



**Juniper Networks Secure Access**

## **Client-Side Changes Guide**

*Release 6.0*

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Part Number: 60A062607

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# Client-Side Changes Guide

This guide lists the package file names used by the IVE to install client-side components, files the packages install and uninstall, and registry changes they make to the user's system. It also describes the rights that are required in order to install and run various Instant Virtual Network (IVE) client-side components. Topics in this section include:

- “Client-Side changes made by IVE applications” on page 1
- “Required rights to run and install applications” on page 29

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## Client-Side changes made by IVE applications

This section describes the components that the IVE uses to install and run its client-side applications. The following descriptions include the components' names, installer locations, and log directories, as well as registry changes that the components make during installation:

- “Juniper Installer Service” on page 2
- “Juniper Setup” on page 3
- “Host Checker” on page 7
- “Secure Virtual Workspace” on page 10
- “Cache Cleaner” on page 10
- “Secure Meeting” on page 12
- “Windows Secure Application Manager (WSAM)” on page 14
- “Java Secure Application Manager (JSAM)” on page 19
- “Network Connect and GINA” on page 21
- “Windows Terminal Services” on page 25
- “Citrix Terminal Services” on page 27

## **Juniper Installer Service**

When installing a Windows-based IVE client application on a user's Windows system, the Juniper Installer Service deploys two files on the client machine:

- JuniperSetup.ocx
- NeoterisSetupService.exe (The IVE auto-starts this service on installation, then stops and removes it on uninstall.)

### **Package file and file location**

The IVE loads the installer service files in the following locations:

- C:\Program files\Juniper Networks\Installer ServiceFolder\NeoterisSetupService.exe
- C:\WINNT\Downloaded Program Files\JuniperSetupSP1Control.ocx (Windows NT and 2000)
- C:\Windows\Downloaded Program Files\JuniperSetupSP1Control.ocx (Windows XP)

### **Additional files installed by package and file locations**

#### **Windows NT and Windows 2000**

The Juniper Installer Service installs the following files in C:\WINNT\Downloaded Program Files:

- string\_de.properties
- string\_en.properties
- string\_es.properties
- string\_fr.properties
- string\_ja.properties
- string\_ko.properties
- string\_zh.properties
- string\_zh\_cn.properties

#### **Windows XP**

The Juniper Installer Service installs the following files in C:\Windows\Downloaded Program Files:

- string\_de.properties
- string\_en.properties
- string\_es.properties
- string\_fr.properties

- string\_ja.properties
- string\_ko.properties
- string\_zh.properties
- string\_zh\_cn.properties

### Files remaining after uninstall

When the ActiveX control is deleted from within Internet Explorer, it leaves the following files behind:

- C:\Documents and Settings\\Application Data\Juniper Networks\Setup\JuniperSetupCtl.log
- C:\Program Files\Juniper Networks\Installer Service\NeoterisSetupService.log

### Registry modifications

The installer package creates a registry key under HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Neoteris Setup Service

### Log file location

C:\Program Files\Juniper Networks\Installer Service

## Juniper Setup

When a Windows user signs in to the IVE, the IVE attempts to install an ActiveX control (Juniper Setup) on the user's system. If the IVE successfully installs Juniper Setup, Juniper Setup manages the installation of Windows-based IVE client applications.

### Package files

The IVE loads the following installer files.

- Windows XP and Windows 2000
  - JuniperSetupSP1.cab
  - JuniperSetup.exe.cab
- Windows Vista
  - JuniperSetupClient.cab
  - JuniperSetupClientInstaller.exe

### Additional files installed by package and file locations

#### Windows XP and Windows 2000

The Juniper Setup installs the following files in C:\Documents and Settings\\Application Data\Juniper Networks\Setup:

- dsmmf.exe
- dsmmf.log
- dsmmfres\_de.dll
- dsmmfres\_es.dll
- dsmmfres\_fr.dll
- dsmmfres\_ja.dll
- dsmmfres\_ko.dll
- dsmmfres\_zh.dll
- dsmmfres\_zh\_cn.dll
- JuniperSetupApp.exe
- JuniperSetupApp.log
- JuniperSetupCtrl.log
- JuniperSetupDLL.dll
- JuniperSetupDLL.log
- NeoterisSetup.ocx
- setupResource\_de.dll
- setupResource\_en.dll
- setupResource\_es.dll
- setupResource\_fr.dll
- setupResource\_ja.dll
- setupResource\_ko.dll
- setupResource\_zh.dll
- setupResource\_zh\_cn.dll
- string\_de.properties
- string\_en.properties
- string\_es.properties
- string\_fr.properties
- string\_ja.properties
- string\_ko.properties
- string\_zh.properties
- string\_zh\_cn.properties

