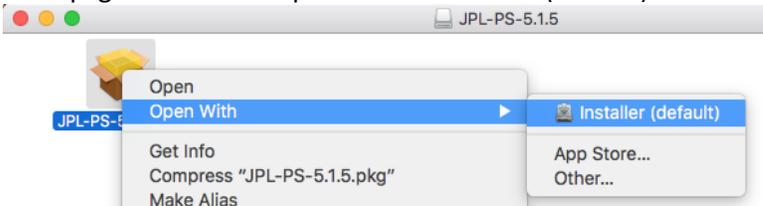


JPLNet-L1-RAS-PulseSecureClientMacOS													
Purpose/Scope	This procedure provides instructions for IT Operations on how to install the Pulse client along with Host Checker on Apple Mac OS X systems. This can be done either through a RAS Portal browser session, or through a standalone client. This Operational Procedure will cover the standalone client installation.												
Problem	Need to install the new Pulse VPN client and Host Checker on Apple Mac OS X systems.												
Audience	End Users, Help Desk, and Ops												
Trigger	Require access to JPL resources from remote locations												
PROCEDURE													
Pre-Reqs	<p>1. Remote Access account to the corresponding VPN Portal:</p> <table border="1"> <thead> <tr> <th>Environment:</th> <th>URL:</th> </tr> </thead> <tbody> <tr> <td>RAS Portal</td> <td>https://connect.jpl.nasa.gov</td> </tr> <tr> <td>Full Tunnel VPN</td> <td>https://jplvpn.jpl.nasa.gov/full</td> </tr> <tr> <td>Split Tunnel VPN</td> <td>https://jplvpn.jpl.nasa.gov/split</td> </tr> <tr> <td>Full Tunnel VPN - Linux</td> <td>https://jplvpn.jpl.nasa.gov/full/linux</td> </tr> <tr> <td>Split Tunnel VPN - Linux</td> <td>https://jplvpn.jpl.nasa.gov/split/linux</td> </tr> </tbody> </table> <p>2. A JPL-issued RSA SecurID Token (available at https://dir.jpl.nasa.gov/tfa/)</p> <p>3. Mac OS X 10.8 or later.</p> <p>Refer to the <i>ps-pcs-sslvpn-8.1r5-supportedplatforms.pdf</i> document for further details on supported system platforms.</p>	Environment:	URL:	RAS Portal	https://connect.jpl.nasa.gov	Full Tunnel VPN	https://jplvpn.jpl.nasa.gov/full	Split Tunnel VPN	https://jplvpn.jpl.nasa.gov/split	Full Tunnel VPN - Linux	https://jplvpn.jpl.nasa.gov/full/linux	Split Tunnel VPN - Linux	https://jplvpn.jpl.nasa.gov/split/linux
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Background	JPL provides remote access into the JPL network through a VPN portal and Standalone Client, utilizing the Pulse Secure client to provide connectivity while Host Checker is used to verify if the system used to connect is JPL-issued.												
Diagnose													
Solve	<p>How To Install The Standalone Client:</p> <p>Option 1 - LMIT Subscribed OS X and are connected to the JPL Network</p> <ol style="list-style-type: none"> 1. Launch Self Service application 2. Click on "JPL Network" under Categories 3. Click on "Pulse Secure" 4. Click on "Install" 5. The Pulse Secure Client Window should pop up with 2 options to connect. The First option (Full Tunnel) and Second option (Split Tunnel). The Standalone Client can be used to connect if there are Java version Issues. <p>Option 2 - LMIT Subscribed OS X and are connected to the JPL Network</p> <ol style="list-style-type: none"> 1. Open a browser session and go to: https://ras.jpl.nasa.gov/standalone_installers.php 2. In the Standalone Client section click/download "PulseSecure Macintosh installer". 3. In the Downloads folder double-click/extract file JPL-PS-5.1.5.dmg to open a "JPL-PS-5.1.5.pkg" Finder window. 												

	<p>4. In the “JPL-PS-5.1.5.pkg” Finder window Control Right-Click or equivalent JPL-PS-5.1.5.pkg and choose “Open With” > Installer (Default)</p>  <p>5. Follow the default instruction to run the Install script.</p> <p>6. Type Enter your JPL Username and Password when prompted by the Installer program.</p> <p>7. Click “Close” when the Installation program completes.</p> <p>8. The Pulse Secure Client Window should pop up with 2 options to connect. The First option (Full Tunnel) and Second option (Split Tunnel). The Standalone Client can be used to connect if there are Java version Issues.</p>
Verify	<p>You should now have the Pulse Client installed on your system, and can be verified with an “S” shaped icon in your dock as shown below:</p> 
Exit	
Escalate	
ADMINISTRATIVE	
Initial Release	November 12, 2015
Last Reviewed	April 7, 2016
Author	Michael Scharf, Thomas Chung, Brian Guevara
Keywords	vpn, pulse, secure, remote access, host checker
Service	VPN
Level	1
Related Docs	ps-pcs-sslvpn-8.1r5-supportedplatforms.pdf