



Terminal Session Pulse Secure Client Reinstallation Guide

Glossary of Terms

- **Local computer** refers to your device being used *off-campus* (e.g., loaner laptop or home computer).
- **Remote computer** refers to your District PC located *on-campus* at RSCCD (e.g., office workstation).
- **Terminal Session** enables your local computer to access a remote computer located on-campus at RSCCD.
- **Remote Portal** refers to <https://remote.rsccd.edu>, where Terminal Session is configured & accessed.

Announcement:

As of **08/06/21**, ITS will implement a maintenance update to Remote Portal at <https://remote.rsccd.edu>.

This maintenance update will require Terminal Session users to uninstall the current version(s) of Pulse Secure, LLC related software on their local computer; and to reinstall the latest version of the Pulse Secure, LLC software via the Remote Portal.

The latest version of the Pulse Secure, LLC software is required to be installed on the local computer, in order to keep Terminal Session access functional.

NOTE: The following steps are for users who have already been granted access to Terminal Session on their District PC. If you do not have access, a ticket must be submitted to the Help Desk with Vice President, Assistant Vice Chancellor or higher approval.

NOTE: While following the steps for Option 1 or Option 2, you may be prompted for administrator credentials. If so, please contact the Help Desk so a technician can assist you with the steps.

For further assistance, please contact the RSCCD ITS Help Desk.

714-564-4357 Ext 0 | Ext 44357 | helpdesk@rsccd.edu | webhelpdesk.rsccd.edu | M-F, 7:30am-4:30pm

Option 1: Pulse Upgrade Helper Tool (Automatic)

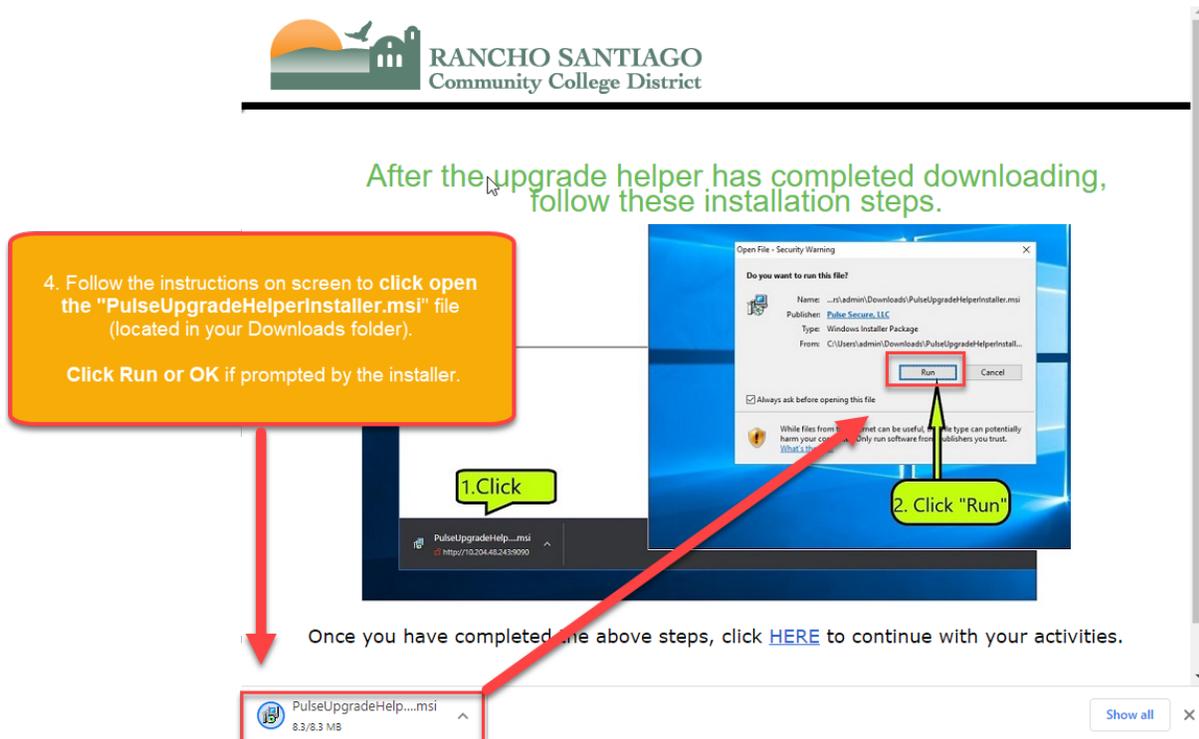
NOTE: The Pulse Upgrade Helper Tool will help you to automatically uninstall/reinstall the Pulse Secure Client Software components.