- uninstall.exe
- versionInfo.ini

### **Windows Vista**

The Juniper Setup installs the following files in  
C:\Users\\AppData\Roaming\Juniper Networks\Setup Client:

- dsmmfs.exe
- dsmmfres\_de.dll
- dsmmfres\_es.dll
- dsmmfres\_fr.dll
- dsmmfres\_ja.dll
- dsmmfres\_ko.dll
- dsmmfres\_zh.dll
- dsmmfres\_zh\_cn.dll
- JuniperExt.log
- JuniperSetupClient.exe
- JuniperSetupClient.ini
- JuniperSetupClient.log
- JuniperSetupClientDll.log
- JuniperSetupDll.dll
- JuniperSetupOCX.exe
- setupResource\_de.dll
- setupResource\_en.dll
- setupResource\_es.dll
- setupResource\_fr.dll
- setupResource\_ja.dll
- setupResource\_ko.dll
- setupResource\_zh.dll
- setupResource\_zh\_cn.dll
- string\_de.properties
- string\_en.properties
- string\_es.properties

- string\_fr.properties
- string\_ja.properties
- string\_ko.properties
- string\_zh.properties
- string\_zh\_cn.properties
- uninstall.exe

### Registry modifications

For Windows Vista, the Juniper Setup creates the following registry keys in HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Internet Explorer\Low Rights\ElevationPolicy\{3E8944DC-79B5-4650-9C2E-83885548A119}:

- String: AppName. Set to “JuniperSetupClient.exe.”
- String AppPath. Set to “\$OUTDIR”
- String Policy. Set to “3”

Additionally, the Juniper Setup creates the following registry keys in HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\\${NEO\_FULL\_NAME}:

- String DisplayName. Set to “\${NEO\_COMPANY\_NAME} \${NEO\_DISPLAY\_NAME}”
- String UninstallString. Set to “\$INSTDIR\uninstall.exe”
- String StartupApp. Set to “\$INSTDIR\JuniperSetupClient.exe”
- String StopApp. Set to “\$INSTDIR\JuniperSetupClient.exe -stop”
- String DisplayVersion. Set to “\${NEO\_SETUP\_CLIENT\_VERSION}”
- String Publisher. Set to “{NEO\_COMPANY\_NAME}”
- String URLInfoAbout. Set to “http://www.juniper.net”

### Log file location

#### **Windows XP and Windows 2000**

- C:\Documents and Settings\\Application Data\Juniper Networks\

#### **Windows Vista**

- C:\Users\\AppData\Roaming\Juniper Networks\

For low-integrity processes, such as Internet Explorer 7, the ActiveX installer installs the following log files in C:\Users\\AppData\Local\Temp\Low:

- JuniperSetupClientCtrl.log

- JuniperSetupDll.log

## **Host Checker**

### **Windows clients**

To run Host Checker, the IVE downloads the dsHostCheckerSetup.exe.cab package to the user's client. This package is responsible for downloading additional files to the user's system in order to run Host Checker. Host Checker deletes the dsHostCheckerSetup.exe.cab package after installation is complete.

### **Package file and file location**

C:\Documents and Settings\\Local Settings\Temp\dsHostCheckerSetup.exe.cab

### **Additional files installed by package and file locations**

Host Checker installs the following additional files on the client in C:\Documents and Settings\\Application Data\Juniper Networks\Host Checker:

- dsHostChecker.exe
- dsHostCheckerProxy.exe
- dsHostCheckerResource\_de.dll
- dsHostCheckerResource\_en.dll
- dsHostCheckerResource\_es.dll
- dsHostCheckerResource\_fr.dll
- dsHostCheckerResource\_ja.dll
- dsHostCheckerResource\_ko.dll
- dsHostCheckerResource\_zh.dll
- dsHostCheckerResource\_zh\_cn.dll
- dshttpcommon.dll
- dsnsisdll.dll
- dsWinClient.dll
- EPCheck.dll
- psapi.dll
- restore\_win2k.txt
- restore\_win98.txt
- uninstall.exe
- versionInfo.ini

Host Checker installs the additional files in: C:\Documents and Settings\\Application Data\Juniper Networks\HostChecker.

In addition, if you implement policies that download or check for third-party software, Host Checker may install additional DLLs in sub-folders of: C:\Documents and Settings\\Application Data\Juniper Networks\HostChecker.

For example:

- If you implement Advanced Endpoint Defense Malware Protection policies, Host Checker creates a sub-folder called `policy_x` in this directory and installs Whole Security DLLs in this folder.
- If you implement a pre-defined rule, Host Checker creates a sub-folder called AV and installs the DLLs needed to check for the integrated third-party software.

