

Platform Guide

## *IVE Supported Platforms*

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OS Service Package version 5.3



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## Introduction

The IVE Platform uses standards-based 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 IVE.

## IVE Hardware Requirements

Services Package Version 5.3 is supported on the following IVE platforms:

Juniper Networks Secure Access 700 (and RA 500)

Juniper Networks Secure Access 1000

Juniper Networks Secure Access 2000

Juniper Networks Secure Access 3000

Juniper Networks Secure Access 3000-FIPS

Juniper Networks Secure Access 4000

Juniper Networks Secure Access 4000-FIPS

Juniper Networks Secure Access 5000

Juniper Networks Secure Access 6000

Juniper Networks Secure Access 6000-FIPS

## Juniper Networks Secure Access 5000-FIPS Functionality Tested

The IVE Platform has two levels of functionality: Core functionality and advanced functionality.

### Core Functionality

- Web browsing for HTML/JavaScript content
- File browsing

### Advanced Functionality

- Client-side Java applets, including Citrix, Hob, VNC, and WRQ
- Secure Terminal Access, including Telnet and SSH
- Secure Application Manager (W-SAM and J-SAM), which provides support for client/server applications such as Citrix, Microsoft Terminal Services, Microsoft Exchange MAPI, and Lotus Notes
- Network Connect, enables secure network access into defined enterprise resources.
- Secure Meeting, enables cross-platform secure on-line meetings.

- Host Checker, evaluates the endpoint for a broad range of security constraints, and appropriately enforces dynamic access policies before and during the authenticated session.
- Cache Cleaner, ensures that all residuals left behind during an authenticated IVE session will be cleaned up periodically during and after the authenticated IVE session.
- Terminal Services, enables a terminal emulation session on a Windows server or a Citrix Metaframe server.
- Mobile Devices

## Testing Model

Juniper Networks tests the core and advanced functionalities of the NetScreen IVE Platform on the most widely used corporate and consumer platforms to qualify each platform as either supported or compatible.

## Supported Platform

A supported platform is one on which a functionality has been tested in depth and verified as functioning correctly.

## Compatible Platform

A compatible platform is one on which the base feature set of a functionality has been tested and verified as functioning correctly.

## Platform Support

Core-functionality testing focuses on the most common corporate and consumer platforms.

Advanced-functionality testing focuses on the most common corporate laptop and PC platforms.

## Multiple Language Support

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

## Core Functionality (Web and File Browsing)

### Supported platforms:

- Windows XP SP1 and SP2 : Internet Explorer 6.0 and Internet Explorer 5.5 SP2.
- Windows 2000: Internet Explorer 6.0 and Internet Explorer 5.5 SP2
- Windows 98: Internet Explorer 6.0 and Netscape 4.79
- Windows 2000: Firefox 1.0
- Windows XP SP1 and SP2: Firefox 1.0
- Mac OS X 10.4: Safari 2.0
- Mac OS X 10.3.7: Internet Explorer 5.2 and Safari 1.1 and above
- Mac OS X 10.2.8: Safari 1.0
- Red Hat Linux 9.0: Mozilla 1.6
- Suse Linux 9.3: Firefox 1.0

### Compatible platforms:

- Windows XP SP1 and SP2: AOL 8.0
- Windows 2000: Netscape 7.1 and Netscape 8.0
- Mac OS X 10.2.8: Safari 1.1
- Mac OS 9.2: Internet Explorer 5.1.5 and Netscape 4.79

- Red Hat Linux 9.0: Netscape 7.1
- Red Hat Linux 9.0: Firefox 1.0
- Solaris 8.0: Mozilla 1.4
- Solaris 9.0: Mozilla 1.4

## Advanced Functionality

### Client-side Java Applets

#### Supported platforms:

- Windows XP SP1 and SP2 : Internet Explorer 6.0 and Internet Explorer 5.5 SP2 running Microsoft JVM or Sun JVM 1.4.1\_01 and higher.
- Windows XP SP2: Firefox 1.0 running Sun JVM 1.4.2\_04 and Sun JVM 1.5\_03
- Windows 2000: Internet Explorer 6.0 and Internet Explorer 5.5 SP2 running Microsoft JVM or Sun JVM 1.4.1\_01 and higher.
- Windows 2000: Firefox 1.0 running Sun JVM 1.4.2\_04 and Sun JVM 1.5\_03
- Windows 2000: Netscape 7.1 running Sun JVM 1.4.2\_04
- Mac OS X 10.4: Safari 2.0 running Sun JVM 1.4.2\_07
- Mac OS X 10.3.7: Safari 1.1 and above running Sun JVM 1.4.2\_04
- Mac OS X 10.2.8: Safari 1.0 running Sun JVM 1.4.1\_01
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.2\_04
- Suse Linux 9.3: Firefox 1.0 running Sun JVM 1.4.2\_04

