

Platform Guide

IVE Supported Platforms

OS Service Package version 5.4



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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 5.4 is supported on the following IVE platforms:

- Juniper Networks Secure Access 700
- 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 5000-FIPS
- Juniper Networks Secure Access 6000
- Juniper Networks Secure Access 6000 Service Provider
- Juniper Networks Secure Access 6000-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

Platform Support

Juniper Networks tests the core and advanced functionalities of the IVE Platform on the 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.

Qualified Platform

The platforms listed in the “qualified” category have been systematically tested by QA 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 except for Secure Virtual Workspace and WSAM on Pocket PC has been localized in German, French, Japanese, Traditional Chinese, Simplified Chinese, Spanish, and Korean. The administrator user interface is supported in English only.

Platforms Dropped in 5.4

- Netscape 7.1
- Windows ME
- Firefox 1.0

Platforms Added in 5.4

- Firefox 2.0
- Windows Server 2003 (For Network Connect and W-SAM)
- openSUSE Linux 10.1
- Fedora Core 5

Core Functionality (Web and File Browsing)

Qualified platforms:

- Windows XP Pro SP 1: Internet Explorer 6.0, Firefox 2.0
- Windows XP Pro SP2: Internet Explorer 7.0, Internet Explorer 6.0, Firefox 2.0
- Windows 2000 SP4: Internet Explorer 6.0, Internet Explorer 5.5, Netscape 8.0, Firefox 1.5
- Windows 98 SE: Internet Explorer 6.0, Netscape 4.79
- Mac OS X 10.4: Safari 2.0
- Mac OS X 10.3.2: Safari 1.1, Internet Explorer 5.2
- Mac OS X 10.2.8: Safari 1.0
- Mac 9.2: Internet Explorer 5.1.5 and Netscape 4.79
- OpenSUSE Linux 10.1: Firefox 2.0
- Fedora Core 5: Firefox 2.0

Compatible platforms:

- Windows Server 2003: Internet Explorer 6.0
- Windows XP Home Edition: Internet Explorer 6.0, Firefox 1.5 and greater
- Windows XP Media Center Edition 2002: : IE 6.0
- Windows XP SP1 and SP2: AOL 8.0
- Windows 2000 SP4: Firefox 1.5 and greater.
- Mac OS X 10.2.8: Safari 1.1 and greater
- openSUSE Linux 9.3: Mozilla 1.6 and Firefox 1.5 and greater
- Red Hat Linux 9.0: Mozilla 1.6 and Firefox 1.5 and greater
- Solaris 9: Mozilla 1.4

Advanced Functionality

Client-side Java Applets

Qualified platforms:

- Windows XP Pro SP2: Internet Explorer 7.0, Internet Explorer 6.0 running Sun JRE 1.5.0_07, Firefox 2.0 running Sun JRE 1.5.0_07

- Windows 2000: Internet Explorer 6.0 running Sun JRE 1.5.0_07, Internet Explorer 5.5 SP2 running Microsoft JVM, Firefox 1.5 running Sun JRE 1.4.2
- Windows 98 SE: Internet Explorer 6.0 running MS JVM.
- Mac OS X 10.4: Safari 2.0 running Java 1.5
- Mac OS X 10.3.2: Safari 1.1 and above running Java 1.4.2_09
- Mac OS X 10.2.8: Safari 1.0 running Java 1.4.1_01
- openSUSE Linux 10.1: Firefox 2.0 running Sun JRE 1.5.0_07
- Fedora Core 5: Firefox 2.0 running Sun JRE 1.5.0_07

Compatible platforms:

- Windows XP Pro SP1: Internet Explorer 6.0 running Sun JRE 1.4.1_01 and greater, Firefox 1.5 and greater running Sun JRE 1.4.1 and greater.
- Windows XP Home Edition: Internet Explorer 6.0 running Sun JRE 1.4.1_01 and greater, Firefox 1.5 and greater running Sun JRE 1.4.1 and greater.
- Windows XP Media Center Edition 2002: Internet Explorer 6.0 running Sun JRE 1.4.1_01 and greater.
- Windows 2000: Internet Explorer 6.0 running MS JVM or Sun JRE 1.4.1_01 and greater, Internet Explorer 5.5 SP2 running MS JVM or Sun JRE 1.4.1 and greater, Firefox 1.5 and greater running Sun JRE 1.4.1_01 and greater.
- Windows 2000: Netscape 8.0 running Sun JRE 1.5.0_05
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JRE 1.4.2_04 and greater.
- OpenSUSE Linux 9.3: Firefox 1.5 and Firefox 2.0 running Sun JRE 1.4.2_04 and higher.
- Windows 98: Internet Explorer 6.0 running Microsoft JVM or Sun JRE 1.4.2_04 and higher.
- Red Hat Linux 9.0: Firefox 1.5 and greater running Sun JRE 1.4.2_04 and higher.
- Mac OS 10.2.8: Safari 1.1 running Java 1.4.2_04

Secure Terminal Access

Qualified platforms:

- Windows XP Pro SP2: Internet Explorer 7.0, Internet Explorer 6.0 running Sun JRE 1.5.0_07, Firefox 2.0 running Sun JRE 1.5.0_07
- Windows 2000: Internet Explorer 6.0 running Sun JRE 1.5.0_07, Internet Explorer 5.5 SP2 running Microsoft JVM, Firefox 1.5 running Sun JRE 1.4.2
- Windows 98 SE: Internet Explorer 6.0 running MS JVM.
- Mac OS X 10.4: Safari 2.0 running Java 1.5
- Mac OS X 10.3.2: Safari 1.1 and above running Java 1.4.2_09
- Mac OS X 10.2.8: Safari 1.0 running Java 1.4.1_01
- openSUSE Linux 10.1: Firefox 2.0 running Sun JRE 1.5.0_07
- Fedora Core 5: Firefox 2.0 running Sun JRE 1.5.0_07

Compatible platforms:

- Windows XP Pro SP1: Internet Explorer 6.0 running Sun JRE 1.4.1_01 and greater, Firefox 1.5 and greater running Sun JRE 1.4.1 and greater.
- Windows XP Home Edition: Internet Explorer 6.0 running Sun JRE 1.4.1_01 and greater, Firefox 1.5 and greater running Sun JRE 1.4.1 and greater.
- Windows XP Media Center Edition 2002: Internet Explorer 6.0 running Sun JRE 1.4.1_01 and greater.
- Windows 2000: Internet Explorer 6.0 running MS JVM or Sun JRE 1.4.1_01 and greater, Internet Explorer 5.5 SP2 running MS JVM or Sun JRE 1.4.1 and greater, Firefox 1.5 and greater running Sun JRE 1.4.1_01 and greater.
- Windows 2000: Netscape 8.0 running Sun JRE 1.5.0_05
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JRE 1.4.2_04 and greater.
- OpenSUSE Linux 9.3: Firefox 1.5 and Firefox 2.0 running Sun JRE 1.4.2_04 and higher.
- Windows 98: Internet Explorer 6.0 running Microsoft JRE or Sun JRE 1.4.2_04 and higher.
- Red Hat Linux 9.0: Firefox 1.5 and greater running Sun JRE 1.4.2_04 and higher.
- Mac OS 10.2.8: Safari 1.1 running Sun JRE 1.4.2_04

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

- Windows XP Pro SP2: Internet Explorer 7.0, Internet Explorer 6.0 running Sun JRE 1.5.0_07, Firefox 2.0 running Sun JRE 1.5.0_07
- Windows 2000: Internet Explorer 6.0 running Sun JRE 1.5.0_07, Internet Explorer 5.5 SP2 running Microsoft JVM, Firefox 1.5 running Sun JRE 1.4.2
- Windows 98 SE: Internet Explorer 6.0 running MS JVM.
- Mac OS X 10.4: Safari 2.0 running Java 1.5
- Mac OS X 10.3.2: Safari 1.1 and above running Java 1.4.2_04
- Mac OS X 10.2.8: Safari 1.0 running Java 1.4.1_01
- openSUSE Linux 10.1: Firefox 2.0 running Sun JRE 1.5.0_07
- Fedora Core 5: Firefox 2.0 running Sun JRE 1.5.0_07

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 XP Pro SP1: Internet Explorer 6.0 running Sun JRE 1.4.1_01 and greater, Firefox 1.5 and greater running Sun JRE 1.4.1 and greater.
- Windows XP Home Edition: Internet Explorer 6.0 running Sun JRE 1.4.1_01 and greater, Firefox 1.5 and greater running Sun JRE 1.4.1 and greater.