If this option fails, please refer to the **Option 2** steps in this document, or **contact the ITS Help Desk** for further assistance.

1. **Open a web browser** on your local computer and go to <https://remote.rscsd.edu>
2. Upon reaching the Remote Portal site you will see a prompt saying **“It appears that the upgrade helper is not installed. Download now to proceed.”**
3. Click the **Download** button. If prompted, click **Save File**.



4. Follow the instructions on screen to **click open the PulseUpgradeHelperInstaller.msi** file (located in your Downloads folder). Click **Run or OK** if prompted by the installer.



- When prompted by the Pulse Upgrade Helper that **“Pulse ActiveX Control is about to be upgraded”**, click **OK** to continue.

NOTE: During the upgrade, all of your web browser windows may close automatically. Please make sure to save your work before clicking **OK**.

5. When prompted by the Pulse Upgrade Helper that **“Pulse ActiveX Control is about to be upgraded”**, click **OK** to continue.

NOTE: During the upgrade process, all of your web browser windows may close automatically. Please make sure to save your work before clicking **“OK”**.

Pulse Upgrade Helper

 Pulse ActiveX control is about to be upgraded.

During upgrade, Pulse & Internet Explorer processes will be terminated and your computer may temporarily lose network access. Please save your work before dismissing this dialog.

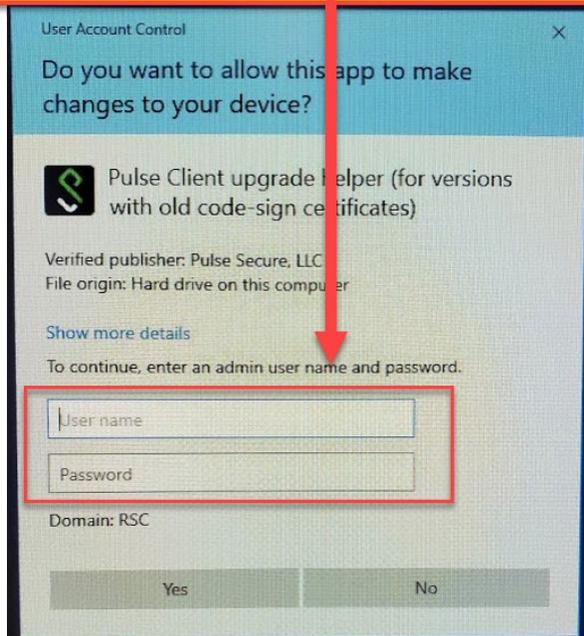
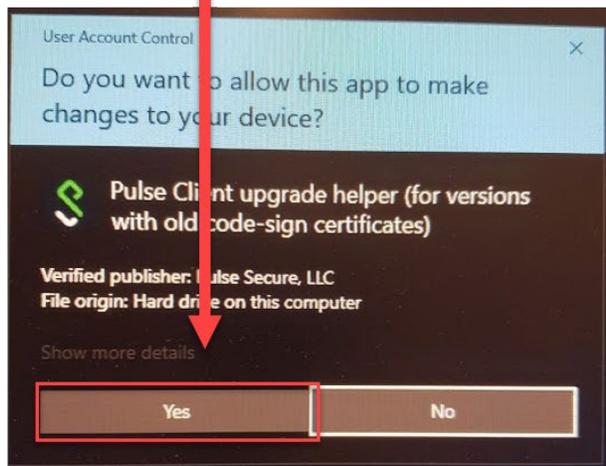
 OK

- A screen may appear for **User Account Control**, asking **“Do you want to allow this app to make changes to your device?”**
 - If you see a simple prompt for Yes/No option, click **Yes** to continue.
 - If you see a prompt to enter your User name and password, you may need administrator credentials to continue. If you are unable to proceed, please contact the ITS Help Desk so a technician can assist with the installation process.**

