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Procedure for Using Pulse Secure

- Install Citrix workspace for Windows 10 Operating System or Citrix Receiver
- Restart your laptop / desktop
- Install Microsoft of Google Authenticator app from Play store or App store on your mobile device.
- Install Pulse Secure as instructed below
- Launch Virtual Workspace

Citrix Receiver Install

Install Citrix workspace or Citrix Receiver for Windows 10 Operating System

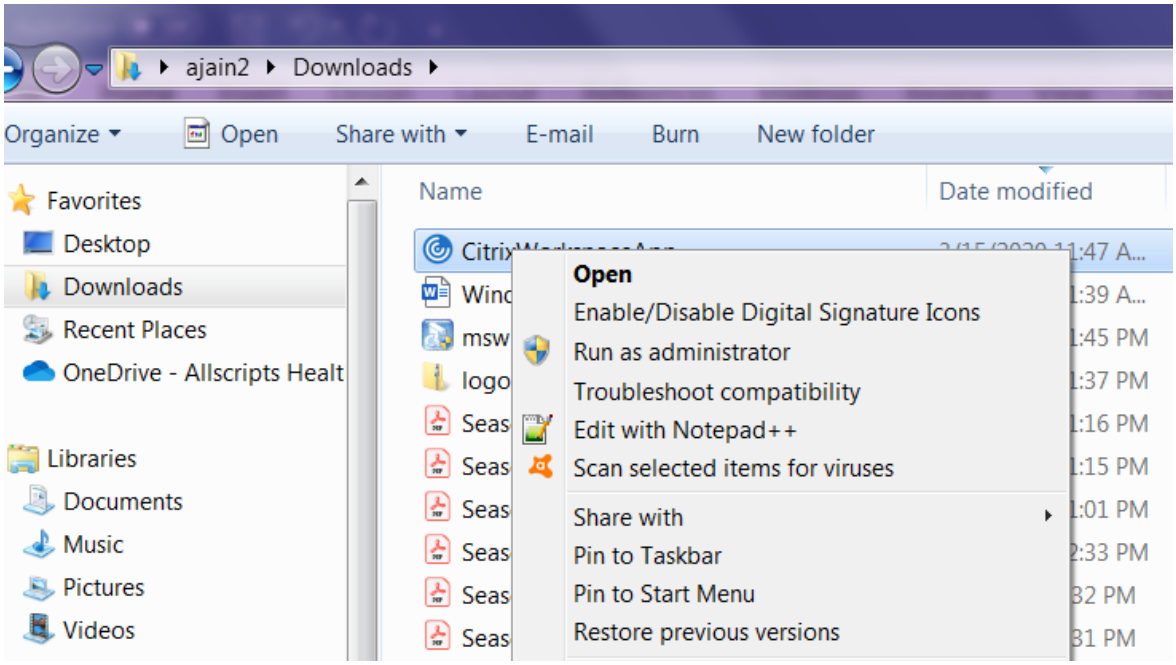
Citrix Receiver:- https://www.citrix.com/en-in/downloads/citrix-receiver/legacy-receiver-for-windows/receiver-for-windows-49LTSR.html

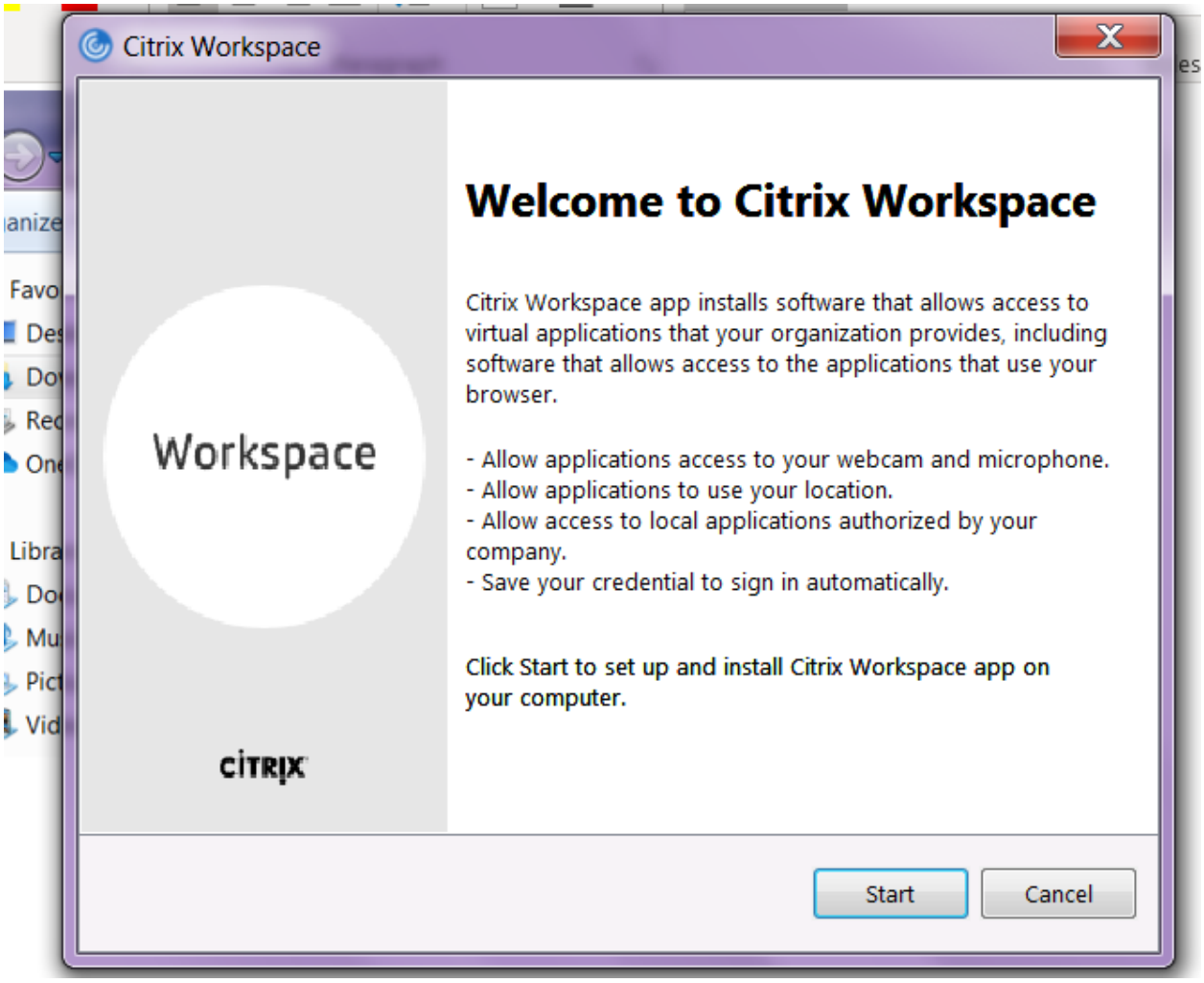
Citrix Workspace:- https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

- In case facing any issue use IE, Chrome or Firefox to download

- Once downloaded, click on the Citrix Workspace Receiver exe and click on each screen next to finish installation.
- In case of any issue during installation try by rebooting sometime because of some reboot pending it can give error.

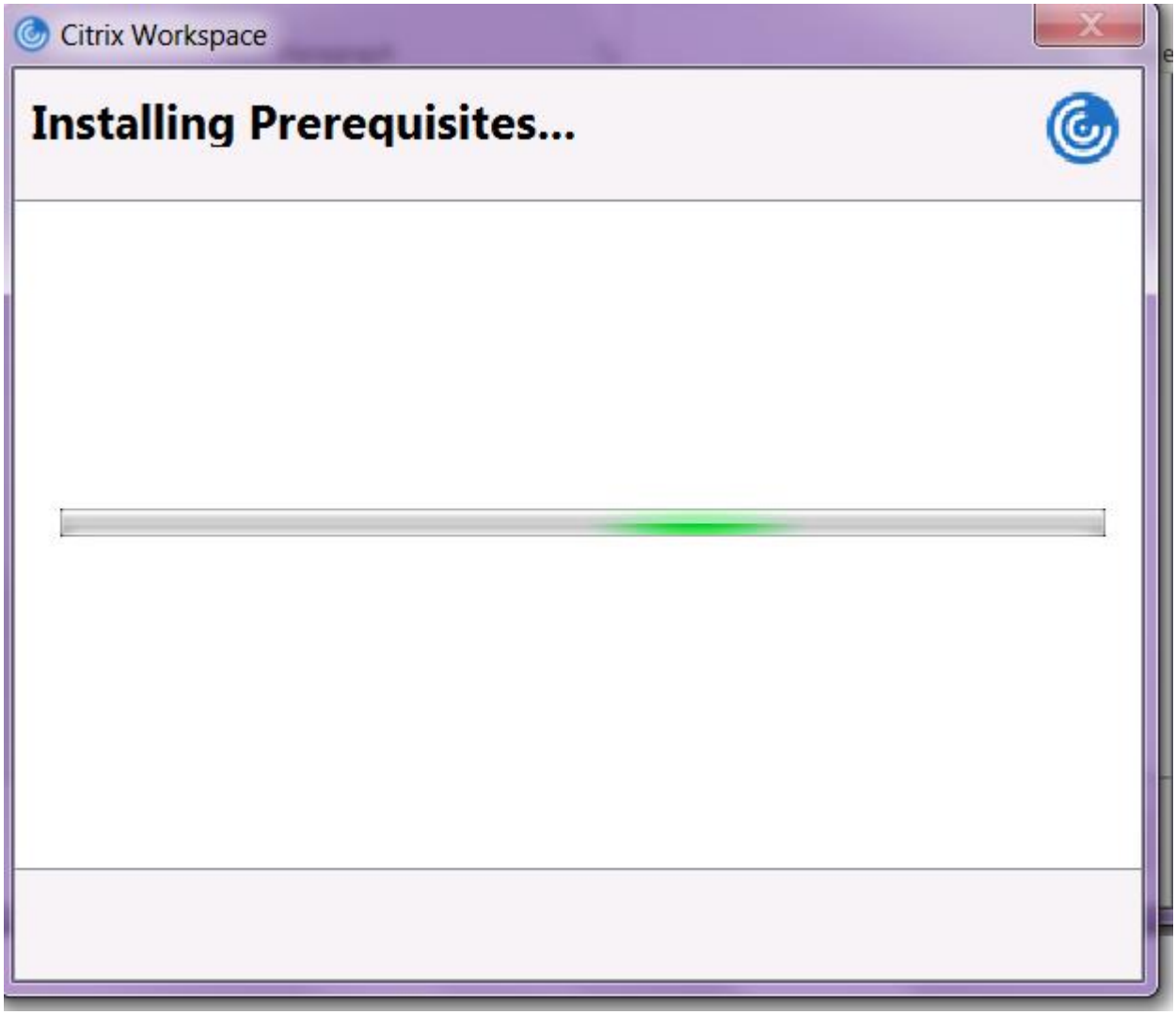
Now Right click on the Citrix Receiver file and select run as Administrator





Accept the terms and click Next till it start installing and finish.