- Windows XP Media Center Edition 2002: Internet Explorer 6.0 running Sun JRE 1.4.1_01 and greater.
 - Windows 2000: Internet Explorer 6.0 running MS JVM or Sun JRE 1.4.1_01 and greater, Internet Explorer 5.5 SP2 running MS JVM or Sun JRE 1.4.1 and greater, Firefox 1.5 and greater running Sun JRE 1.4.1_01 and greater.
 - Windows 2000: Netscape 8.0 running Sun JRE 1.5.0_05
 - Red Hat Linux 9.0: Mozilla 1.6 running Sun JRE 1.4.2_04 and greater.
 - OpenSUSE Linux 9.3: Firefox 1.5 and Firefox 2.0 running Sun JRE 1.4.2_04 and higher.
 - Windows 98: Internet Explorer 6.0 running Microsoft JVM or Sun JRE 1.4.2_04 and higher.
 - Red Hat Linux 9.0: Firefox 1.5 and greater running Sun JRE 1.4.2_04 and higher.
 - Mac OS 10.2.8: Safari 1.1 running Sun JRE 1.4.2_04
 - Solaris 9: Mozilla 1.4 running Sun JVM 1.4.2_04
- Note for Mac, Linux, and Solaris implementations:
- Automatic editing of hosts file is only available for root users
 - Ports less than 1024 are only available for root users

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

Qualified platforms:

- Windows XP Pro SP2: Internet Explorer 7.0, Internet Explorer 6.0, Firefox 2.0 with Sun JRE 1.5
- Windows 2000: Internet Explorer 6.0, Internet Explorer 5.5 SP2, Firefox 1.5 with Sun JRE 1.5 and 1.4.2.
- Windows Server 2003: Internet Explorer 6.0
- Windows 98 SE: Internet Explorer 6.0
 - WSAM + NetBIOS is not supported in Windows 98

Compatible platforms:

- Windows XP Pro SP1: Internet Explorer 6.0, Firefox 1.5 and greater.
- Windows XP Home Edition: Internet Explorer 6.0, Firefox 1.5 and greater.
- Windows XP Media Center Edition 2002: Internet Explorer 6.0.

Network Connect

Qualified platforms:

- Windows XP Pro SP2: Internet Explorer 7.0, Internet Explorer 6.0, Firefox 2.0 with Sun JRE 1.5
- Windows 2000: Internet Explorer 6.0, Internet Explorer 5.5 SP2, Firefox 1.5 with Sun JRE 1.5 and 1.4.2.
- Windows Server 2003: Internet Explorer 6.0
- Windows 98 SE: Internet Explorer 6.0

- Mac OS X 10.4: Safari 2.0 running Java 1.5
- Mac OS X 10.3.2: Safari 1.1 and above, running Java 1.4.2_04
- Mac OS X 10.2.8: Safari 1.0 and 1.1, running above Java 1.4.1_04
- openSUSE Linux 10.1: Firefox 2.0 running Sun JRE 1.5.0_07
- Fedora Core 5: Firefox 2.0 running Sun JRE 1.5.0_07

Compatible platforms:

- Windows XP Pro SP1: Internet Explorer 6.0, Firefox 1.5 and greater.
- Windows XP Home Edition: Internet Explorer 6.0, Firefox 1.5 and greater.
- Windows XP Media Center Edition 2002: Internet Explorer 6.0, Firefox 1.5 and greater.
- Red Hat Linux 9.0 on x86 platforms: Firefox 1.5 and greater running Sun JRE 1.4.2_04
- OpenSUSE Linux 9.3 on x86 platforms: Firefox 1.5 and greater running Sun JRE 1.4..2_04

