



Junos Pulse Secure Access Service

Client-Side Changes

Release

7.3



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Junos Pulse Secure Access Service Client-Side Changes

Release 7.3

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Juniper Networks hardware and software products are Year 2000 compliant. Junos OS has no known time-related limitations through the year 2038. However, the NTP application is known to have some difficulty in the year 2036.

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Table of Contents

	About the Documentation	ix
	Documentation and Release Notes	ix
	Supported Platforms	ix
	Documentation Conventions	ix
	Documentation Feedback	xi
	Requesting Technical Support	xi
	Self-Help Online Tools and Resources	xii
	Opening a Case with JTAC	xii
Part 1	Overview	
Chapter 1	Environment Variables	3
	Environment Variable Definitions	3
Chapter 2	Required Permissions	5
	Required Rights to Run and Install Applications	5
Chapter 3	Endpoint Security	11
	Enhanced Endpoint Security Overview	11
	Installer Package Files and File Location	11
	Additional Installer Package Files and File Locations	11
	JUNS Plug-in Registration	12
	Registry Modifications	13
	Files Remaining After Uninstall	13
	Log File Location	13
Part 2	Installation	
Chapter 4	Installers and Setup Programs	17
	Juniper Networks Installer Service	17
	Installer Package File and File Location	17
	Additional Package Files and File Locations	17
	Files Remaining After Uninstall	19
	Registry Modifications	19
	Log File Location	19
	Juniper Networks Setup	19
	Installer Package Files	19
	Additional Package Files and File Locations	19
	Registry Modifications	20
	Log File Location	21

Chapter 5	Host Checker	23
	Host Checker Windows Client	23
	Installer Package Files and File Location	23
	Additional Installer Package Files and File Locations	23
	Files Remaining After Uninstall	24
	Log File Locations	25
	Host Checker Macintosh Clients	25
	Application and Additional Files Installed by Host Checker	25
	Files Remaining After Uninstall	25
	Log files Installed by Host Checker	25
	Host Checker Linux Clients	25
	Application and Additional Files Installed by Host Checker	25
	Files Remaining After Uninstall	25
	Log Files Installed by Host Checker	26
Chapter 6	Secure Virtual Workspace	27
	Secure Virtual Workspace	27
	Registry Modifications	27
	Files Remaining After Uninstall	27
Chapter 7	Cache Cleaner	29
	Cache Cleaner	29
	Installer Package File and File Locations	29
	Additional Files Installed by Package and File Locations	29
	Files Remaining After Uninstall	30
	Registry Modifications	30
	Log File Location	30
Chapter 8	Junos Pulse Collaboration	31
	Junos Pulse Collaboration Windows Client	31
	Installer Package File and File Location	31
	Additional Files Installed by Package and File Locations	31
	Files Remaining After Uninstall	31
	Registry Modifications	32
	Log File Locations	32
	Junos Pulse Collaboration Macintosh Clients	32
	Application and Additional Files Installed by Junos Pulse Collaboration	32
	Files Remaining After Uninstall	33
	Log Files Installed by Junos Pulse Collaboration	33
	Junos Pulse Collaboration Linux Client	33
	Application and Additional Files Installed by Junos Pulse Collaboration	33
	Log Files Installed by Junos Pulse Collaboration	33
	Junos Pulse Collaboration Plug-In	33
	File Location	33
	Files Remaining After Uninstall	33
	Registry Modifications	34

Chapter 9	WSAM	35
	Windows Secure Application Manager (WSAM)	35
	Installer Package Files and File Locations	35
	Additional Files Installed by Package and File Locations	36
	Files Remaining After Uninstall	37
	Registry Modifications	38
	Installation Values	38
	Uninstallation Values	39
	Current Version Values	39
	TDI Driver Values (Windows 2000/XP/Vista/Windows 7 Only)	40
	Miscellaneous	41
	Log File Location	41
Chapter 10	JSAM	43
	Java Secure Application Manager (JSAM)	43
	JSAM Windows Client	43
	Additional Files Installed by Package and File Locations	43
	Files Remaining After Uninstall	43
	Registry Modifications	44
	Log File Locations	44
	JSAM Macintosh Clients	44
	Application and Additional Files Installed by JSAM	44
	Files Remaining After Uninstall	45
	Log Files Installed by JSAM	45
	JSAM Linux Client	45
	Application and Additional Files Installed by JSAM	45
	Files Remaining After Uninstall	45
	Log Files Installed by JSAM	45
Chapter 11	Network Connect	47
	Network Connect and GINA Windows Client	47
	Installer Package Files and File Locations	47
	Additional Files Installed by Package and File Locations	47
	Files Remaining After Uninstall	49
	Registry Modifications	49
	Log File Location	49
	Network Connect Linux Client	50
	Application and Additional Files Installed by Network Connect	50
	Files Remaining After Uninstall	50
	Log Files Installed by Network Connect	50
	Network Connect Macintosh Clients	50
	Application and Additional Files Installed by Network Connect	50
	Files Remaining After Uninstall	51
	Log Files Installed by Network Connect	51
Chapter 12	Services Clients	53
	Juniper Terminal Services Client	53
	Installer Package Files and File Locations	53
	Additional Files Installed by Package and File Locations	53
	Files Remaining After Uninstall	54

Registry Modifications	54
Log File Location	55
Juniper Citrix Services Client	55
Installer Package Files and File Locations	55
Additional Files Installed by Package and File Locations	55
Files Remaining After Uninstall	56
Registry Modifications	57
Log File Location	57

Part 3

Index

Index	61
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List of Tables

	About the Documentation	ix
	Table 1: Notice Icons	x
	Table 2: Text and Syntax Conventions	x
Part 1	Overview	
Chapter 2	Required Permissions	5
	Table 3: Windows Secure Application Manager (WSAM)	5
	Table 4: Java Secure Application Manager (JSAM)	5
	Table 5: Network Connect	6
	Table 6: Terminal Services Component	7
	Table 7: Citrix Terminal Services Component	7
	Table 8: Host Checker (includes Secure Virtual Workspace)	8
	Table 9: Enhanced Endpoint Security	8
	Table 10: Cache Cleaner	8
	Table 11: Junos Pulse Collaboration	8

About the Documentation

- [Documentation and Release Notes on page ix](#)
- [Supported Platforms on page ix](#)
- [Documentation Conventions on page ix](#)
- [Documentation Feedback on page xi](#)
- [Requesting Technical Support on page xi](#)

Documentation and Release Notes

To obtain the most current version of all Juniper Networks® technical documentation, see the product documentation page on the Juniper Networks website at <http://www.juniper.net/techpubs/>.

If the information in the latest release notes differs from the information in the documentation, follow the product Release Notes.

Juniper Networks Books publishes books by Juniper Networks engineers and subject matter experts. These books go beyond the technical documentation to explore the nuances of network architecture, deployment, and administration. The current list can be viewed at <http://www.juniper.net/books>.

Supported Platforms

For the features described in this document, the following platforms are supported:

- [MAG Series](#)
- [SA Series](#)

Documentation Conventions

[Table 1 on page x](#) defines notice icons used in this guide.

Table 1: Notice Icons

Icon	Meaning	Description
	Informational note	Indicates important features or instructions.
	Caution	Indicates a situation that might result in loss of data or hardware damage.
	Warning	Alerts you to the risk of personal injury or death.
	Laser warning	Alerts you to the risk of personal injury from a laser.

Table 2 on page x defines the text and syntax conventions used in this guide.

