

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.												
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" data-bbox="376 520 1464 743"> <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 web browser such as Safari 9 (highly recommended) or later, or Firefox version 38.4 ESR and later.</p> <p>3. A JPL-issued RSA SecurID Token (available at https://dir.jpl.nasa.gov/tfa/)</p> <p>4. Java version: Oracle JRE 8 and later.</p> <p>5. Mac OS X 10.8 or later.</p> <p>** Note: If you are using Safari 9+, you will need to configure the “npe-connect.jpl.nasa.gov” URL to “Run in Unsafe Mode” under Preferences → Security tab → Plugin Settings (Under Internet plug-ins) → Java. Click the “Done” button when completed, close the remaining windows and prompts and then open the npe-connect.jpl.nasa.gov URL in your browser. If you do not allow the npe-connect.jpl.nasa.gov URL to “Run in Unsafe Mode” in Safari, the Host Checker and Pulse Secure client installers will fail since they are Java based. **</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, 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**How To Install From A Web Browser:**

1. Open a browser session and connect to the appropriate VPN environment <https://npe-connect.jpl.nasa.gov>.
2. Enter your JPL Username and Passcode (PIN+RSA Token) and click on the "Connect" button.
3. This procedure should only be undertaken when the Pulse Secure VPN client and Host Checker need to be installed.
4. To begin downloading Pulse Secure Client, navigate to the following RAS Portal URL:

<https://connect.jpl.nasa.gov/>

5. Once the webpage has loaded successfully, you will be required to enter your JPL username and TFA password and click "**Connect**" to proceed.

JPL Remote Access Portal

https://npe-connect.jpl.nasa.gov/dana-na/auth/url_10/welcome.cgi

JPL

Remote Access - Pilot Pulse Secure Client

The OCIO strongly recommends using Internet Explorer for Windows and Firefox for Macintosh systems.

JPL Intranet: JPL Network Test VPN using the Pulse Secure Client
Research: Production Research Network VPN using Network Connect Client
Legacy Intranet: Production JPL Network VPN using Network Connect Client

JPL Intranet | Research | Legacy Intranet | FAQs | Contact

Username:
Passcode:
(PIN + token code)

Connect

Access Mode: VPN
 BrowserRAS

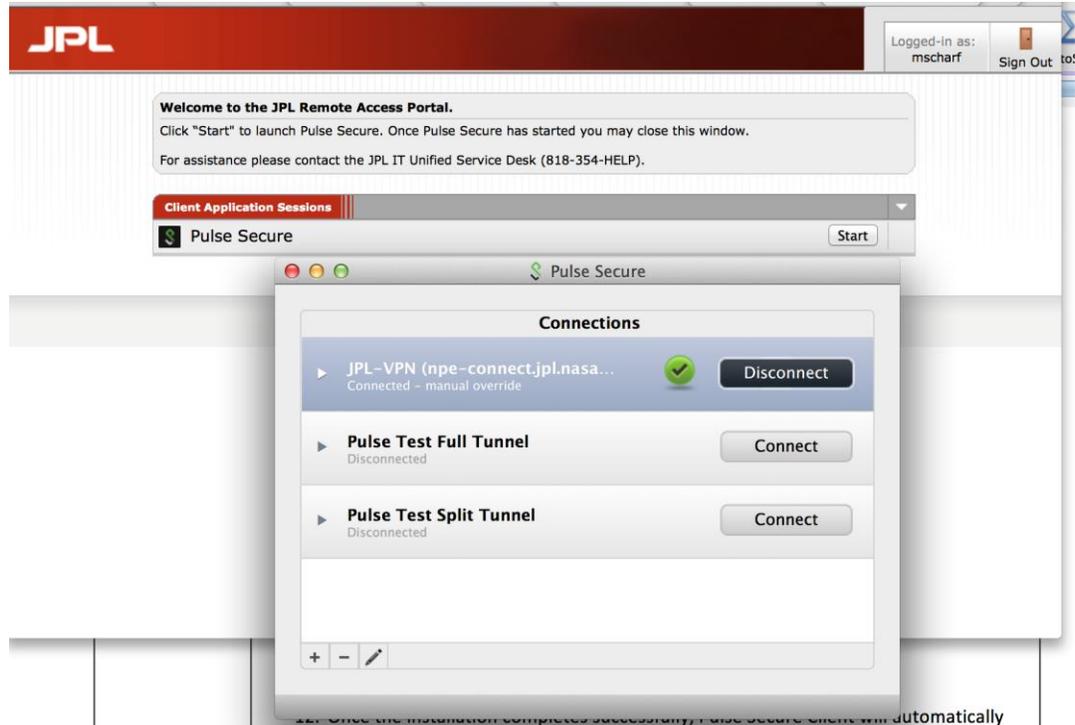
VPN Type: Full
 Split

[Explain these options](#)

WARNING: This system is funded by the United States Government and operated by the California Institute of Technology in support of ongoing U.S. Government programs and activities. If you are not authorized access to this system, disconnect now. Users of this system have no expectation of privacy, and by continuing, you consent to your keystrokes and data content being monitored. Unauthorized Access is a violation of U.S. Federal Law.

6. After the initial login, the Host Checker plugin will be installed. You may get a "Security Warning" prompt stating that <https://connect.jpl.nasa.gov/> is untrusted. Click the "Continue" button.
7. After the Host Checker plugin is installed, the Pulse Secure client will be installed. You could be prompted with an alert by the Pulse Secure applet. Click on "**Always**" to accept and move forward with the installation. It may take several minutes for the installation to complete. During this time, please be patient.
8. You will be notified "Pulse Secure. Please wait... progress"
9. Once downloaded it will ask you "JuniperSetupClient wants to make changes. Enter your login credentials to allow this." Enter your JPL Password for the computer you are on.
10. You will receive the pop-up "Install Pulse Secure: % complete, Please wait" notice.

11. The Pulse Secure Client Window should pop up with 3 options to connect. The RAS Portal uses the 1st Choice. The Second option (Full Tunnel) and Third option (Split Tunnel) can be used in to connect if there are future Java Issues.



12. To disconnect the Pulse Secure VPN client will need to click the **“Disconnect”** button

Verify

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:



Exit

Escalate

ADMINISTRATIVE

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Service VPN

Level 1

Related Docs [ps-pcs-sslvpn-8.1r5-supportedplatforms.pdf](#)