Install



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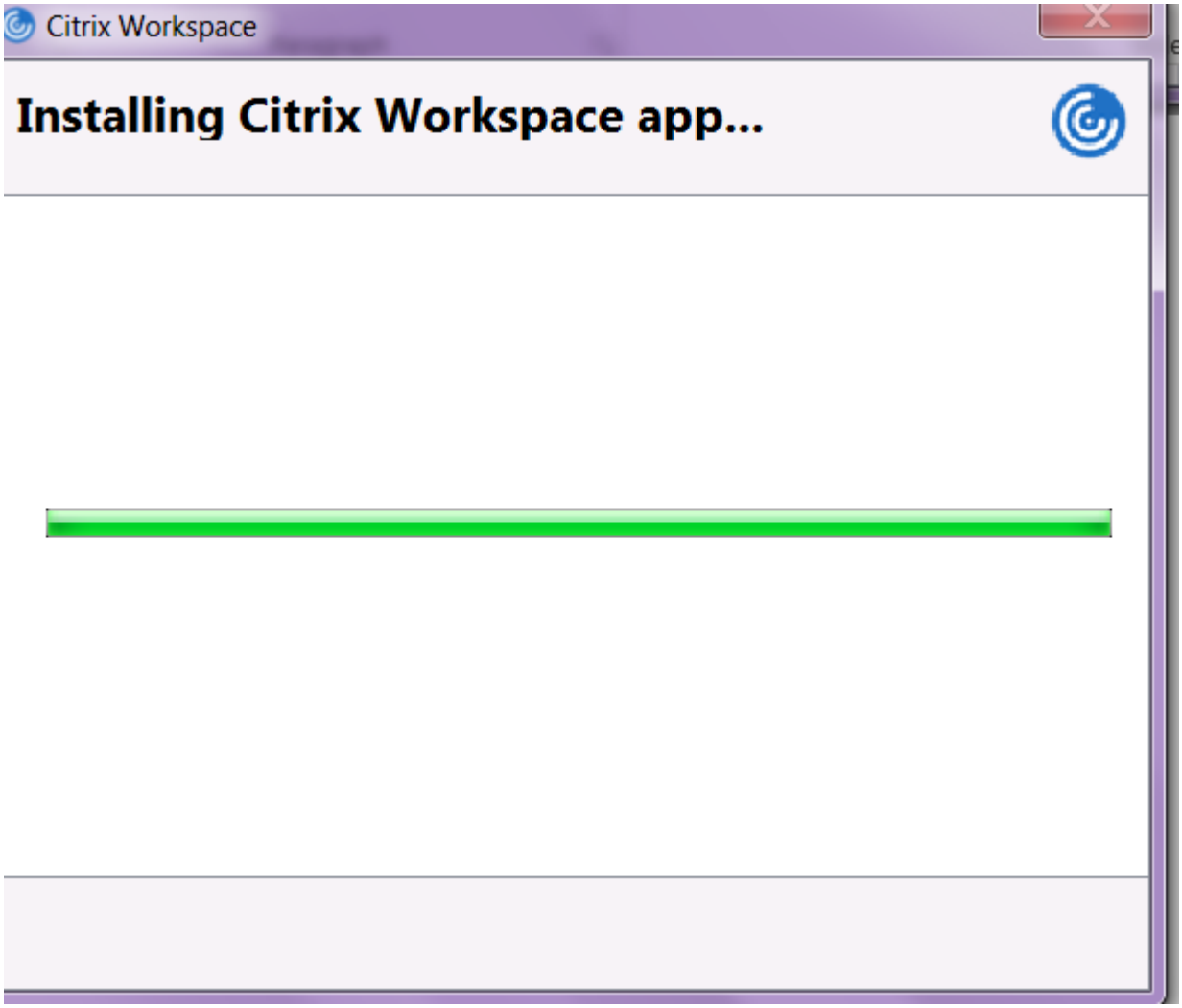


It will finish and you will have the icon in system Tray

Once Installation Complete for Citrix Receiver Please restart.

Internet Explorer Check and Setup

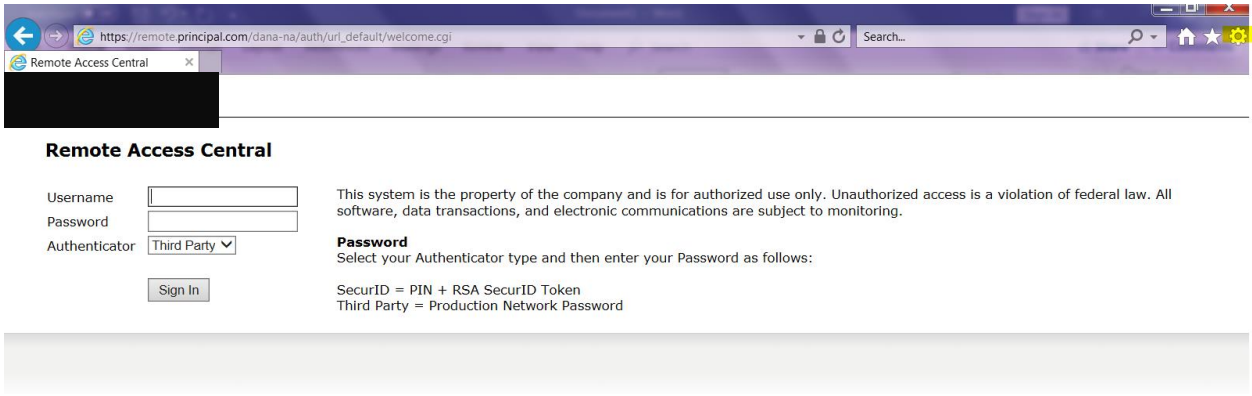
Internet Explorer add in Trusted site and turn on SSL/TLS Settings

1. In the **Select a Web content zone to specify its current security settings** box, click **Trusted Sites**, and then click **Sites**.
2. If you want to add sites that do not require an encrypted channel, click to clear the **Require server verification (https:) for all sites in this zone** check box.
3. In the **Add this Web site to the zone** box, type the URL of a site that you trust, and then click **Add**.
4. Repeat these steps for each site that you want to add to the zone.
5. Click **OK** two times to accept the changes and return to Internet Explorer.

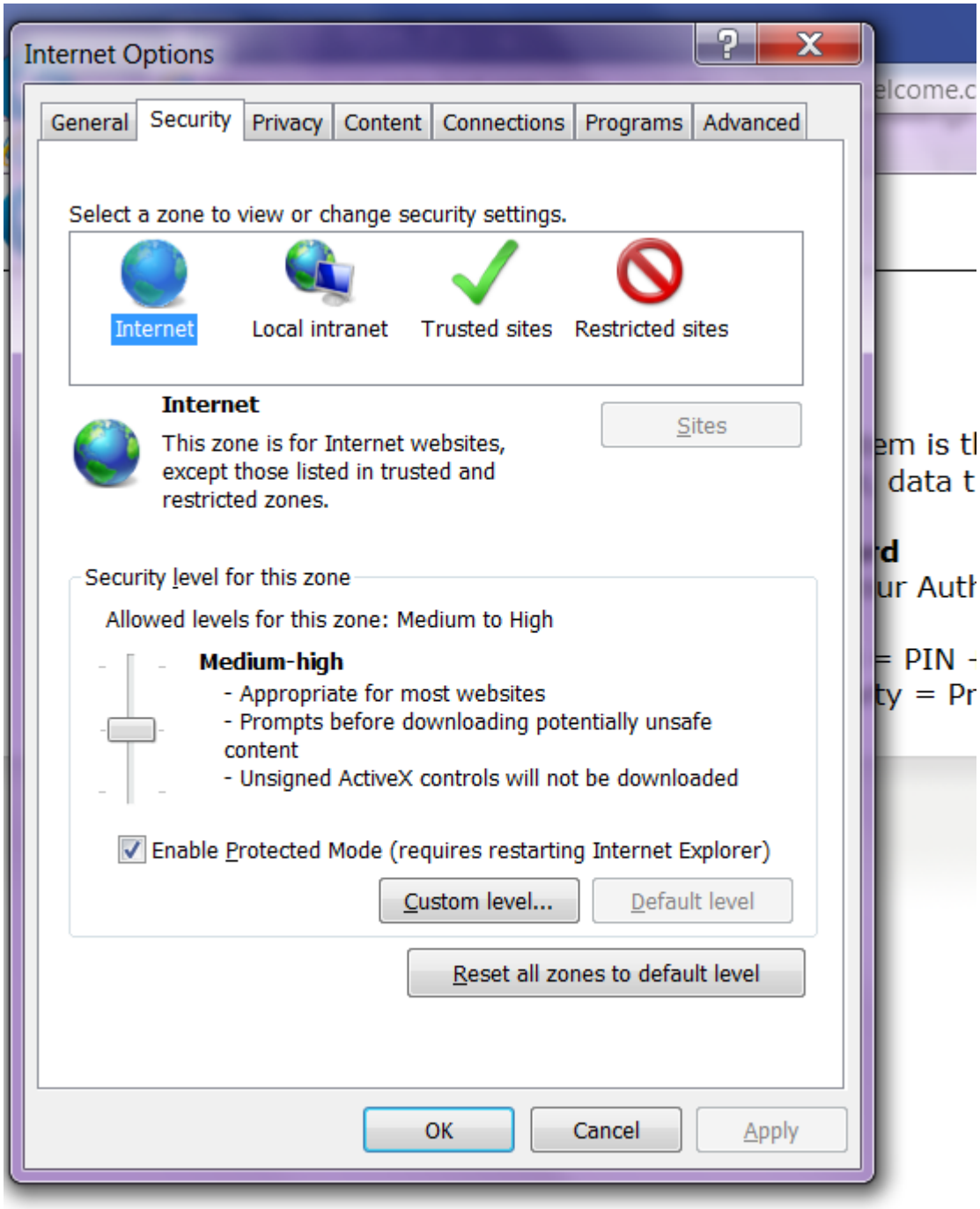
Setting with Screen shot are listed.

