Ivanti Secure Client Access

For versions 9.1R16 and later, Pulse Secure Client Access has been rebranded as Ivanti Secure Client Access. There is a new UI available beginning with this version. Until CoE updates the VPN appliance from the Pulse Secure Appliance we currently have installed at the SOCC, the old UI will be the default, but you may choose to change their UI to the new version.

Old UI:

New UI:

To get to the new UI, navigate to File > UI Mode > New-UX from the default (original) UI.

To return to the old UI, click on the 3 bars at the top left of the window and choose UI Mode Classic from the menu.

New UI Functionality - Windows

For MacOS see Ivanti Secure Access Client - MacOS

Connecting to a Realm

Click on the 3 dots next to the realm you wish to connect to and select Connect from the popup menu.

Adding a New Connection

Click the + above any current connections.

Enter in the connection information.

- Type will remain Policy Secure or Connect Secure. CoE does not have Zero Trust Access through Ivanti.
- Name is a user friendly name that the you may choose to identify the connection.
- Server URL is the url of the realm the you are connecting to.

For a list of realms see CoE-Net Pulse Secure VPN guide for Windows OS
A right hand panel will open to display the Pre Sign-In Notification. Click Proceed to accept.

If the connection selected has multiple realms to choose from, you will be prompted to choose a realm.

Click Add at the bottom of the page.

- Note: If you click “Connect” the connection will automatically be added and the connection process started.

Forget Saved Settings

If a you to change selections for any connection, click the 3 lines in the upper left and choose Forget Saved Settings from the menu.

Note: The Save Settings check box works the same in the new UI as it did in the old. If this is checked, the choice selected will be saved and the step will be skipped the next time you connect.

You will be prompted to enter their name and password. The second prompt will ask for a secondary password. You should type in “push” to receive a duo push. Otherwise, you may type in the passcode found in the Duo app.

Note: This will remove all saved settings for all connections.
If there are multiple roles to choose from, you will be prompted to choose a role. Choose the role that says "- Default" unless otherwise prompted.

The status of the connection will be shown on the right hand panel. Once connected the left panel will show that you have 1 active connection. You may disconnect, extend, or suspend your connection using the buttons at the bottom of the right hand panel.

Right Side Panel

The right side panel can be collapsed by using the << icon in the upper right.

Note: This does not shrink the window.

To reopen the right side panel, click the 3 dots ( . . . ) next to the active connection and choose “Connection Details”
You can disconnect, suspend or extend an active connection from this menu as well.

Advanced Connection Details

To see additional information about your VPN connection, select the 3 dots ( . . . ) next to your active connection which will be indicated by the green next to the connection name. Choose "Advanced Connection Details" from the menu. This will show additional information in the right side panel.
This information can be useful for troubleshooting purposes.