Related Articles

KB40270 - Support for Windows 10 Anniversary Update (also known as Redstone (RS1) and known issues

KB43833 - Slow download speeds/unable to access resources over Wifi via Pulse Desktop client on Windows 10 Redstone 3 and up

Information

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Synopsis This article describes an issue on Windows 10 where end user experiences slow download speeds/unable to access resources over Wi-Fi adapter via Pulse Desktop client on Windows 10

Problem or Goal Possible symptoms:

- PC is running Windows 10.
- With Pulse client connected, end user may see resource access and slowness issues via VPN.
- The issue is primarily seen in some cases on but not limited to Intel ® Wireless-AC 9560/9260 on particular hardware like DELL 5530 and HP Zbooks 15.
- With Pulse Desktop client installed, when connected over physical adapter (with or without Pulse VPN tunnel) user experiences slow network speeds.
- User is unable to access any internal resource after launching Pulse tunnel when connected via Wifi. Only few pings will be successfully initially and then fails and Pulse client keeps trying to reconnect.
- Even without Pulse Desktop client installed, slow download speeds is seen to be experienced as well : https://social.technet.microsoft.com/Forums/en-US/27dd19ab-78a2-42fc-accb-34bd949a30a7/windows-10-creators-update-causing-very-slow-wifi?forum=win10itpronetworkingr
- When a speed test is performed the download speed is lower than the upload speed.
- Ethernet or wired connection is not impacted.
- If Windows system is using Hyper-V then download speed is also impacted on virtual machines configured with Hyper-V that are bridged to the host system via Wifi where the host system has Pulse Desktop client installed.

Cause This issue is caused due to an interoperability with the Juniper Network Service which binds to physical adapters when Pulse Desktop Client is installed.

Solution The following solutions have been implemented by our customers successfully,

Solution # 1: Disable the Juniper Network Services from the physical and virtual adapter: (If the Pulse connection is being used to connect to an SRX device, then this should not be performed. See below for a workaround that can be applied to SRX connections.)

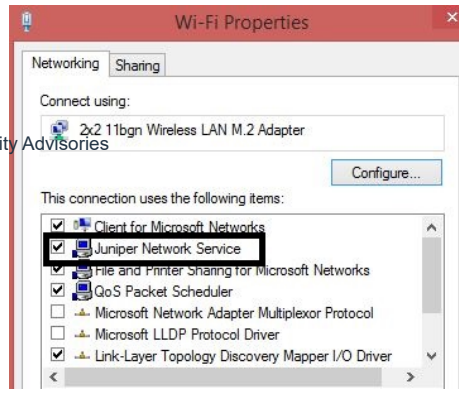
1. Open Control Panel and select **Network and Sharing Center** the select **Change adapter settings**.

OR

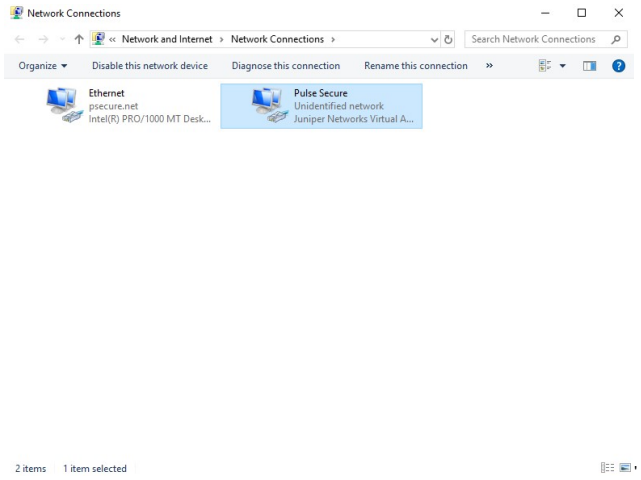
From a DOS command prompt run the command:

```
-Start > Run > ncpa.cpl
```

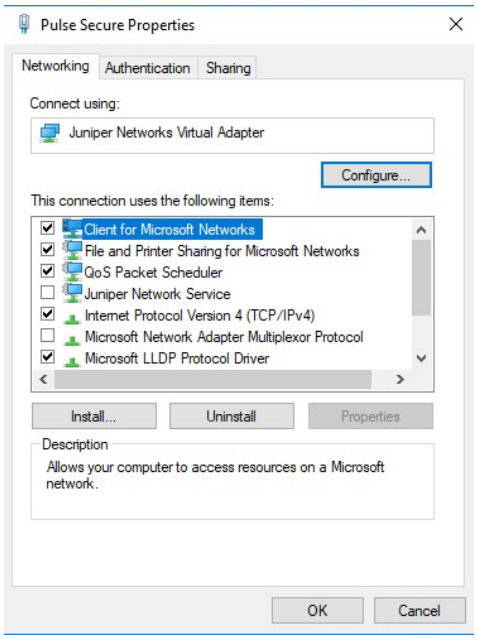
2. Locate the physical adapter in the Network Connections
3. Right-click on the adapter and select **Properties**.
4. From the list, uncheck the checkbox for **Juniper Network Service**



4. Connect with Pulse Desktop Client. (This is necessary to change the virtual adapter settings. If the Pulse tunnel is not connected, the virtual adapter does not appear in the Network Connections.)
5. From the Network Connections, select **Pulse Secure** virtual adapter



6. Right-click the adapter and select **Properties**
7. From the list, uncheck the checkbox for **Juniper Network Service** & Click OK



8. Alternatively, the same can be achieved upon running the following command from PowerShell (Running as an Admin)

```
Disable-NetAdapterBinding -Name * -DisplayName "Juniper Network Service"
```

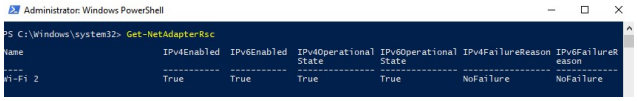
Note : Replace * with specific Adapter display name if you do not wish to disable "Juniper Network Service" on all the adapters.

Solution # 2: Disable RSC from the physical adapter: (If Pulse is being used to connect to an SRX device then the Juniper Network Service needs to remain enabled. In this case, follow the steps below to disable RSC from the physical adapter.)

1. Open *Powershell (*Run as Administrator)
2. Run the following command to determine which adapter RSC is enabled on:

```
Get-NetAdapterRsc
```

If RSC is enabled on the Wi-Fi adapter, for example, the following output will be seen:



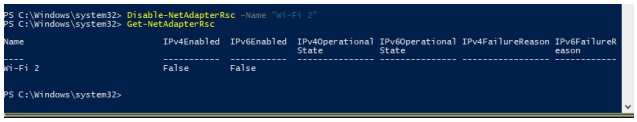
3. Run the following command to disable RSC on the Wi-Fi 2 adapter:

```
Disable-NetAdapterRsc -Name "Wi-Fi 2"
```

Run the following command to verify that RSC is disabled:

```
Get-NetAdapterRSC
```

The output will change as shown below:



Note - The OperationalState of Blank or False indicates that RSC is Disabled.

4. To disable RSC on all physical adapters, run the following command:

```
Disable-NetAdapterRsc -name "*"
```

Related Links

Attachment 1

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Yes No

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