Table 2: Text and Syntax Conventions

Convention	Description	Examples
Bold text like this	Represents text that you type.	To enter configuration mode, type the configure command: <code>user@host> configure</code>
Fixed-width text like this	Represents output that appears on the terminal screen.	<code>user@host> show chassis alarms</code> <code>No alarms currently active</code>
<i>Italic text like this</i>	<ul style="list-style-type: none"> Introduces or emphasizes important new terms. Identifies book names. Identifies RFC and Internet draft titles. 	<ul style="list-style-type: none"> A policy <i>term</i> is a named structure that defines match conditions and actions. <i>Junos OS System Basics Configuration Guide</i> RFC 1997, <i>BGP Communities Attribute</i>
<i>Italic text like this</i>	Represents variables (options for which you substitute a value) in commands or configuration statements.	Configure the machine's domain name: <code>[edit]</code> <code>root@# set system domain-name <i>domain-name</i></code>
Text like this	Represents names of configuration statements, commands, files, and directories; configuration hierarchy levels; or labels on routing platform components.	<ul style="list-style-type: none"> To configure a stub area, include the stub statement at the <code>[edit protocols ospf area area-id]</code> hierarchy level. The console port is labeled CONSOLE.
< > (angle brackets)	Enclose optional keywords or variables.	<code>stub <default-metric <i>metric</i>>;</code>

Table 2: Text and Syntax Conventions (*continued*)

Convention	Description	Examples
(pipe symbol)	Indicates a choice between the mutually exclusive keywords or variables on either side of the symbol. The set of choices is often enclosed in parentheses for clarity.	broadcast multicast <i>(string1 string2 string3)</i>
# (pound sign)	Indicates a comment specified on the same line as the configuration statement to which it applies.	rsvp { # Required for dynamic MPLS only
[] (square brackets)	Enclose a variable for which you can substitute one or more values.	community name members [community-ids]
Indentation and braces ({ })	Identify a level in the configuration hierarchy.	[edit] routing-options { static { route default { nexthop <i>address</i> ; retain; } } }
;(semicolon)	Identifies a leaf statement at a configuration hierarchy level.	
J-Web GUI Conventions		
Bold text like this	Represents J-Web graphical user interface (GUI) items you click or select.	<ul style="list-style-type: none"> In the Logical Interfaces box, select All Interfaces. To cancel the configuration, click Cancel.
> (bold right angle bracket)	Separates levels in a hierarchy of J-Web selections.	In the configuration editor hierarchy, select Protocols>Ospf .

Documentation Feedback

We encourage you to provide feedback, comments, and suggestions so that we can improve the documentation. You can send your comments to techpubs-comments@juniper.net, or fill out the documentation feedback form at <https://www.juniper.net/cgi-bin/docbugreport/>. If you are using e-mail, be sure to include the following information with your comments:

- Document or topic name
- URL or page number
- Software release version (if applicable)

Requesting Technical Support

Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or JNASC support contract,

or are covered under warranty, and need post-sales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the *JTAC User Guide* located at <http://www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf> .
- Product warranties—For product warranty information, visit <http://www.juniper.net/support/warranty/> .
- JTAC hours of operation—The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

Self-Help Online Tools and Resources

For quick and easy problem resolution, Juniper Networks has designed an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- Find CSC offerings: <http://www.juniper.net/customers/support/>
- Search for known bugs: <http://www2.juniper.net/kb/>
- Find product documentation: <http://www.juniper.net/techpubs/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review release notes: <http://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <https://www.juniper.net/alerts/>
- Join and participate in the Juniper Networks Community Forum: <http://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <http://www.juniper.net/cm/>

To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool: <https://tools.juniper.net/SerialNumberEntitlementSearch/>

Opening a Case with JTAC

You can open a case with JTAC on the Web or by telephone.

- Use the Case Management tool in the CSC at <http://www.juniper.net/cm/> .
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

For international or direct-dial options in countries without toll-free numbers, see <http://www.juniper.net/support/requesting-support.html> .

PART 1

Overview

- [Environment Variables on page 3](#)
- [Required Permissions on page 5](#)
- [Endpoint Security on page 11](#)

CHAPTER 1

Environment Variables

- [Environment Variable Definitions on page 3](#)

Environment Variable Definitions

The environment variable definitions used in this topic are as follows.

For Windows 2000 and Windows XP:

- %USERPROFILE% =%SystemDrive%\Documents and Settings\%USERNAME%
- %ALLUSERSPROFILE%=%SystemDrive%\Documents and Settings\All User
- %APPDATA% =%USERPROFILE%\Application Data
- %TEMP% =%USERPROFILE%\Local Settings\Temp

For Windows Vista and Windows 7:

- %USERPROFILE% =%SystemDrive%\Users\%USERNAME%
- %APPDATA% =%USERPROFILE%\AppData\Roaming

For low medium/high integrity processes:

- %TEMP% =%USERPROFILE%\AppData\Local\Temp

For low integrity processes:

- %TEMP% =%USERPROFILE%\AppData\Local\Temp\low

CHAPTER 2

Required Permissions

- [Required Rights to Run and Install Applications on page 5](#)

Required Rights to Run and Install Applications

The following tables outline the rights that are required to install and run the following Secure Access Service client-side components using the Secure Access Service's ActiveX, ActiveX installer service, and Java mechanisms.

Where applicable, the tables contain links to topics that describe in further detail the components that the Secure Access Service uses to install and run its client-side applications.

Table 3: Windows Secure Application Manager (WSAM)

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
Install	Admin	Restricted, Power User, or Admin	Admin	Not Applicable	"Windows Secure Application Manager (WSAM)" on page 35
Run	Standard User	Standard User	Standard User	Not Applicable	"Windows Secure Application Manager (WSAM)" on page 35

NOTE:

- Restricted users can perform the initial installation of WSAM with the installer service only if they start the installation by clicking the WSAM link in the user's portal page.
- The ActiveX installer requires users to reboot their systems after an installation or upgrade (Windows Mobile only).
- Users must have ActiveX components or Java enabled through their browsers to use the WSAM installers.

Table 4: Java Secure Application Manager (JSAM)

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
---------------	-----------------	------------------------------------	--------------	----------------	------------------

JSAM

Table 4: Java Secure Application Manager (JSAM) (continued)

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
Run	Not Applicable	Not Applicable	Restricted, Power User, or Admin	User	"Java Secure Application Manager (JSAM)" on page 43
JSAM with Host File Modification					
Run	Not Applicable	Not Applicable	Admin	Admin/Root NOTE: Client system asks for the administrator password when JSAM launches.	"Java Secure Application Manager (JSAM)" on page 43

NOTE:

- JSAM Windows XP/2000:
 - Automatic host mapping: you must have the rights to run regedit.exe in "read-only" mode, and the rights to modify the hosts file.
 - Outlook and NetBIOS applications: you must have the rights to run regedit.exe in "read/write" mode.
- JSAM Windows Vista and Windows 7:
 - Automatic host mapping: you must have the rights to install jsamtool.exe on the system and run it.
 - Outlook and NetBIOS applications: you must have the rights to install jsamtool.exe on the system and run it.
- JSAM Mac OS X:
 - Automatic host mapping: you must provide the administrator password when JSAM prompts for it at launch.
 - Any applications that listen on ports below 1024: you must provide the administrator password when JSAM prompts for it at launch.
- JSAM Linux:
 - Automatic host mapping: you must be the root user.
 - Any applications that listen on ports below 1024: you must be the root user.

Table 5: Network Connect

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
Install`	Admin	Restricted, Power User, or Admin	Admin	Admin*	"Network Connect Macintosh Clients" on page 50 "Network Connect Linux Client" on page 50 "Network Connect and GINA Windows Client" on page 47

Table 5: Network Connect (*continued*)

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
Run	Standard User	Standard User	Standard User	Standard User	“Network Connect Macintosh Clients” on page 50 “Network Connect Linux Client” on page 50 “Network Connect and GINA Windows Client” on page 47

NOTE:

- Restricted users can perform the initial installation of Network Connect with the installer service only if they start the installation by clicking the Network Connect link in the user's portal page.
- (Mac only) When Network Connect is first installed (before `ncinstallhelper` exists on the system), you must provide the administrator password when prompted during the installation. On subsequent launches no special privileges are required.
- When the installer service is running, uninstalling Network Connect as a restricted user should be done from the user browser's preference page.

