Platform Guide

SA Supported Platforms

Service Package Version 7.4R7

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June 2014

Contents

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 7.4R1 is supported on the following SA platforms:

- Junos Pulse Secure Access Service 700
- Junos Pulse Secure Access Service 4000-FIPS/6000-FIPS
- Junos Pulse Secure Access Service 2500/4500/6500
- Junos Pulse Secure Access Service 4500-FIPS/6500-FIPS
- Junos Pulse Secure Access Service 2600
- Junos Pulse Secure Access Service 4610
- Junos Pulse Secure Access Service 6610(with SM 160 and SM 360)
- Junos Pulse Secure Access Service 6611(with SM 160 and SM 360)

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.

Windows XP: Refers to Windows XP Professional/Home Edition

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

Windows 7: Refers to Windows 7 Enterprise/Ultimate/Professional/Home Basic/Home Premium

Windows 8: Refers to Windows 8 normal-edition/Pro/Enterprise

Windows 8.1: Refers to Windows 8.1 normal-edition/Pro/Enterprise

All of the information is valid on the date when the document was published. This applies to the comment for 'and above' versions stated in this document as well.

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) [1]

Secure Client-side Java Applets

Secure Terminal Access

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

Network Connect

Pulse Collaboration   [Not applicable for SA 700] [****]
Pulse Collaboration is not supported on Mac PPC. It is supported only on Intel based Mac machines.

Host Checker and Cache Cleaner [Excluding EES, refer next section for EES]
 Cache Cleaner is not supported on Mac and Linux platforms

Qualified platforms:

Platform	Operating System	Browsers and Java Environment
Windows	• Windows 7 SP1 Enterprise, 64 bit • Windows 8 Enterprise, 64-bit [*] Note: [*] IPv6 features are compatible on Windows 8	• Internet Explorer 10[2] • Internet Explorer 9 • Firefox 10-ESR • Oracle JRE 7
Mac	• Mac OS X 10.7.4, 64 bit • Mac OS X 10.8, 64 bit	• Safari 6.0 • Safari 5.1 • Oracle JRE 7
Linux [4]	• Ubuntu 12.04 LTS • OpenSUSE 12.1	• Firefox 10-ESR • Oracle JRE 7
Solaris [5]	• Solaris 10, 32 bit	• Mozilla 2.0 and above

Compatible platforms:

Platform	Operating System	Browsers and Java Environment
Windows	• Windows 8.1 , 32 bit or 64 bit platforms • Windows 8, 32 bit or 64 bit platforms • Windows 8 Enterprise, 32 bit • Windows 7 on 32 bit or 64 bit platforms • Windows 7 SP1 Enterprise , 32 bit • Windows Vista, 32 bit or 64 bit platforms • Windows XP with SP3,32 bit	• Internet Explorer 11[2] • Internet Explorer 10 • Internet Explorer 9.0 • Internet Explorer 8.0 • Internet Explorer 7.0 • Firefox 3.0 and above including FF10 • Oracle JRE 6 and above
Mac	• Mac OS X 10.9 [3] • Mac OS X 10.6.x, 32 bit and 64 bit • Mac OS X 10.7.x, 32 bit • Mac OS X 10.8.x, 32 bit	• Safari 7.0 • Safari 6.0 • Safari 5.1 • Safari 5.0 • JRE 6 and above
Linux[4]	• OpenSUSE 10.x, and 11.x • Ubuntu 9.10, 10.x, and 11.x • Red Hat Enterprise Linux 5	• Firefox 3.0 and above • Oracle JRE 6 and above
Solaris[5]	• Solaris 10, 32 bit	• Mozilla 2.0 and above

1. For **Administrator User Interface (Web Console),** Windows Platform is the only Qualified Platform and all Non-Windows platforms are Compatible from the Qualified Platforms Table.

2. IE 10 is only supported in Desktop Mode on Windows 8 with plug-ins enabled. Similarly IE 11 is only Supported in Desktop Mode on Windows 8.1 with plug-ins enabled.

3. Network Connect is not supported on Mac OS X 10.9.

4. *32 bit NC support on 64 bit Linux* is qualified for the following

Platform	Operating System	Browsers and Java Environment
Linux	• Ubuntu 12.04 LTS • OpenSUSE 12.1 • Fedora 17	• Firefox 10-ESR • Oracle JRE 6 and 7 • IcedTea-Web 1.2 with OpenJDK 6 and 7

5.   Only for JSAM

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

****Pulse Collaboration sharing features are not supported on Ubuntu 12.04 and Linux OpenSUSE 12.1.

Client Recommendations for Secure Meeting:

- Note: Secure Meeting is not supported on Mac PPC. It is supported only on Intel based Mac machines.
- 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 on Windows XP 64bit and Windows 8

Secure Virtual Workspace [Not applicable for SA 700]
#Note: Secure virtual workspace is not supported on Browser Internet Explorer 10 and Internet Explorer 11.
      Secure Virtual Workspace is not supported on Windows 8 and Windows 8.1 OS.