6. A screen may appear for User Account Control, asking “Do you want to allow this app to make changes to your device?”

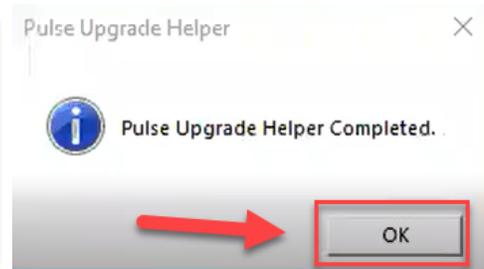
* If you see a simple prompt for Yes/No option, click **Yes** to continue.

* If you see a prompt to enter your User name and password, you may need administrator credentials to continue. If you are unable to proceed, please contact the ITS Help Desk, so a technician can assist with the installation process.



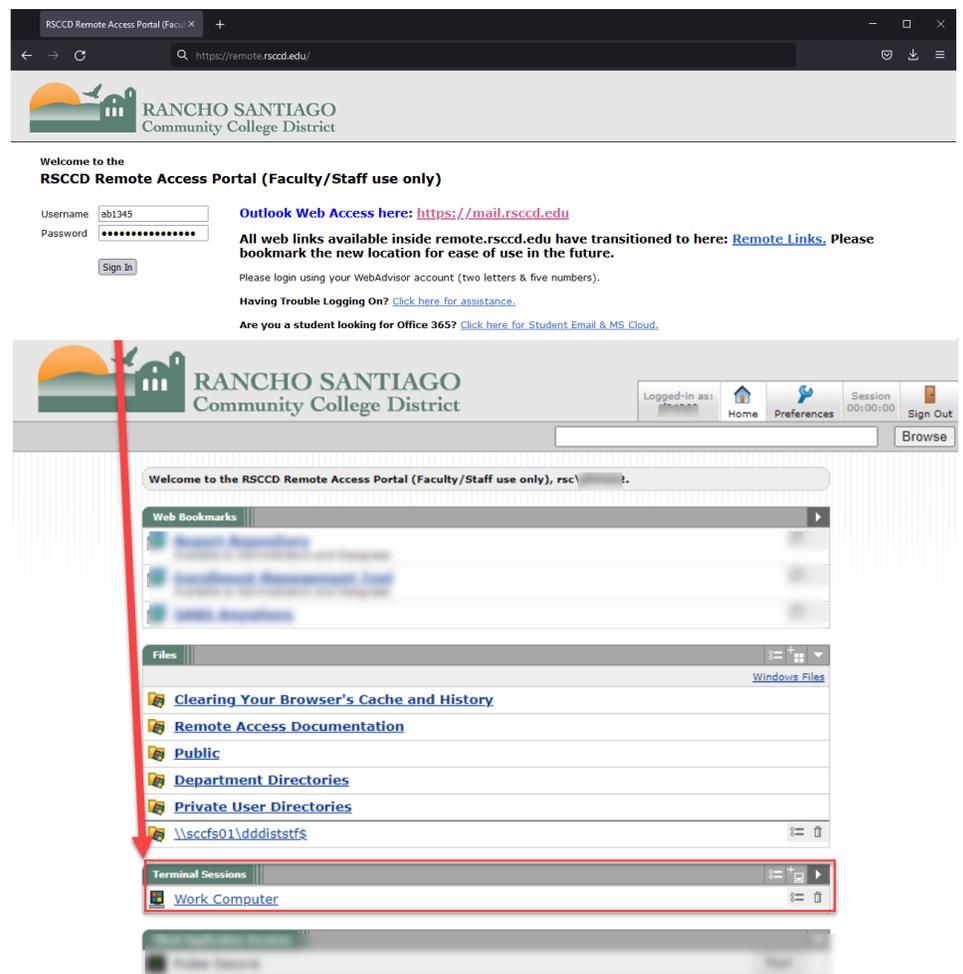
- When complete, a prompt will appear from Pulse Upgrade Helper saying “**Pulse Upgrade Helper Completed**”. Click **OK** to continue.

