

## Platform Guide

# ***SA Supported Platforms***

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Service Package Version 7.1R4



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## Introduction

The SA Platform uses Web and security technologies, giving users ubiquitous remote access to corporate resources using a Web browser. This document describes the platforms (operating system/browser combinations) that have been qualified for use with the SA.

## SA Hardware Requirements

Service Package Version 7.1 is supported on the following SA platforms:

- Junos Pulse Secure Access Service 700
- Junos Pulse Secure Access Service 2000/4000/6000/6000 Service Provider
- Junos Pulse Secure Access Service 4000/6000-FIPS
- Junos Pulse Secure Access Service 2500/4500/6500
- Junos Pulse Secure Access Service 4500/6500-FIPS
- Junos Pulse Secure Access Service 2600
- Junos Pulse Secure Access Service 4610
- Junos Pulse Secure Access Service 6610
- Junos Pulse Secure Access Service 6611

## Platform Support

Juniper Networks tests the mentioned functionalities of the SA Platform on most widely used corporate and consumer platforms to qualify each platform as either qualified or compatible.

The platforms in this list are divided into two categories: compatible and qualified. The complete list of platforms/browsers in the document is supported. If problems are encountered on either a qualified or a compatible platform then Juniper support will attempt to resolve the issue.

**All browsers are 32-bit browsers unless otherwise specified**

**Windows Vista or Vista** refers to Windows Vista Enterprise/Ultimate/Business/Home Basic/Home Premium

**Windows 7:** Refers to Windows 7 Enterprise/Ultimate/Business/Home Basic/Home Premium

All of the information is valid on the date when the document was published. For all newer versions of browsers and operating systems please contact Juniper Support.

## Qualified Platform

The platforms listed in the “qualified” category have been systematically tested by QA department as part of the release covered by the Supported Platforms document.

## **Compatible Platform**

The platforms listed in the “compatible” category have not been systematically tested by our QA department in this release but based on testing in previous releases and knowledge of the platform Juniper expects that the functionality will work and will fully support these platforms.

## **Multiple Language Support**

All the end-user functionality has been localized in German, French, Japanese, Traditional Chinese, Simplified Chinese, Spanish, and Korean. The administrator user interface is supported in English only.

## Cross Platform support

### Web and File Browsing

### Administrator User Interface (Web Console)

### Secure Client-side Java Applets

### Secure Terminal Access

### Java-Secure Application Manager (J-SAM) [Not applicable for SA 700]

### Network Connect

### Secure Meeting [Not applicable for SA 700]

Secure Meeting is not supported on Mac OS X 10.7.x

### Host Checker and Cache Cleaner [Excluding EES, refer next section]

### Qualified platforms:

Platform	Operating System : list of browsers and Java Environment
Windows	<ul style="list-style-type: none"> <li>XP Professional SP3 32 bit: Internet Explorer 7.0, 8.0, and Firefox 3.6, 4.0; Sun JRE 6</li> <li>Vista Enterprise SP2 32 : Internet Explorer 7.0, 8.0, 9.0 and Firefox 3.6, 4.0; Sun JRE 6</li> <li>Windows 7 Enterprise SP1 64 bit: Internet Explorer 8.0, 9.0 and Firefox 3.6, 4.0; Sun JRE 6</li> </ul>
Mac	<ul style="list-style-type: none"> <li>Mac OS X 10.7.1, 32 and 64 bit: Safari 5.1 Sun JRE 6</li> <li>Mac OS X 10.6.4, 32 and 64 bit: Safari 5.0, Safari 5.1 Sun JRE 6</li> <li>Mac OS X 10.5.8, 32 and 64 bit: Safari 4.0 Sun JRE 6</li> </ul>
Linux	<ul style="list-style-type: none"> <li>OpenSuse 11.3 , 32 bit only: Firefox 3.6, 4.0; Sun JRE 6</li> <li>Ubuntu 10.04 LTS, 32 bit only: Firefox 3.6, 4.0; Sun JRE 6</li> </ul>

### Compatible platforms:

Platform	Operating System	Browsers and Java Environment
Windows	<ul style="list-style-type: none"> <li>Vista with Service Pack 1 or 2 on 32 bit or 64 bit platforms</li> <li>Windows 7 on 32bit or 64 bit platforms</li> <li>XP Professional SP2 or SP3 on 32 bit or 64 bit platforms</li> <li>XP Home Edition SP3</li> </ul>	<ul style="list-style-type: none"> <li>Internet Explorer 9.0 *</li> <li>Internet Explorer 8.0 *</li> <li>Internet Explorer 7.0 *</li> <li>Firefox 3.0 and above</li> <li>Sun JRE 6 and above</li> <li>( * Wherever-applicable)</li> </ul>
Mac	<ul style="list-style-type: none"> <li>Mac OS X 10.7.x, 32 bit and 64 bit</li> </ul>	<ul style="list-style-type: none"> <li>Safari 3.0 and above</li> </ul>