* Linux also requires Admin rights to upgrade or downgrade Network Connect. Macintosh does not have this restriction.

Table 6: Terminal Services Component

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
Install	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Not Applicable	“Juniper Terminal Services Client” on page 53
Run	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Not Applicable	“Juniper Terminal Services Client” on page 53

Table 7: Citrix Terminal Services Component

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	Citrix Client	More Information
Install	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Not Applicable	Power User or Admin	“Juniper Citrix Services Client” on page 55
Run	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Not Applicable	Restricted, Power User, or Admin	“Juniper Citrix Services Client” on page 55

Table 8: Host Checker (includes Secure Virtual Workspace)

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
Install	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Not Applicable	"Host Checker Linux Clients" on page 25 "Host Checker Macintosh Clients" on page 25 "Host Checker Windows Client" on page 23
Run	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Not Applicable	"Host Checker Linux Clients" on page 25 "Host Checker Macintosh Clients" on page 25 "Host Checker Windows Client" on page 23

NOTE: If you implement SVW through Host Checker, note that restricted users, power users, and admins all have adequate rights to install and run SVW.

Table 9: Enhanced Endpoint Security

Action	EES on Windows without installer service	EES on Windows with installer service
Install	Power User, Admin	Restricted, Power User, or Admin
Run	Restricted, Power User, or Admin	Restricted, Power User, or Admin

Table 10: Cache Cleaner

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
Install	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Not Applicable	"Cache Cleaner" on page 29
Run	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Restricted, Power User, or Admin	Not Applicable	"Cache Cleaner" on page 29

Table 11: Junos Pulse Collaboration

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
Junos Pulse Collaboration: Win32					
Install	Restricted, Power User, or Admin	Not Applicable	Restricted, Power User, or Admin	Not Applicable	"Junos Pulse Collaboration Windows Client" on page 31

Table 11: Junos Pulse Collaboration (*continued*)

Client/Action	ActiveX Windows	ActiveX: Installer Service Windows	Java Windows	Java Mac/Linux	More Information
Run	Restricted, Power User, or Admin	Not Applicable	Restricted, Power User, or Admin	Not Applicable	"Junos Pulse Collaboration Windows Client" on page 31
Junos Pulse Collaboration: Java					
Install (see Note below)	Restricted, Power User, or Admin	Not Applicable	Restricted, Power User, or Admin	User	"Junos Pulse Collaboration Windows Client" on page 31 "Junos Pulse Collaboration Linux Client" on page 33 "Junos Pulse Collaboration Macintosh Clients" on page 32
Run	Restricted, Power User, or Admin	Not Applicable	Restricted, Power User, or Admin	User	"Junos Pulse Collaboration Windows Client" on page 31 "Junos Pulse Collaboration Linux Client" on page 33 "Junos Pulse Collaboration Macintosh Clients" on page 32
Junos Pulse Collaboration: Outlook Plug-in					
Install	Power User, or Admin	Not Applicable	Power User, or Admin	Not Applicable	"Junos Pulse Collaboration Plug-In" on page 33
Run	Restricted, Power User, or Admin	Not Applicable	Restricted, Power User, or Admin	Not Applicable	"Junos Pulse Collaboration Plug-In" on page 33
<p>NOTE: On Vista and Windows 7, if Junos Pulse Collaboration is installed with restricted user privilege, remote control of high privilege processes (such as regedit and so forth) is not available.</p> <p>Junos Pulse Collaboration requires the end-user to have admin privileges in order to install the client software on Windows Vista and later operating systems. If JIS is installed on the end-user's system, JIS installs the Junos Pulse Collaboration client and user admin privilege is not required. If JIS is not installed and the user does not have admin privilege, the client software is installed with limited features.</p>					

CHAPTER 3

Endpoint Security

- [Enhanced Endpoint Security Overview on page 11](#)

Enhanced Endpoint Security Overview

Enhanced Endpoint Security (EES) requires a two-phase installation process. During the first phase, the EES installer is downloaded and installs Juniper Networks binaries. The second phase downloads the WebRoot SDK installer which installs the WebRoot components and an initial set of malware signatures.



NOTE: EES requires you to have administrator privileges in order to install.

EES is a JUNS plug-in and requires JUNS Access Service to be installed on the client system. A JUNS plug-in is a component, such as EES or Host Checker, that runs under the Juniper Unified Network Service (a Windows NT service). If JUNS is not already installed, EES automatically installs it. If a JUNS service already installed on the end-user system, EES is installed with limited user privilege.

Installer Package Files and File Location

EES installs the following CAB file: EndpointDefenseInstaller.exe

Additional Installer Package Files and File Locations

EES installs the following additional files on the client in %CommonProgramFiles%\Juniper Networks\Endpoint Defense:

- dsWRService.dll
- EPD.dep
- install.log (installed when both EES and WebRoot SDK is installed)
- uninstall.exe
- versionInfo.ini
- WRSS.log (installed when both EES and WebRoot SDK is installed)

EES installs the WebRoot SDK in %CommonProgramFiles%\Juniper Networks\Endpoint Defense\WRSSMini and includes the following files and folders. Note that different versions of WebRoot SDK may change the files in this list.

- CoreScan.dll
- dbghelp.dll
- Lockbox.dll
- pcre3.dll
- SSU.exe
- WRSSMini.dll
- ZipTV06.dll
- ztvcabinet.dll
- ztvunrar3.dll
- drv\WRSSMini.inf
- drv/amd64\SSFSFD.sys
- drv/amd64\SSIDRV.sys
- drv/amd64\SsiEfr.exe
- drv/i386\SSFSFD.sys
- drv/i386\SSHRMD.sys
- drv/i386\SSIDRV.sys
- drv/i386\SsiEfr.exe
- Masters\inst.const
- Masters\inst.mst
- Masters\Masters.bak
- Masters\masters.const
- Masters\masters.mst

JUNS Plug-in Registration

dsWRService.dll needs to be registered with JUNS Access Service to run as a plug-in. The JUNS Access Service maintains a record of plug-ins in %CommonProgramFiles%\Juniper Networks\JUNS\access.ini. The bolded entries shown below are created by the EES installer.

[Plugins]

InstallerService=C:\Program Files\Common Files\Juniper Networks\JUNS\dsInstallerService.dll

EndpointDefense=C:\Program Files\Common Files\Juniper Networks\Endpoint Defense\dsWRService.dll

[InstallerService]


```
StartType=Auto
[EndpointDefense]
StartType=Auto
```

If the JUNS plug-in is enabled on the end-user system, you should not expect any other .exe applications running on the end-user system.

If Host Checker is running as a user mode process (dsAccessService.exe is running), EES is loaded into that process.

Registry Modifications

EES sets the following registry values under HKEY_LOCAL_MACHINE\SOFTWARE\Juniper Networks\Host Checker:

String	Set To
WebrootInstallPath	The installation directory, for example, "C:\Program Files\Common Files\Juniper Networks\Endpoint Defense\\". The actual path is dependent on the CommonProgramFiles variable.
WebrootInstallVersion	6.5.1.102

Files Remaining After Uninstall

```
%CommonProgramFiles%\Juniper Networks\Endpoint Defense\install.log
%CommonProgramFiles%\Juniper Networks\Endpoint Defense\WRSS.log
```

Log File Location

EES log messages are included in the Juniper debug log files on the end-user systems.

WebRoot debug logs are located in <<%AllUsersProfile%\Application Data\Webroot\WRSSMini\Logs>. Only the last three logs are saved to conserve disk space.

WebRoot memory dumps are also located in <%AllUsersProfile%\Application Data\Webroot\WRSSMini\Logs>.