7. When complete, a prompt will appear from Pulse Upgrade Helper saying “**Pulse Upgrade Helper Completed**”. Click **OK** to continue.



- Open a web browser once more and go to <https://remote.rsccd.edu> to login again, then proceed to **open your Terminal Session connection** as normal.

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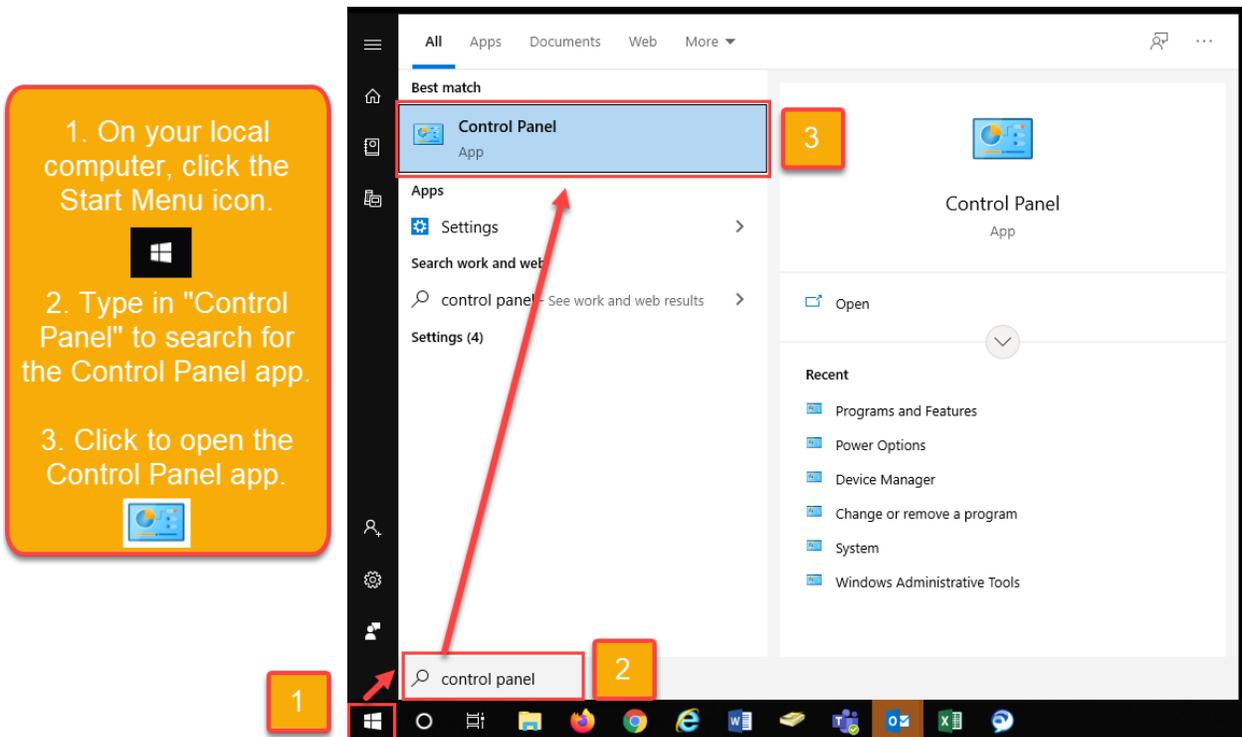


Option 2: Manual reinstall of the Pulse Secure, LLC software is a 2-step process.

- **Step 1:** On your local computer, navigate to Control Panel > Programs and Features > Uninstall a program, in order to uninstall all software from the Pulse Secure, LLC publisher.
- **Step 2:** Navigate to <https://remote.rscdd.edu>, launch the Terminal Session, and reinstall the Pulse Secure software using the automatic prompts.

Step 1: Navigate to Control Panel > Programs and Features > Uninstall a program, in order to uninstall all software from the Pulse Secure, LLC Publisher.

1. On your local computer, click the **Start Menu** icon .
2. Type in **"Control Panel"** to search for the Control Panel app.
3. Click to open the **Control Panel app**. .