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	<ul style="list-style-type: none"> <li>• Mac OS X 10.6.x, 32 bit and 64 bit</li> <li>• Mac OS X 10.5.x, 32 bit and 64 bit</li> </ul>	<ul style="list-style-type: none"> <li>• Sun JRE 6 and above</li> </ul>
Linux	<ul style="list-style-type: none"> <li>• OpenSuse 10.x and 11.x, 32 bit only</li> <li>• Ubuntu 9.10 and 10.x, 32 bit only</li> <li>• Red Hat Enterprise Linux 5, 32 bit only</li> </ul>	<ul style="list-style-type: none"> <li>• Firefox 3.0 and above</li> <li>• Sun JRE 6 and above</li> </ul>
Solaris *	<ul style="list-style-type: none"> <li>• Solaris 10, 32 bit only</li> </ul>	<ul style="list-style-type: none"> <li>• Mozilla 2.0 and above</li> </ul>

\* Only for J-SAM

For Mac, Linux, and Solaris J-SAM implementations:

- Automatic editing of hosts file is only available for root users
- Ports less than 1024 are only available for root users

#### Client Recommendations for Secure Meeting:

- NOTE: Secure Meeting is not supported on Mac OS X 10.7.x
- CPU: 1GHz or above recommended for Windows Client. For Mac 1GHz G4 or Intel processor is recommended.
- Memory: 256MB of available RAM.
- Color Quality: For best results, use 16-bit. 8, 16, 24, and 32 bit are supported too.
- Monitor Resolutions: 1024 x 768 pixels is recommended. Up to 2048 x 2048 pixels is supported.

## Windows only support

**Windows Secure Application Manager –WSAM** [Not applicable for SA 700]

**Terminal Services** [Not applicable for SA 700]

**Enhanced Endpoint Security** [Requires Administrator privileges or Juniper Installer Service]

Note: EES is not supported only on 64bit XP

**Secure Virtual Workspace** [Not applicable for SA 700]

Note: Secure virtual workspace is supported only on 32bit Operating systems

### Qualified platforms:

Platform	Operating System : list of browsers and Java Environment
Windows	<ul style="list-style-type: none"> <li>XP Professional SP3 32 bit: Internet Explorer 7.0, 8.0 and Firefox 3.6, 4.0; Sun JRE 6</li> <li>Vista Enterprise SP2 32*: Internet Explorer 7.0, 8.0, 9.0 and Firefox 3.6, 4.0; Sun JRE 6</li> <li>Windows 7 Enterprise SP1 64 bit*: Internet Explorer 8.0, 9.0 and Firefox 3.6, 4.0; Sun JRE 6</li> </ul>

### Compatible platforms:

Platform	Operating System	Browsers and Java Environment
Windows	<ul style="list-style-type: none"> <li>Vista with Service Pack 1 or 2 on 32 bit or 64 bit* platforms</li> <li>Windows 7 on 32bit or 64 bit* platforms</li> <li>XP Professional SP2 or SP3 on 32 bit or 64 bit platforms*</li> <li>XP Home Edition SP3</li> </ul>	<ul style="list-style-type: none"> <li>Internet Explorer 9.0<sup>1</sup></li> <li>Internet Explorer 8.0<sup>1</sup></li> <li>Internet Explorer 7.0 <sup>1</sup></li> <li>Firefox 3.0, 4.0</li> <li>Sun JRE 6 and above</li> <li>( <sup>1</sup> Wherever-applicable)</li> </ul>

\* Secure virtual workspace is supported only on 32bit Operating systems

## Adaptive Delivery for Juniper client applications

In cases where ActiveX is disabled or is not available due to platform or privilege limitations, the client application is installed using Java. Adaptive delivery is available for Host Checker, Enhanced Endpoint Security, Windows Secure Application Manager, Network Connect, Windows Terminal Services, and Secure Meeting clients.

Installing Sun JRE 6 or greater might improve the user experience for adaptive delivery for Juniper client applications.

### Juniper Installer Service

Juniper Installer Service is supported for the following client applications: Network Connect, Windows Secure Application Manager (W-SAM), Host Checker (including CacheCleaner), Secure Meeting and Terminal Services.