PART 2

Installation

- [Installers and Setup Programs on page 17](#)
- [Host Checker on page 23](#)
- [Secure Virtual Workspace on page 27](#)
- [Cache Cleaner on page 29](#)
- [Junos Pulse Collaboration on page 31](#)
- [WSAM on page 35](#)
- [JSAM on page 43](#)
- [Network Connect on page 47](#)
- [Services Clients on page 53](#)

CHAPTER 4

Installers and Setup Programs

- [Juniper Networks Installer Service on page 17](#)
- [Juniper Networks Setup on page 19](#)

Juniper Networks Installer Service

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

- **JuniperSetupSPIControl.ocx**
- **AccessServiceComponent.exe** (The device auto-starts this service when installing, and, then stops and removes it when uninstalling.)

If you plan to use the Juniper Networks Installer MSI package, you will need administrator rights to install onto your client systems. If you plan to use the EXE version, administrator rights is not needed as long as a previous version of the access service component (deployed through, for example, JIS, Pulse, and so forth) is already present.

Installer Package File and File Location

The Secure Access Service loads the installer service files in the following locations:

- C:\Program files\Juniper Networks\Installer Service\AccessServiceComponent.exe (Windows NT/2000/XP)
- C:\WINNT\Downloaded Program Files\JuniperSetupSPIControl.ocx (Windows NT and 2000)
- C:\Windows\Downloaded Program Files\JuniperSetupSPIControl.ocx (Windows XP)

Additional Package Files and File Locations

The Juniper Installer Service installs the following files in C:\WINNT\Downloaded Program Files for Windows NT/2000 and in C:\Windows\Downloaded Program Files for Windows XP/Vista and Windows 7.

- install.log
- JuniperExt.exe
- JuniperSetup.inf

- JuniperSetupClient.inf
- JuniperSetupClient.ocx
- JuniperSetupClientCtrlUninstaller.exe
- 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

The Juniper Installer Service also installs the following files in C:\Program Files\Juniper Networks\Installer Service:

- AccessServiceComponent.x86.exe
- JuniperSetupClientOCX.exe
- JuniperSetupOCX.exe
- x86_Microsoft.VC80.CRTP_8.0.50727.762.exe
- x86_Microsoft.VC80.CRTR_8.0.50727.762.exe

The Juniper Installer Service also creates the following files:

- C:\Documents and Settings\All Users\Application Data\Juniper Networks\Logging\debuglog.log (Windows NT/2000/XP)
- C:\Users\Public\Juniper Networks\Logging\debuglog.log (Windows Vista/Windows 7)
- C:\Users\admin\AppData\Roaming\Juniper Networks\Logging\debuglog.log (Windows Vista/Windows 7)

AccessServiceComponent extracts the following files:

- access.ini
- dsAccessService.exe
- dsInstallerService.dll
- dsLogService.dll
- MessageCatalogCommon_DE.txt
- MessageCatalogCommon_EN.txt
- MessageCatalogCommon_ES.txt

- MessageCatalogCommon_FR.txt
- MessageCatalogCommon_JA.txt
- MessageCatalogCommon_KO.txt
- MessageCatalogCommon_ZH-CN.txt
- MessageCatalogCommon_ZH.txt
- uninstall.exe

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\JuniperAccessService and HKEY_LOCAL_MACHINE\SOFTWARE\Juniper Networks.

Log File Location

The Juniper Networks Installer Service installs the log files in the following location: C:\Program Files\Juniper Networks\Installer Service.

Juniper Networks Setup

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

Installer Package Files

The SA Series Appliance loads the following installer file.

- JuniperSetupClient.cab

Additional Package Files and File Locations

The Juniper Networks Setup installs the following additional files under C:\WINNT\Downloaded Program Files (Windows XP/2000) or C:\Windows\Downloaded Program Files (Windows Vista and Windows 7):

- install.log
- JuniperExt.exe

- JuniperSetup.inf
- JuniperSetup.ocx
- JuniperSetupClient.inf
- JuniperSetupClient.ocx
- JuniperSetupClientCtrlUninstaller.exe
- 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

In addition, the following folder is created.

C:\Documents and Settings*username*\Application Data\Juniper Networks

If the administrator configures a list of Secure Access Services that the client can trust, this list of Secure Access Services is stored in the following files:

- %ProgramFiles%\Juniper Networks\Whitelist.txt (Windows)
- /usr/local/juniper/whitelist.txt (Macintosh and Linux)

In addition, users can themselves make the decision to trust a Secure Access Service. When the user makes a decision to trust a Secure Access Service, the Secure Access Service is added to the user whitelist. User whitelist files are located in:

- %AppData%\Juniper Networks\Whitelist.txt (Windows)
- ~/Library/Application Support/Juniper Networks/whitelist.txt (Macintosh)
- ~/.juniper_networks/whitelist.txt (Linux)

Registry Modifications

For Windows Vista and Windows 7, the following registry keys are created:

- HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\InternetRegistry\REGISTRY\USER\S-1-5-21-68661237-3255334891-3485583729-1000\SOFTWARE\Juniper Networks
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\{CFE2313F-F5C4-45DCA667-42C339E859FF}
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\JuniperSetupClient.ocx

- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{107AD0CA-8339-40C5-B554-AE361FB31090}\InProcServer32
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\{F27237D7-93C8-44C2-AC6E-D6057B9A918F}
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\dsATLSetupCtrl.
JuniperSetupClientCont.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\dsATLSetupCtrl.
JuniperSetupClientContro
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Interface\{107AD0CA-8339-40C5-B554-AE361FB31090}
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\TypeLib\{1FEB5880-8108-4CA6-9FF0-BA5191352FCC}\1.0
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\TypeLib\{1FEB5880-8108-4CA6-9FF0-BA5191352FCC}\1.0\0\win32
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Code Store Database\Distribution Units\{F27237D7-93C8-44C2-AC6E-D6057B9A918F}\Contains\Files
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Code Store Database\Distribution Units\{F27237D7-93C8-44C2-AC6ED6057B9A918F}\
Contains\FilesFlags\JuniperExt.exe
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Code Store Database\Distribution Units\{F27237D7-93C8-44C2-AC6ED6057B9A918F}\
Contains\FilesFlags\JuniperSetupClient.ocx
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Low Rights\ElevationPolicy\{3EEDF1D3-9D79-4b3e-B8EB-84DB35D7F282}
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Low Rights\ElevationPolicy\{3FB35533-A034-42dc-B051-95F1819F6A9A}
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\ ModuleUsage\C:/Windows/Downloaded Program Files/JuniperExt.exe
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\ ModuleUsage\C:/Windows/Downloaded Program Files/JuniperSetupClient.ocx
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\ SharedDLLs
- HKEY_USERS\S-1-5-21-68661237-3255334891-3485583729-1000\Software\Microsoft\Internet Explorer\InternetRegistry\REGISTRY\USER\S-1-5-21-68661237-3255334891-3485583729-1000\SOFTWARE\Juniper Networks

Log File Location

The Juniper Networks Setup installs the log files in the following locations.

For Windows XP and Windows 2000:

- C:\Documents and Settings\All Users\Application Data\Juniper Networks\Logging\debuglog.log
- C:\Documents and Settings\username\Application Data\Juniper Networks\Setup\JuniperSetupControlXP.log (ActiveX logs)

For Windows Vista and Windows 7:

- C:\Users\username\AppData\Roaming\Juniper Networks\Logging\debuglog.log
- C:\Users\username\AppData\Local\Temp\Low\JuniperSetupClientControl.log (for ActiveX logs)

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

- JuniperSetupClientCtrl.log
- JuniperSetupDll.log

CHAPTER 5

Host Checker

- [Host Checker Windows Client on page 23](#)
- [Host Checker Macintosh Clients on page 25](#)
- [Host Checker Linux Clients on page 25](#)

Host Checker Windows Client

To run Host Checker, the dsHostCheckerSetup.exe.cab package is downloaded 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.

