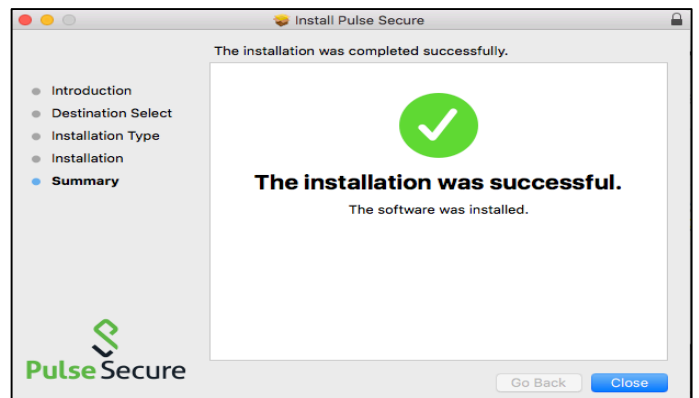
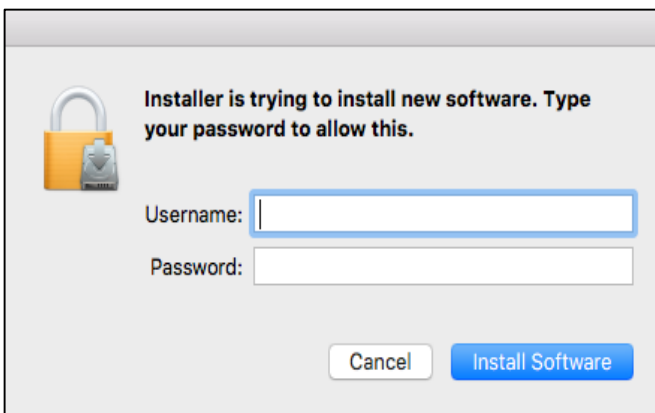
1. Download the Pulse Secure Client and run the PulseSecure.pkg installer.



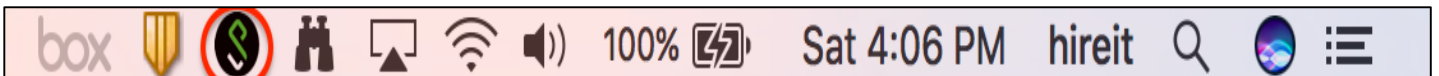
2. Click Continue and then click Install.



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.



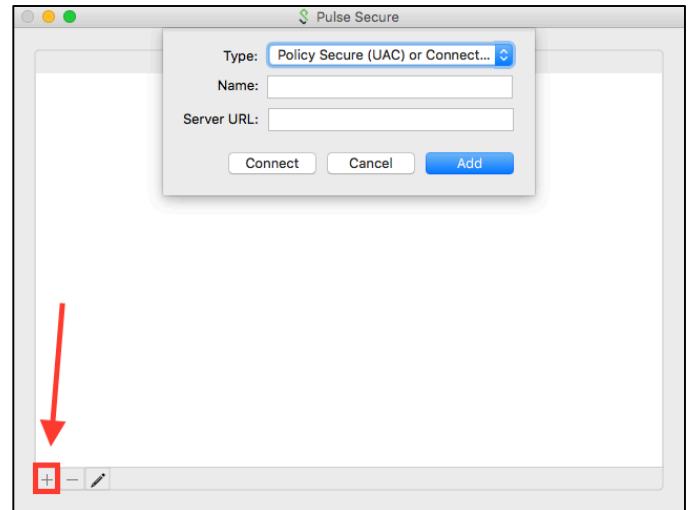
## Pulse Secure VPN

5. Click the Pulse Secure icon in the status bar and choose Open Pulse Secure.



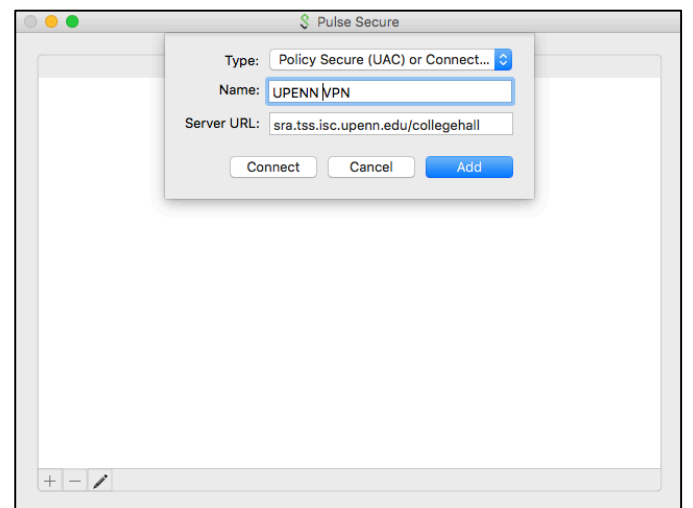
### Configuring VPN (Mac OSX)

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



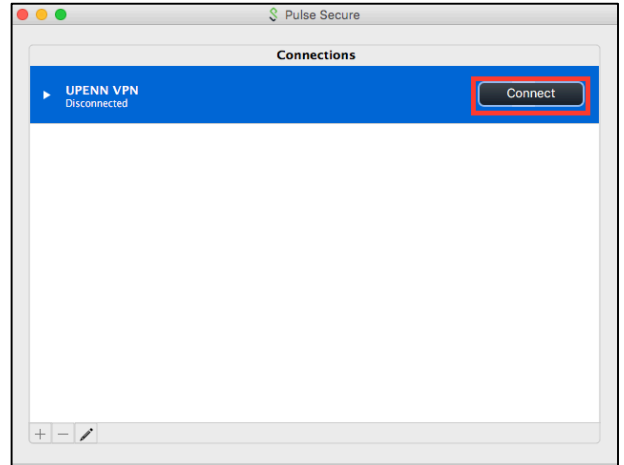
7. Configure the VPN connection.
  - Type: Policy Secure (UAC) or Connect..
  - Name: UPENN VPN
  - URL: sra.tss.isc.upenn.edu/collegehall

When complete, click Add.