Open Internet Explorer and type in remote.principal.com and

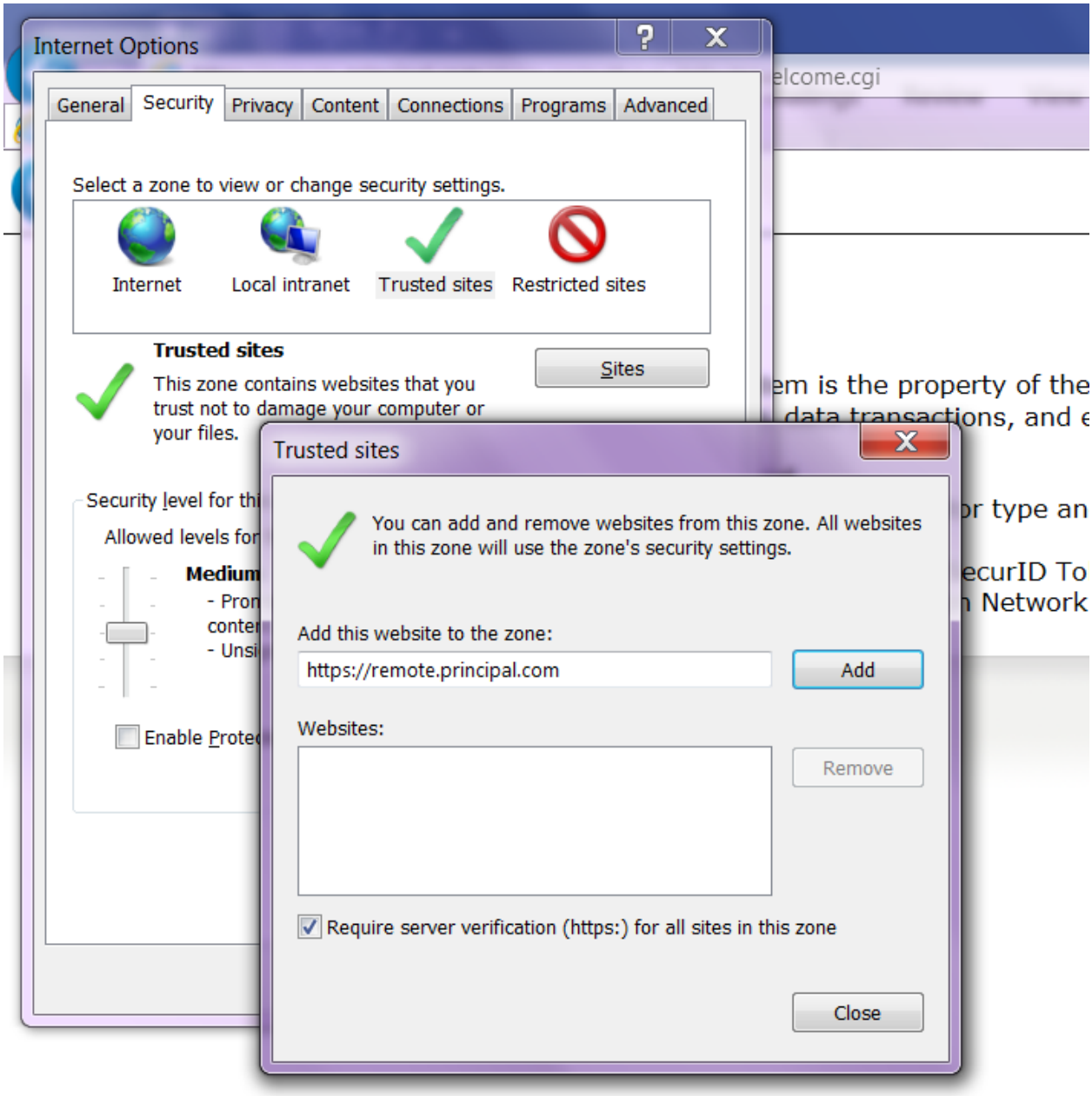
In Internet Explorer, click **Tools**, click **Internet Options**, and then click the **Security tab.**