Qualified platforms:

Platform	Operating System	Browsers and Java Environment
Windows	• Windows 7 SP1 Enterprise, 64 bit • Windows 8 Enterprise, 64 bit#	• Internet Explorer 10 # • Internet Explorer 9

| | | • Firefox 10-ESR Support |
| | | • Oracle JRE 7 |

Compatible platforms:

Platform	Operating System	Browsers and Java Environment
Windows	• Windows 8.1 , 32bit or 64 bit Platforms • Windows 8, 32bit or 64 bit Platforms • Windows 8 Enterprise, 32 bit • Windows 7, 32 bit or 64 bit platforms • Windows 7 SP1 Enterprise, 32 bit • Windows Vista, 32 bit or 64 bit platforms • Windows XP with SP3, 32 bit	• Internet Explorer 11# • Internet Explorer 10 • Internet Explorer 9.0 • Internet Explorer 8.0 • Internet Explorer 7.0 • Firefox 3.0 and above, including FF10 • Oracle JRE 6 and above

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), Pulse Collaboration and Terminal Services.

Qualified platforms:

Platform	Operating System	Browsers and Java Environment
Windows	• Windows 7 SP1 Enterprise, 64 bit • Windows 8 Enterprise, 64 bit	• Internet Explorer 10 • Internet Explorer 9 • Firefox 10 ESR Support

		• Oracle JRE 7

Compatible platforms:

Platform	Operating System	Browsers and Java Environment
Windows	• Windows 8.1, 32bit or 64bit platforms • Windows 8, 32 bit or 64 bit platforms • Windows 8 Enterprise, 32 bit. • Windows 7, 32 bit or 64 bit platforms • Windows 7 SP1 Enterprise, 32 bit • Windows Vista, 32 bit or 64 bit platforms • Windows XP with SP3, 32 bit	• Internet Explorer 11 • Internet Explorer 10 • Internet Explorer 9.0 • Internet Explorer 8.0 • Internet Explorer 7.0 • Firefox 3.0 and above including FF10 • Oracle JRE 6 and above

Mobile OS supported platforms

Pulse Mobile client version 4.2 supported Mobile platforms:

Mobile OS	Qualified Versions	Compatible
Android	2.3, 3.1, 3.2 , 4.0 , 4.1 & 4.2	2.2
iOS (iPhone , iPad, and iPod)	5.1.1 & 6.0	5.0.1
Symbian *	S60 5th edition and Symbian ^3 Anna OS	
Windows *	6.5	6.1 and 6.0

*Please check Supported Features Table for more details.

Supported Features for IPv6:

Feature	Android	iOS	Symbian	Windows
VPN	No	Yes	No	No
HC	No	Yes	No	No
ActiveSync	No	Yes	No	No

Supported Features for IPv4:

Feature	Android	iOS	Symbian	Windows
VPN	Yes (ICS)**	Yes	Yes (Only rewriting)	Yes (WSAM)
Security	Yes	No	Yes	Yes
HC	Yes	Yes	No	No (Supported from Browser launched legacy client only)
Secure Meeting	No	Yes	No	No
Active Sync	Yes	Yes	Yes	Yes
Rewriting	Yes	Yes	Yes	Yes

** VPN support is available for Android ICS 4.0 version. For supported versions prior to ICS, Android platform build should be used or VPN drivers should be installed.

Changes to this document from the previous release (7.3R1)

Section	Add	Drop or Moved	Notes
Cross Platform Support > Qualified & Compatible Platforms Table	Jre7	Jre 6	Add Jre 7 Support and move Jre 6 to Compatible Section
Mobile OS Supported Platforms	4.2	4.1	Modify Supported Pulse Mobile Client Version from 4.1 to 4.2
Mobile OS Supported Platforms > Pulse Mobile client version 4.2 supported Mobile platforms	Android 4.1 & 4.2	Android 2.1	Added Android 4.1 & 4.2 to Qualified Versions and Dropped Android 2.1 from Compatible Versions
Mobile OS Supported	IOS 6.0	IOS 4.3.1 , 4.3.3 & 4.3.5	Added IOS 6.0 to Qualified Versions and Dropped IOS 4.3.1, 4.3.3 & 4.3.5 from

Platforms > Pulse Mobile client version 4.2 supported Mobile platforms			Compatible Versions.
Platforms > Pulse Mobile client version 4.2 supported Mobile platforms		IPv6 Note	Drop IPv6 Note for IOS 4.0 as the IOS 4.x platforms are dropped from compatible section
Compatible Platforms Table	Windows 8.1 , IE 11		Add Compatible Support for Windows 8.1 and IE 11.
Compatible Platforms Table	Mac OS X 10.9, safari 7.0		Add Compatible Support for Mac OS X 10.9 and Safari 7.0
Notes	IE 11		Added notes - SVW not supported for Windows 8.1 and IE 11 browser.
Notes	Mac OS X 10.9		Added Notes - NC not supported on Mac OS X 10.9.