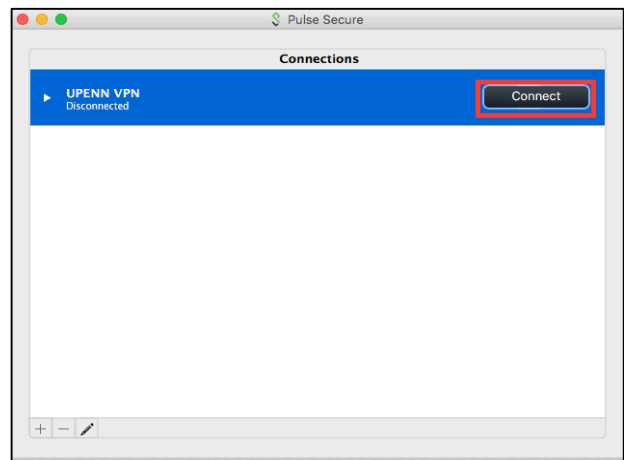
# Pulse Secure VPN

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

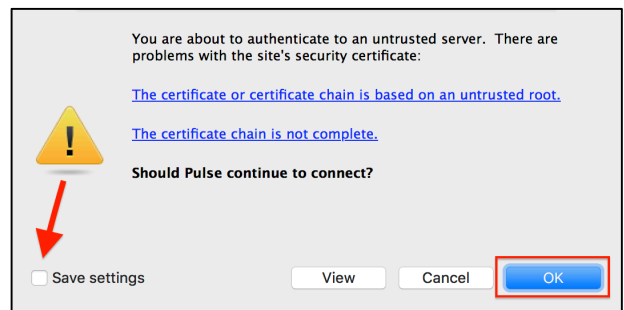


## Connecting to VPN (Mac OSX)

9. Open Pulse Secure and click Connect.

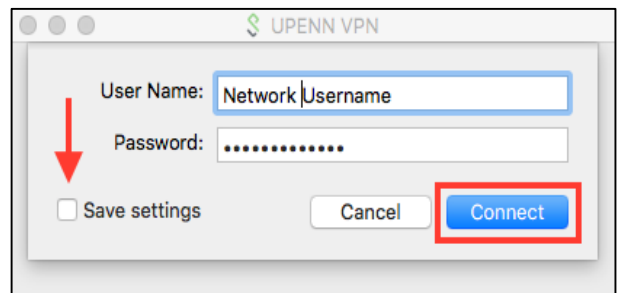


10. Check save settings, and click ok.



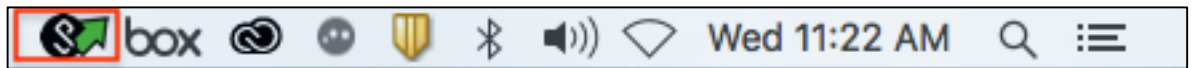
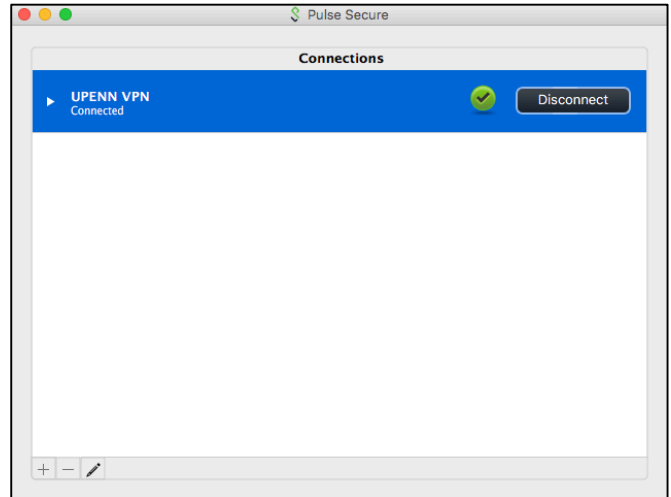
11. When prompted, enter your network/domain credentials.

- Optional: Click save settings to save your username/password; otherwise, you will be prompted each time you connect.

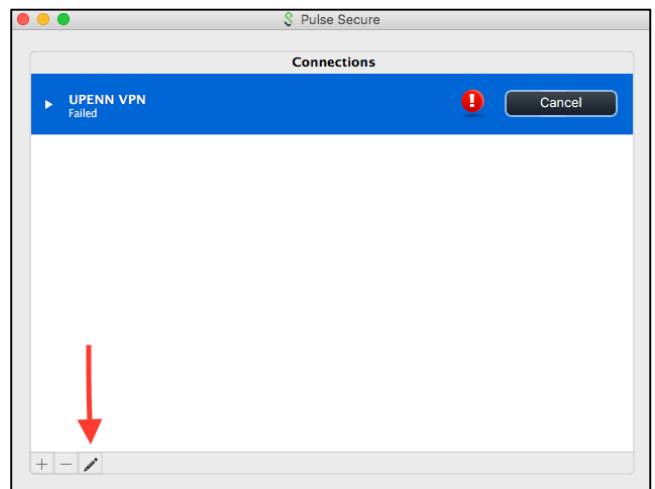


## Pulse Secure VPN

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.

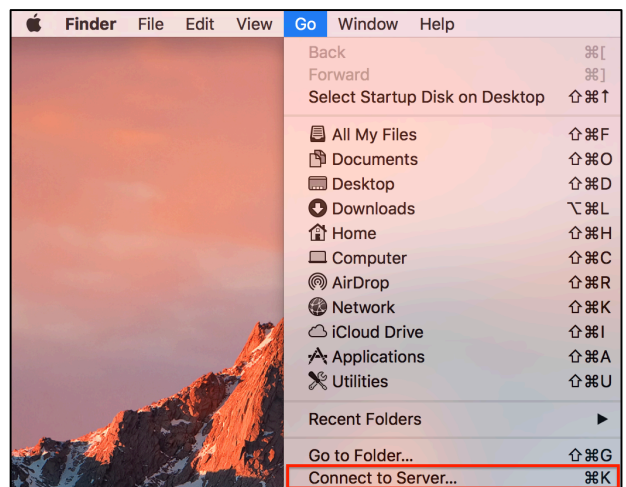


13. If your connection fails, check your settings by clicking edit (pencil icon) and refer to Step 7 to verify settings.



## 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)

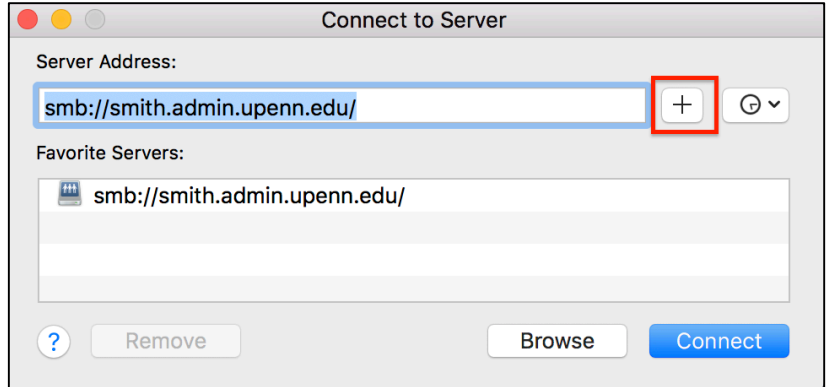


## Pulse Secure VPN

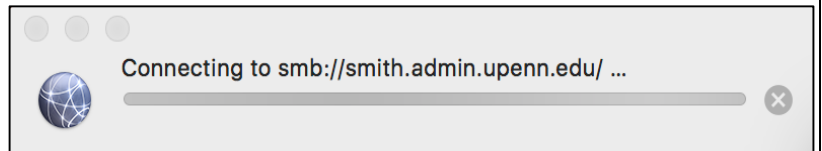
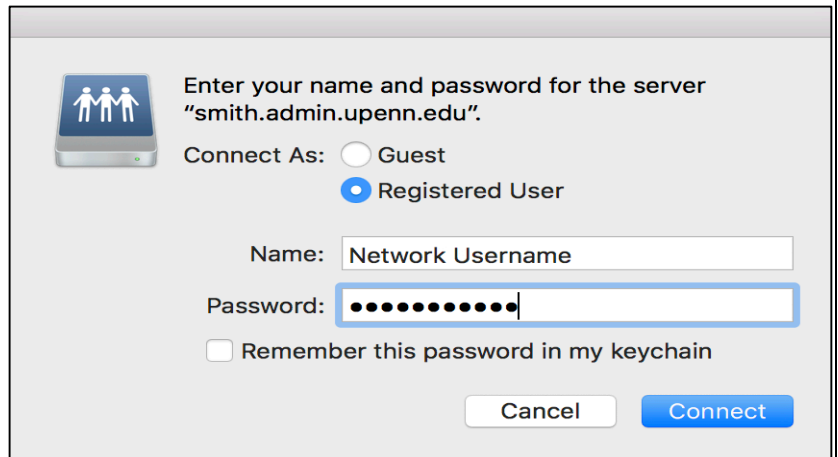
15. Enter the server address:

smb://smith.admin.upenn.edu

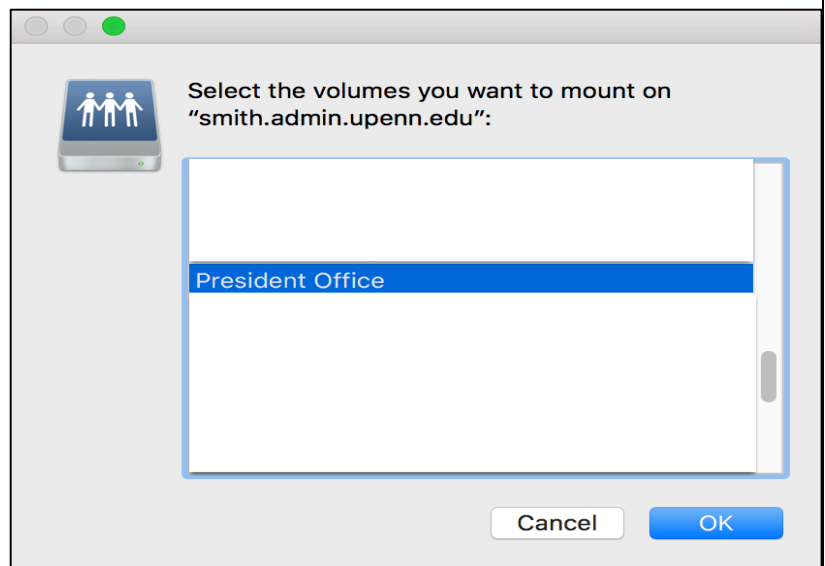
- Click the + to add the address to favorites for future use.
- Click Connect



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



17. Select your department folder and click connect.



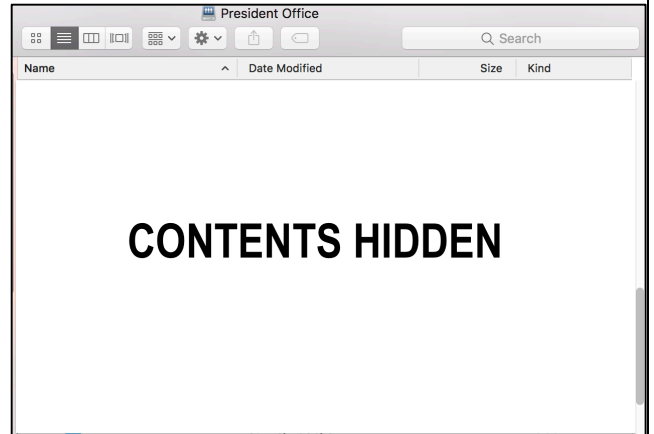


## Pulse Secure VPN

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.

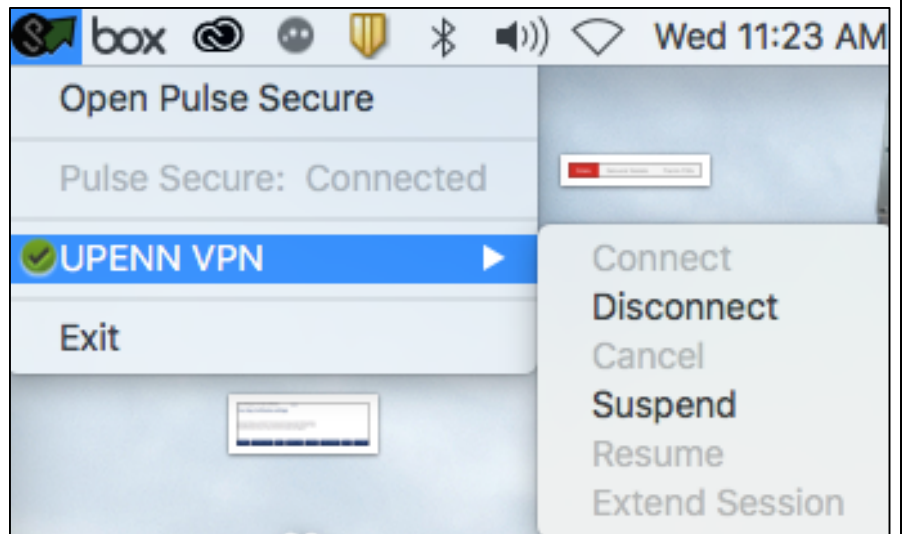
(Note: When your connection to the VPN is disconnected, the icon will disappear.)



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.)



# Pulse Secure VPN

## 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.

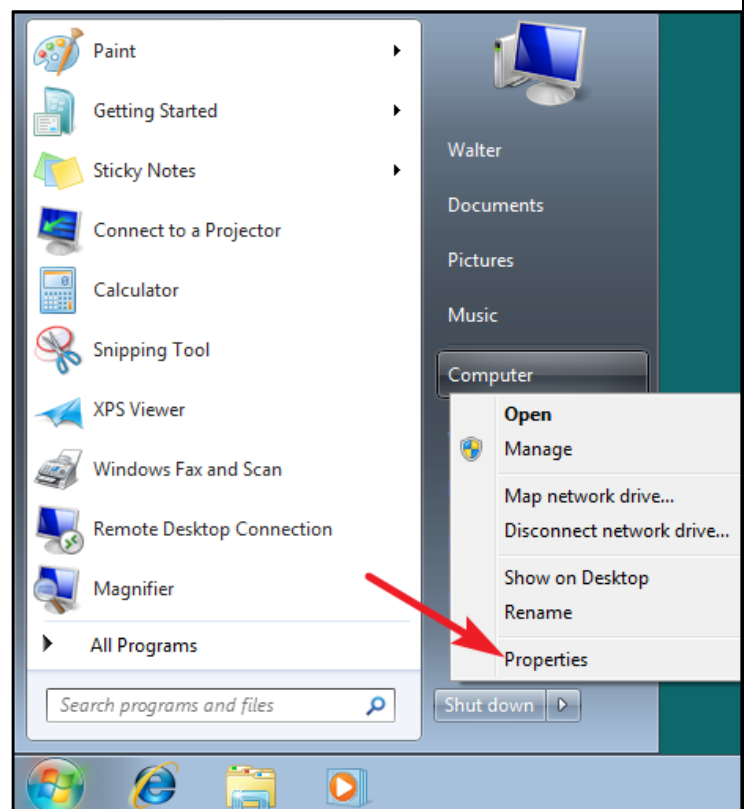
### A) Checking Your Version of Windows 10

- 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.

