



Secure Business Networks

SSL VPN Installation manual

Mac OS X - English version

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1. Introduction

This document is a configuration manual for the installation of the Pulse Secure software and for the usage of the All IP VPN solution on a Mac OS X machine. In this document there will be a concise explanation for the installation and operation of the Pulse Secure software.

Pulse Secure is a VPN client that can establish a secure connection between your computer and a Juniper security product. With an active Pulse Secure connection the communication between your system and the company's network will be encrypted so third parties won't be able to influence or monitor this traffic.

For more information you can contact our servicedesk between 08:30 and 17:30 CET at +31 (0) 88 4252981 or with an e-mail to support@allip.nl.

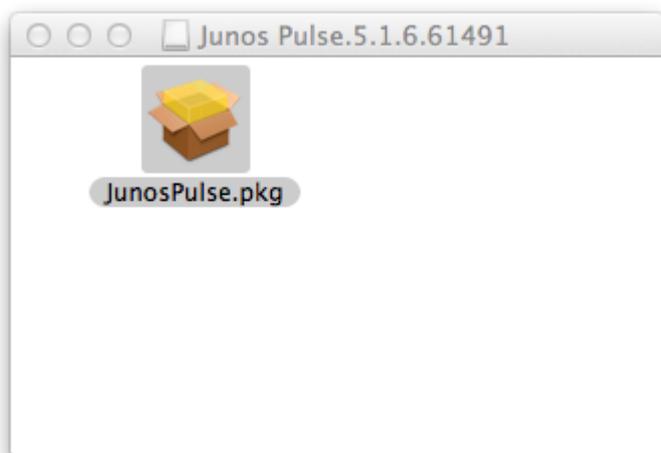
2. Installing Pulse Secure

Please uninstall any previous versions of Pulse Secure that might already be installed before proceeding. The latest version of the Pulse Secure software is available at the following download location:

<https://www.galaxy.nl/download>

Please take note of the OS X version you are using, and download the correct version of Pulse Secure. You can check this version by clicking on the Apple icon in the top left of your screen and selecting "About"

After downloading this file, you can see the following installer:



You can start the installation by double-clicking the file.

After starting the installation, you will see the following screen:



Please click "Continue"

You can select a different installation location in the following screen:

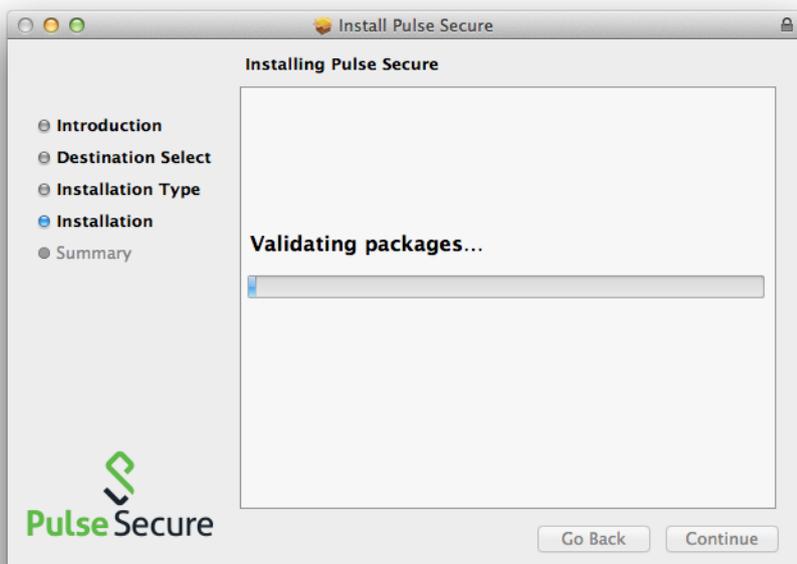


To proceed with the installation, please select "Install".

It is possible that your Mac will prompt you for your user credentials, please enter those and select "Install Software":



The installation will now begin:



A short time later the installation should be finished:



Please select "Close"

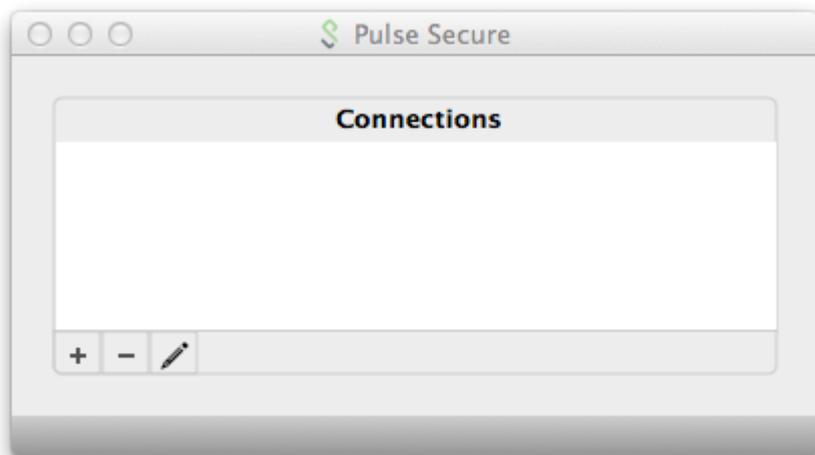
When starting the Pulse Secure software, you will see the following icon in your Mac's dock:



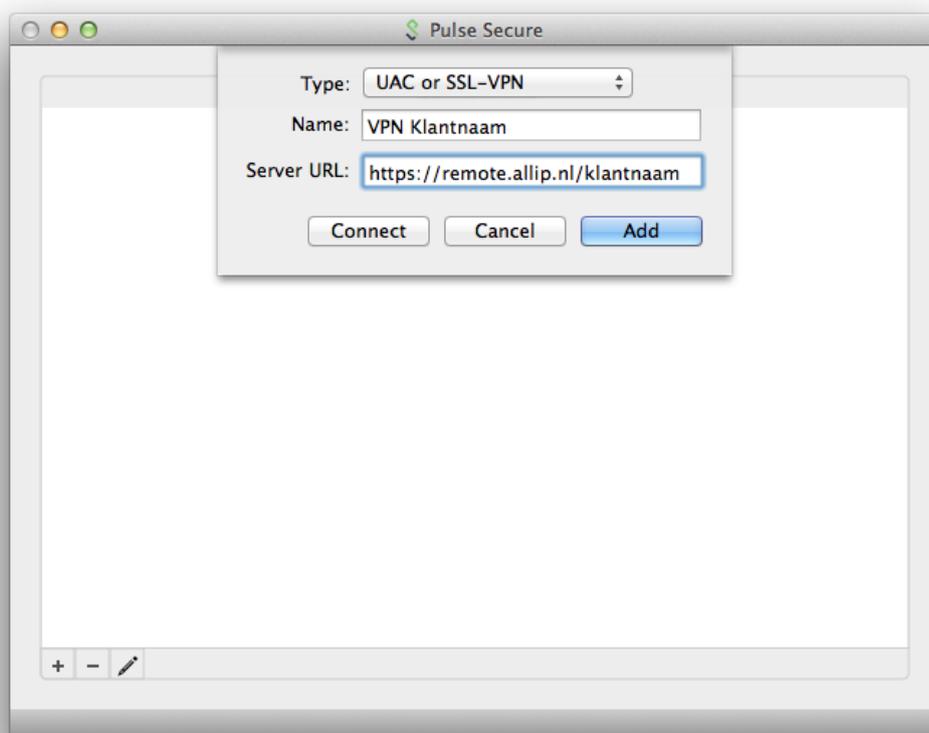
You can bring it to the foreground by clicking this icon.

3. Configuring and using Pulse Secure

Before the software can make a secure connection to your networking environment, the connection has to be configured. This can be done by selecting the "+" sign in the following screen:



Please give the VPN a name and enter the right server URL:



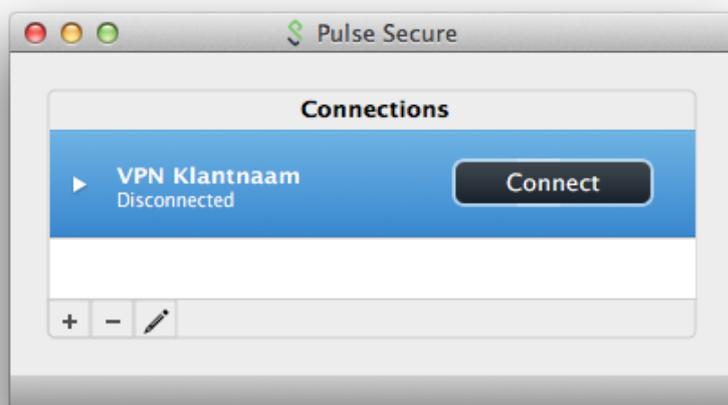
Type: "UAC or SSL-VPN"

Name: The name being displayed for this connection, this is not important for the connection's functionality.

Server URL: The server URL was provided by us together with this manual, the URL should start with <https://remote.allip.nl/> directly followed by your (shortened) company name.