4. Under All Control Panel Items, click to open

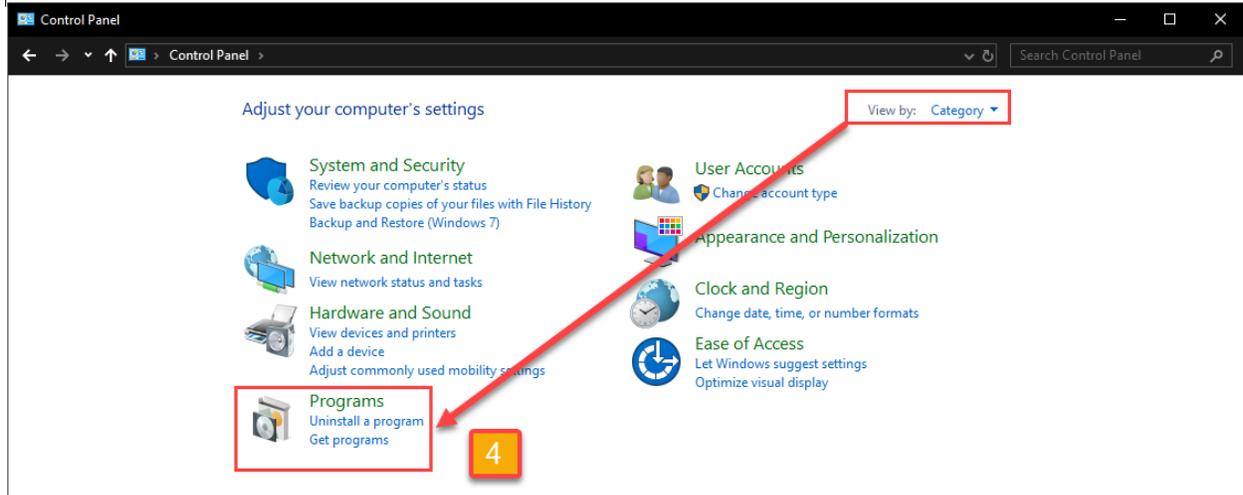
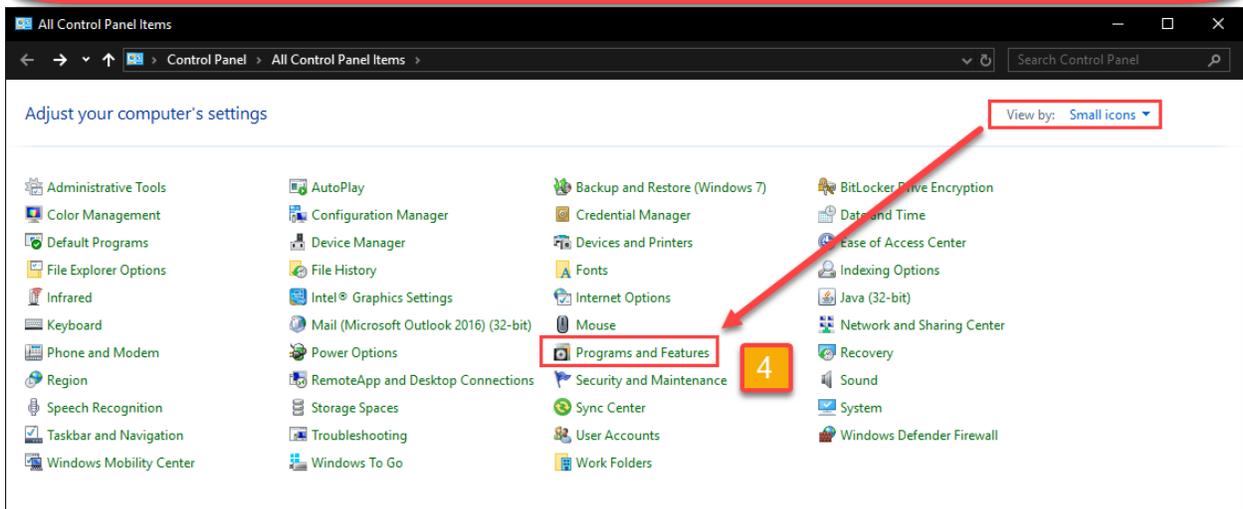
“Programs and Features” or “Programs > Uninstall a Program” 

NOTE: The view of the Control Panel may differ depending on your “View By” settings.