Processor	Intel(R) Core(TM) i7-6700K CPU @ 4.00GHz 4.00 GHz
Installed RAM	32.0 GB
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display

### B) Checking Your Version of Windows 7 or Vista

- Click the start button, right-click Computer, and then choose Properties.



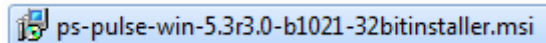
## Pulse Secure VPN

- 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.



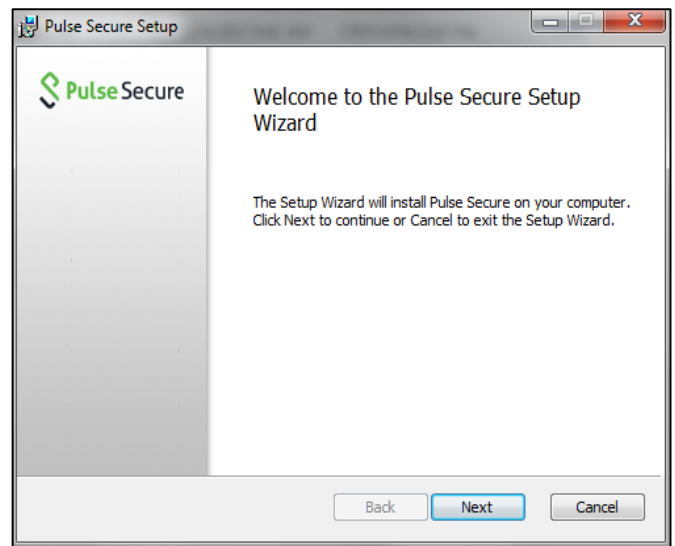
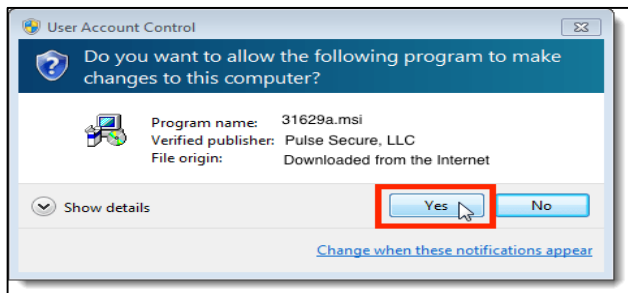
- Download Pulse Secure Software. (By default, the software will save in your 'Downloads' folder.

**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.**



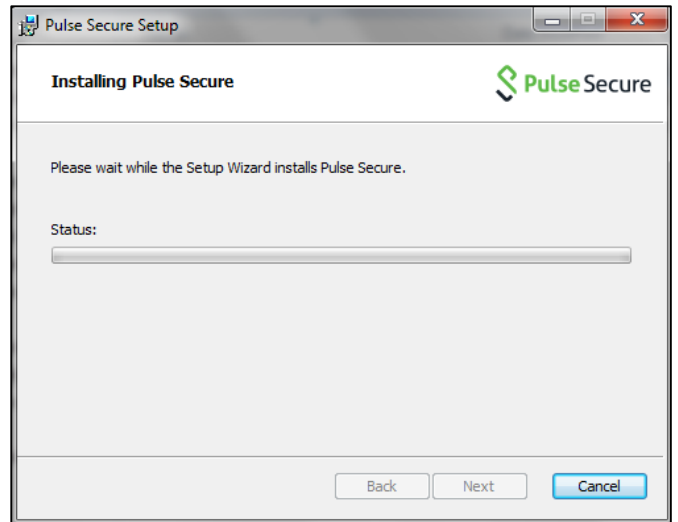
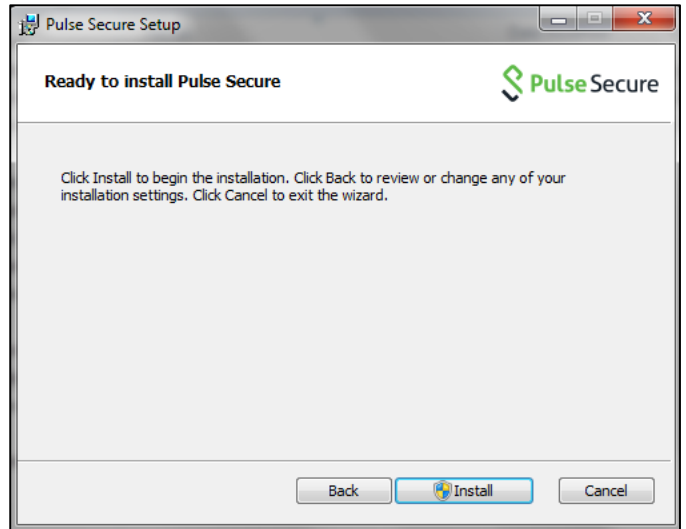
- Once the download is located, double-click to run it.

