Pulse Secure, LLC
2700 Zanker Road,
Suite 200 San Jose
CA 95134

https://www.pulsesecure.net

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Pulse Secure Application Launcher - Deployment Guide

The information in this document is current as of the date on the title page.

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# Revision History

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<th>Document Version</th>
<th>Revision Summary</th>
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<tr>
<td>2.0</td>
<td>Added the support for client log upload from 9.0R4 release.</td>
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<tr>
<td>1.0</td>
<td>Initial Release</td>
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Overview

Starting in 8.2R1, due to the end of ActiveX and Java support on many browsers, an alternate solution is provided called Pulse Secure Application Launcher (PSAL).

Pulse Secure Application Launcher allows installation of below components:

- Pulse Client
- Host Checker
- Terminal services
- Network Connect
- WSAM

**Note**
Starting from 9.0R4, we have added PSAL support for client log upload.
From 8.3R3, we added PSAL support for launching the HOB applet and JSAM.
Client needs to have 32-bit Java Runtime installed.
  - Java 7 or above for JSAM
  - Java 8 or above for HOB
To provide 64-bit Java 9 support for launching HOB applets through PSAL:
If user is currently using a 32-bit PSAL and if he opts for a 64-bit upload, new 64-bit PSAL will be downloaded so that user can launch HOB applets.

This application uses a custom URL, pulsesecure://, to deliver and launch client applications. The custom URL when invoked will automatically trigger the new application – Pulse Secure Application Launcher.

**Note**
During the initial release in 8.2R1, the solution works for Chrome and Edge browser on Windows and Safari and Chrome on MacOS. In 8.2R5, full support for Firefox was added for Windows.

For a new user, launching the Pulse client for the first time, it involves the following steps:

- **Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome (Windows)**
- **Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome (MacOS)**
Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome (Windows)

To install Pulse Client for the first time:
1. Log in to the PCS server using the user name and password given by the administrator.
2. In the home page, under Client Application Sessions, click the **Start** button next to Pulse Secure.

![Figure 1: Pulse Connect Secure Home Page](image)

3. In the Search for the Pulse Secure Application Launcher window, click **Download**.

![Figure 2: Searching for the Pulse Secure Application Launcher](image)

**Note:** In case you did not click Download, after a minute's search, the wizard indicates that the Pulse Secure Application Launcher is not installed and prompts to download. Click Download to proceed (see Figure 3).
4. In the Open File dialog that appears, click Run to install the file.

Figure 4: Open File Dialog

5. When the installation of Pulse Secure Application Launcher is complete, a confirmation message will be displayed. Click OK to close the message box.

Figure 5: Pulse Secure Application Launcher Successful Installation
6. The browser will show a warning message as shown in the figure below. Select Remember my choice for Pulse Secure Application Launcher links, and click Open Pulse Secure Application Launcher.

![Figure 6: Open Pulse Secure Application Launcher](image)

7. In the warning message box that appears, click Yes to allow Pulse Secure to contact the server. If you do not want this prompt to appear in future, click Always.

![Figure 7: Pulse Secure Application Launcher - Download, Install, Execute Software](image)

**Note**

For security reasons, if the user does not respond to the above-mentioned warning message for more than two minutes, error message will be displayed. In such situation, user has to click the Start button again to launch the Pulse Secure client.

8. The Pulse Secure Application Launcher installs setup client module.

![Figure 8: Installing Set Up Client Module](image)
Windows starts downloading the Pulse Secure software.

**Figure 9: Downloading Pulse Secure Software**

Once the download is complete, Windows starts installing Pulse Secure software.

**Figure 10: Installing Pulse Secure Software**

The Pulse Secure Application Launcher and Pulse Secure Setup Client will be shown in the installed programs list.

**Figure 11: Installed Programs List**
In a few versions of Chrome browser, the following warning message appears. Select **Remember my choice for all links of this type**, and click **Launch Application**. This message may differ for other browsers.