#### Compatible platforms:

- Windows 2000: Netscape 8.0 running Sun JVM 1.5\_03
- Windows 98: Internet Explorer 6.0 running Microsoft JVM
- Red Hat Linux 9.0: Netscape 7.1 running Sun JVM 1.4.2\_04
- Red Hat Linux 9.0: Firefox 1.0 running Sun JVM 1.4.2\_04 and Sun JVM 1.5\_03
- Mac OS 10.2.8: Safari 1.1 running Sun JVM 1.4.2\_04

### Secure Terminal Access

#### Supported platforms:

- Windows XP SP1 and SP2 : Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.1\_01 and higher.
- Windows XP SP2: Firefox 1.0 running Sun JVM 1.4.2\_04 and Sun JVM 1.5\_03
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.1\_01 and higher.
- Windows 2000: Firefox 1.0 running Sun JVM 1.4.2\_04 and Sun JVM 1.5\_03
- Windows 2000: Netscape 7.1 running Sun JVM 1.4.2\_04

- Mac OS X 10.4: Safari 2.0 running Sun JVM 1.4.2\_07
- Mac OS X 10.3.7: Safari 1.1 and above running Sun JVM 1.4.2\_04
- Mac OS X 10.2.8: Safari 1.0 running Sun JVM 1.4.1\_01
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.2\_04
- Suse Linux 9.3: Firefox 1.0 running Sun JVM 1.4.2\_04

**Compatible platforms:**

- Windows 2000: Netscape 8.0 running Sun JVM 1.4.2\_04
- Windows 98: Internet Explorer 6.0 running Microsoft JVM
- Red Hat Linux 9.0: Netscape 7.1 running Sun JVM 1.4.2\_04
- Red Hat Linux 9.0: Firefox 1.0 running Sun JVM 1.4.2\_04 and Sun JVM 1.5\_03
- Mac OS 10.2.8: Safari 1.1 running Sun JVM 1.4.2\_04

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

**Supported platforms:**

- Windows XP SP1 and SP2\*: Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.1\_01 and higher.
- Windows XP SP2\*: Firefox 1.0 running Sun JVM 1.4.2\_04 and Sun JVM 1.5\_03
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.2\_04 and Sun JVM 1.5\_03
- Windows 2000: Firefox 1.0 running Sun JVM 1.4.2\_04 and Sun JVM 1.5\_03
- Windows 2000: Netscape 7.1 running Sun JVM 1.4.2\_04
- Mac OS X 10.4: Safari 2.0 running Sun JVM 1.4.2\_07
- Mac OS X 10.3.7: Safari 1.1 and above running Sun JVM 1.4.2\_04
- Mac OS X 10.2.8: Safari 1.0 running Sun JVM 1.4.1\_01
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.2\_04
- Suse Linux 9.3: Firefox 1.0 running Sun JVM 1.4.2\_04

Note for Mac and Linux implementations:

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

**Compatible platforms:**

- Windows 2000: Netscape 8.0 running Sun JVM 1.4.2\_04
- Windows 98 SE: Internet Explorer 6.0 running Microsoft JVM and Sun JVM 1.4.2\_04  
Note: Drive mapping is not supported
- Mac OS X 10.2.8: Safari 1.1 running Sun JVM 1.4.2\_04
- Red Hat Linux 9.0: Netscape 7.1 running Sun JVM 1.4.2\_04

Note for Mac and Linux implementations::

- Automatic editing of hosts file is available for root user
- Ports less than 1024 are only available for root users
- Red Hat Linux 9.0: Firefox 1.0 running Sun JVM 1.4.2\_04<sup>1</sup>
- Solaris 8.0: Mozilla 1.4 running Sun JVM 1.4.2\_04<sup>1</sup>
- Solaris 9.0: Mozilla 1.4 running Sun JVM 1.4.2\_04<sup>1</sup>
- Red Hat Linux 9.0: Firefox 1.0 running Sun JVM 1.5\_03