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

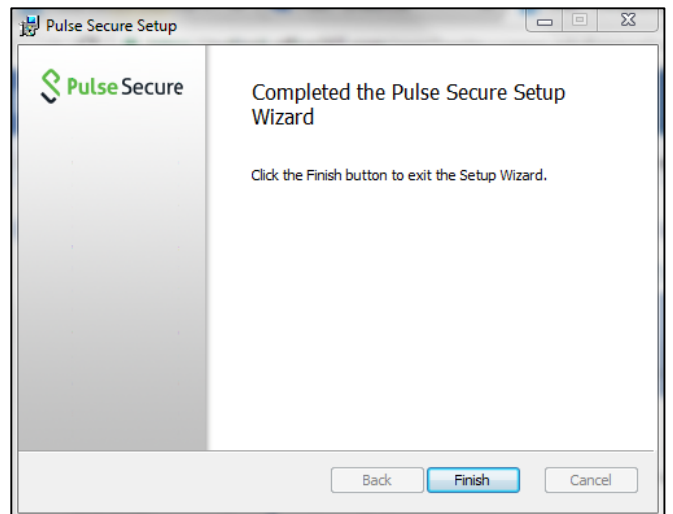


# Pulse Secure VPN

23. Click Install



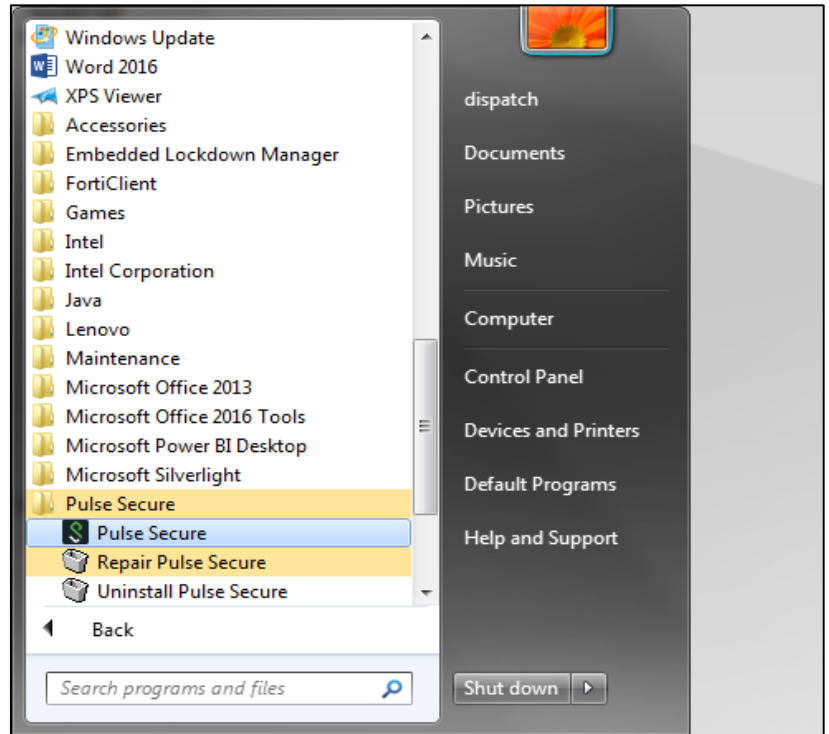
24. Click Finish



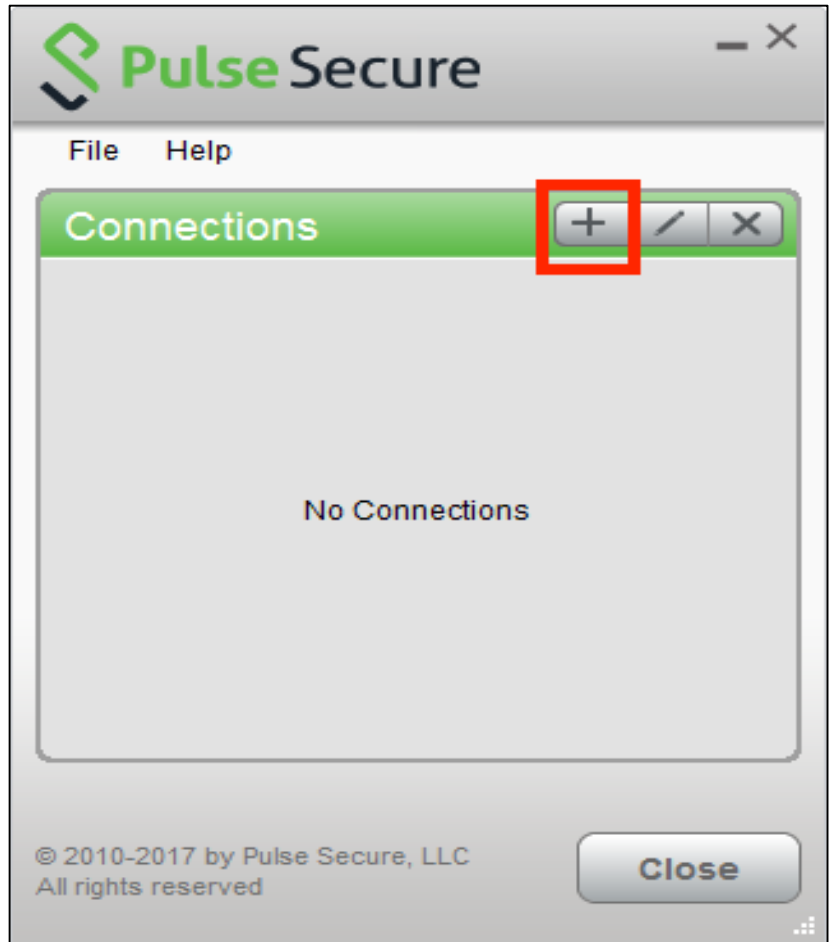
## Pulse Secure VPN

### Configuring VPN (Windows)

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



26. Click the + to add a new VPN Connection.

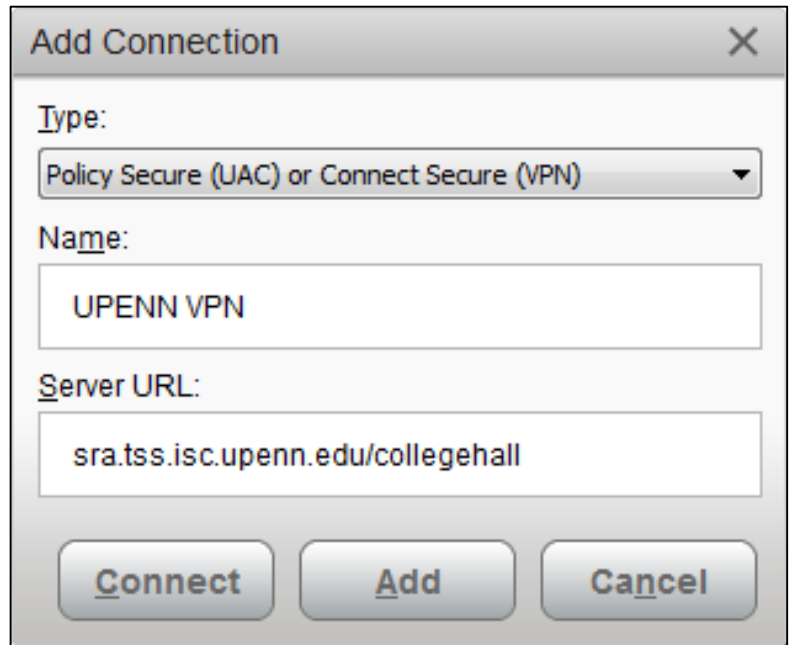


## Pulse Secure VPN

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.



**Add Connection** [X]

Type:  
Policy Secure (UAC) or Connect Secure (VPN)

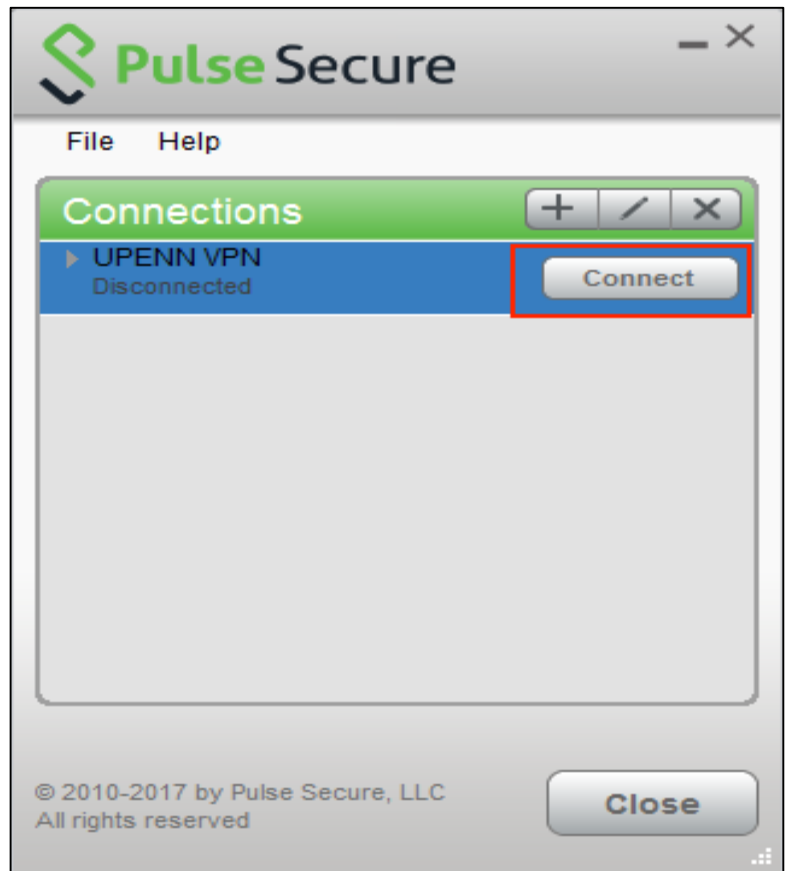
Name:  
UPENN VPN

Server URL:  
sra.tss.isc.upenn.edu/collegehall

[Connect] [Add] [Cancel]