Installer Package Files and File Location

Host Checker installs the following CAB file: %TEMP%\dsHostCheckerSetup.exe.cab

Additional Installer Package Files and File Locations

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

- CertAuthIMC.dll
- 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
- dsInstallerClient.dll

- dsnsisdll.dll
- 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
- EPCheck.dll
- hcimc.dll
- install.log
- InstallHelper.exe
- JSystemIMC.dll
- Microsoft.VC80.CRT/Microsoft.VC80.CRT.manifest
- Microsoft.VC80.CRT/msvcp80.dll
- Microsoft.VC80.CRT/msvcr80.dll
- msvcp60.dll
- Pluginclnt.dll
- restore_win2k.txt
- restore_win98.txt
- ShavlikIMC.dll
- tnc_config
- uninstall.exe
- versionInfo.ini

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

Files Remaining After Uninstall

The following file remains after uninstall: jnprvamgr.sys.

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\All Users\Application Data\Juniper Networks\Logging\debuglog.log (Windows XP)
- C:\users\username\AppData\Roaming\Juniper Networks\Logging\debuglog.log (Windows Vista and Windows 7)
- C:\Users\Public\Juniper Networks\Logging\debuglog.log (Windows Vista and Windows 7)

Host Checker Macintosh Clients

The following information applies to Macintosh clients only.

Application and Additional Files Installed by Host Checker

Host Checker installs the following files on the Macintosh client:

- ~/Library/Application Support/Juniper Networks/tbcc.jar
- ~/Library/Application Support/Juniper Networks/hcport.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.

Host Checker Linux Clients

The following information applies to Linux clients only.

Application and Additional Files Installed by Host Checker

Host Checker installs \$HOME/juniper_networks/tbcc.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`

CHAPTER 6

Secure Virtual Workspace

- [Secure Virtual Workspace on page 27](#)

Secure Virtual Workspace

To run 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\username\Application Data\Juniper Networks\Host Checker\policy_number:

- wallpaper.bmp
- dsjvd.dll
- dsjvdsvc.dll
- dsmonitor.dll
- dsVdeskPackage.dll
- dsjvd64.dll (64-bit SVW only)
- dsmonitor64.dll (64-bit SVW only)

Host Checker deletes neoSVWData.zip and neoSVWDlls.zip 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.

CHAPTER 7

Cache Cleaner

- [Cache Cleaner on page 29](#)

Cache Cleaner

To run Cache Cleaner, the Secure Access Service downloads neoCacheCleanerSetup.exe to the user's Windows client. This package is responsible for downloading additional files to the user's system to execute Cache Cleaner.

Installer Package File and File Locations

Cache Cleaner installs the Setup.exe file on the Windows client in %TEMP%\neoCacheCleanerSetup.exe.

This file is removed once the installation is complete.

Additional Files Installed by Package and File Locations

Cache Cleaner installs the following additional files on the client in %APPDATA%\Juniper Networks\Cache Cleaner *version_number*:

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

Cache Cleaner also installs the following files on the client in %APPDATA%\Juniper Networks\Cache Cleaner *version number*\Microsoft.VC80.CRT:

- Microsoft.VC80.CRT.manifest
- msvcr80.dll

Files Remaining After Uninstall

None.

Registry Modifications

Cache Cleaner sets the following string registry values in HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Uninstall\Juniper_Networks_Cache_Cleaner *version number*.

String	Set to
DisplayName	"Juniper Networks Cache Cleaner <i>version</i> "
DisplayVersion	the current software version
Publisher	"Juniper Networks"
QuietUninstallString	"%APPDATA%\Juniper Networks\Cache Cleaner <i>version</i> \uninstall.exe /S"
StartupApp	"%APPDATA%\Juniper Networks\Cache Cleaner <i>version</i> \dsCacheCleaner.exe"
StopApp	"%APPDATA%\Juniper Networks\Cache Cleaner <i>version</i> \dsCacheCleaner.exe" -action stop -nodelete 1"
UninstallString	"%APPDATA%\Juniper Networks\Cache Cleaner <i>version</i> \uninstall.exe"
URLInfoAbout	"http://www.juniper.net"

Log File Location

You can enable or disable client-side logs by clicking System > Log/Monitoring > Client Logs > Settings in the Web console. For Windows 2000 and Windows XP, when you enable logging Cache Cleaner adds log files to %ALLUSERSPROFILE%\Application Data\Juniper Networks\Logging\debuglog.log.

For Windows Vista and Windows 7, Cache Cleaner adds log files to %APPDATA%\Juniper Networks\Logging\debuglog.log.

CHAPTER 8

Junos Pulse Collaboration

- Junos Pulse Collaboration Windows Client on page 31
- Junos Pulse Collaboration Macintosh Clients on page 32
- Junos Pulse Collaboration Linux Client on page 33
- Junos Pulse Collaboration Plug-In on page 33

Junos Pulse Collaboration Windows Client

To execute the Windows version of Junos Pulse Collaboration, Secure Access Service downloads the neoCBoxSetup.exe package to the user's computer.

Installer Package File and File Location

Junos Pulse Collaboration installs the neoCBoxSetup.exe file on the Windows client in C:\Documents and Settings\username\Local Settings\Temp\neoCBoxSetup.exe

Additional Files Installed by Package and File Locations

- With an Active-X based install, Junos Pulse Collaboration installs additional files in:
- (Windows NT/2000/XP) C:\Documents and Settings\username\Application Data\Juniper Networks\Junos Pulse Collaboration *version_number*
- (Windows Vista and Windows 7) C:\Users\username\AppData\Roaming\Juniper Networks\Junos Pulse Collaboration *version_number*

The Junos Pulse Collaboration installer also contains the Access Services installer when run on a Windows Vista or Windows 7 system.

See the Junos Pulse Collaboration directory for a complete list of files.

Files Remaining After Uninstall

After Junos Pulse Collaboration uninstalls, the cbox_cfg.ini and cbox_cfg.txt files (for the Java client) and the installer logs remain on the client.

Registry Modifications

Junos Pulse Collaboration sets the following registry values:

String	Set in
Language	HKEY_CURRENT_USER\Software\Juniper Networks\Junos Pulse Collaboration <i>version</i>
level	HKLM\Software\Juniper Networks\Logging\Level

Log File Locations

You can enable or disable client-side logs by clicking System > Log/Monitoring > Client Logs > Settings in the Web console.



NOTE: The maximum file size for each of the Junos Pulse Collaboration log files is 10 MB.

When you enable logging, Junos Pulse Collaboration adds log files to the following locations for Windows XP:

- C:\Documents and Settings\All Users\Application Data\Juniper Networks\Logging\debuglog.log
- C:\Documents and Settings\username\Application Data\Juniper Networks\Logging\debuglog.log

When you enable logging, Junos Pulse Collaboration adds log files to the following locations for Windows Vista and Windows 7:

- C:\Users\Public\Juniper Networks\Logging\debuglog.log
- C:\Users\username\AppData\Roaming\Juniper Networks\Logging\debuglog.log

Junos Pulse Collaboration Macintosh Clients

The following information applies to Macintosh clients only.

Application and Additional Files Installed by Junos Pulse Collaboration

Junos Pulse Collaboration installs the following files on the Macintosh client:

- ~/Library/Application Support/Juniper Networks/meetingAppMac.jar
- ~/Library/Application Support/Juniper Networks/cbox_cfg.txt
- ~/Library/Application Support/Juniper Networks/meeting.icns

Files Remaining After Uninstall

There is no Junos Pulse Collaboration uninstall on the Macintosh client.

Log Files Installed by Junos Pulse Collaboration

Junos Pulse Collaboration installs log files in the following locations on the Macintosh client:

- ~/Library/Logs/Juniper Networks/dsCboxLauncher_macx.log, where x is 0 or 1.
- ~/Library/Logs/Juniper Networks/dsCboxUI_macx.log, where x is 0 or 1.
- ~/Library/Logs/Juniper Networks/dsCboxUISummary_macx.log, where x is 0 or 1.
- ~/Library/Logs/Juniper Networks/MacPresenter.log.