Inside Setting Open Internet Options,

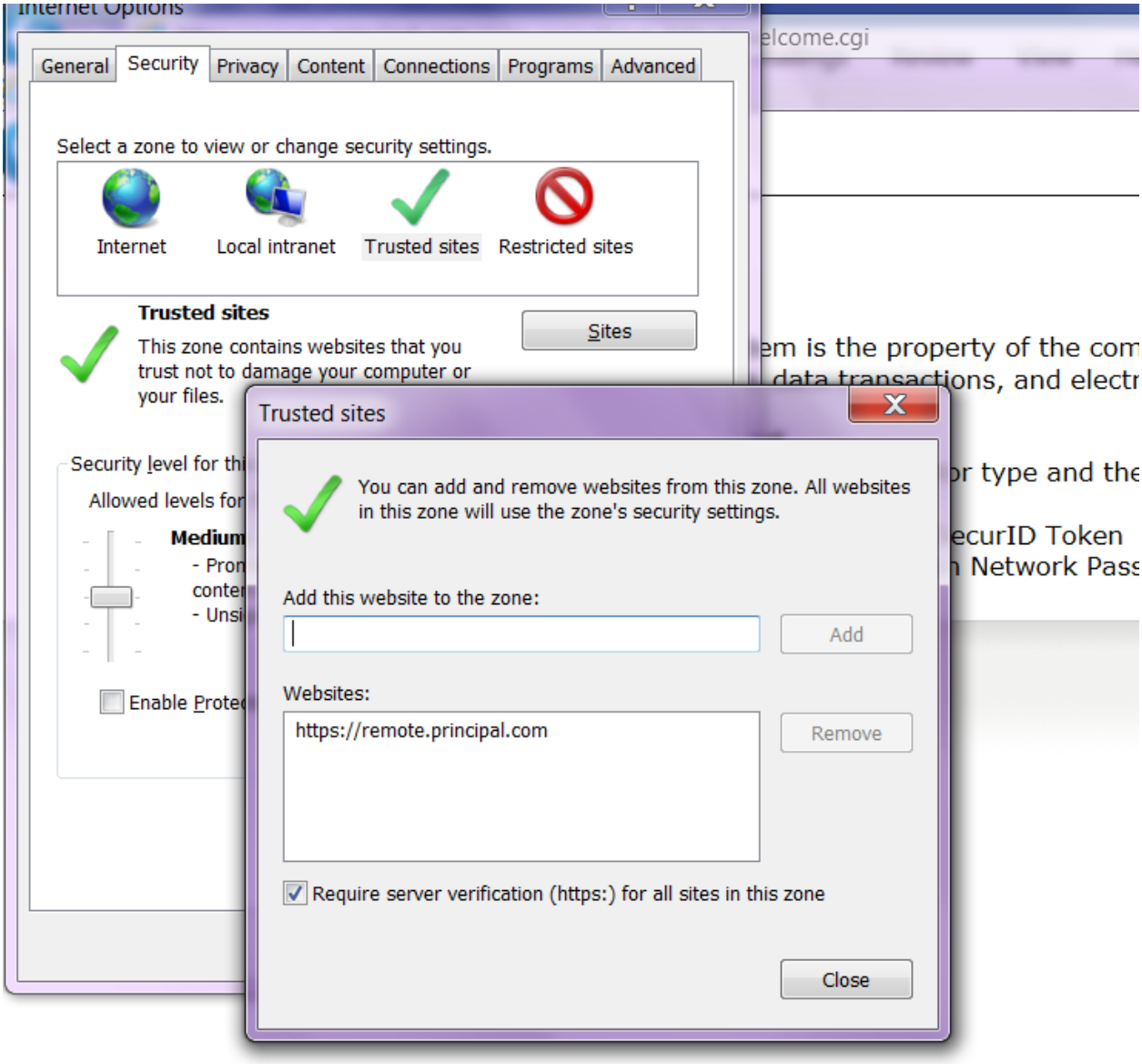


Click on Trusted Sites and Sites

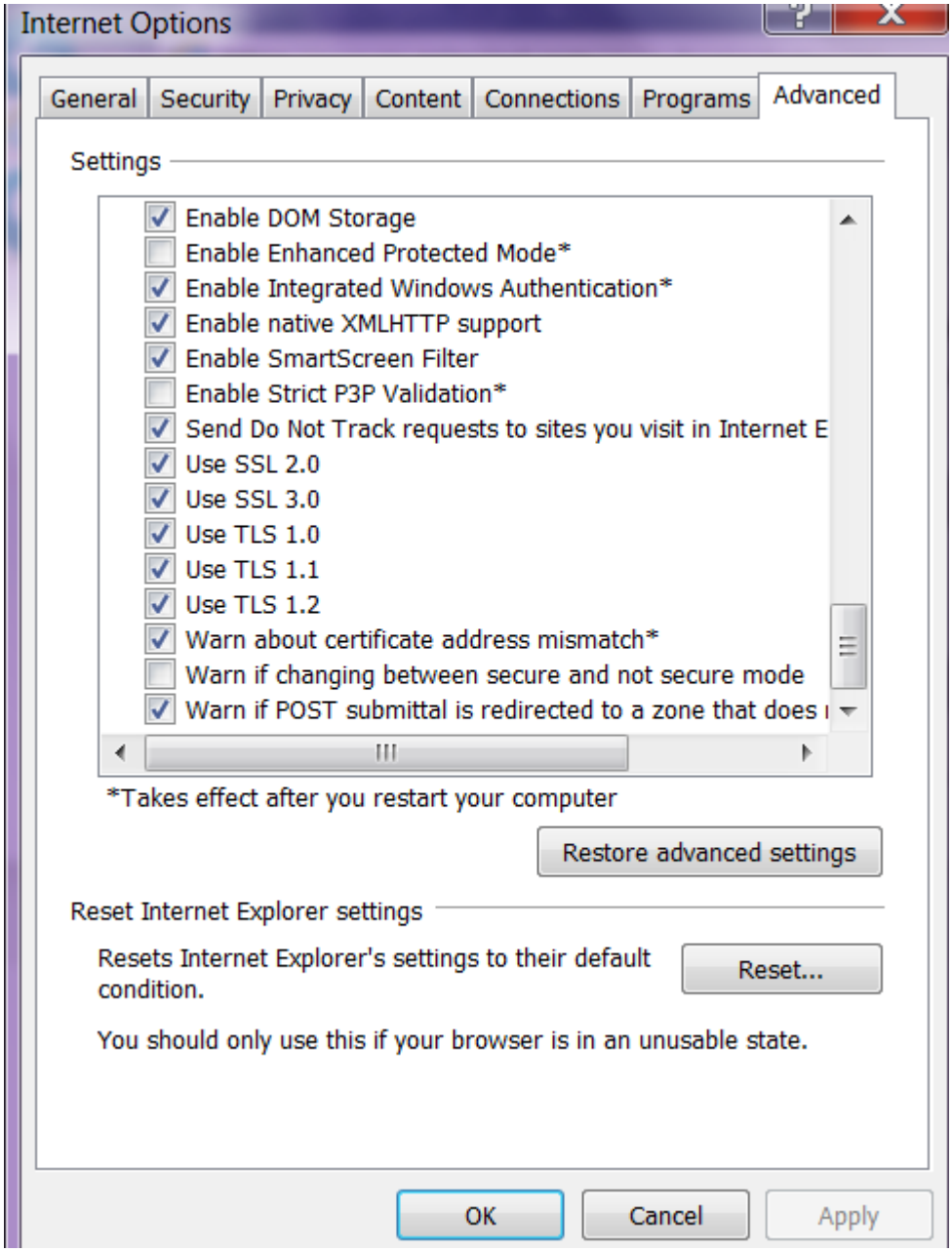


In the new pop up remote.principal.com should already some populated otherwise please type it **https://remote.principal.com**

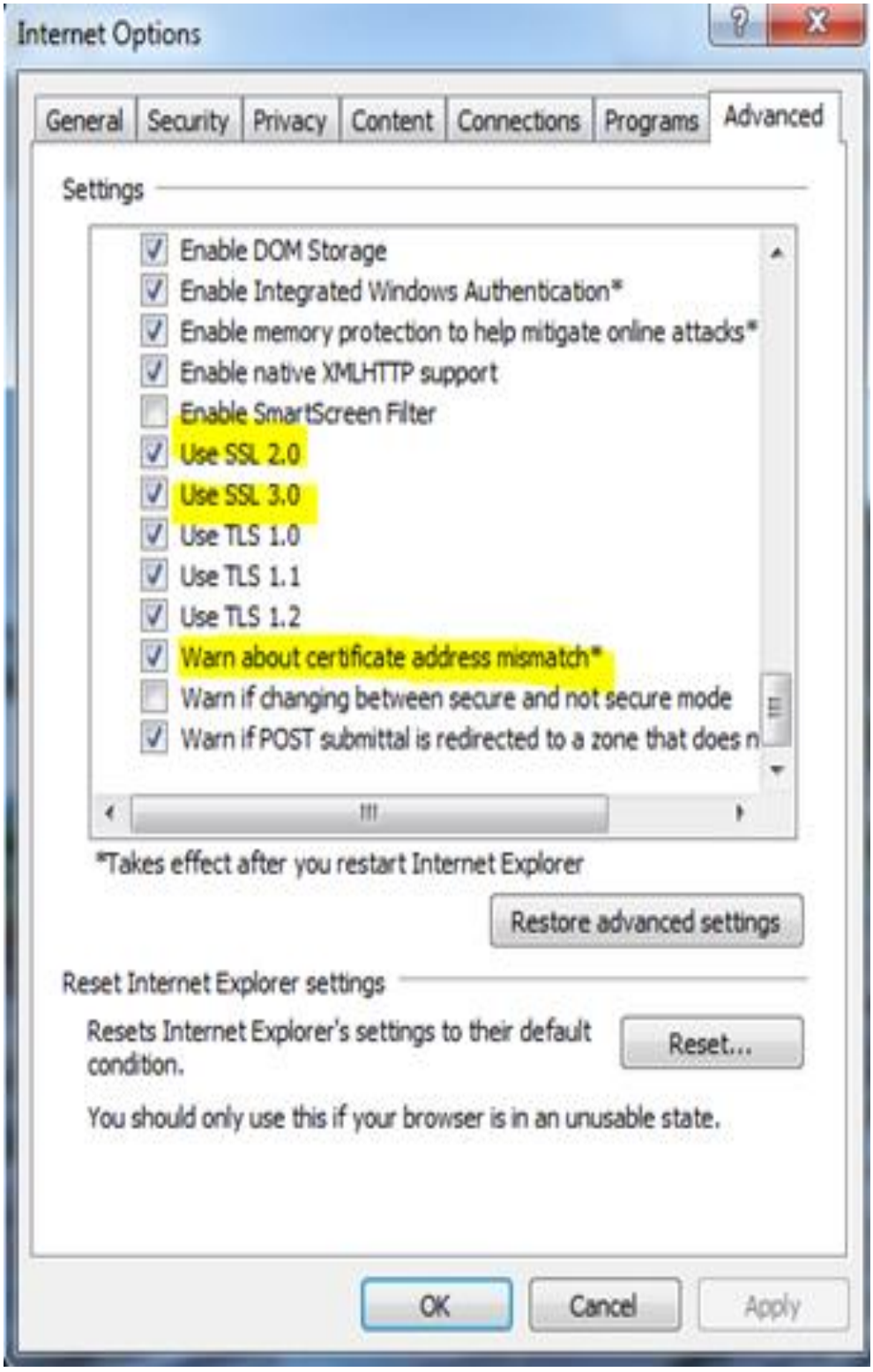
Click on Add and close



Now go to Advanced Tab and scroll down and ensure all the **SSL and TLS version** are selected.



Check all options for ‘use SSL 2.0, 3.0, warn about certificate address mismatch’ are checked like highlighted in above screen shot. Click – apply and press OK.