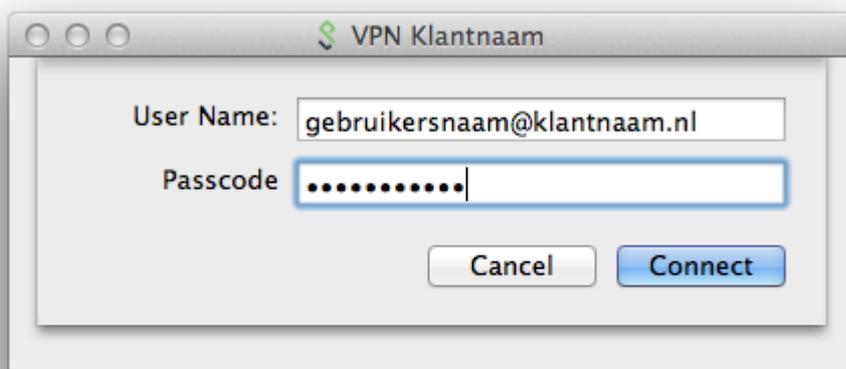
Afterwards, select "Add" to add the connection to the list.

The new connection should now appear in the main screen of Pulse Secure:



When you click "Connect" the VPN connection will be activated and will start to connect to your company network.

A popup will appear asking you for your user credentials.

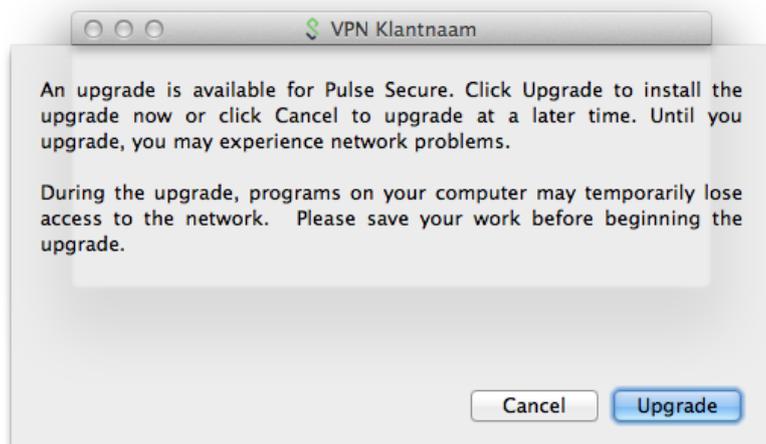


User Name: The username that came with your token or token-app.

Passcode: Your 4-, or 5-digit PIN, directly followed by the 6 digits displayed by your token or token-app, for a total of 10 or 11 digits, depending on the length of your PIN.

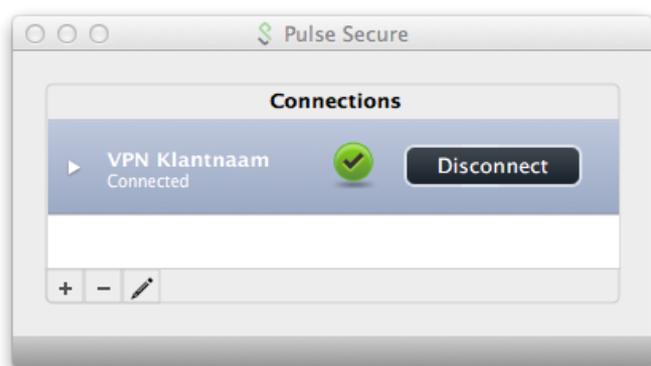
Click "Connect" to start the VPN connection.

When using an older Mac OS X version, only the older version of Pulse Secure will work. (5.0r*) It is possible that Pulse Secure will show a pop-up offering an upgrade of the Pulse Secure software:

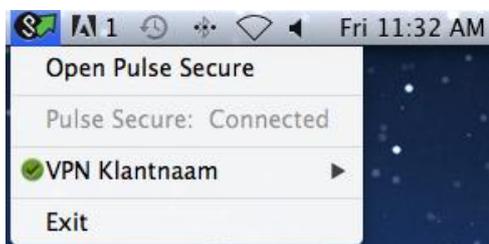


Please select "Cancel" if you are using OS X 10.6 or 10.7, otherwise a newer version of Pulse Secure will be installed, which is incompatible with this older version of OS X.

In the mainscreen of Pulse Secure the connection status should now display "Connected". When the VPN is not needed anymore, the "Disconnect" button can be used to terminate the VPN connection.



In the top menubar the connection status can also be found by looking at the Pulse Secure icon:



An active Pulse Secure connection is comparable with a direct connection to your company's network environment; all devices on the network are available on their local addresses.

In case you encounter problems with the Pulse Secure VPN software or it's installation, please contact our servicedesk at +31 (0) 88 4252981 (between 08:30 and 17:30 CET) or by sending an e-mail to support@allip.nl