4. Under All Control Panel Items, click to open "Programs and Features" or "Programs > Uninstall a Program".



NOTE: The view of the Control Panel may differ depending on your "View By" settings.



5. Under the “Uninstall or change a program” screen, find the list of programs associated with the Publisher name “Pulse Secure, LLC”.
6. Select each Pulse Secure software title, and then click “Uninstall” to run through the uninstall prompts.
7. Repeat the uninstall process in Step 6 for each software title with “Pulse Secure, LLC” as the publisher, until all of the Pulse Secure software is uninstalled and no more appear on the list.

5. Under the "Uninstall or change a program" screen, find the list of programs associated with the Publisher name "Pulse Secure, LLC".

6. Select each Pulse Secure software title, and then click "Uninstall" to run through the uninstall prompts.

7. Repeat the uninstall process in Step 6 for each software title with "Pulse Secure, LLC" as the publisher, until all of them have been uninstalled and no more appear on the list.

Examples of Pulse Secure, LLC software to be uninstalled:

- Pulse Application Launcher
- Pulse Secure x.x
- Pulse Secure Setup Client
- Pulse Secure Setup Client 64-bit Activex Control
- Pulse Secure Client Activex Control
- Pulse Secure Terminal Services Client

NOTE: You may see other additional software titles under the Pulse Secure, LLC publisher name; please be sure to remove those as well.

| Name | Publisher | Installed On | Size | Version |
|--|-------------------|--------------|---------|---------|
| Pulse Application Launcher | Pulse Secure, LLC | 5/21/2020 | 5.82 MB | |
| Pulse Secure 9.1 | Pulse Secure, LLC | 7/14/2020 | | |
| Pulse Secure Setup Client | Pulse Secure, LLC | 3/24/2020 | 800 KB | |
| Pulse Secure Setup Client | Pulse Secure, LLC | 5/21/2020 | 800 KB | |
| Pulse Secure Setup Client 64-bit Activex Control | Pulse Secure, LLC | 3/24/2020 | | |
| Pulse Secure Setup Client 64-bit Activex Control | Pulse Secure, LLC | 5/21/2020 | | |
| Pulse Secure Setup Client Activex Control | Pulse Secure, LLC | 5/21/2020 | | |
| Pulse Secure Terminal Services Client | Pulse Secure, LLC | 3/24/2020 | | |
| Pulse Secure Terminal Services Client | Pulse Secure, LLC | 5/28/2020 | | |

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- Pulse Secure Setup Client Activex Control
- Pulse Secure Terminal Services Client
- **NOTE: You may see other additional software titles under Pulse Secure, LLC publisher name; please be sure to remove those as well.**

Step 2: Navigate to <https://remote.rsccd.edu>, launch the Terminal Session, and reinstall the Pulse Secure software using the automatic prompts.

9. Open a web browser on your local computer and go to <https://remote.rsccd.edu>

10. Enter your Username and Password, then click "Sign In".

1. Open a web browser on your local computer and go to <https://remote.rsccd.edu>

2. Enter your Username and Password, then click "Sign In".

Welcome to the RSCCD Remote Access Portal (Faculty/Staff use only)

Username
Password

Outlook Web Access here: <https://mail.rsccd.edu>

All web links available inside remote.rsccd.edu have transitioned to here: [Remote Links](#). Please bookmark the new location for ease of use in the future.

Please login using your WebAdvisor account (two letters & five numbers).

Having Trouble Logging On? [Click here for assistance.](#)

Are you a student looking for Office 365? [Click here for Student Email & MS Cloud.](#)

11. Under the Terminal Sessions heading, click on your terminal session connection to open it.

NOTE: If you do not see the Terminal Sessions header, or an existing terminal session connection -- please contact the ITS Help Desk so we can verify your access permissions and/or have a technician assist with the connection setup.

3. Under the Terminal Sessions heading, click on your terminal session connection to open it.

NOTE: If you do not see the Terminal Sessions header, or an existing terminal session connection -- please contact the ITS Help Desk so we can verify your access permissions and/or have a tech assist with the connection set up.