### **Files remaining after uninstall**

`jnprvamgr.sys`.

### **Registry modifications**

Host Checker sets the following registry values:

- Strings: `LogFile` and `level` are set in `HKEY_CURRENT_USER\SOFTWARE\Juniper Networks\Host Checker\Debug\dsHostChecker`
- Strings: `Language` and `InstallPath` are set in `HKEY_CURRENT_USER\SOFTWARE\Juniper Networks\Host Checker`

Additionally, Host Checker sets the following values in `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Uninstall\Neoteris_Host_Checker`:

- String: `DisplayName`. Set to "Juniper Networks Host Checker"
- String: `DisplayVersion`. Set to current product version number.
- String: `Publisher`. Set to "Juniper Networks"
- String: `QuietUninstallString`. Set to "C:\Documents and Settings\\Application Data\Juniper Networks\Cache Cleaner <version number>\uninstall.exe" /S"
- String: `StartupApp`. Set to "C:\Documents and Settings\\Application Data\Juniper Networks\Host Checker\dsHostChecker.exe"
- String: `StopApp`. Set to "C:\Documents and Settings\\Application Data\Juniper Networks\Host Checker\dsHostChecker.exe" -stop".
- String: `UninstallString`. Set to "C:\Documents and Settings\\Application Data\Juniper Networks\Host Checker\uninstall.exe"
- String: `URLInfoAbout`. Set to "http://www.juniper.net"

**Log file locations**

You can enable or disable client-side logs through the **System > Log/Monitoring > Client Logs > Settings** tab of the Web console.

When you enable logging, Host Checker adds log files to the following locations:

- C:\Documents and Settings\\Application Data\Juniper Networks\Host Checker\dsHostChecker.log
- C:\Documents and Settings\\Application Data\Juniper Networks\EPCheck\EPCheck.log
- C:\Documents and Settings\\Application Data\Juniper Networks\Host Checker\dsHostCheckerProxy.log

**Linux clients****Application and additional files installed by Host Checker**

Host Checker installs \$HOME/.juniper\_networks/hostchecker.jar on the Linux client:

**Files remaining after uninstall**

The following files remain on the Linux client after uninstall:

- \$HOME/.juniper\_networks/dsHCLauncher\_linux1.log
- \$HOME/.juniper\_networks/dsHostChecker\_linux1.log

**Log files installed by Host Checker**

Host Checker installs the following log files on Linux systems.

- \$HOME/.juniper\_networks/dsHCLauncher\_linux1.log
- \$HOME/.juniper\_networks/dsHostChecker\_linux1.log

**Macintosh clients****Application and additional files installed by Host Checker**

Host Checker installs the following files on the Macintosh client:

- ~/Library/Application Support/Juniper Networks/hostchecker.jar
- ~/Library/Application Support/Juniper Networks/hcport.txt
- ~/Library/Application Support/Juniper Networks/ preauthCookie.txt

**Files remaining after uninstall**

There is no Host Checker uninstall on the Macintosh client.

**Log files installed by Host Checker**

Host Checker stores the log files in the following location on the Macintosh client:  
~/Library/Logs/Juniper Networks.

**Secure Virtual Workspace**

If you implement Secure Virtual Workspace (SVW), Host Checker downloads neoSVWData.zip and neoSVWDlls.zip. Then, Host Checker unzips the following files onto the client computer under C:\Documents and Settings\\Application Data\Juniper Networks\Host Checker\policy\_<number>:

- wallpaper.bmp
- dsjvd.dll
- dsjvdsvc.dll
- dsmonitor.dll
- dsVdeskPackage.dll

neoSVWData.zip and neoSVWDlls.zip are removed after unzipping the files.

**Registry modifications**

SVW creates the key HKEY\_CURRENT\_USER\SOFTWARE\Juniper Networks\VDesk.

**Files remaining after uninstall**

None. Host Checker uninstalls SVW as part of the Host Checker uninstallation process.

**Log file locations**

SVW adds the following log files to C:\Documents and Settings\\Application Data\Juniper Networks\Host Checker\policy\_<number>:

- dsvdPackage.log
- dsjvdsvc.log

**Cache Cleaner**

To execute Cache Cleaner, the IVE downloads the neoCacheCleanerSetup.exe.cab package to the user's client. This package is responsible for downloading additional files to the user's system in order to execute Cache Cleaner.

**Package file and file location**

C:\Documents and Settings\\Local Settings\Temp\neoCacheCleanerSetup.exe.cab

### Additional files installed by package and file locations

Cache Cleaner installs the following additional files on the client in C:\Documents and Settings\\Application Data\Juniper Networks\CacheCleaner <version number>:

- dsCacheCleaner.exe
- uninstall.exe
- versionInfo.ini

For Vista, Cache Cleaner is installed in C:\Users\\AppData\Roaming\Juniper Networks\Cache Cleaner <version number>.