Junos Pulse Collaboration Linux Client

The following information applies to Linux clients only.

Application and Additional Files Installed by Junos Pulse Collaboration

Junos Pulse Collaboration installs the following files on the Linux client:

- ~/juniper_networks/meetingAppSun.jar
- ~/juniper_networks/libSMJNIXWinLinux.so

Log Files Installed by Junos Pulse Collaboration

Junos Pulse Collaboration installs log files in the following locations on the Linux client:

- ~/juniper_networks/LinuxPresenterx.log where x is 0 or 1.
- ~/juniper_networks/dsCboxUISummary_linuxx.log where x is 0 or 1.
- ~/juniper_networks/dsCboxUI_linuxx.log where x is 0 or 1.
- ~/juniper_networks/dsCboxLauncher_linuxx.log where x is 0 or 1.

Junos Pulse Collaboration Plug-In

To run the Junos Pulse Collaboration plug-in, the Secure Access Service downloads the Junos Pulse Collaboration plug-in to the user's client.

File Location

The Junos Pulse Collaboration plug-in is installed on the Windows client in \Documents and Settings\user\Application Data\Juniper Networks\Junos Pulse Collaboration Plugin

Files Remaining After Uninstall

After the Junos Pulse Collaboration plug-in is uninstalled, the SecureMeetingOutlook.log file remains on the client.

Registry Modifications

String	
Language	HKEY_CURRENT_USER\Software\Juniper Networks\Junos Pulse Collaboration for Outlook Plugin

CHAPTER 9

WSAM

- [Windows Secure Application Manager \(WSAM\) on page 35](#)

Windows Secure Application Manager (WSAM)

Installer Package Files and File Locations

WSAM downloads its package files to the following locations:

- Windows 2000 and Windows XP (32- and 64-bit):
C:\Documents and Settings\username\Local Settings\Temp\samsetupnt.exe
- Windows Vista and Windows 7 (32- & 64-bit):
\Users\username\AppData\Local\Temp
- Windows Mobile 6.0 Pocket PC/6.0 Classic/6.0 Professional:
\My Documents\WSAMInstARM.cab
- Windows Mobile 5.0 SmartPhone/6.0 Standard:
\My Document\WSAMInstARMSP.cab



NOTE: You may choose to use a WSAM standalone installer or scriptable installer instead of the standard Web installers already mentioned. If you do, the installers are located where you save them, which may not be the same directories listed here. The filenames for these downloadable installers are:

- WSAMInstNt.exe—WSAM standalone installer for Windows 2000/XP/Vista/Windows7 (including 32- & 64-bit) systems
- WSAMInstARM.cab—WSAM standalone installer for Windows Mobile 5.0 PocketPC/6.0 Classic/6.0 Professional
- WSAMInstARMSP.cab—WSAM standalone installer for Windows Mobile 5.0 Smartphone/6.0 Standard

Additional Files Installed by Package and File Locations

For Windows XP, Windows Vista and Windows 7, WSAM installs the following additional files on the client in C:\Program Files\Juniper Networks\Secure Application Manager or C:\Program Files (x86)\Juniper Networks\Secure Application Manager for 64-bit Windows operating systems:

- 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
- Microsoft.VC80.CRT/Microsoft.VC80.CRT.manifest
- Microsoft.VC80.CRT/msvcp80.dll
- Microsoft.VC80.CRT/msvcr80.dll
- pending.reboot
- samclean.exe
- samdiagEx.dll (Windows 2000/XP/Vista/Windows 7 only)
- samlauncher.exe

- SAMNB.dll (Windows 2000/XP/Vista/Windows 7 only)
- UninstallSAM.exe
- versionInfo.ini

On Windows 2000, XP, Vista and Windows 7 systems, WSAM also installs a TDI driver (*neofltr_release number_build number.sys*) in `$SystemRoot\system32\drivers`.

For Windows mobile, WSAM installs the following additional files on the client in `\Program Files\Juniper Networks\WSAM`:

File	Location
dsSamProxy.exe	\Program Files\Juniper Networks\WSAM
gapsp.dll	\Windows
SamResource_DE.dll	\Program Files\Juniper Networks\WSAM
SamResource_EN.dll	\Program Files\Juniper Networks\WSAM
SamResource_ES.dll	\Program Files\Juniper Networks\WSAM
SamResource_FR.dll	\Program Files\Juniper Networks\WSAM
SamResource_JA.dll	\Program Files\Juniper Networks\WSAM
SamResource_KO.dll	\Program Files\Juniper Networks\WSAM
SamResource_ZH.dll	\Program Files\Juniper Networks\WSAM
SamResource_ZH_CN.dll	\Program Files\Juniper Networks\WSAM
SamUI.exe	\Program Files\Juniper Networks\WSAM

Files Remaining After Uninstall

After WSAM uninstalls, the following files remain on the Windows XP/2000/Vista and Windows 7 client:

- Microsoft.VC80.CRT/Microsoft.VC80.CRT.manifest
- Microsoft.VC80.CRT/msvc80.dll
- Microsoft.VC80.CRT/msvcr80.dll
- pending.reboot
- samclean.exe

Registry Modifications

WSAM sets the following registry values for the installation, uninstallation, current version, TDI driver for Windows 2000, XP, Vista and Windows 7 only, and miscellaneous:

Installation Values

For Windows XP, Windows Vista and Windows 7, WSAM sets the following installation values in HKEY_LOCAL_MACHINE\SOFTWARE\Juniper Networks\Secure Application Manager:

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

For Windows Mobile, WSAM sets the following installation values:

- In HKEY_LOCAL_MACHINE\SOFTWARE\Juniper Networks\WSAM:

String	Set to
AutoStart	0 or 1
ProductVersion	<version number><build number>
ProductName	WSAM

- HKEY_LOCAL_MACHINE\SOFTWARE\Juniper Networks\WSAM\Config

String	Set to
Url1	???

- HKEY_LOCAL_MACHINE\SOFTWARE\Juniper Networks\WSAM\Log:

String	Set to
LoggingApps	iexplore.exe; tmail.exe
LogLevel	3
ProductLocation	\Program Files\Juniper Networks\WSAM

- HKEY_LOCAL_MACHINE\SOFTWARE\Juniper Networks\WSAM

String	Set to
EnableLogSvr	0 or 1 (depending upon server side log setting)

- HKEY_CURRENT_USER\SOFTWARE\Juniper Networks\WSAM

String	Set to
UpgradeFlag	2 or 3 (depending upon auto profile generation requirement)

Uninstallation Values

WSAM sets the following uninstall values in HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Neteris_Secure_Application_Manager\Commands for Windows 2000, XP, Windows Vista and Windows 7.

String	Set to
DelRV	"C:\Program Files\Juniper Networks\Secure Application Manager\samnb.dll",SFS_DeleteRebootValue
FlushC	"C:\Program Files\Juniper Networks\Secure Application Manager\samnb.dll",SFS_FlushCache

WSAM also sets the following locations:

- HKEY_CURRENT_USER\SOFTWARE\Juniper Networks\Secure Application Manager\SessionEstablishTasks
- HKEY_CURRENT_USER\SOFTWARE\Juniper Networks\Secure Application Manager\SessionCleanupTasks
- HKEY_CURRENT_USER\SOFTWARE\Juniper networks\Secure Application Manager\EnableLogSvr (Set to 0 or 1, depending on server side log setting)

Current Version Values

WSAM sets the following uninstall and version information values in HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Neteris_Secure_Application_Manager:

String	Set to
DisplayName	"Juniper Networks Secure Application Manager"
DisplayVersion	<version number><build number>

String	Set to
Publisher	Juniper Networks
QuietUninstallString	C:\Program Files\Juniper Networks\Secure Application Manager\UninstallSAM.exe
StartupApp	C:\Program Files\Juniper Networks\Secure Application Manager\dsSamProxy.exe
UninstallString	C:\Program Files\Juniper Networks\Secure Application Manager\UninstallSAM.exe
URLInfoAbout	http://www.juniper.net/products/ssl