### Connecting to VPN (Windows)

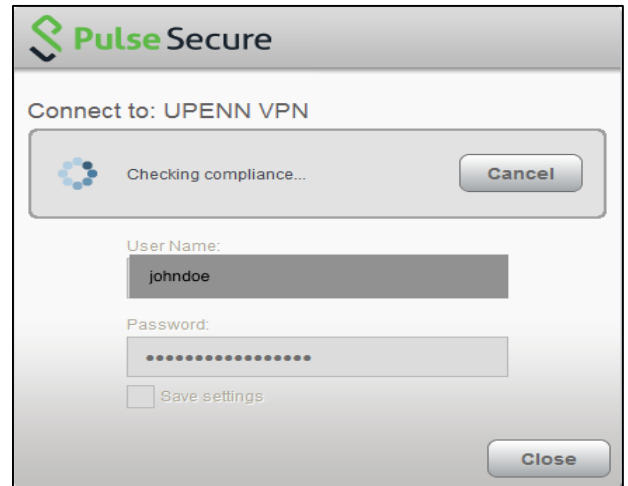
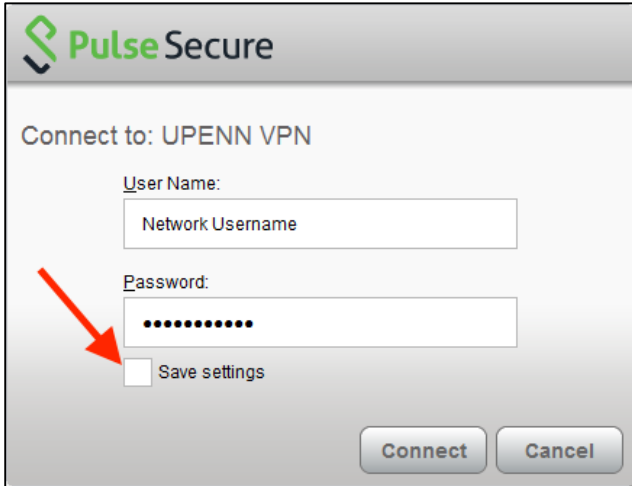
28. Click the Connect button



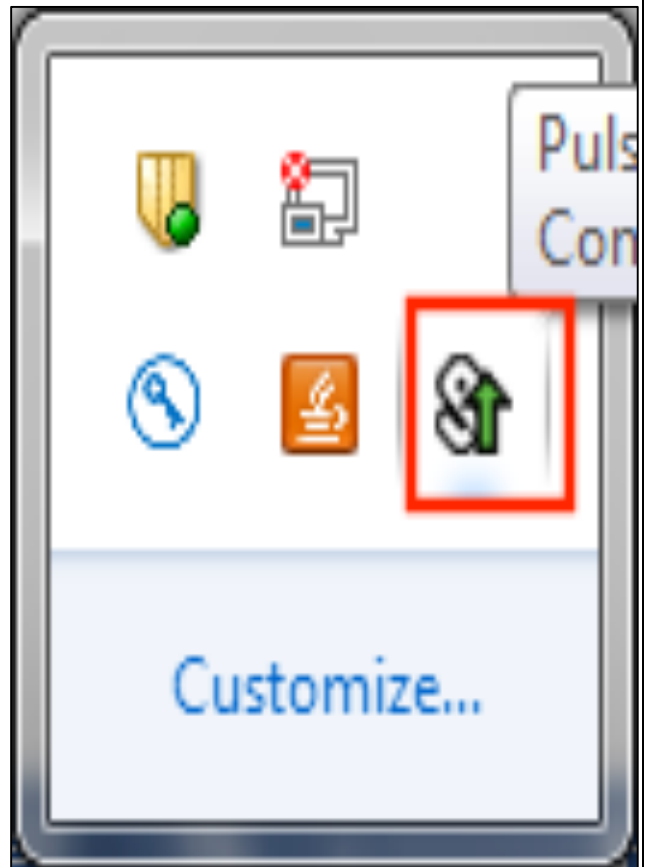
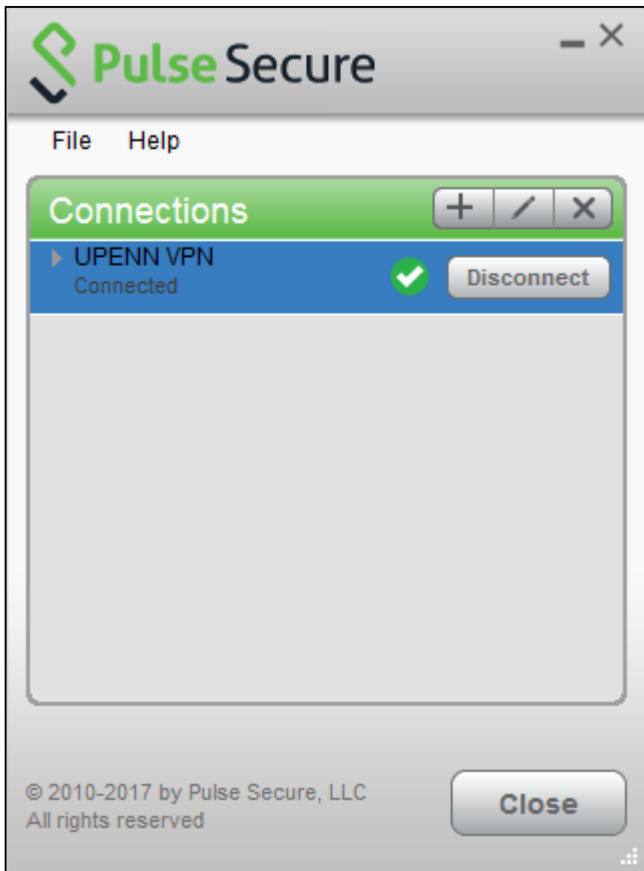
## Pulse Secure VPN

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.