Welcome to the RSCCD Remote Access Portal (Faculty/Staff use only).

Web Bookmarks

- Report Repository
Available to Administrators and Designees
- Enrollment Management Tool
Available to Administrators and Designees
- SARS Anywhere

Files

- Clearing Your Browser's Cache and History
- Remote Access Documentation
- Public
- Department Directories
- Private User Directories
- \\sccfs01\ddd\diststf

Terminal Sessions

- Work Computer

12. When launching the Terminal Session -- you may be taken to a screen that says **“Searching for the application launcher”** and be prompted to open or launch the **“Pulse Secure Application Launcher”**.
13. If the application launcher or Terminal Session does not open, or appears stuck – please click **“Download”** to download and install the Pulse Secure Application Launcher software.

4. When launching the Terminal Session, you will be taken to a screen that says "Searching for the application launcher" and be prompted to open or launch the "Pulse Secure Application Launcher".

5. If the application launcher or Terminal Session does not open, or appears stuck - please click "Download" to download and install the Pulse Secure Application Launcher software.

If you know that the application launcher is not installed, skip the wait and download now

If you do not want to proceed, please click [here](#) to go back.

14. Follow the screenshots on the page to **open, run and install the “PulseSecureAppLauncher.msi”** file that was downloaded from the browser.
15. After the Pulse Secure software has installed, use the **“click HERE”** link to continue with the Windows Terminal Services launch.

After the application launcher has completed downloading, follow these installation steps.

6. Follow the screenshots on the page to open, run, and install the "PulseSecureAppLauncher.msi" file that was downloaded from the browser.

7. After the Pulse Secure software has installed, use the "click HERE" link to continue with the Windows Terminal Services launch.

Once you have completed the above steps, [click HERE](#) to continue with the Windows Terminal Services launch.

We recommend selecting "remember" and "always" during the installation process.

If you do not want to proceed, please click [here](#) to go back.

NOTE: The installation process for the Pulse Secure, LLC software may require administrator credentials. If you are on a District issued computer, prompted for administrator credentials, and are unable to proceed -- please contact the ITS Help Desk at 714-564-4357 or helpdesk@rscdd.edu.

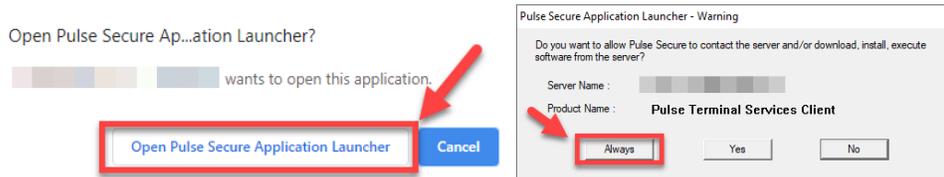
Examples: Pulse Secure Software Installation

See the following page for a list of examples of how the Pulse Secure software may prompt to install.



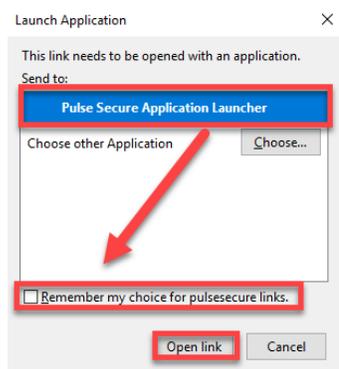
For Google Chrome

- Click “Open Pulse Secure Application Launcher”
- Click “Always” when prompted with the Warning.



For FireFox

- Select “Pulse Secure Application Launcher”, check the box for “Remember my choice for pulsesecure links”, and click “Open Link”



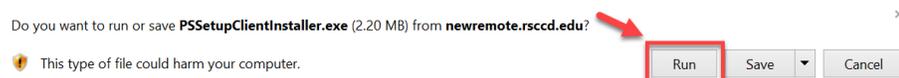
For Microsoft Edge

- Click “Yes” when prompted with the “Did you mean to switch apps?” screen.



For Microsoft Internet Explorer

- Click “Run” when prompted with “Do you want to run or save **PSSetupClientInstaller.exe?**”



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