Pulse Secure MAC OS Installation Guide

1. **Client Supported platform and browser compatibility**
   - check the supported platform guide for the OS compatibility

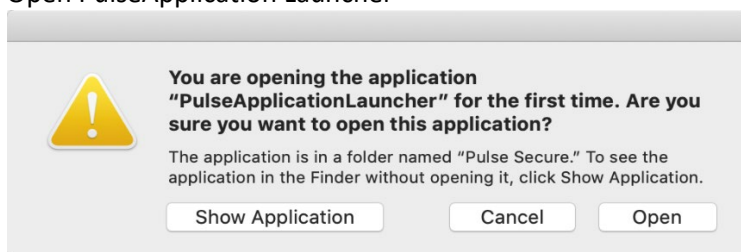| Platform	Operating System	Web Browser
Mac OS (Qualified)	macOS 10.15.1,64 bit macOS 10.14, 64 bit macOS 10.13, 64 bit macOS 10.12, 32 bit and 64 bit	Safari 13.x, 12.x, 11.x,10.x, 9.x and 8.
Mac OS (Compatible)	macOS 10.15.3, 64 bit macOS 10.15.2, 64 bit	N/A

2. **Installation Procedures (RDP, Web Access, ETC are available to use. It depends on your agency's requirement to use VPN tunnel)**

   I. Connect to your agency sign-in URL
   - Download Pulse Application Launcher automatically if your MAC OS is compatible with the latest firmware 9.1R4.1
   - If your MAC OS block to install, go to MAC < System Preference < Security & Privacy < General < Click Allow apps download form < click Pulse Secure
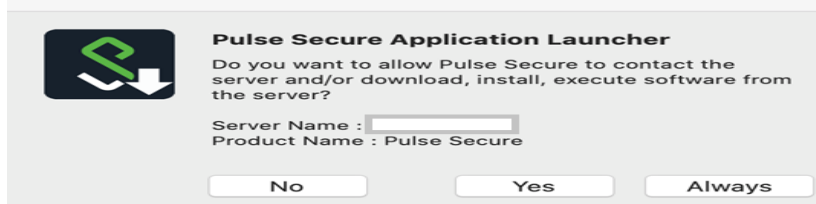
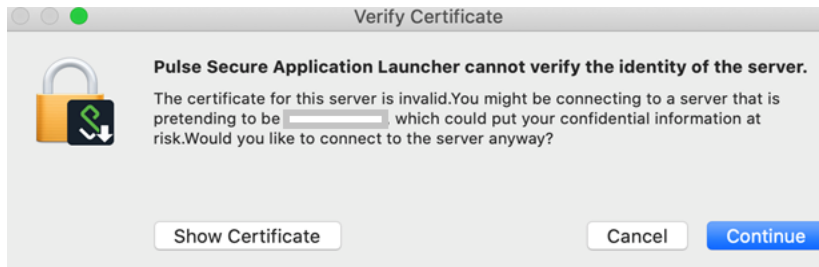> Do you want to allow this page to open "PulseApplicationLauncher.app"?
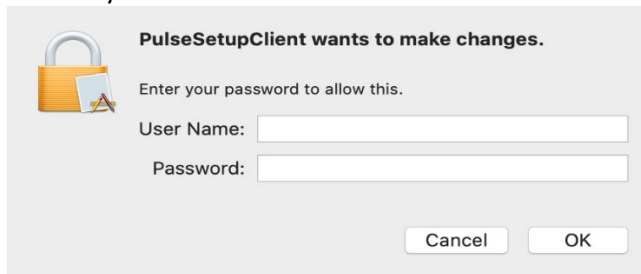>
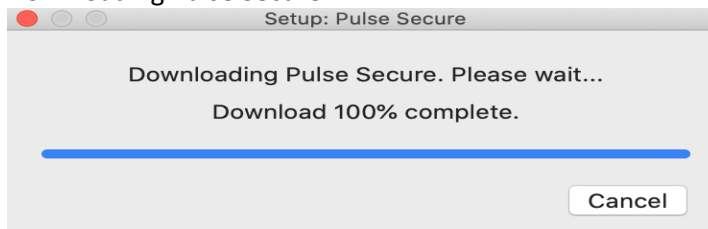> Cancel   **Allow**

   II. Open PulseApplication Launcher

> ⚠️ **You are opening the application "PulseApplicationLauncher" for the first time. Are you sure you want to open this application?**
>
> The application is in a folder named "Pulse Secure." To see the application in the Finder without opening it, click Show Application.
>
> Show Application   Cancel   Open

   III. Click Yes

> **Pulse Secure Application Launcher**
> Do you want to allow Pulse Secure to contact the server and/or download, install, execute software from the server?
>
> Server Name :
> Product Name : Pulse Secure
>
> No   Yes   Always

   IV. Click Continue

Verify Certificate

Pulse Secure Application Launcher cannot verify the identity of the server.

