



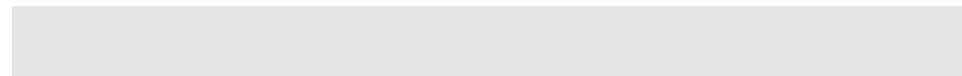
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# Junos Pulse for Apple iOS

User Guide

Release

# 3.0



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January 2012  
Revision 1.0

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# Junos Pulse for Apple iOS

Junos Pulse lets you access protected network resources from your Apple iOS™ device through a secure VPN connection. The security component, Junos Pulse Mobile Security Suite, includes anti-theft tools to reduce the risks of a lost or stolen device:

Additional information for Junos Pulse, including information on supported platforms, can be found at <http://www.juniper.net/support/products/pulse/mobile/>.

## Installing and Registering Junos Pulse

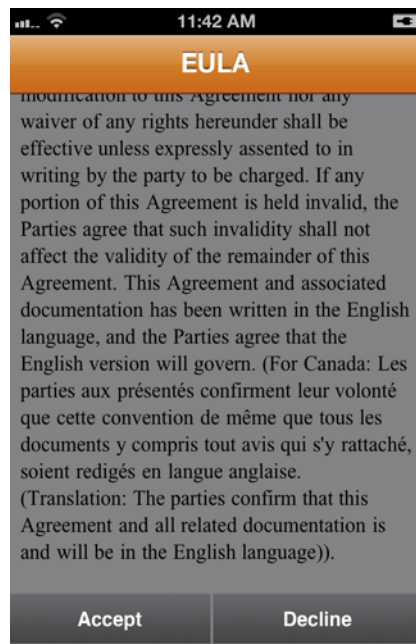
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Junos Pulse VPN features and Junos Pulse security features are available through the Junos Pulse app, which is available from the Apple App Store. The security features are available only after you register your iOS device.

Downloading and installing Junos Pulse is the same as installing any iOS app. You can download Junos Pulse and import it into iTunes in order to install it on your iOS device. Once you install Junos Pulse, do the following to automatically register Junos Pulse and begin using VPN and security features.

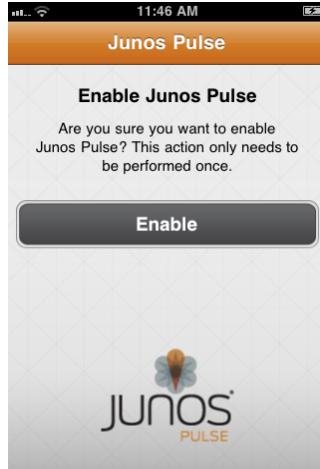
1. After the application has been downloaded and installed, browse to the registration URL provided by your administrator in an email or in a text message.
2. Clicking the registration URL brings up the Junos Pulse EULA agreement. Tap **Accept** to continue. See Figure 1 on page 1.

**Figure 1: Accept EULA**



3. You are next are prompted to Enable Junos Pulse. Tap the **Enable** button to continue. See Figure 2 on page 2.

**Figure 2: Enable Junos Pulse**



4. You are then prompted to install the Junos Pulse security profile. Tap the **Install** button. See Figure 3 on page 2.

**Figure 3: Install Profile**



5. A screen appears informing you that installing this profile allows your administrator to remotely control and access certain aspects of your device. This is necessary to provide security features such as remote lock and remote wipe. Tap the **Install** button to continue. See Figure 4 on page 3.

**Figure 4: Install Profile Warning**

6. A screen displays informing you that the security profile has installed successfully. See Figure 5 on page 3. Security features are now in place for your iOS device.

**Figure 5: Profile Installed Successfully**

7. When you relaunch Junos Pulse, if your administrator has configured GPS location tracking services for your device, you are prompted to permit GPS location tracking using your current location. Click **OK** to allow this service. Click **Don't Allow** to decline. See Figure 6 on page 4.

**Figure 6: Allow GPS Tracking**



**Informational Note:** If your iOS device does not have Location Services turned on, the following prompt appears when you launch Junos Pulse: (see Figure 7 on page 4)

**Figure 7: Turn On Location Services**





**Informational Note:** Tap the Settings button (see Figure 7 on page 4) to go to the Location Services screen where you can turn the service on. You must then relaunch Junos Pulse to enable the GPS tracking report.

**Caution:** Once you select Don't Allow or OK for GPS location services, your selection is remembered if you uninstall and reinstall Junos Pulse. You are not prompted again and your previous selection is used. If you want to reset this feature to change your selection, on your iOS device, navigate to Settings > General > Reset Location Warnings. This resets all of the location warnings for all your applications.