### Files remaining after uninstall

None

### Registry modifications

Cache Cleaner sets the following registry values in HKEY\_CURRENT\_USER\SOFTWARE\Juniper Networks\Cache Cleaner <version number>\Debug\dsCacheCleaner:

- String: LogFile
- String: level

Additionally, Cache Cleaner sets the following string registry values in HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Uninstall\Juniper\_Networks\_Cache\_Cleaner <version number>:

- String: DisplayName. Set to “Juniper Networks Cache Cleaner <version>”
- String: DisplayVersion. Set to the current software version
- String: folders. Set to the folders that Cache Cleaner must clear when it is done
- String: IVEHost. Set to the URL of the IVE
- String: Publisher. Set to “Juniper Networks”
- String: QuietUninstallString. Set to "C:\Documents and Settings\\Application Data\Juniper Networks\Cache Cleaner\uninstall.exe" /S”
- String: StartupApp. Set to “C:\Documents and Settings\\Application Data\Juniper Networks\Cache Cleaner\dsCacheCleaner.exe”
- String: StopApp. Set to “C:\Documents and Settings\\Application Data\Juniper Networks\Cache Cleaner\dsCacheCleaner.exe” -action stop -nodelete 1”

- String: UninstallString. Set to “C:\Documents and Settings\\Application Data\Juniper Networks\Cache Cleaner\uninstall.exe”
- String: URLInfoAbout. Set to “http://www.juniper.net”

### Log file location

You can enable or disable client-side logs through the **System > Log/Monitoring > Client Logs > Settings** tab of the Web console. When you enable logging, Cache Cleaner adds log files to: C:\Documents and Settings\\Application Data\Juniper Networks\CacheCleaner <version number>\dsCacheCleaner.log.

For Vista, Cache Cleaner adds log files to C:\Users\\AppData\Roaming\Juniper Networks\Cache Cleaner <version number>.

## Secure Meeting

### Windows clients

To execute the Windows version of Secure Meeting, the IVE downloads the neoCBoxSetup.exe.cab package to the user’s client. This package is responsible for downloading additional files to the user’s system in order to execute Secure Meeting.

#### Package file and file location

C:\Documents and Settings\\Local Settings\Temp\neoCBoxSetup.exe.cab

#### Additional files installed by package and file locations

With an Active-X based install, Secure Meeting installs additional files in: C:\Documents and Settings\\Application Data\Juniper Networks\Secure Meeting <version number>. (See directory for a complete list of files.)

#### Files remaining after uninstall

After Secure Meeting uninstalls, the cbox\_cfg.ini and cbox\_cfg.txt (for the Java client) files remain on the client:

#### Registry modifications

Secure Meeting sets the following registry values:

- String: Language is set in HKEY\_CURRENT\_USER\Software\Juniper Networks\Secure Meeting <version number>
- String: level is set in HKEY\_CURRENT\_USER\Software\Juniper Networks\Secure Meeting <version number>\Debug\dsCboxUI\_win

**Log file locations**

You can enable or disable client-side logs through the **System > Log/Monitoring > Client Logs > Settings** tab of the Web console.



**NOTE:** The maximum file size for each of the Secure Meeting log files is 10 MB.

When you enable logging, Secure Meeting adds log files to the following locations:

- C:\Users\\AppData\Roaming\Juniper Networks\Secure Meeting <version number>\dsCboxUI\_win.log -and- dsCboxUI\_win.log.old
- C:\Users\\AppData\Roaming\Juniper Networks\Secure Meeting <version number>\dscboxui\_viewer.log -and- dscboxui\_viewer.log.old
- C:\Users\\AppData\Roaming\Juniper Networks\Secure Meeting <version number>\dscboxui\_prsnt.log -and- dscboxui\_prsnt.log.old
- C:\Users\\AppData\Roaming\Juniper Networks\Secure Meeting <version number>\JuniperSetup.log -and- JuniperSetup.log.old
- C:\Users\\AppData\Roaming\Juniper Networks\Secure Meeting <version number>\JuniperSetupApp.log -and- JuniperSetupApp.log.old
- C:\Users\\AppData\Roaming\Juniper Networks\Secure Meeting <version number>\SecureMeetingOutlook.log -and- SecureMeetingOutlook.log.old
- C:\Users\\AppData\Roaming\Juniper Networks\Secure Meeting <version number>\SecureMeetingOutlookApp.log -and- SecureMeetingOutlookApp.log.old

**Macintosh clients****Application and additional files installed by Secure Meeting**

Secure Meeting installs the following files on the Macintosh client:

- ~/Library/Application Support/Juniper Networks/meetingAppMac.jar
- ~/Library/Application Support/Juniper Networks/cbox\_cnfg.txt
- ~/Library/Application Support/Juniper Networks/meeting.icns

**Files remaining after uninstall**

There is no Secure Meeting uninstall on the Macintosh client.