The certificate for this server is invalid. You might be connecting to a server that is pretending to be _____, which could put your confidential information at risk. Would you like to connect to the server anyway?

Show Certificate   Cancel   Continue

V.   Provide your User Name to install Pulse Secure Client

PulseSetupClient wants to make changes.

Enter your password to allow this.

User Name: _____

Password: _____

Cancel   OK

VI.   Downloading Pulse Secure

Setup: Pulse Secure
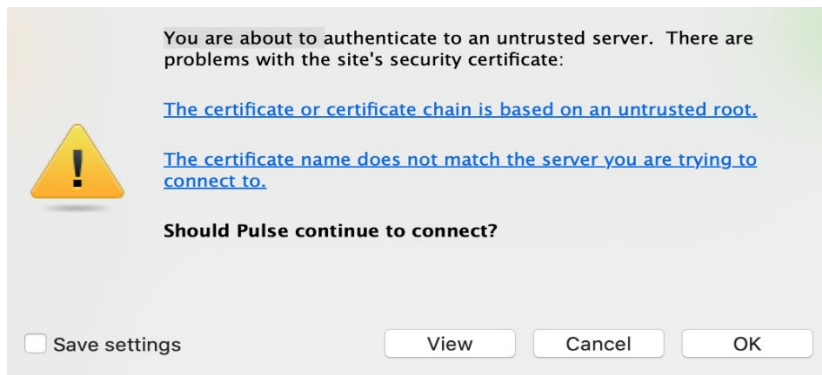
Downloading Pulse Secure. Please wait...

Download 100% complete.

Cancel
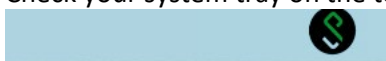
VII.   Click Ok

-   Certification is important for your secure connection. Make sure you are using the correct certification

You are about to authenticate to an untrusted server. There are problems with the site's security certificate:

The certificate or certificate chain is based on an untrusted root.

The certificate name does not match the server you are trying to connect to.

Should Pulse continue to connect?

Save settings   View   Cancel   OK

VIII.   Check your system tray on the top after you install the pulse secure client

IX.   Check Your Connectivity once you connect to the Pulse Secure Connect

Connected · Disconnect

Server URL:
Compliance: **Meets security policies**

X.   Check your VPN Session

Session time remaining:	59m 43s
Session duration:	17s
Tunnel type:	VPN
VPN type:	ESP
Assigned IPV4:	
Bytes in:	0
Bytes out:	7933
Connection source:	Dynamic

3. Manual Installation

- Download Pulse Secure Package from Service portal or Download from the new staging PCS: https://www1.nyc.gov/assets/vpn/sc.html
- Direct Client Download: https://sra1.nycnet/dana-cached/psal/PulseSecureAppLauncher.dmg