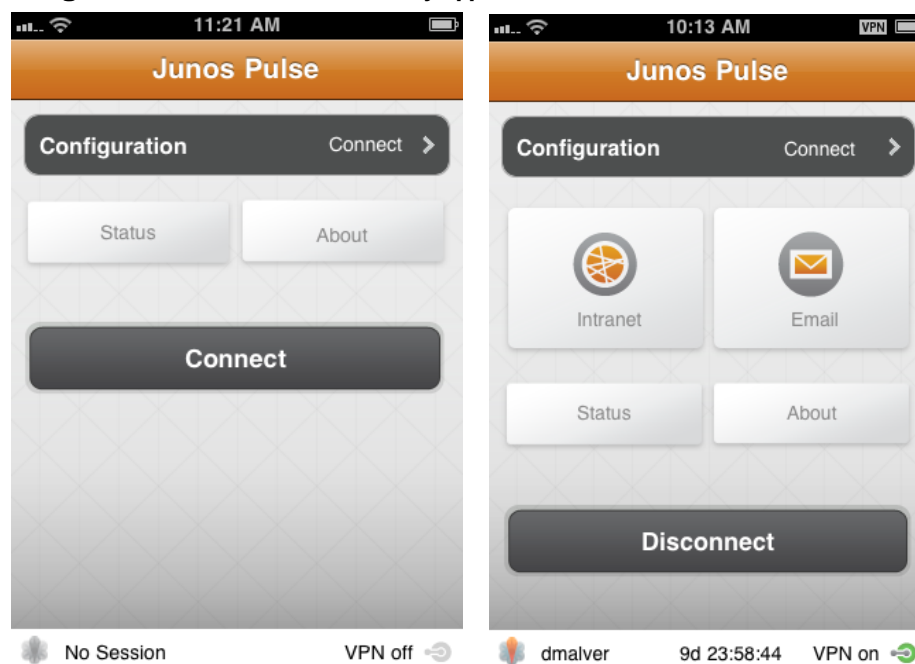
## Connecting with Junos Pulse

In addition to the security features already described, you can use Junos Pulse to establish a secure VPN connection to your corporate network using your device's 3G, 4G, Edge or WiFi connectivity. Once a VPN connection is established, Junos Pulse can include the following features (see Figure 8 on page 5):

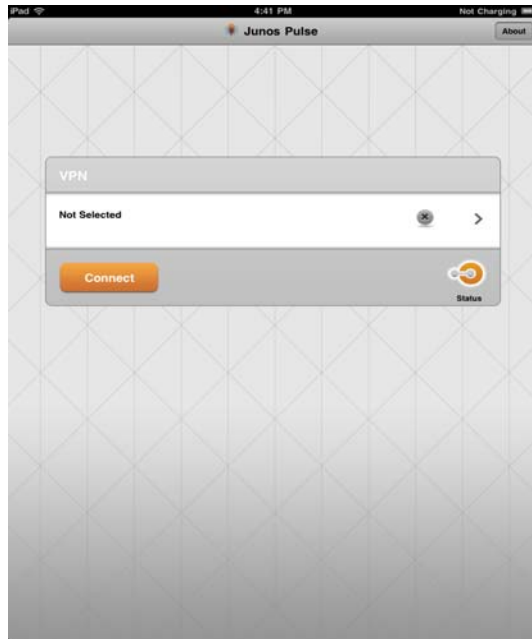
- **Intranet:** Launches connections to internal site configured by your administrator.
- **Email:** Launches your email application.
- **Status:** Lets you view, delete, and email log files, which you might need to do in a troubleshooting operation. The log files show all security incidents, such as virus scan times and viruses discovered. If you have an established VPN connection, you can also view the status of that connection from this screen.
- **About:** Provides software version information.

**Informational Note:** Screens for different iOS devices may vary.

**Figure 8: Available Features as they appear for iPhone**



**Figure 9: Available Features as they appear for iPad**

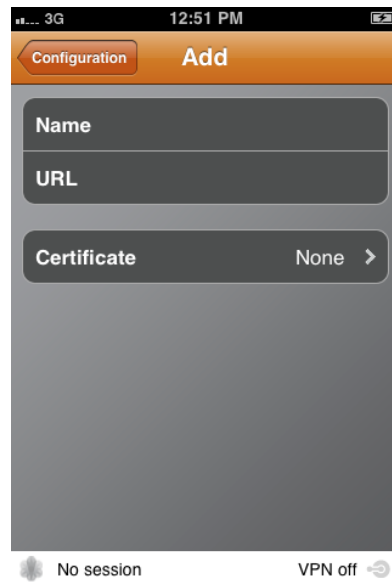
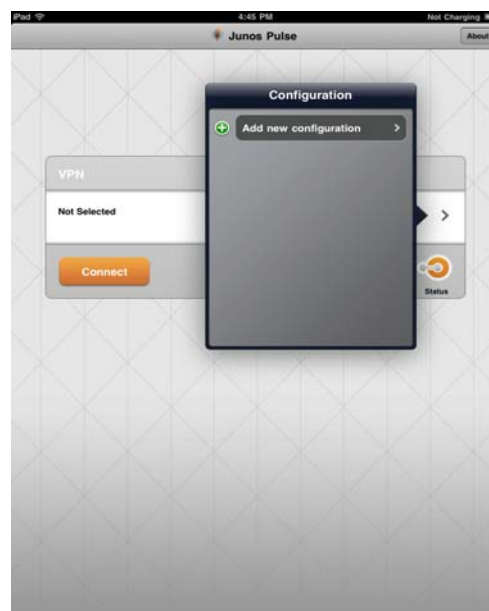


## Adding a Secure Connection Profile

You can add a VPN connection for each different network to which you connect. To define a connection profile, do the following:

1. Start Junos Pulse.
2. Tap **Configuration**.  
If you have already set up one connection profile and you are adding an additional profile, tap **Edit**.
3. To establish a new connection, tap **Add New Connection**. The Add window opens. See Figure 10 on page 7.