**Log files installed by Secure Meeting**

Secure Meeting installs log files in the following location on the Macintosh client:

- ~/Library/Logs/Juniper Networks/dsCboxLauncher\_mac<x>.log where <x> is 0 or 1
- ~/Library/Logs/Juniper Networks/dsCboxUI\_mac<x>.log where <x> is 0 or 1

- ~/Library/Logs/Juniper Networks/dsCboxUISummary\_mac<x>.log where <x> is 0 or 1
- ~/Library/Logs/Juniper Networks/MacPresenter.log

## Linux clients

### **Application and additional files installed by Secure Meeting**

Secure Meeting installs the following files on the Linux client:

- ~/.juniper\_networks/meetingAppSun.jar
- ~/.juniper\_networks/libSMJNIXWinLinux.so

### **Log files installed by Secure Meeting**

- ~/.juniper\_networks/LinuxPresenter<x>.log where <x> is 0 or 1
- ~/.juniper\_networks/dsCboxUISummary\_linux<x>.log where <x> is 0 or 1
- ~/.juniper\_networks/dsCboxUI\_linux<x>.log where <x> is 0 or 1
- ~/.juniper\_networks/dsCboxLauncher\_linux<x>.log where <x> is 0 or 1

## Secure Meeting Plug-In

### **File Location**

\\Documents and Settings\\<user>\\Application Data\\Juniper Networks\\Secure Meeting Outlook Plugin

### **Files remaining after uninstall**

SecureMeetingOutlook.log

### **Registry modifications**

String: Language is set in HKEY\_CURRENT\_USER\\Juniper Networks\\Secure Meeting Outlook Plugin

## Windows Secure Application Manager (WSAM)

To execute WSAM, the IVE downloads the `samsetup.exe.cab` or `samsetupnt.exe.cab` package to the user's client, depending on the user's platform. These packages are responsible for downloading additional files to the user's system in order to execute WSAM.

### **Package file and file location**

WSAM downloads its package files to the following locations:

- Windows 2000 and Windows XP:  
C:\\Documents and Settings\\<username>\\Local Settings\\Temp\\samsetupnt.exe.cab



**NOTE:** You may choose to use a WSAM stand-alone installer or scriptable installer instead of the standard Web installers mentioned above. If you do, the installers are located where you save them, which may not be the same directories listed above. The file names for these downloadable installers are:

- WSAMInstNt.exe—WSAM stand-alone installer for Windows 2000/XP systems
  - SamLauncher.exe—Scriptable WSAM installer
  - WSAM.ppc2003\_arm.cab—WSAM stand-alone installer for Pocket PC systems
- 

### **Additional files installed by package and file locations**

WSAM installs the following additional files on the client:

- dsSamProxy.exe
- dsSamResource\_DE.dll
- dsSamResource\_EN.dll
- dsSamResource\_ES.dll
- dsSamResource\_FR.dll
- dsSamResource\_JA.dll
- dsSamResource\_KO.dll
- dsSamResource\_ZH.dll
- dsSamResource\_ZH\_CN.dll
- dsSamUI.exe
- dsWinClient.dll
- dsWinClientResource\_DE.dll
- dsWinClientResource\_EN.dll
- dsWinClientResource\_ES.dll
- dsWinClientResource\_FR.dll
- dsWinClientResource\_JA.dll
- dsWinClientResource\_KO.dll
- dsWinClientResource\_ZH.dll
- dsWinClientResource\_ZH\_CN.dll
- gaptbar.dll
- install.log
- samclean.exe

- samdiagEx.dll (Windows 2000 and Windows XP only)
- SAMNB.dll (Windows 2000 and Windows XP only)
- samnsp.dll (Windows 2000 and Windows XP only)
- UninstallSAM.exe
- versionInfo.ini

WSAM installs the additional files in: C:\Program Files\Juniper Networks\Secure Application Manager

On Windows 2000 and Windows XP systems, WSAM also installs a TDI driver (neofltr\_<release number>\_<build number>.sys) in \$SystemRoot\system32\drivers. (For example, for release 5.2.0.9300, WSAM installs NEOFLTR\_520\_9300.sys in C:\WINDOWS\System32\drivers\)

### Files remaining after uninstall

After WSAM uninstalls, the following files remain on the client:

- Windows 2000/XP
  - samnsp.dll
  - samclean.exe

### Registry modifications

WSAM sets the following registry values:

#### Installation values

WSAM sets the following installation values in HKEY\_LOCAL\_MACHINE\SOFTWARE\Juniper Networks\Secure Application Manager:

- String: InstallPath. Set to: C:\Program Files\Juniper Networks\Secure Application Manager
- String: Language. Set to: EN (or appropriate language value)

#### Uninstallation values

WSAM sets the following uninstall values in HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Netoris\_Secure\_Application\_Manager\Commands:

Windows 2000/XP:

- String: RegisterLSP. Set to: C:\Program Files\Juniper Networks\Secure Application Manager\samnsp.dll",DllRegisterServer
- String: SyncBypassList. Set to: C:\Program Files\Juniper Networks\Secure Application Manager\samnsp.dll",SyncBypassList

- HKEY\_CURRENT\_USER\SOFTWARE\Neoteris\Secure Application Manager\SessionEstablishTasks
- HKEY\_CURRENT\_USER\SOFTWARE\Neoteris\Secure Application Manager\SessionCleanupTasks

### **Current Version values**

WSAM sets the following uninstall and version information values in HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Neoteris\_Secure\_Application\_Manager:

- String: DisplayName. Set to: “Juniper Networks Secure Application Manager”
- String: DisplayVersion. Set to: < version number > < build number >
- String: Publisher. Set to: Juniper Networks
- String: QuietUninstallString. Set to: C:\Program Files\Juniper Networks\Secure Application Manager\UninstallSAM.exe
- String: StartupApp. Set to: C:\Program Files\Juniper Networks\Secure Application Manager\dsSamProxy.exe
- String: UninstallString. Set to: C:\Program Files\Juniper Networks\Secure Application Manager\UninstallSAM.exe
- String: URLInfoAbout. Set to: <http://www.juniper.net/products/ssl>

In addition, WSAM sets the following version values:

- Location:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\1  
  
Set: 1A00 to: 1
- Location:  
HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\1  
  
Set: 1A00 to: 1

### **TDI driver values (Windows 2000/XP only)**

WSAM sets the following values for the TDI driver on Windows 2000 and Windows XP systems in

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\NEOFLTR\_< release number >\_< build number > :

- String: DisplayName. Set to: Juniper Networks TDI Filter Driver (NEOFLTR\_< release number >\_< build number > )
- String: Imagepath. Set to: \C:\WINDOWS\System32\Drivers\NEOFLTR\_< release number >\_< build number > .SYS

In addition, WSAM sets the following values in HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\NEOFLTR\_ < release number > \_ < build number > \Enum:

- String: 0. Set to: Root\LEGACY\_NEOFLTR\_ < release number > \_ < build number > \0000
- DWord: Count. Set to: 0x00000001
- DWord: NextInstance. Set to: 0x00000001

#### **Debug values**

- HKEY\_CURRENT\_USER\Software\Juniper Networks\Secure Application Manager\Debug\SamNB (For file-sharing option only)
  - String: "LogFile", Value: "dsSamDebug.log"
- HKEY\_CURRENT\_USER\Software\Juniper Networks\Secure Application Manager\Debug\SamUI
  - String: "LogFile", Value: "dsSamDebug.log"
- HKEY\_CURRENT\_USER\Software\Juniper Networks\Secure Application Manager\Debug\Setup
  - String: "LogFile", Value: "dsSamDebug.log"
- HKEY\_CURRENT\_USER\Software\Juniper Networks\Secure Application Manager\Debug\Proxy

#### **Miscellaneous**

WSAM sets the following miscellaneous registry values:

- Location: HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\WinSock2\Parameters\NameSpace\_Catalog5\Catalog\_Entries\0000000000X (where X is a number between 1 and 7). Description: WSAM creates these keys when it runs from an administrator account for the first time. These keys register the namespace provider (NSP) installed by WSAM.
- String: IntranetAuthOptions is set in HKEY\_LOCAL\_MACHINE\SOFTWARE\Neoteris\Secure Application Manager\Backup and HKEY\_CURRENT\_USER\SOFTWARE\Neoteris\Secure Application Manager\Backup.
- The list of LSPs ignored when running WSAM are in HKEY\_CURRENT\_USER\SOFTWARE\Juniper Networks\Secure Application Manager\AllowedLsp.

**Log file location**

You can enable or disable client-side logs through the **System > Log/Monitoring > Client Logs > Settings** tab of the Web console. When you enable logging, WSAM adds log files to the following location: C:\Documents and Settings\\Application Data\Juniper Networks\Secure Application Manager.