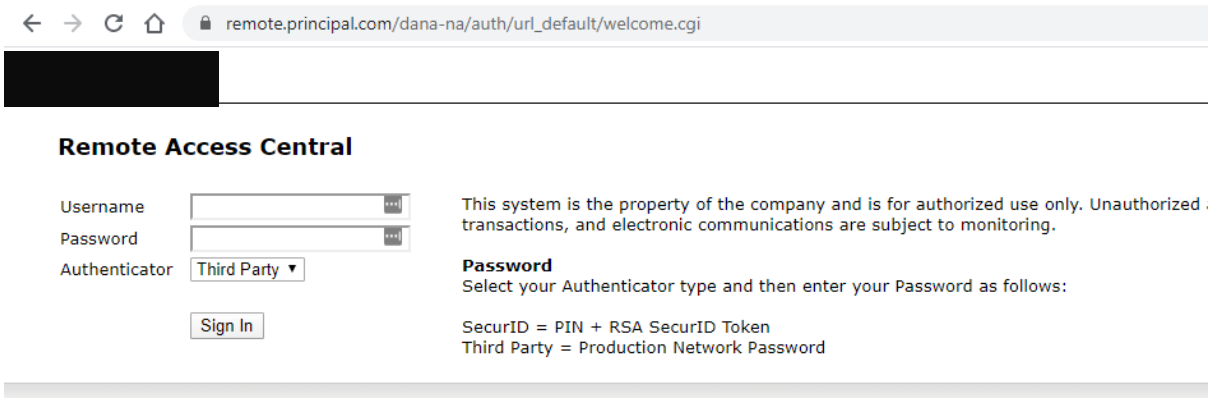
And Ok on Internet Options Screen

Classification: Public

Pulse Secure VPN Setup

Once Laptop come online, open Internet Explorer and launch below

https://remote.principal.com/

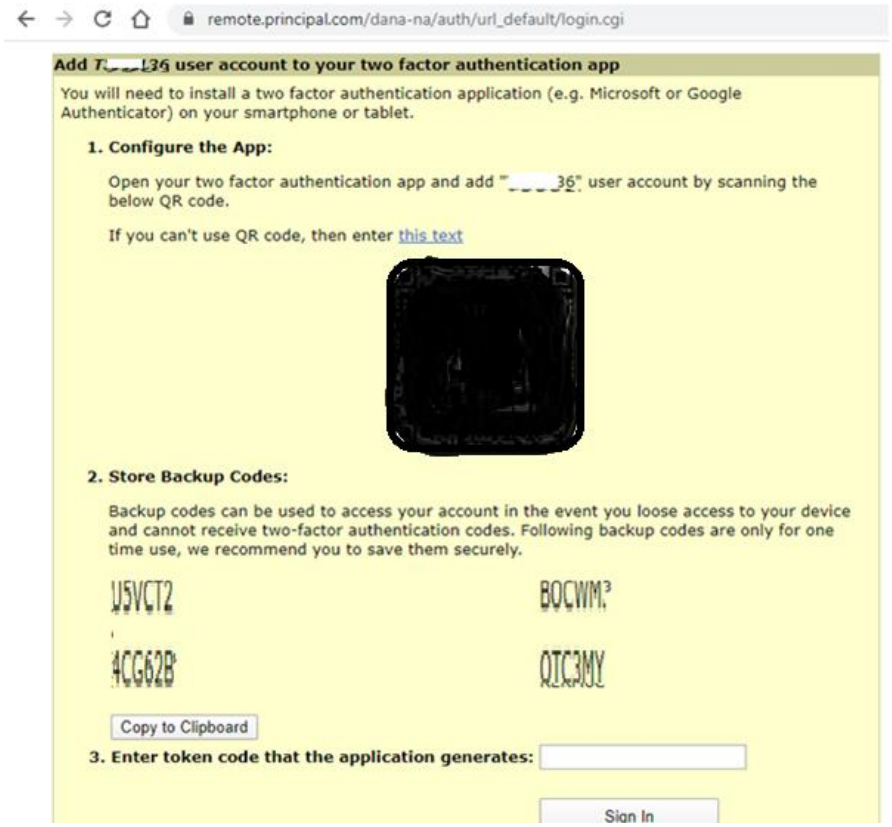


Use your Principal Windows login: -

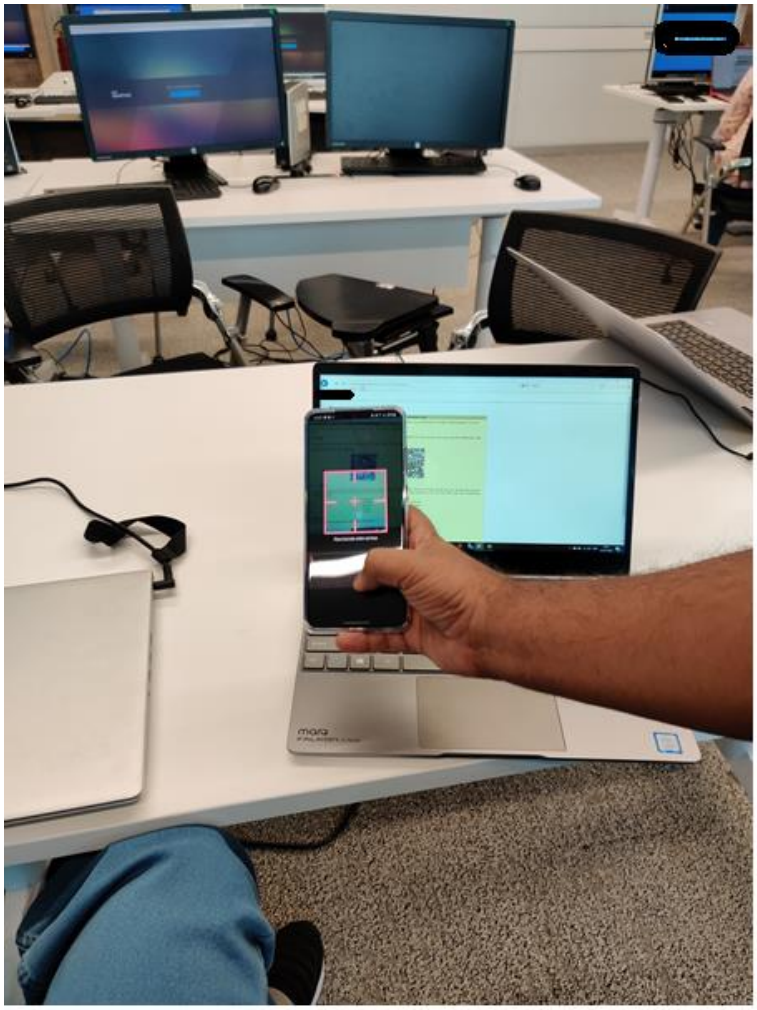
Username: - Windows Principal Username

Password: - Your Windows Principal Password

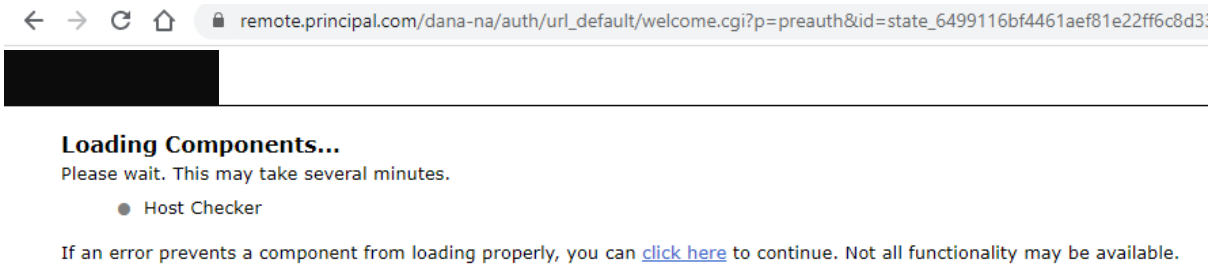
Authenticator: - Select “Third Party”



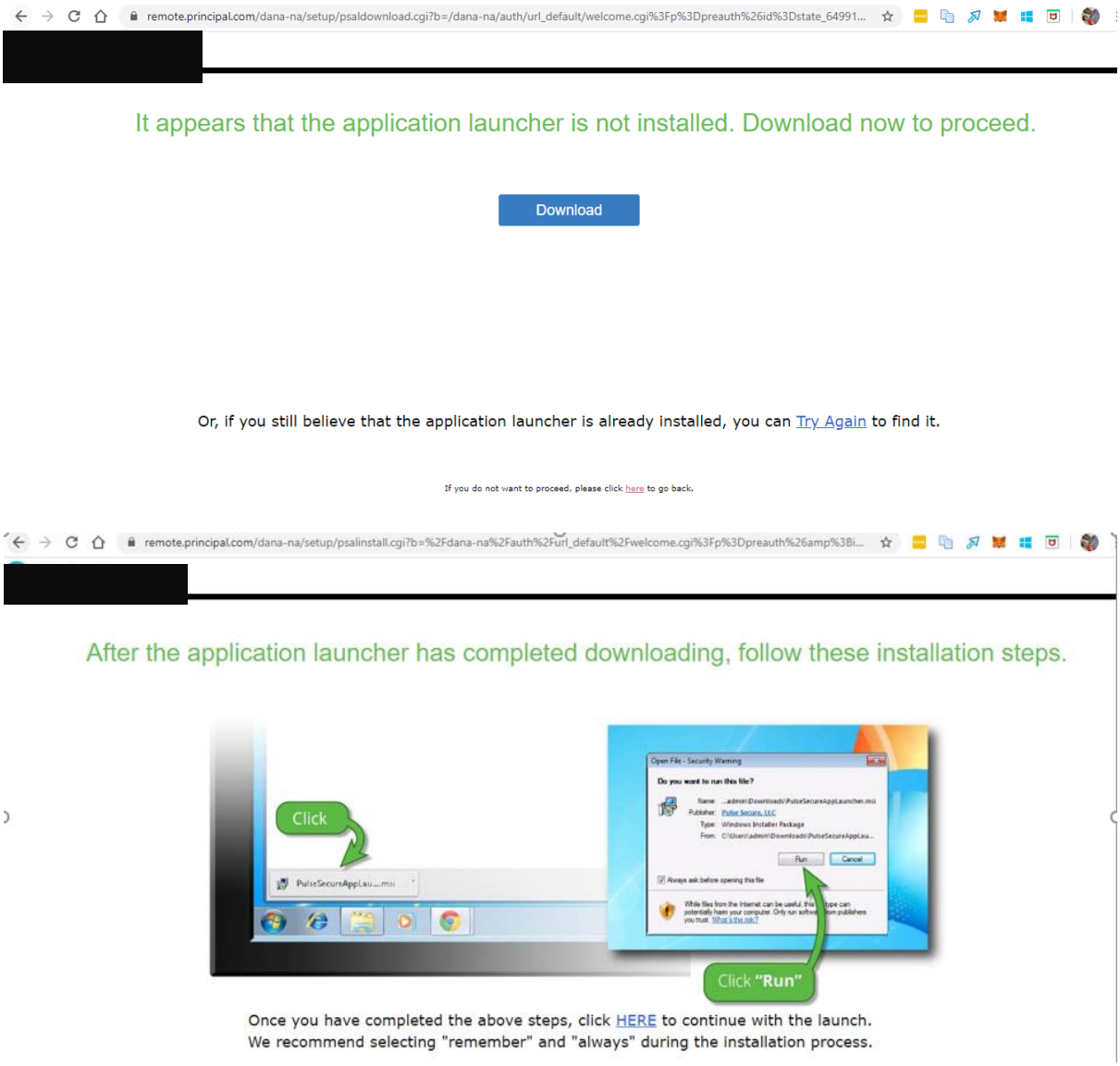
Download the google Authenticator or Windows Authenticator on mobile and Scan



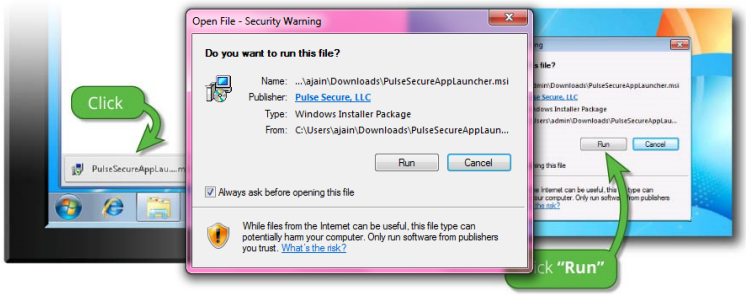
Once Scan it will go ahead and below window will appear