## Pulse Secure VPN


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

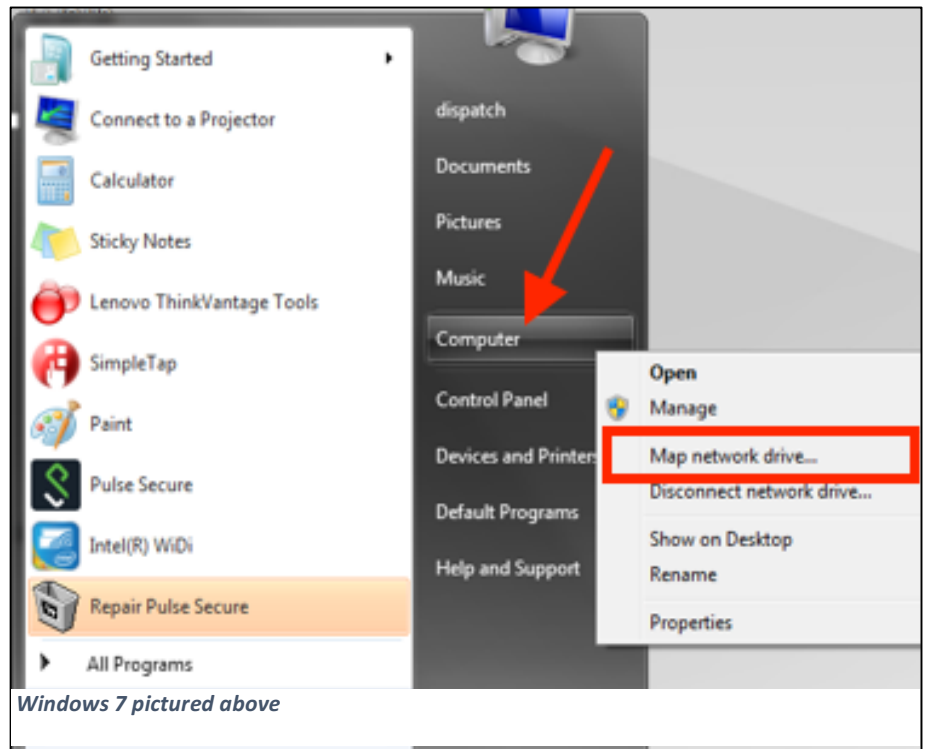
Click the start button, 

- 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.



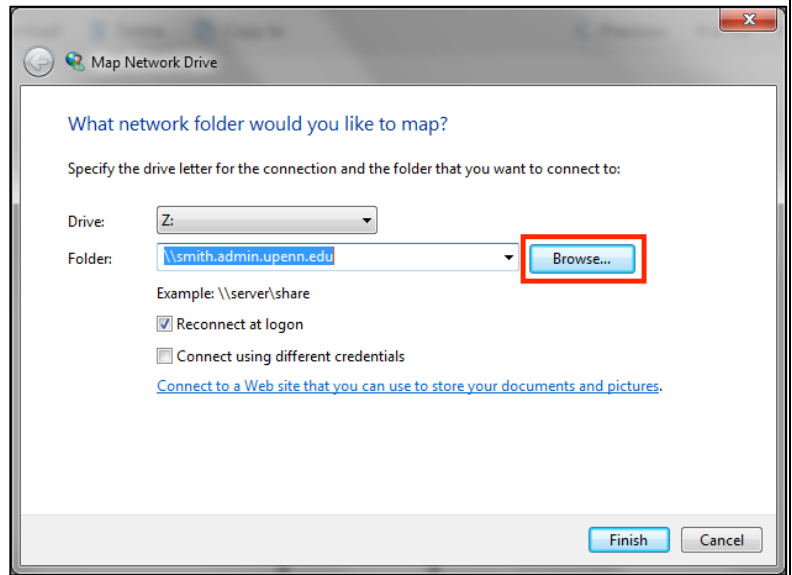


## Pulse Secure VPN

32. Select a letter to represent your network drive. (Any letter can be chosen.)

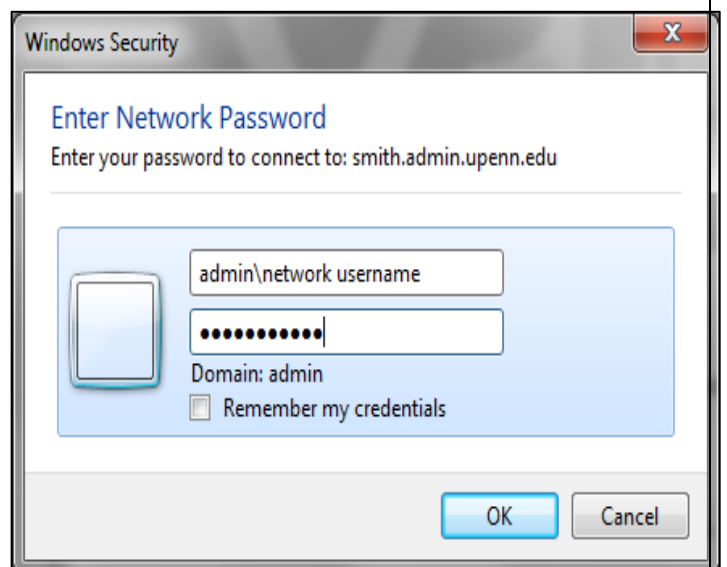
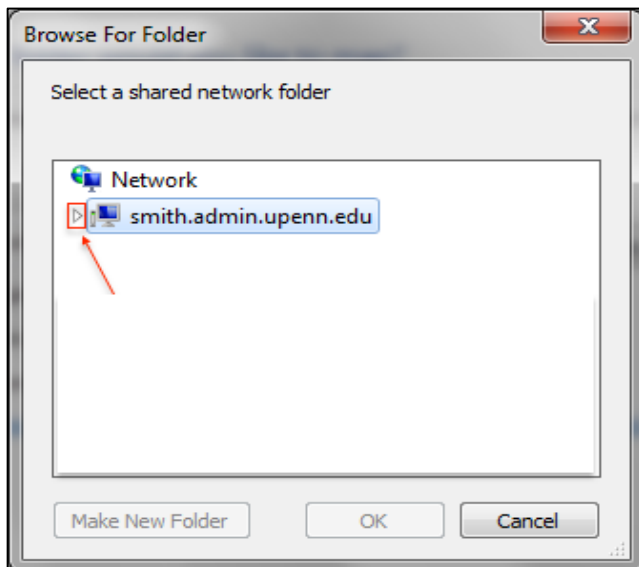
Folder: [\\smith.admin.upenn.edu](http://smith.admin.upenn.edu)

Click Browse.



