WSAM Troubleshooting Guide
Windows Secure Application Manager (WSAM) is an application-level (L7) VPN/proxy. This allows for the Pulse Secure Access Gateway (SA) administrator to configure application- and/or destination-based connectivity for remote users.

If application mode is not functioning correctly, verify the following:

1. The application executable is spelled correctly
2. All executables are listed
3. The application is not in the bypass list

If destination-mode is not functioning properly:

1. The destination is spelled correctly
2. The destination lists both IP and names (FQDN and short)
3. All ports needed are listed

Generic troubleshooting:

1. Open the WSAM application from the system tray and verify the table shows connection and bytes sent/received
2. From the view button, show advanced options and look at the advanced tab to validate that connections are resulting successfully
3. Check the client-side log and make sure there is no failure listed regarding binding
4. Check the ACL on the SA and confirm access is allowed; adjust if needed (Users > Resource Policies > SAM > Access Control)
5. Check System > Log/Monitoring > User Access > Log to validate that there is no access denied messages for a connection that is expected to succeed
6. Confirm the traffic is only client-initiated TCP- or UDP-based (for example ICMP will not work as it does not use TCP or ICMP; VoIP will not work as this is a server-initiated connection to the client)