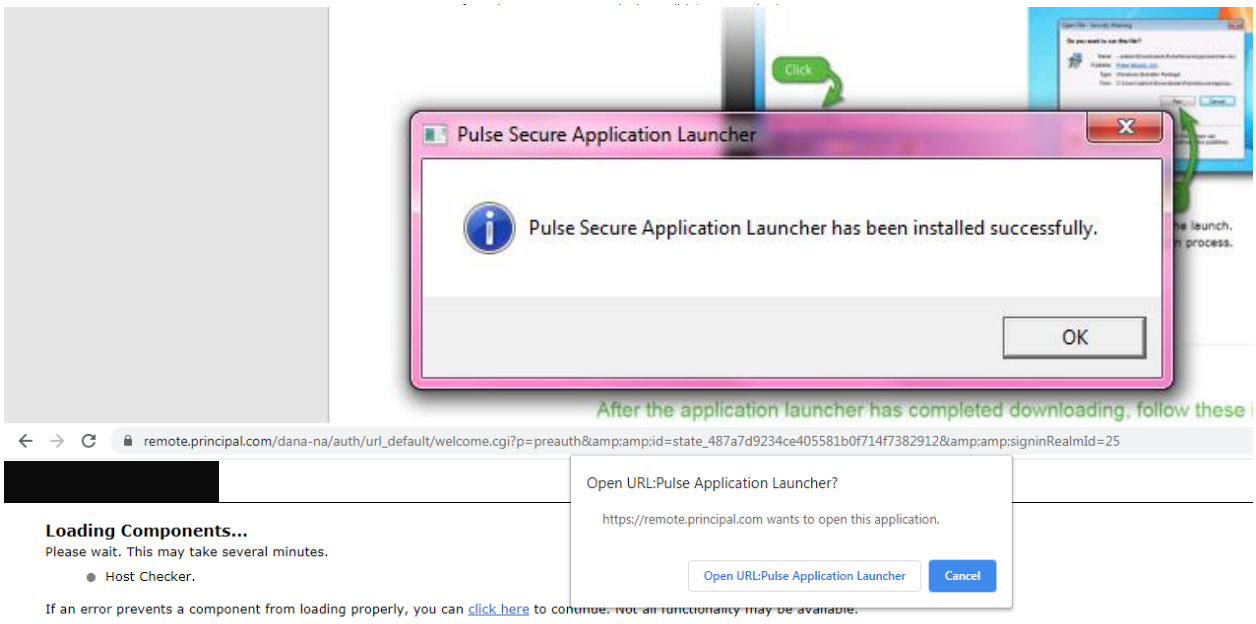
If you get any issue add the https://remote.principal.com/ into trusted sites.

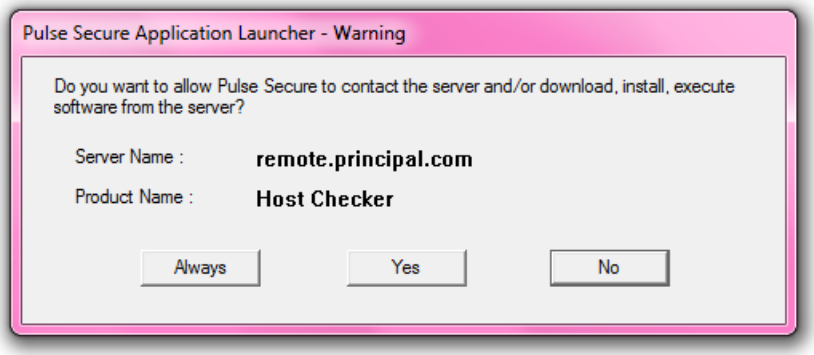

remote.principal.com/dana-na/setup/psaldownload.cgi?b=/dana-na/auth/url_default/welcome.cgi%3Fp%3Dpreauth%26id%3Dstate_64991...
It appears that the application launcher is not installed. Download now to proceed.
Download
Or, if you still believe that the application launcher is already installed, you can Try Again to find it.
If you do not want to proceed, please click here to go back.
remote.principal.com/dana-na/setup/psalinstall.cgi?b=%2Fdana-na%2Fauth%2Furl_default%2Fwelcome.cgi%3Fp%3Dpreauth%26amp%3Bi...
After the application launcher has completed downloading, follow these installation steps.
Click
Click "Run"
Once you have completed the above steps, click HERE to continue with the launch.
We recommend selecting "remember" and "always" during the installation process.

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



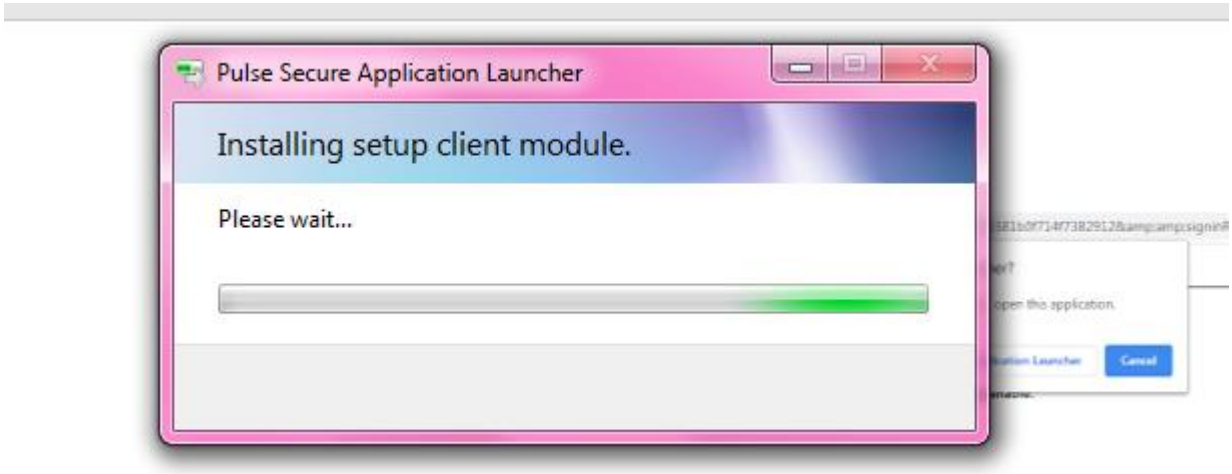
Once you have completed the above steps, click HERE to continue with the launch.
We recommend selecting "remember" and "always" during the installation process.

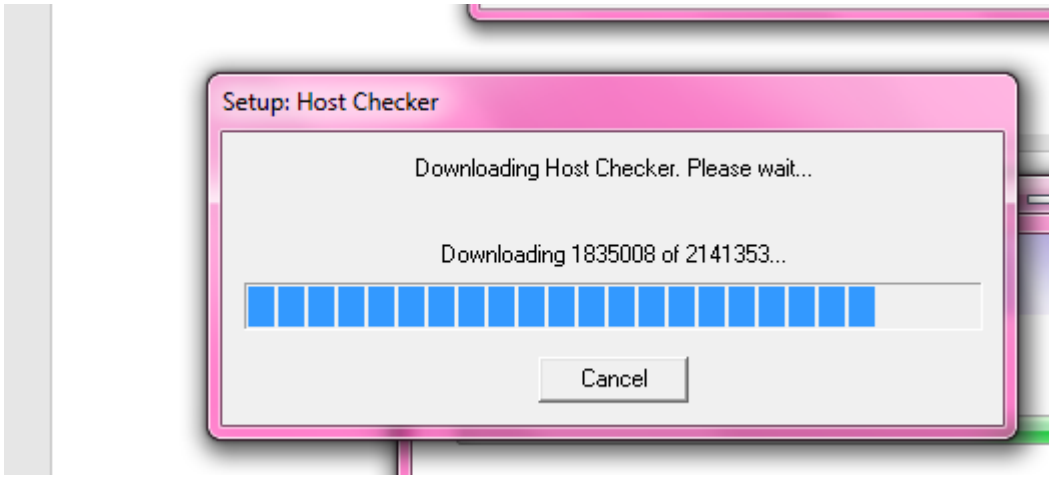




Click on Always

If you get **error** please re login. This comes if the process takes a longer time to execute (depends on broadband connection).



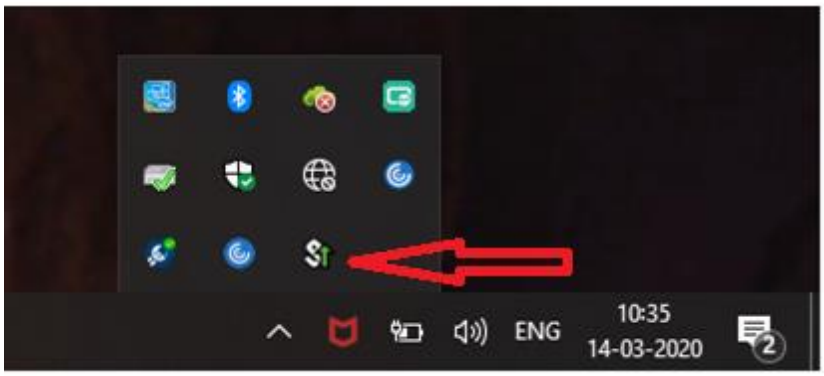


Restart your laptop once all installation is done.

After restart once again go to https://remote.principal.com/ and login with your credentials and authenticator code.