1) Install your Installation Package

PulseSecure.dmg

2) Click your package

PulseSecure.pkg
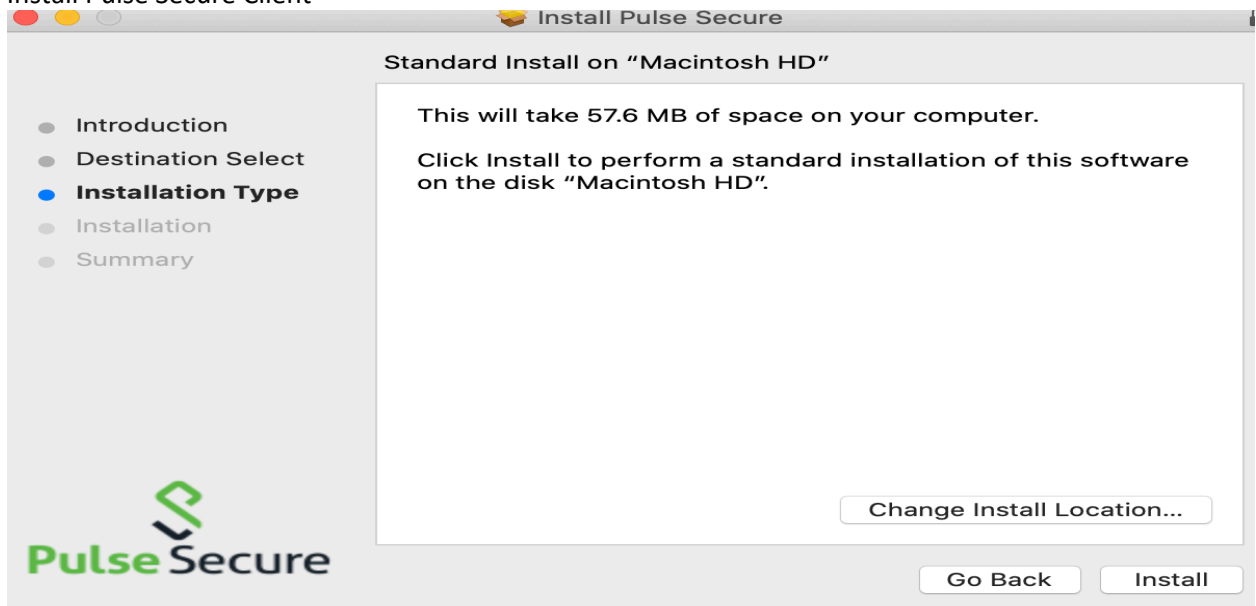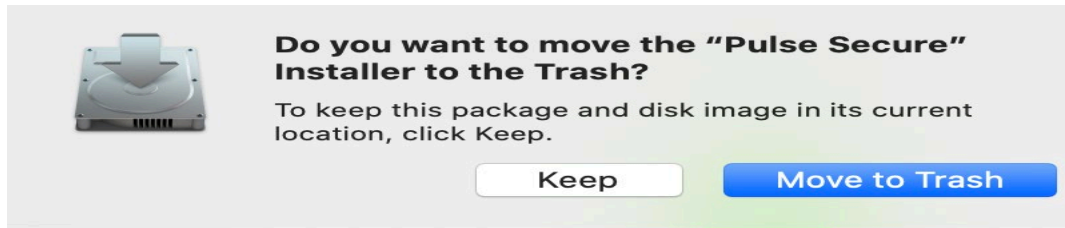
3) Manually Install PulseSecure Package
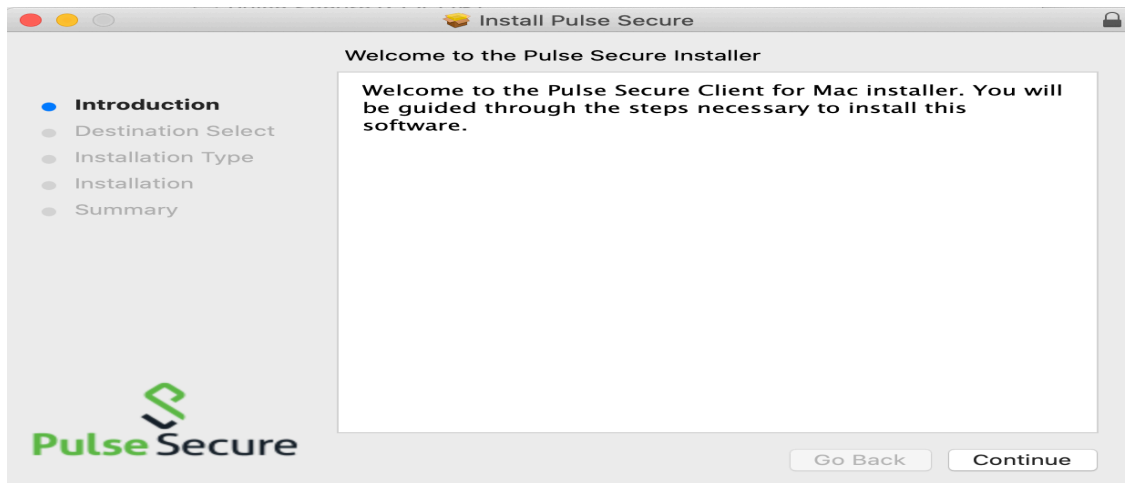
4) Provide your admin Credential to install Pulse Secure Client
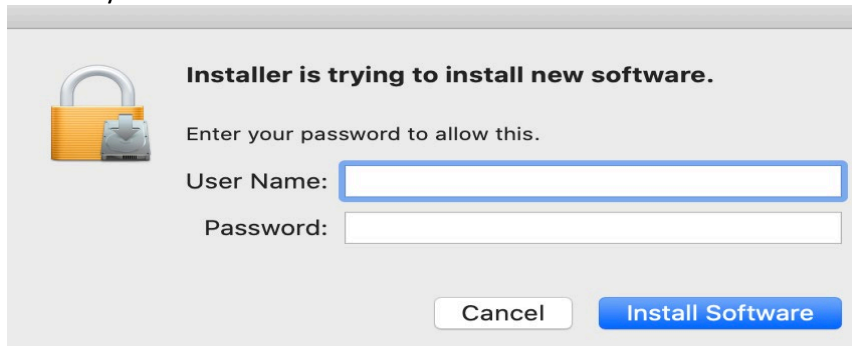
5) Install Pulse Secure Client

6) Delete the Installation Package after the installation is done

7) Provide your Agency URL

4. **Update Pulse from old version to the latest version**
   - If your MAC OS is not compatible, you cannot use the old version of APP. Please uninstall the client and install the new package by using the above procedure