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### Figure 12: External Protocol Request

![External Protocol Request](image)

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**Launching Pulse Client using Pulse Secure Application Launcher**

1. In the home page, under Client Application Sessions, click the **Start** button next to Pulse Secure to launch Pulse Client.

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### Figure 13: Pulse Connect Secure Home Page

![Pulse Connect Secure Home Page](image)
Installing Pulse Client using Pulse Secure Application Launcher for the First Time using Chrome (MacOS)

To install Pulse Client for the first time using Chrome on MacOS:
1. Log into the PCS server using the user name and password given by the administrator.
2. In the home page, under Client Application Sessions click Start button next to Pulse Secure.

Figure 14: Pulse Connect Secure Home Page

3. In the Search for the Pulse Secure Application Launcher window, click Download.

Figure 15: Searching for the Pulse Secure Application Launcher

Note: In case you did not click Download, after a minute’s search, the wizard indicates that the Pulse Secure Application Launcher is not installed and prompts to download. Click Download to proceed (see Figure 3).
Figure 16: Pulse Secure Application Launcher not installed

It appears that the application launcher is not installed. Download now to proceed.

Download

Or, if you still believe that the application launcher is already installed, you can Try Again to find it.

4. In the screen that appears, click the launcher file shown in the screen below.

Figure 17: Launcher File

After the application launcher has completed downloading, follow these installation steps.

Once you have completed the above steps, click HERE to continue with the Pulse Secure launch. We recommend selecting “remember” and “always” during the installation process.

Once the Pulse Secure application is installed and started it will appear in your system tray.

5. When the installation of Pulse Secure Application Launcher is complete, confirmation message will be displayed. Click Close to close the window.
6. The browser will show a warning message as shown in the figure below. Select **Remember my choice for Pulse Secure Application Launcher links** and click **Open Pulse Secure Application Launcher**.

**Figure 19: Open Pulse Secure Application Launcher**

7. In the warning message box that appears, click **Open**.

**Figure 20: Open Pulse Secure Application Launcher for First Time**
8. In the warning message box that appears, click **Yes** to allow Pulse Secure to contact the server. If you do not want this prompt to appear in future, click **Always**.

**Figure 21: Pulse Secure Application Launcher – Download, Install, Execute Software**

- Windows starts downloading the Pulse Secure software.

**Figure 22: Downloading Pulse Secure Client**

- Once the download is complete, Windows starts installing Pulse Secure software.

**Figure 23: Installing Pulse Secure Client**
Note: In a few versions of Chrome browser, the following warning message appears. Select Remember my choice for all links of this type, and click Launch Application. This message may differ for other browsers.

Figure 24: External Protocol Request

External Protocol Request

Google Chrome needs to launch an external application to handle pulsesecure: links. The link requested is pulsesecure://LUFwEklkJCJoYyIgLwEFjGlvbAIU3RhcnQiCiC1UaW11U3RhXAgjIE0NzY2NDE3ODU5MDAIC1TcnZWZXJ0TQ1ICJmNTZkJ2ZmNTNhOEU0Z...NVUyVo4UGxzdTB0M09RT2JvSmddVjFg1WXZQQ1pO
WmxNVRTVXM1NTAiMlz5GxQnIFMjBKQ00xUFAiMkZNOEZmQmMwTG9EXVjZnSU1pZc3Vbm1LdyUzRCUzRCl=

The following application will be launched if you accept this request:
PulseApplicationLauncher.app

If you did not initiate this request, it may represent an attempted attack on your system. Unless you took an explicit action to initiate this request, you should press Do Nothing.

☐ Remember my choice for all links of this type.

Do Nothing  Launch Application

Launching Pulse Client using Pulse Secure Application Launcher

To launch Pulse Client:

1. In the home page, under Client Application Sessions click Start button next to Pulse Secure to launch Pulse Client.

Figure 25: Pulse Connect Secure Home Page