**Informational Note:** Screens for different iOS devices may vary.

**Figure 10: Add Connection iPhone****Figure 11: Add Configuration iPad**

4. Specify the connection profile properties.
  - **Name:** The name or description for this connection profile.
  - **URL:** The Web address provided by your network administrator.
  - **Certificate:** If your network administrator has provided you with a digital certificate (typically via an e-mail attachment or SMS), tap Certificate. When the Identities window opens, select the certificate you want to use with this profile. If you do not use a certificate, you must provide a username and password when you use this connection profile.

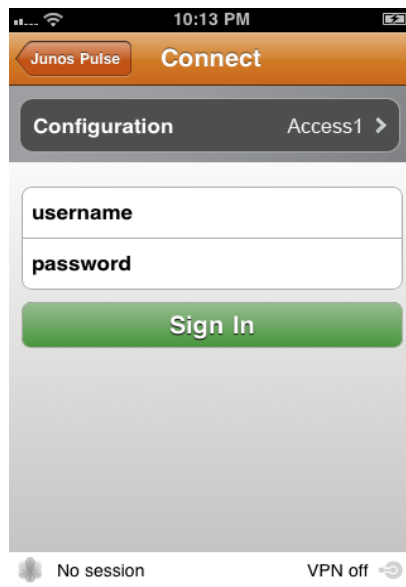
5. Tap **Configuration** to return to the main Junos Pulse window.

## Connecting

Once you have configured your connection, do the following to connect.

1. Start Junos Pulse.
2. Tap **Connect**.
3. When the Connect window opens, enter your login **Username** and **Password**. See Figure 12 on page 8.
4. Tap **Sign In**.

**Figure 12: Connect**



## Viewing Connection Status

The status of your current connection appears at the bottom of the Junos Pulse window in the form of an icon. The appearance of the icon indicates whether the connection is active or inactive. See also Figure 8 on page 5.



*Active Connection*



*No Session*

## Anti-Theft Features

There are a number of measures that can be taken to protect your device if it is lost or stolen. To activate anti-theft features, contact your administrator. Those features include:

- **Lock Device**—Locks the device if it is lost or stolen, or if you wish to stop the use of the device for any other reason. (Note that this lock can be overridden if you have not configured a passcode on the device.)
- **Unlock Device**—Unlocks the device.
- **Retrieve App List**—Updates the list of installed applications on the device.

- **Wipe Device**—Sets device back to factory settings.
- **GPS Tracking** —Tracks the GPS location of the device.

## Device Feature Support

The following features are supported for Junos Pulse on iOS Devices.

**Table 1: Junos Pulse Feature Support for iOS**

Feature	Supported for iOS
Alarm On/Off	No
Antispam	No
Antivirus	No
Application Inventory	Yes
Application Removal	No
Automatic Registration	Yes
Backup/Restore Contacts & Calendar	No
Contacts Log	No
Device Identity Servers	Yes
Enterprise VPN support	Yes
Enterprise Web Portal	Yes
Exchange provisioning	Yes
Firewall	No
GPS Location/Tracking	Yes
GPS Theft On/Off	No
Log Email	No
Log Images	No
Log MMS Messages	No
Log SMS Messages	No
LogWeb Images	No
Log Event/Size Limits	No
Lock/Unlock Device	Yes
Lock on SIM Change	No
Malware Scan Interval	No
Monitor and Control Report	Yes
Passcode Requirements	Yes
Policy Based Client UI	No
Prohibited Applications	No
Restrictions on device usage	Yes
Scan card	No
Scan device	No
SCEP server support	Yes
Update Profile	Yes
Update Virus Definitions	No
Voice Log	No
VPN provisioning	Yes

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Feature	Supported for iOS
VPN strong authentication (PKI or 2FA)	Yes
Wi-Fi provisioning	Yes
Wipe Device	Yes
Wipe on SIM Change	No

**Table 2: iOS Device Personal Data Erased by Junos Pulse Handset Wipe Command**

Personal Data	Wiped on iOS
Appointments	Yes
Calendar Memos	Yes
Calendar ToDos	Yes
Call History	Yes
Contacts	Yes
Email Boxes	Yes
Memory Card	N/A
Notes	Yes
SMS and MMS	Yes
Tasks	Yes

## Technical Support

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For technical issues, contact your administrator.

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