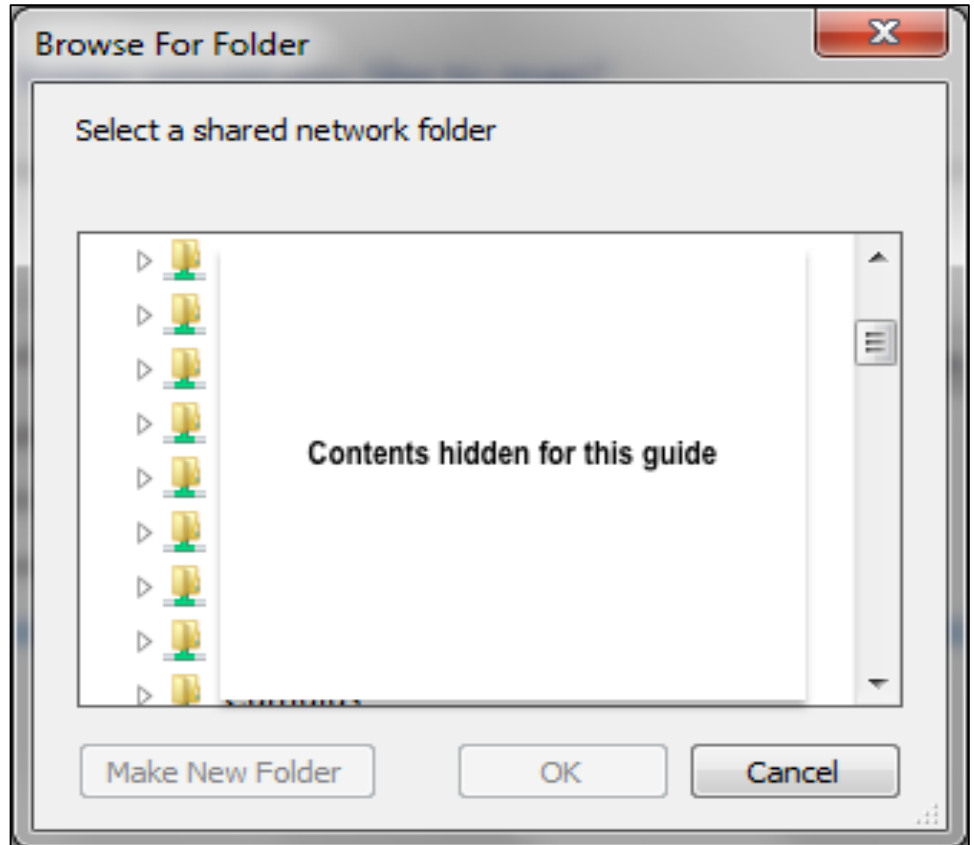
33. Click the arrow to the left of the folder to display available sub-folders

- 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.

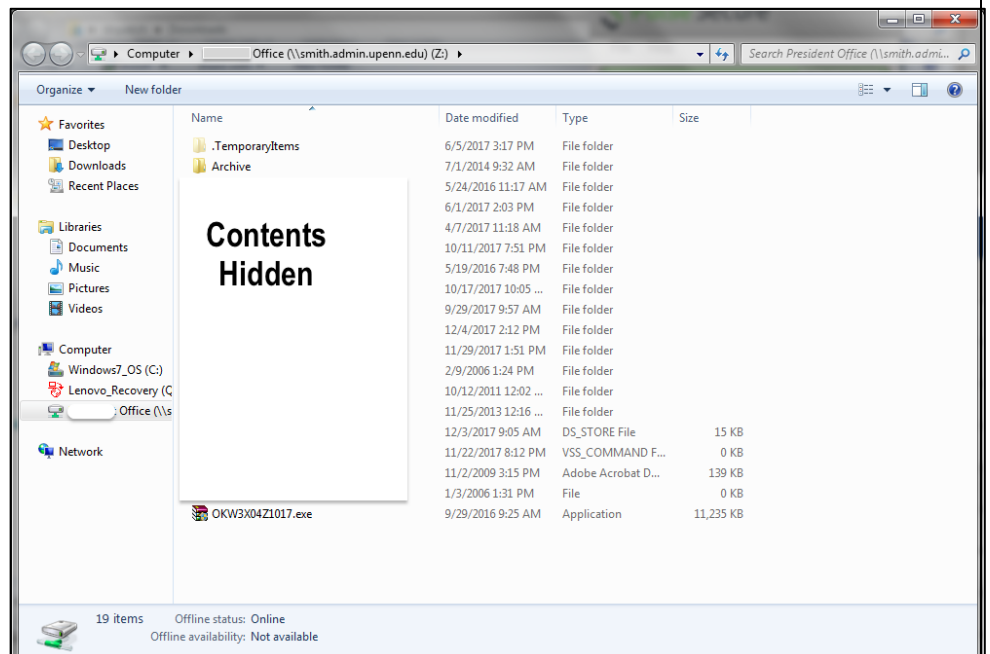


## Pulse Secure VPN

34. Select your department folder and click ok.

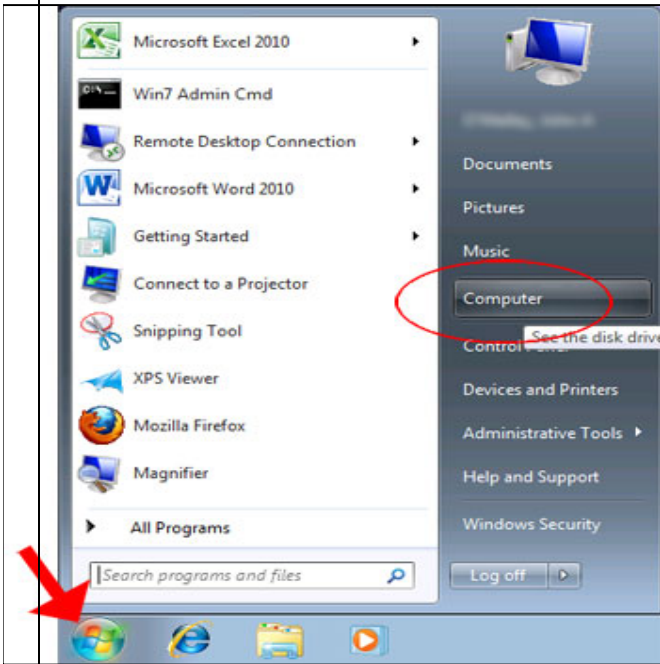


35. Your department folder will automatically display.

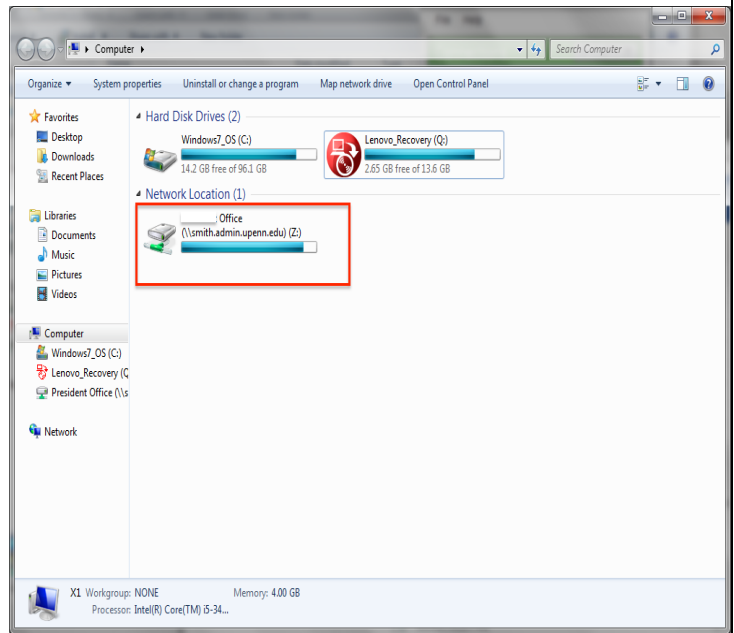


## Pulse Secure VPN

- 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).



Windows 7 shown above



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.