In addition, WSAM sets the following version values:

Location	Set
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\1	1A00 to: 1
HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\1	1A00 to: 1

TDI Driver Values (Windows 2000/XP/Vista/Windows 7 Only)

XP systems in

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\NEOFLTR_releaseNumber_buildNumber:

String	Set to
DisplayName	Juniper Networks TDI Filter Driver (NEOFLTR_releaseNumber_buildNumber)
ImagePath	C:\WINDOWS\System32\Drivers\NEOFLTR_releaseNumber_buildNumber.SYS

WSAM sets the following values in

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\NEOFLTR_releaseNumber_buildNumber\Enum:

String	Name	Value
String	0	Root\LEGACY_NEOFLTR_releaseNumber_buildNumber\000
DWord	Count	0x00000001
Dword	NextInstance	0x00000001

WSAM sets the following value in
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\AFD\Parameters

String	Set to
IrpStackSize	Applicable TDI Irp stack size, if required

Miscellaneous

WSAM sets the following miscellaneous registry values:

- String: IntranetAuthOptions is set in
HKEY_LOCAL_MACHINE\SOFTWARE\Neoteris\Secure Application Manager\Backup
and HKEY_CURRENT_USER\SOFTWARE\Neoteris\Secure Application
Manager\Backup.

Log File Location

You can enable or disable client-side logs by clicking **System > Log/Monitoring > Client Logs > Settings** in the Web console. When you enable logging, WSAM adds log files to the following location:

For Windows 2000/XP:

- C:\Documents and Settings\All Users \Application Data\Juniper Networks\Secure Application Manager
- C:\Documents and Settings\All Users \Application Data\Juniper Networks\Logging

For Windows Vista and Windows 7:

- C:\Users\username\AppData\Roaming\Juniper Networks\Secure Application Manager
- C:\Users\username\AppData\Roaming\Juniper Networks\Logging

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.

CHAPTER 10

JSAM

- [Java Secure Application Manager \(JSAM\) on page 43](#)
- [JSAM Windows Client on page 43](#)
- [JSAM Macintosh Clients on page 44](#)
- [JSAM Linux Client on page 45](#)

Java Secure Application Manager (JSAM)

To run JSAM, the Secure Access Service launches an applet on the user's client. This applet handles downloading additional files to the user's system in order to run JSAM.

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

JSAM Windows Client

The following information applies to Windows clients only.

Additional Files Installed by Package and File Locations

For Windows 2000/XP, JSAM installs additional files in: C:\Documents and Settings\username\Application Data\Juniper Networks\Java Secure Application Manager

For Windows Vista and Windows 7:

- If UAC is disabled, JSAM installs C:\Users\username\AppData\Roaming\Juniper Networks\jsamtool.exe.
- If UAC is enabled, JSAM installs C:\Users\username\AppData\Local\Temp\Low\Juniper Networks\Java Secure Application Manager\jsamtool.exe.

Files Remaining After Uninstall

For Windows 2000/XP, after JSAM uninstalls, only the log files remain on the client.

For Windows Vista and Windows 7, after JSAM uninstalls, files in C:\Users\username\AppData\Local\Temp\Low\Juniper Networks\Java Secure Application Manager remain.

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 reads:
HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\ProxyEnable

Log File Locations

You can enable or disable client-side logs by clicking **System > Log/Monitoring > Client Logs > Settings** in the Web console.

For Windows 2000/XP, when you enable logging, JSAM adds C:\Documents and Settings\username\Application Data\Juniper Networks\Java Secure Application Manager\dsJSAM_win0.log and dsJSAM_win1.log

For Windows Vista and Windows 7, when you enable logging, JSAM adds C:\Users\username\AppData\Local\Temp\Low\Juniper Networks\Java Secure Application Manager\jsamtool.log and dsJSAM_win1.log.

JSAM Macintosh Clients

The following information applies to Macintosh clients only.

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 file remains 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

JSAM Linux Client

The following information applies to Linux clients only.

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.

Log Files Installed by JSAM

JSAM adds log files to the ~/juniper_networks directory.

CHAPTER 11

Network Connect

- [Network Connect and GINA Windows Client on page 47](#)
- [Network Connect Linux Client on page 50](#)
- [Network Connect Macintosh Clients on page 50](#)

Network Connect and GINA Windows Client

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

Installer Package Files and File Locations

- C:\Documents and Settings*username*\Local Settings\Temp\neoNCsetup.exe.cab (Windows 2000/XP)
- C:\Users*username*\AppData\Local\Temp\neoNCSetup.exe (Windows Vista and Windows 7)
- For FIPS compliant systems, the following additional packages are downloaded:
 - C:\Documents and Settings*username*\Application Data\Juniper Networks\Setup Client\neoFIPSSetup_6.5.x.xxxx.exe (Windows 2000/XP)
 - C:\Users*username*\AppData\Roaming\Juniper Networks\Setup Client\neoFIPSSetup_6.5.x.xxxx.exe (Windows Vista and Windows 7)

Additional Files Installed by Package and File Locations

On Windows 2000, XP, Windows Vista and Windows 7, 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
- dsNCGINACompatible.txt
- 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
- 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
- JuniperSetupClientOCX.exe
- uninstall.exe
- nclauncher.exe
- setproxy.html

Network Connect also installs the following files:

- C:\Program Files\Juniper Networks\Common Files\dsNcService.exe
- C:\Program Files\Juniper Networks\Common Files\odFips2.dll (FIPS only)
- C:\Program Files\Juniper Networks\Common Files\odFips2.dll.icv (FIPS only)
- C:\Program Files\Juniper Networks\Common Files\salib_OSSL.dll (FIPS only)
- C:\<WINDIR>\system32\drivers\dsNcAdpt.sys
- C:\<WINDIR>\system32\dsGinaLoader.dll (Windows 2000 and Windows XP)

For Windows Vista and Windows 7, Network Connect also installs the following files:

- %windows%\system32\dsNCCredProv.dll
- %windows%\system32\dsNcSmartCardProv.dll

Files Remaining After Uninstall

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

- dsGinaLoader.dll

If only one Network Connect installation is present on the client, this file is removed after you reboot. If there are multiple versions of Network Connect installed on the client, this file remains on the client.

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

Registry Modifications

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 (Windows 2000 and Windows XP only):

String	Set to
GinaDLL	"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*
- (Windows Vista and Windows 7 only) HKEY_LOCAL_MACHINE "SOFTWARE\Microsoft\Windows\CurrentVersion\Authentication\PLAP Providers\{9f4a51de-92b1-483a-b717-dd7d3bb7d3db}"
- (Windows Vista and Windows 7 only) HKEY_CLASSES_ROOT "CLSID\{9f4a51de-92b1-483a-b717-dd7d3bb7d3db}"
- (Windows Vista and Windows 7 only) HKEY_LOCAL_MACHINE "SOFTWARE\Microsoft\Windows\CurrentVersion\Authentication\PLAP Providers\{60442b50-aac2-4db7-b9b0-813d2107287d}"
- (Windows Vista and Windows 7 only) HKEY_CLASSES_ROOT "CLSID\{60442b50-aac2-4db7-b9b0-813d2107287d}"

Log File Location

You can enable or disable client-side logs by clicking **System > Log/Monitoring > Client Logs > Settings** in the Web console.

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

For Windows 2000/XP:

C:\Documents and Settings\All Users\Application Data\Juniper Networks\logging\debuglog.log

For Windows Vista and Windows 7: C:\Users\username\AppData\roaming\Juniper Networks\logging\debuglog.log and C:\Users\public\Juniper Networks\logging\debuglog.log

Network Connect Linux Client

The following information applies to Linux clients only.

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

Network Connect Macintosh Clients

The following information applies to Macintosh clients only.