WSAM also adds an installation log file to the C:\Program Files\Juniper Networks\Secure Application Manager directory.

For Windows Mobile 5 users, WSAM adds log files to the \Program Files\Juniper Networks\WSAM\Log directory.

**Java Secure Application Manager (JSAM)**

To execute JSAM, the IVE launches an applet on the user's client. This applet handles downloading additional files to the user's system in order to execute JSAM.

In addition, JSAM modifies the **hosts** file if you choose **Automatic host-mapping** under **Users > User Roles > Role > SAM > Options > Java SAM Options**.

**Windows clients****Location of additional files**

JSAM installs additional files in the following location: C:\Documents and Settings\\Application Data\Juniper Networks\Java Secure Application Manager

**Files remaining after uninstall**

After JSAM uninstalls, only the log files remain on the client, as described in "Log file locations" on page 20.

**Registry modifications**

JSAM sets the following registry values:

- If you configure a standard NetBIOS application through JSAM, or you configure a custom application on port 137, 138, or 139, JSAM makes the following registry key modification on Windows XP machines (Administrator privileges required): **SMBDeviceEnabled=dword:00000000** is set in the registry location: **HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\NetBT\Parameters**.
- If you enable Outlook 5.5, 2000, or 2002 (Administrator privileges required), JSAM adds **HKEY\_LOCAL\_MACHINE\Software\Microsoft\Exchange\Exchange Provider\Rpc\_Binding\_Order** to the registry. (The second entry for this registry key is changed to **ncacn\_http**.)

The original value of this setting is:

ncalrpc,ncacn\_ip\_tcp,ncacn\_spx,ncacn\_np,netbios,ncacn\_vns\_spp

After JSAM is initially used, the value of this setting is:

ncalrpc,ncacn\_http,ncacn\_ip\_tcp,ncacn\_spx,ncacn\_np,netbios,ncacn\_vns\_spp

- If you disable the **Skip Web Proxy Registry Check** option under **Users > User Roles > Role > SAM > Options > Java SAM Options** (User read access required), JSAM sets:  
HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\ProxyEnable

### **Log file locations**

You can enable or disable client-side logs through the **System > Log/Monitoring > Client Logs > Settings** tab of the Web console. When you enable logging, JSAM adds log files to the following locations:

C:\Documents and Settings\\Application Data\Juniper Networks\Java Secure Application Manager\dsJSAM\_win0.log and dsJSAM\_win1.log

## **Macintosh clients**

### **Application and additional files installed by JSAM**

JSAM installs the following files on the Macintosh client:

- ~/Library/Application Support/Juniper Networks/NeoterisMac.jar
- ~/Library/Java/Extensions/libJNPRAuthKit.jnilib
- ~/Library/Application Support/Juniper Networks/jsam.icns
- ~/Library/Application Support/Juniper Networks/logo.gif

### **Files remaining after uninstall**

The following files remain on the Macintosh client after uninstall:

- ~/Library/Logs/Juniper Networks/Java Secure Application Manager

### **Log files installed by JSAM**

JSAM installs log files in the following location on the Macintosh client:

- ~/Library/Logs/Juniper Networks/Java Secure Application Manager

## **Linux clients**

### **Application and additional files installed by JSAM**

JSAM does not install any application files on the Linux client.

**Files remaining after uninstall**

The only files that remain on the Linux client after uninstall are the log files (described below).

**Log files installed by JSAM**

JSAM adds log files to the `~/juniper_networks` directory.

**Network Connect and GINA****Windows clients**

To execute Network Connect and Graphical Identification and Authorization (GINA), the IVE downloads the `NcSetup.exe.cab` package to the user's client. This package is responsible for downloading additional files to the user's system in order to execute Network Connect and GINA.

**Package file and file location**

`C:\Documents and Settings\\Local Settings\Temp\neoNCsetup.exe.cab`

**Hosts file change**

A hosts file entry is added by Network Connect to support the following case:

- If, when Network Connect connects, split tunneling is disabled and the original externally resolved hostname (the hostname the user initially connected to prior to the NC launch) resolves to another IP address against the internal DNS, the browser will redirect to a *Server not found* page, because no route is defined within the client system.
- At a graceful termination (sign-out or timeout) of the Network Connect client connection, the hosts file is restored. If the hosts file was not restored in a prior case due to an ungraceful termination, the hosts file will be restored the next time the user launches Network Connect.