When you see this page, click “Start” Button

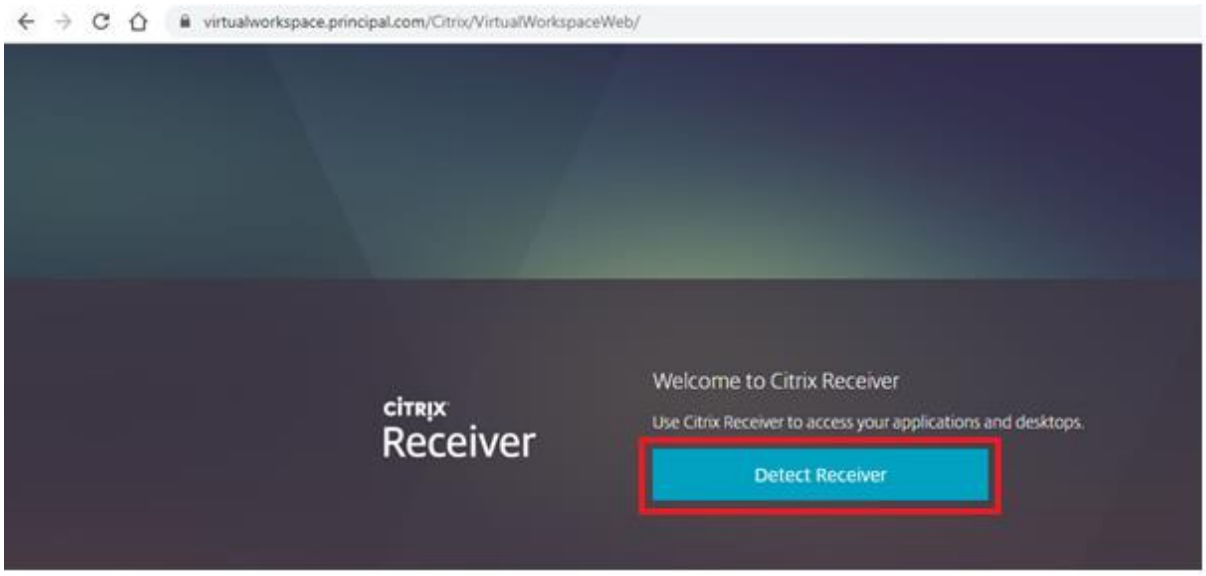
Classification: Public

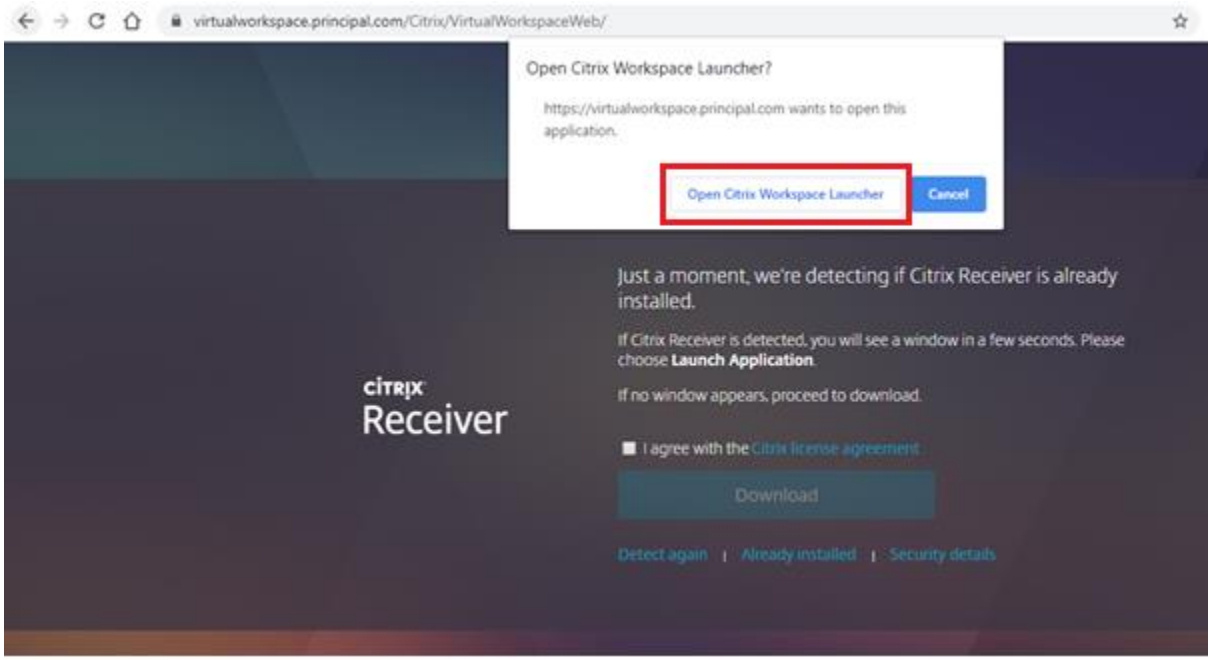


Launch Virtual Workspace

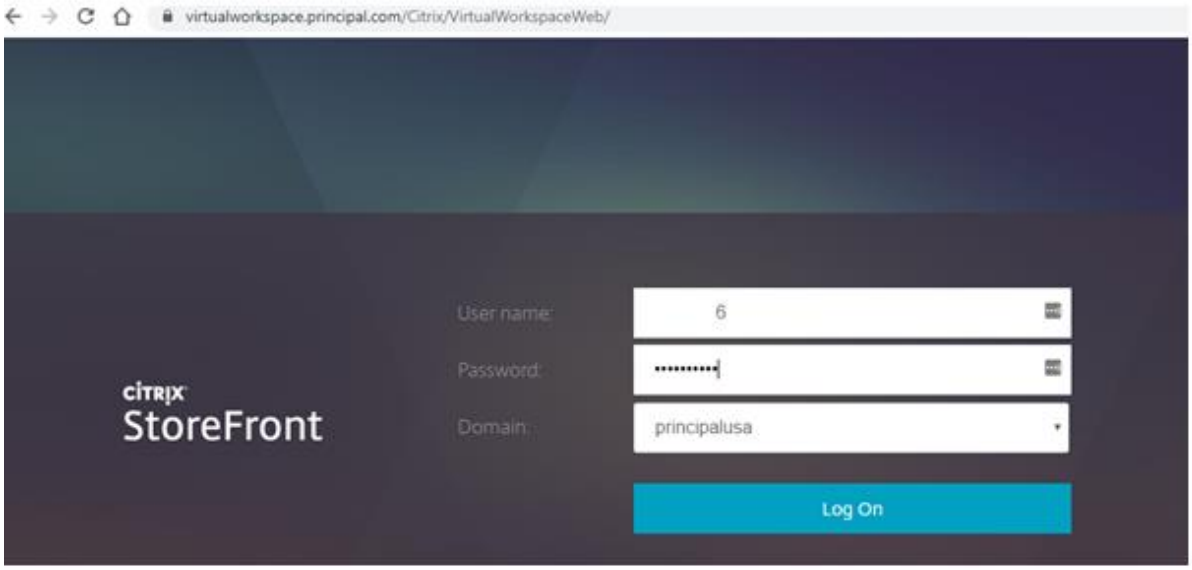
At this point your open another tab in your browser Chrome or Internet Explorer

Go to https://virtualworkspace.principal.com/ and login with your credentials.

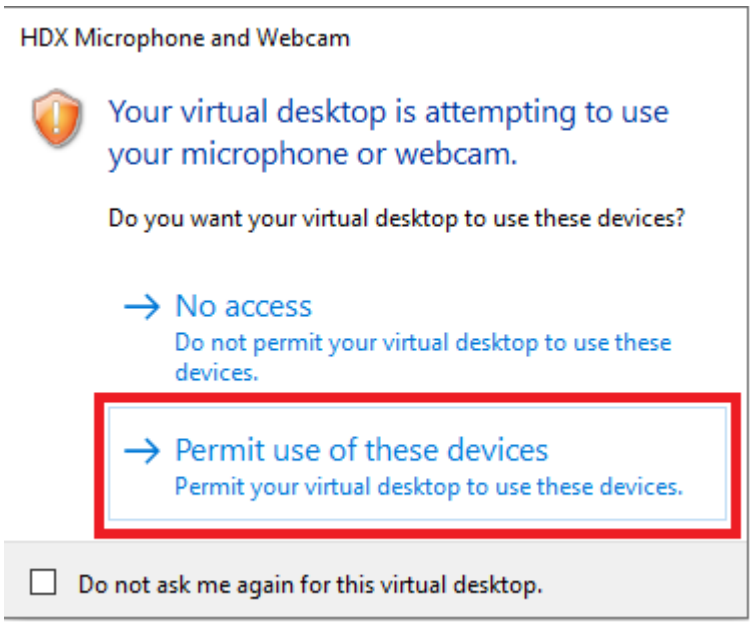




Classification: Public



If you see this window, please click on permit use of these devices.



Additional Notes:

- Make sure windows patches and antivirus are updated on your laptop / desktop.
- Install Citrix HDX RTME 2.9 on your laptop.
- Performance of VDI degrades if you have other downloads running on laptop
- For windows 10 Laptop install Citrix workspace
- For Windows 7 laptop install Citrix Receiver

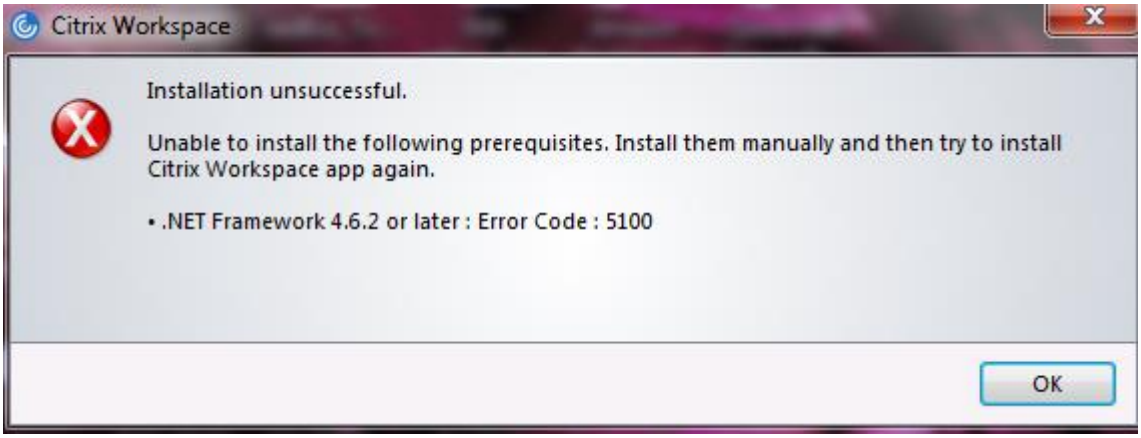
Classification: Public

Common Issues

How to enter authentication Code and where is the secure Code?

Ans:- Please open the authenticator application of Microsoft which you have installed and scanned the QR code to connect

Citrix is giving me error of .net version to be installed



Solution 1: - Please refer the setps listed in the Citrix Receiver installer. Run the exe as Administrator.

Solution 2:- Make sure your windows OS is update to the latest. Try Installing Citrix receiver / Workspace as an administrator. Please refer for further troubleshooting steps - https://support.citrix.com/article/CTX250044

How to Update Windows 10

1. Select the Start (**Windows**) button from the bottom-left corner.
2. Go to settings (gear icon).
3. Select the **Update** and Security icon.
4. Choose **Windows Update** tab in the sidebar (Circular arrows)
5. Select Check for **updates**. If there is an available **update**, it will begin downloading automatically.