#### Qualified platforms:

Platform	Operating System : list of browsers and Java Environment
Windows	<ul style="list-style-type: none"> <li>XP Professional SP3 32 bit: Internet Explorer 7.0, 8.0 and Firefox 3.6, 4.0; Sun JRE 6</li> <li>Vista Enterprise SP2 32: Internet Explorer 7.0, 8.0, 9.0 and Firefox 3.6, 4.0; Sun JRE 6</li> <li>Windows 7 Enterprise SP1 64 bit: Internet Explorer 8.0, 9.0 and Firefox 3.6, 4.0; Sun JRE 6</li> </ul>

#### Compatible platform:

Platform	Operating System	Browsers and Java Environment
Windows	<ul style="list-style-type: none"> <li>Vista with Service Pack 1 or 2 on 32 bit or 64 bit platforms</li> <li>Windows 7 on 32bit or 64 bit platforms</li> <li>XP Professional SP2 or SP3 on 32 bit or 64 bit</li> </ul>	<ul style="list-style-type: none"> <li>Internet Explorer 9.0 *</li> <li>Internet Explorer 8.0 *</li> <li>Internet Explorer 7.0 *</li> <li>Firefox 3.0, 4.0</li> <li>Sun JRE 6 and above</li> </ul> <p>( * Wherever-applicable)</p>

## Mobile Devices

### Web & File browsing



#### Compatible platforms:

- iPhone OS 3.0 and above with default Safari
- Android 2.0 and above
- Symbian OS 8.1 and above
- Windows Mobile 6.0 Standard, Classic and Professional: Pocket IE 6.0
- Windows Mobile 6.1 Standard, Classic and Professional: Pocket IE 6.0
- Windows Mobile 6.5 Standard, Classic and Professional: Internet Explorer Mobile 6.0
- Windows Mobile 5.0 based Pocket PC devices: Pocket IE 4.0
- NTT I-mode phone
- AU/KDDI phone : Open wave Mobile Browser
- Vodafone phone : Open wave Mobile Browser

#### Level of Web browsing support:

The table below describes support for web browsing.

Client Type	Platforms	HTML Rewriting Support	JavaScript Rewriting Support	Java Rewriting Support
Compact HTML	I-Mode	Yes	N/A	N/A
Smart Phone HTML Basic	Symbian/Opera	Yes	No	No
Smart Phone HTML Advanced	Treo 650/ Palm/Blazer	Yes	Partial	No
Mobile HTML	Windows Mobile 5.0/ Pocket IE 4.0  Windows Mobile 6.0/ Pocket IE 6.0	Yes	Yes	No

#### Clientless ActiveSync

[Not applicable for SA 700]

#### Qualified platforms:

OS	Make - Model
Windows Mobile 6 Standard	Dopod C730

Windows Mobile 6 Professional	HTC touch
Windows Mobile 5 Pocket PC Phone Edition	HP IPAQ HW6915
iOS 4.1	iPhone 3GS

#### Compatible platforms:

- Windows Mobile 6.5 Standard, Classic and Professional
- Windows Mobile 6.1 Standard, Classic and Professional
- Windows Mobile 6.0 Standard, Classic and Professional
- Windows Mobile 5.0 Pocket PC Phones only with supported version of Messaging and Security Feature Pack
- iPhone OS 3.0 and above with default Safari
- Android 2.0 and above
- Symbian OS 8.1 and above
- Palm Web OS 1.4 and above

### Host Checker

#### Qualified platforms:

OS	Make - Model
Windows Mobile 6.5	HTC HD2
Windows Mobile 6.1.4	HTC touch
Windows Mobile 6.0	Glofish Eten X500+

#### Compatible platforms:

- Windows Mobile 6.5 Standard, Classic and Professional
- Windows Mobile 6.1 Standard, Classic and Professional
- Windows Mobile 6.0 Standard, Classic and Professional
- Windows Mobile 5.0 based Pocket PC and Pocket PC Phones only <sup>1</sup>

Note: For non-qualified mobile platforms, customers may need to provide Juniper with an activated device if the issue is not reproducible on any of the qualified platforms. WSAM supports TCP-based, client-initiated applications only

<sup>1</sup> HC to work on WM5.0, IE browser version should be 5.0 and above.

## Changes to this document from the previous release

Section	Add	Drop or Moved	Notes
Header/footer	Page #s		
Hardware device references	Junos Pulse Secure Access Service	Juniper Network Secure Access	
Hardware device references	Added 4 new MAG devices		
Qualified			
	IE9, FF4		
Compatible	Windows Professional XP SP2		
Qualified, Compatible	Safari 5.1 for Mac OS X 10.6.4, 32 and 64 bit Support for Mac OS X 10.7.x		Secure Meeting is not supported on Mac OS X 10.7.x

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