**Additional files installed by package and file locations**

On Windows 2000, Windows XP and Windows Vista, Network Connect installs the following additional files on the client in the following locations. The following files are installed in `C:\Program Files\Juniper Networks\Network Connect <version number>`:

- `dsNcAdmin.dll`
- `dsNetworkConnect.exe`
- `dsNcDiag.dll`
- `versionInfo.ini`
- `dsNcGina.dll`
- `dsNcResource_EN.dll`
- `dsNcResource_DE.dll`

- dsNCResource\_ES.dll
- dsNCResource\_FR.dll
- dsNCResource\_JA.dll
- dsNCResource\_KO.dll
- dsNCResource\_ZH.dll
- dsNCResource\_ZH\_CN.dll
- dsWinClient.dll
- dsWinClientResource\_EN.dll
- dsWinClientResource\_DE.dll
- dsWinClientResource\_ES.dll
- dsWinClientResource\_FR.dll
- dsWinClientResource\_JA.dll
- dsWinClientResource\_KO.dll
- dsWinClientResource\_ZH.dll
- dsWinClientResource\_ZH\_CN.dll
- NCInst16.exe
- uninstall.exe
- dsNCInst64.exe
- nclauncher.exe
- setproxy.html

Network Connect also installs the following files:

- C:\Program Files\Juniper Networks\Common Files\dsNcService.exe
- C:\<WINDIR>\system32\drivers\dsNcAdpt.sys
- C:\<WINDIR>\system32\dsGinaLoader.dll (Windows 2000 and Windows XP)

***Files remaining after uninstall***

After Network Connect uninstalls, the following files remain on the client:

- dsGinaLoader.dll
- C:\Program Files\Juniper Networks\Common Files\Config.ini

**Registry modifications**

The HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\RunOnce is required to remain “as is” on the client or Network Connect installation and launch fails.

Additionally, if GINA is enabled in the Admin Web console, Network Connect sets following string registry value in HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon:

- String: GinaDLL. Set to “dsGinaLoader.dll”

Network Connect creates the following keys:

- HKEY\_LOCAL\_MACHINE\SOFTWARE\Juniper Networks\Network Connect < version number
- HKEY\_CURRENT\_USER\Software\Juniper Networks\Network Connect < version number >

**Log file location**

You can enable or disable client-side logs through the **System > Log/Monitoring > Client Logs > Settings** tab of the Web console.

When you enable logging, Network Connect adds log files to the following location:

- For Windows NT and Windows 2000:  
C:\Documents and Settings\<user>\Application Data\Juniper Networks\Network Connect <version number>
- For Windows Vista:  
\Users\<username>\AppData\roaming\Juniper Networks\Network Connect X.X.X

**Linux clients****Application and additional files installed by Network Connect**

Network Connect installs the following files on the Linux client:

- ~/.juniper\_networks/ncLinuxApp.jar
- ~/.juniper\_networks/network\_connect/installNC.sh
- ~/.juniper\_networks/network\_connect/libncui.so
- ~/.juniper\_networks/network\_connect/missing.info
- ~/.juniper\_networks/network\_connect/ncdiag
- ~/.juniper\_networks/network\_connect/NC.jar
- ~/.juniper\_networks/network\_connect/ncsvc
- ~/.juniper\_networks/network\_connect/version.txt

- `~/juniper_networks/network_connect/xlaunchNC.sh`

### ***Files remaining after uninstall***

No files remain on the Linux client after uninstall, but the `~/juniper_networks/network_connect/` directory does remain.

### ***Log files installed by Network Connect***

Network Connect installs the following log files on Linux systems:

- `~/juniper_networks/network_connect/installnc.log`
- `~/juniper_networks/network_connect/ncsvc.log`
- `~/juniper_networks/network_connect/ncuijava.log`
- `~/juniper_networks/network_connect/ncui.log`

## **Macintosh clients**

### ***Application and additional files installed by Network Connect***

Network Connect installs the following files on the Macintosh client:

- `/Applications/Network Connect.app`
- `/usr/local/juniper/nc/<IVE_version>/ncproxyd`
- `/usr/local/juniper/nc/<IVE_version>/nctun[_tiger].kext`
- `~/Library/Application Support/Juniper Networks/`
- `NetworkConnectMac_de.jar`
- `NetworkConnectMac_en.jar`
- `NetworkConnectMac_es.jar`
- `NetworkConnectMac_fr.jar`
- `NetworkConnectMac_ja.jar`
- `NetworkConnectMac_ko.jar`
- `NetworkConnectMac_zh.jar`
- `NetworkConnectMac_zh-cn.jar`
- `~/Library/Application Support/Juniper Networks/`
- `NetworkConnectMac_ppc.jar` (PowerPC-based Macintoshes)
- `NetworkConnectMac_i386.jar` (Intel-based Macintoshes)
- `~/Library/Java/Extensions/libJNPRAuthKit.jnilib`
- `/usr/local/juniper/nc/install/NCJarVerify.jar`