#### **Windows version of Secure Application Manager (W-SAM) [Not applicable for SA 700]**

##### **Supported platforms:**

- Windows XP SP1: Internet Explorer 6.0
- Windows XP SP2\*: Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0
- Windows XP SP2\*: Firefox 1.0
- Windows 2000: Firefox 1.0
- Windows 98 SE: Internet Explorer 6.0
  - WSAM + NetBIOS is not supported in Windows 98
- Windows ME: Internet Explorer 6.0
  - WSAM + NetBIOS is not supported in Windows ME

#### **Network Connect**

##### **Supported platforms:**

- Windows XP SP1: Internet Explorer 6.0
- Windows XP SP2\*: Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0
- Windows XP SP2\*: Firefox 1.0
- Windows 2000: Firefox 1.0
- Mac OS X 10.4: Safari 2.0 running Sun JVM 1.4.2\_07
- Mac OS X 10.3.x: Safari 1.1 and above, running Sun JVM 1.4.2\_04
- Mac OS X 10.2.8: Safari 1.0 and 1.1, running above Sun JVM 1.4.1\_04
- Red Hat Linux 9.0 on x86 platforms: Firefox 1.0, running Sun JVM 1.4.2\_04
- Red Hat Linux 9.0 on x86 platforms: Firefox 1.0 running Sun JVM 1.4.2\_04
- Suse Linux 9.3 on x86 platforms: Firefox 1.0 running Sun JVM 1.4.2\_04
- Windows 98 SE: Internet Explorer 6.0

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<sup>1</sup> Automatic editing of hosts file and ports less than 1024 are available only for root users.

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## Host Checker

### Supported platforms:

- Windows XP SP1: Internet Explorer 6.0
- Windows XP SP2: Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0
- Windows XP SP2\*: Firefox 1.0
- Windows 2000: Firefox 1.0
- Red Hat Linux 9.0: Firefox 1.0
- Mac OS X 10.3.7: Safari 1.1 and above
- Mac OS X 10.4: Safari 2.0

### Compatible platform:

- Windows 98 SE: Internet Explorer 6.0
- Windows NT: Internet Explorer 6.0
- Suse Linux 9.3: Firefox 1.0

\*\*Pre-defined Host Checker policies supported on Windows Platforms only.

\*\*Advanced Endpoint Defense malware protection module supported on Windows platforms only.

## Cache Cleaner

### Supported platforms:

- Windows XP SP1: Internet Explorer 6.0
- Windows XP SP2: Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0
- Windows XP SP2\*: Firefox 1.0
- Windows 2000: Firefox 1.0

### Compatible platform:

- Windows 98 SE: Internet Explorer 6.0

## Terminal Services [Not applicable for SA 700]

### Supported platforms:

- Windows XP SP1: Internet Explorer 6.0
- Windows XP SP2\*: Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0
- Windows 2000: Firefox 1.0 running Sun JVM 1.4.2\_04<sup>2</sup>
- Windows XP SP2\*: Firefox 1.0 running Sun JVM 1.4.2\_04

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<sup>2</sup> Installation of the Citrix web client is not supported.

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**Compatible platform:**

- Windows 98: Internet Explorer 6.0

**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, Cache Cleaner, WSAM, Network Connect, Windows Terminal Services, and Secure Meeting.

Microsoft JVM, or Sun JRE 1.4.1 or greater must be installed on the client system to utilize adaptive delivery for Juniper client applications.

**Juniper Installer Service****Supported client applications:**

- Windows Secure Application Manager (W-SAM): Windows XP SP1 & SP2, Windows 2000
- Network Connect: Windows XP SP1 & SP2, Windows 2000
- Host Checker: Windows XP SP1 & SP2, Windows 2000
- Cache Cleaner: Windows XP SP1 & SP2, Windows 2000
- Terminal Services: Windows XP SP1 & SP2, Windows 2000

\* Windows XP SP2 contains a bug which prevents connections to loopback addresses. This functionality is required for J-SAM, W-SAM, and Terminal Services. Hotfix 884020, <http://support.microsoft.com/default.aspx?scid=kb;en-us;884020> includes the fix however, due to possible security vulnerabilities our recommendation is to apply the latest Microsoft security update that includes this fix.