I am not able to scan the QR code on IOS

Ans:- There is no specific solution scanning QR code should work, please try installing google authenticator or vice versa. Just sharing one Colleague shared for scanning QR Code for IOS if it does not work then take photo of QR code using other phone and then scan that image using your IOS Phone, it should work.

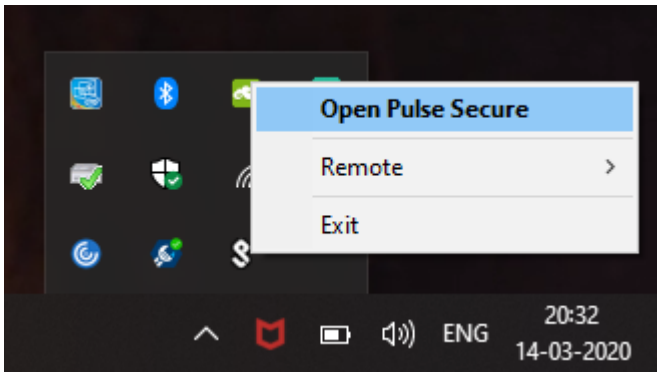
Does this Solution work with MAC System?

Ans:- At this moment we are checking this and we will request yourself to bring your Mac to office on Monday.

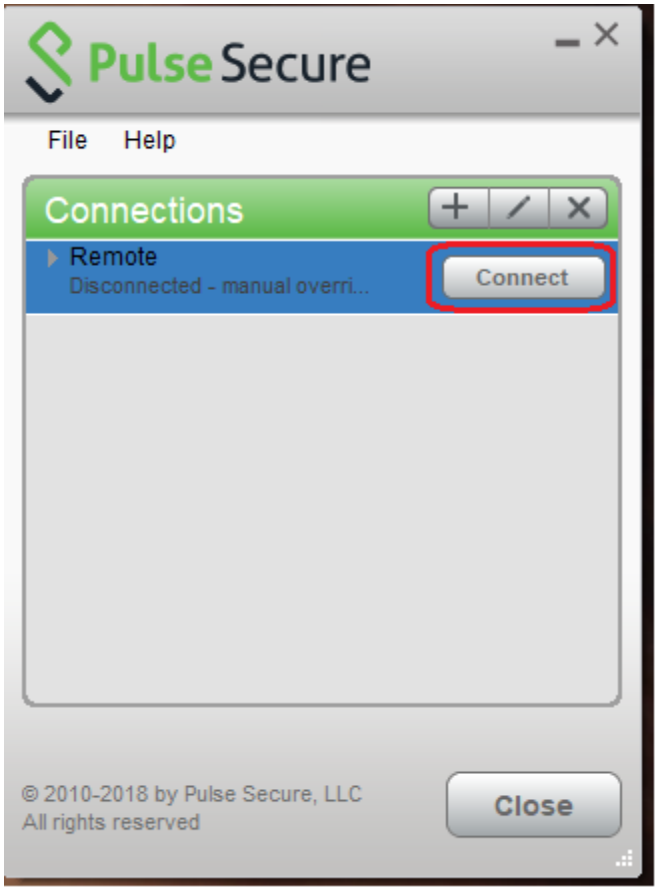
Pulse Secure App Launcher is giving a Pop up of Detected an Internal Error

Ans:- This is mostly because of the Internet Explorer setting issue, please follow the Internet Explorer check and Setup Section.

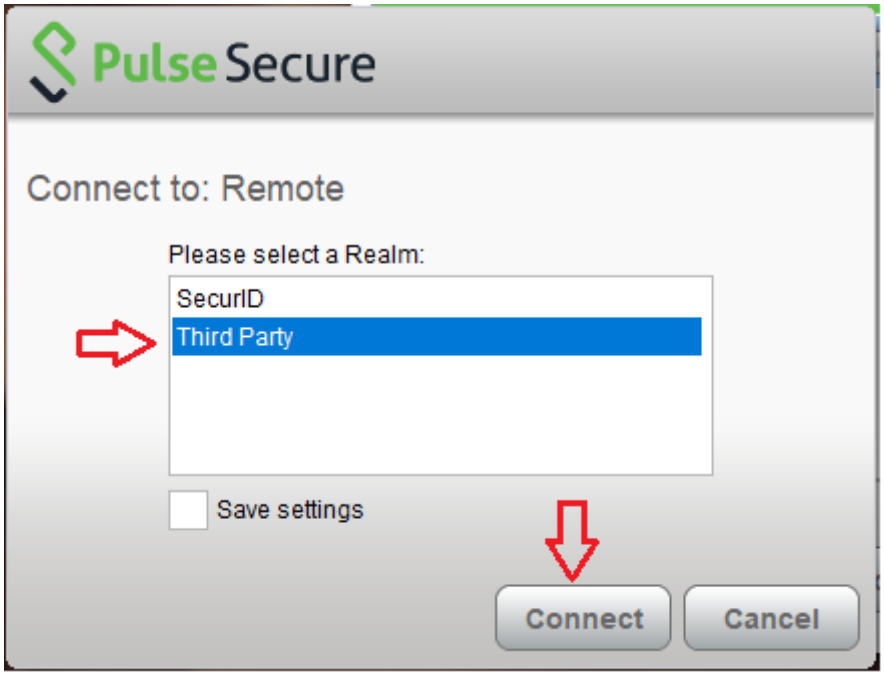
How to manually login to Pulse Secure?



Go To System Tray, Right Click on Pulse Secure Icon, and click Open Pulse Secures

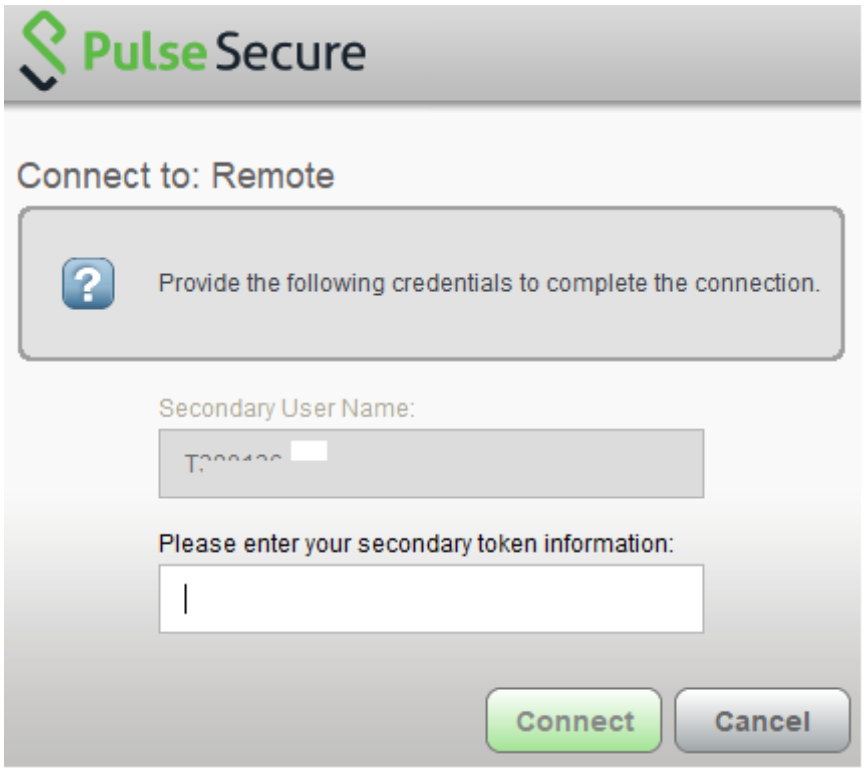


Click Connect

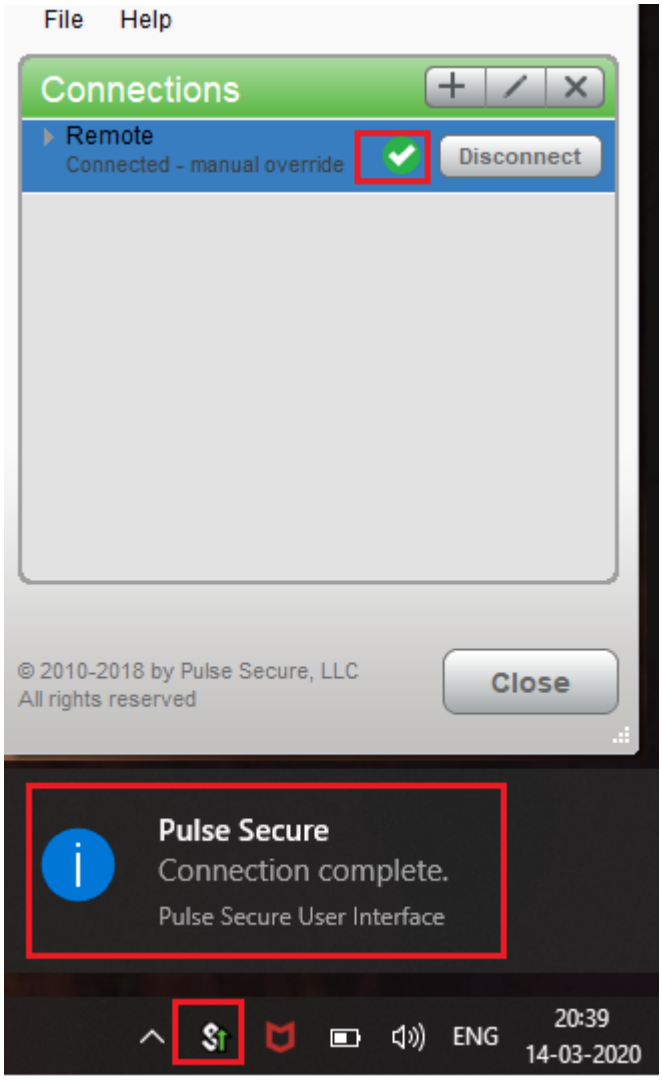


Select Third Part and Click Connect.

Connect with your windows login credentials



Enter the code showing on your Google / Microsoft Authenticator here.



Once connected successfully, you'll see few notifications.