Host Checker

Qualified platforms:

- Windows XP SP2: Internet Explorer 7.0, Internet Explorer 6.0 and Firefox 2.0
- Windows 2000 SP4: Internet Explorer 5.5 SP2
- Windows 98: Internet Explorer 6.0 and Firefox 1.5
- Mac OS X 10.4: Safari 2.0
- Mac OS X 10.3.7: Safari 1.2
- openSUSE Linux 10.1: Firefox 2.0
- Fedora Core 5: Firefox 2.0

Compatible platforms:

- Windows XP SP1: Internet Explorer 6.0, Firefox 1.5 and greater.
- Windows XP Home Edition: Internet Explorer 6.0, Firefox 1.5 and greater
- Windows XP Media Center Edition 2002: Internet Explorer 6.0.
- Windows 2000: Internet Explorer 6.0, Firefox 1.5 and greater.
- Windows NT: Internet Explorer 6.0
- Windows 98: Firefox 1.5 and greater.
- Mac OS X 10.3.7: Safari 1.1 and greater.
- Red Hat Linux 9.0: Firefox 1.5 and greater

Secure Virtual Workspace

Qualified platforms:

- Windows XP Pro SP2: Internet Explorer 7.0
- Windows XP Pro SP1 and SP2: Internet Explorer 6.0, and Firefox 2.0.

- Windows 2000 SP4: Internet Explorer 6.0, Internet Explorer 5.5 SP2, and Firefox 1.5.

Compatible platform:

- Windows XP Home: Internet Explorer 6.0, Firefox 1.5 and greater

Cache Cleaner

Qualified platforms:

- Windows XP Pro SP2: Internet Explorer 7.0
- Windows XP Pro SP1 and SP2: Internet Explorer 6.0 and Firefox 2.0
- Windows 2000 SP4: Windows 2000: Internet Explorer 6.0, Internet Explorer 5.5 SP2.
- Windows 98 SE: Internet Explorer 6.0
- Windows 98 SE: Internet Explorer 5.5 SP2

Compatible platform:

- Windows XP SP1: Internet Explorer 6.0, Firefox 1.5 and greater.
- Windows XP Home Edition: Internet Explorer 6.0, Firefox 1.5 and greater
- Windows XP Media Center Edition 2002: Internet Explorer 6.0

Terminal Services [Not applicable for SA 700]

Qualified platforms:

- Windows XP Pro SP2: Internet Explorer 7.0
- Windows XP Pro SP1 and SP2*: Internet Explorer 6.0 and Firefox 2.0.
- Windows 2000 SP4: Internet Explorer 6.0, Internet Explorer 5.5 SP2, Firefox 2.0 and Firefox 1.5.
- Windows 98 SE: Internet Explorer 6.0

Compatible platform:

- Windows XP SP1: Internet Explorer 6.0, Firefox 1.5 and greater.
- Windows XP Home Edition: Internet Explorer 6.0, Firefox 1.5 and greater
- Windows XP Media Center Edition 2002: 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.

* 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.

Juniper Installer Service

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

Qualified platforms:

- Windows XP Pro SP1 & SP2
- Windows 2000

Mobile Devices

Core Functionality (Web Browsing)

Qualified platforms:

- Windows Mobile 5.0 based Pocket PC devices: Pocket IE 4.0
- Windows Mobile 2003 based Pocket PCs: Pocket IE 2003
- Treo 650: Palm OS 5.2.1: Blazer 4.0

Compatible platform:

- Sony Ericsson P910 : Symbian OS 7.1: Opera 6.31
- Palm OS 5.2.1: Blazer 4.0
- NTT i-mode phone
- AU/KDDI phone : Openwave Mobile Browser
- Vodafone phone : Openwave Mobile Browser

Level of Web browsing support:

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

Client Type	Platforms	HTML Rewriting Support	JavaScript Rewriting Support	Java Rewriting Support
Compact HTML	iMode	Yes	N/A	N/A
Smart Phone HTML Basic	Symbian/Opera	Yes	No	N
Smart Phone HTML Advanced	Treo 650/ Palm/Blazer	Yes	Partial	No
Mobile HTML	Windows Mobile 2003/ Pocket IE 2003 Windows Mobile 5.0/ Pocket IE 4.0	Yes	Yes	No

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

Qualified platforms:

- Cingular 8125: Windows Mobile 5.0 Pocket PC Phone: Pocket IE 4.0
- Symbol MC70: Windows Mobile 5.0 Pocket PC: Pocket IE 4.0
- HP IPAQ 2495: Windows Mobile 5.0 Pocket PC: Pocket IE 4.0
- Dell Axim 650: Windows Mobile 2003: Pocket IE 2003†

Compatible platforms:

- Windows Mobile 5.0 based Pocket PCs and Pocket PC Phones.
- Windows Mobile 2003 based Pocket PCs

Level of Application Support:

Qualified Applications

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

Compatible Applications

- Other TCP-based, client-initiated applications

Secure Meeting [Not applicable for SA 700]

Qualified platforms:

- Windows XP Pro SP2: Internet Explorer 7.0
- Windows XP Pro SP1 and SP2: Internet Explorer 6.0, Firefox 2.0 and Netscape 8.0
- Windows 2000 SP4: Internet Explorer 6.0, Internet Explorer 5.5 SP2, Internet Explorer 5.0, Firefox 1.5, and Netscape 8.0
- Windows NT 4.0 SP4: Internet Explorer 6.0, Internet Explorer 5.5 SP2, Firefox 1.5, and Netscape 8.0.
- Windows 98 SE: Internet Explorer 6.0, Netscape 8.0, and Netscape 4.79.
- Mac OS X 10.4: Safari 2.0 running Java 1.5.
- Mac OS X 10.3.2: Safari 1.1 running Java 1.4.2_09.
- openSUSE Linux 10.1: Firefox 2.0 running Sun JRE 1.5.0_06
- Red Hat Linux 9.0: Firefox 2.0 running Sun JRE 1.5.0_07

Compatible platforms:

- Windows XP Pro SP1 and SP2: Firefox 1.5 and greater running Sun JRE 1.4.2_04 and greater.

- Windows XP Home Edition: Internet Explorer 6.0, Firefox 1.5 and greater running Sun JRE 1.4.2_04 and greater.
- Windows XP Media Center Edition 2002: : Internet Explorer 6.0 running Sun JRE 1.4.2_04 and greater.
- Windows 2000 SP4: Firefox 1.5 and greater running Sun JRE 1.4.2_04 or higher.
- Mac OS X 10.2.8: Safari 1.0 running Java 1.4.1_01 and greater.
- RedHat Linux 7.3: Mozilla 1.3/1.6 running Sun JRE 1.4.1_01 and greater.
- RedHat Linux 9.0: Mozilla 1.6 running Sun JRE 1.4.2 and greater.
- Red Hat Linux 9.0: Firefox 2.0, Firefox 1.5 running Sun JRE 1.4.2_04 and greater.
- OpenSUSE Linux Enterprise Server 9.2 - Mozilla 1.6 running Sun JRE 1.4.2 and greater.
- RedHat Enterprise Linux ES (version 2.6.9-5.EL): Mozilla 1.7.3 running Sun JRE 1.4.2 and greater.
- RedHat Enterprise Linux 4.0: Mozilla 1.6 running Sun JRE 1.4.2 and greater.

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)

Qualified platforms:

- Windows XP SP2: Internet Explorer 7.0.
- Windows XP SP1 and SP2: Internet Explorer 6.0 and Internet Explorer 5.5 SP2.
- Windows 2000: Internet Explorer 6.0, Internet Explorer 5.5
- Red Hat Linux 9.0: Mozilla 1.6.

Compatible platforms:

- Windows XP SP2: Firefox 2.0 and Firefox 1.5
- Windows 2000: Firefox 1.5