**Mobile Devices****Core Functionality (Web Browsing)****Supported platforms:**

Windows Mobile 2003-based Pocket PCs: Pocket IE 2003

NTT DoCoMo i-mode phone

AU/KDDI phone : Openwave Mobile Browser

Vodafone phone : Openwave Mobile Browser

**Compatible platform:**

Sony Ericsson P910 – Symbian OS 7.1: Opera Web Browser 6.31

Treo 600 - Palm OS 5.2.1: Blazer Web Browser 3.0

**Level of Web browsing support:**

- File browsing is not supported
- The table below describes support for web browsing.

Client Type	Platforms	cHTML/HTML Rewriting Support	JavaScript Rewriting Support	Java Rewriting Support
Compact HTML	iMode, eZweb, Vodafone /OpenWave browser	Yes	N/A	N/A
Smart Phone HTML Basic	Symbian/Opera	Yes	No	No
Smart Phone HTML Advanced	Treo 600/ Palm/Blazer	Yes	Partial	No
Mobile HTML	Windows Mobile 2003/ Pocket IE 2003	Yes	Yes	No

**Client/Server Application Support using Windows Secure Application Manager [Not applicable for SA 700]**

**Supported platforms:**

- Dell Axim: Windows Mobile 2003: Pocket IE 2003<sup>†</sup>
- HP IPAQ: Windows Mobile 2003: Pocket IE 2003<sup>†</sup>

<sup>†</sup>Applications supported are:

- Pocket Windows Terminal Services
- Pocket Outlook over IMAP/POP
- Pocket Outlook over ActiveSync
- Pocket Telnet

**Compatible platforms:**

- Windows Mobile 2003-based Pocket PCs- Compatible applications are ones that are TCP-based and client-initiated.

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

**Supported platforms:**

- Windows XP SP1 and SP2: Internet Explorer 6.0, Netscape 7.1 and Netscape 8.0
- Windows 2000 SP4: Internet Explorer 5.0, 5.5 SP2, 6.0, Netscape 7.1 and Netscape 8.0
- Windows NT 4.0 SP6: Internet Explorer 5.0, 5.5 SP2, 6.0, Netscape 7.1 and Netscape 8.0
- Windows 98 SE: Internet Explorer 5.0, 5.5 SP2, 6.0, Netscape 7.1 and Netscape 8.0
- Mac OS X 10.4: Safari 2.0 running Sun JVM 1.4.2\_07
- Mac OS X 10.3.7: Safari 1.1 and above running Sun JVM 1.4.1\_01 and above

- RedHat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.2 and 1.5
- Red Hat Linux 9.0: Firefox 1.0 running Sun JVM 1.4.2\_04

**Compatible platforms:**

- Windows ME: Internet Explorer 5.5 SP2, 6.0, Netscape 7.1 and Netscape 8.0
- Windows 2000: Firefox 1.0 running Sun JVM 1.4.2\_04
- Windows XP SP2: Firefox 1.0 running Sun JVM 1.4.2\_04
- Mac OS X 10.2.8: Safari 1.0 running Sun JVM 1.4.1\_01 and above
- RedHat Linux 7.3: Mozilla 1.3/1.6 running Sun JVM 1.4.1\_01 and above
- Suse Linux Enterprise Server 9.2 - Mozilla 1.6 running Sun JVM 1.4.2
- RedHat Enterprise Linux ES (version 2.6.9-5.EL) - Mozilla 1.7.3 running JVM 1.4.2
- RedHat Enterprise Linux 4.0 - Mozilla 1.6 running JVM 1.4.2
- Mac OS X 10.4: Safari 2.0 running Sun JVM 5.0

**Client Recommendations:**

- CPU: 500MHz or above recommended for Windows Client
- Memory: 256MB or above recommended. For Mac systems, we recommend G4 with 256MB of memory
- Screen Depths: 8, 16, 24, and 32-bit. For best results, use 16-bit.
- Monitor Resolutions: Up to 2048 x 2048. 1024 x 768 is recommended.

## **Administrator User Interface (Web Console)**

**Supported platforms:**

- Windows XP SP1 and SP2: Internet Explorer 7.0, Internet Explorer 6.0 and Internet Explorer 5.5 SP2.
- Windows 2000: Internet Explorer 6.0, Internet Explorer 5.5, and Netscape 7.1
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.1\_01 and above

**Compatible platforms:**

- Windows XP SP2: Firefox 1.0
- Windows 2000: Firefox 1.0