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/version/ncproxyd

- `/usr/local/juniper/nc/version/nctun[_tiger].kext`
- `~/Library/Internet Plug-Ins/net.juniper.DSSafariExtensions.plugin`
- `~/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`
- `/usr/local/juniper/nc/install/installer.common`
- `/usr/local/juniper/nc/install/ncinstallhelper`
- `/usr/local/juniper/nc/install/fwk_reference_tool`
- `/usr/local/juniper/nc/install/uninstall_nc.sh`
- `/usr/local/juniper/nc/install/version`

Files Remaining After Uninstall

The following files remain on the Macintosh client after uninstall:

- All files in `~/Library/Logs/Juniper Networks/Network Connect`
- `/usr/local/juniper/nc/install/NCJarVerify.jar`
- `/usr/local/juniper/nc/install/installer.common`
- `/usr/local/juniper/nc/install/ncinstallhelper`
- `/usr/local/juniper/nc/install/fwk_reference_tool`
- `/usr/local/juniper/nc/install/uninstall_nc.sh`

Log Files Installed by Network Connect

Network Connect stores the log files in the following location on the Macintosh client:
`~/Library/Logs/Juniper Networks/Network Connect.`

CHAPTER 12

Services Clients

- [Juniper Terminal Services Client on page 53](#)
- [Juniper Citrix Services Client on page 55](#)

Juniper Terminal Services Client

To run Juniper Terminal Services Client, the Secure Access Service downloads the Neotermsetup.exe file (or the NeotermsetupNT.exe file for Windows 2000 and earlier) to the user's client. This package is responsible for downloading additional files to the user's system in order to execute Terminal Services.

Installer Package Files and File Locations

The Secure Access Service downloads Neotermsetup.exe (or NeotermsetupNT.exe for Windows 2000 and earlier) to the user's %Temp% directory and deletes it once the installation is complete.

Additional Files Installed by Package and File Locations

The Juniper Terminal Services Client installs additional Juniper proxy files in %APPDATA%\Juniper Networks\Juniper Terminal Services Client on the client:

The Juniper Terminal Services Client installs the following Juniper proxy files on the client:

- dsTermServ.exe
- dsTermServDt.dll
- dsTermServProxy.dll
- dsTermServResource_DE.dll
- dsTermServResource_en.dll
- dsTermServResource_ES.dll
- dsTermServResource_FR.dll
- dsTermServResource_JA.dll
- dsTermServResource_KO.dll
- dsTermServResource_ZH.dll

- dsTermServResource_ZH_CN.dll
- 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
- uninstall.exe
- versionInfo.ini

The Juniper Terminal Services Client installs the following files in %APPDATA%\Juniper Networks\Juniper Terminal Services Client\Microsoft.VC80.CRT:

- Microsoft.VC80.CRT.manifest
- msvcp80.dll
- msvcr80.dll

Files Remaining After Uninstall

None

Registry Modifications

The Juniper Terminal Services Client adds the following registry values under the registry key, HKEY_CURRENT_USER\Software\Juniper Networks\Juniper Terminal Services Client.

Type	Name	Value
REG_SZ	InstallPath	%APPDATA%\Juniper Networks\Juniper Terminal Services Client
REG_SZ	Language	<i>user_locale</i> . The default is en.

Juniper Terminal Services Client sets the following string registry values in HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Uninstall\Juniper_Term_Services.

Type	Name	Value
String	DisplayName	"Juniper Terminal Services Client"

Type	Name	Value
String	DisplayVersion	Set to the current software version
String	Publisher	"Juniper Networks"
String	QuietUninstallString	"%APPDATA%\Juniper Networks\Juniper Terminal Services Client\uninstall.exe" /S
String	StartupApp	"%APPDATA%\Juniper Networks\Juniper Terminal Services Client\dsTermServ.exe"
String	StopApp	"%APPDATA%\Juniper Networks\Juniper Terminal Services Client\dsTermServ.exe" – stop
String	UninstallString	"%APPDATA%\Juniper Networks\Juniper Terminal Services Client\uninstall.exe"
String	URLInfoAbout	http://www.juniper.net

Log File Location

You can enable or disable client-side logs by clicking System > Log/Monitoring > Client Logs > Settings in the Web console.

When you enable logging, the Juniper Terminal Services Client adds the debuglog.log file to the following locations:

For Windows 2000/XP: %ALLUSERSPROFILE%\Application Data\Juniper Networks\Juniper Terminal Services Client

For Windows Vista and Windows 7: %APPDATA%\Juniper Networks\Juniper Terminal Services Client

Juniper Citrix Services Client

To execute the Juniper Citrix Services Client, the Secure Access Service downloads neoCitrixServSetup.exe to the user's client. This executable downloads additional files to the user's system.

Installer Package Files and File Locations

The Secure Access Service downloads Neocitrixsrvsetup.exe to the user's %Temp% directory and deletes it once the installation is complete.

Additional Files Installed by Package and File Locations

The Juniper Citrix Services Client installs the following Juniper proxy files on the client in %APPDATA%\Juniper Networks\Juniper Citrix Services Client.

For administrators, Citrix client files are also installed to %ProgramFiles%\Citrix where %ProgramFiles% = %SystemDrive%\Program Files.

- dsCitrixConnector.dll
- dsCitrixProxy.exe
- dsCitrixProxyResource_DE.dll
- dsCitrixProxyResource_en.dll
- dsCitrixProxyResource_ES.dll
- dsCitrixProxyResource_FR.dll
- dsCitrixProxyResource_JA.dll
- dsCitrixProxyResource_KO.dll
- dsCitrixProxyResource_ZH.dll
- dsCitrixProxyResource_ZH_CN.dll
- 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
- uninstall.exe
- versionInfo.ini

Juniper Citrix Services Client also installs the following files in %APPDATA%\Juniper Networks\ Juniper Citrix Services Client \Microsoft.VC80.CRT:

- Microsoft.VC80.CRT.manifest
- msvcp80.dll
- msucr80.dll

Files Remaining After Uninstall

None

Registry Modifications

The Juniper Citrix Services client adds the following registry value under HKEY_CURRENT_USER\Software\Juniper Networks\Juniper Citrix Services Client

Type	Name	Value
REG_SZ	Language	<i>user locale</i> . The default is en.

The Juniper Citrix Services Client also sets the following registry values in HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Uninstall\Juniper_Citrix_Services:

Type	Name	Value
String	DisplayName	"Juniper Citrix Services Client"
String	DisplayVersion	Set to the current software version
String	Publisher	"Juniper Networks"
String	QuietUninstallString	"%APPDATA%\Juniper Networks\Juniper Citrix Services Client\uninstall.exe" /S
String	StartupApp	"%APPDATA%\Juniper Networks\Juniper Citrix Services Client\dsCitrixProxy.exe"
String	StopApp	"%APPDATA%\Juniper Networks\Juniper Citrix Services Client\dsCitrixProxy.exe" –stop
String	UninstallString	"%APPDATA%\Juniper Networks\Juniper Citrix Services Client\uninstall.exe"
String	URLInfoAbout	http://www.juniper.net

Log File Location

You can enable or disable client-side logs by clicking **System > Log/Monitoring > Client Logs > Settings** in the Web console. When you enable logging, the Juniper Citrix Services Client adds the dsCitrixServ.log file to the following location:

For Windows 2000/XP:

\Documents and Settings\username\Application Data\Juniper Networks\Juniper Citrix Services Client

For Windows Vista and Windows 7:

\Users\username\AppData\Roaming\Juniper Networks\Juniper Citrix Services Client

PART 3

Index

- [Index on page 61](#)

T	
technical support	
contacting JTAC.....	xi

Index

Symbols

#, comments in configuration statements.....	xi
(), in syntax descriptions.....	xi
< >, in syntax descriptions.....	x
[], in configuration statements.....	xi
{ }, in configuration statements.....	xi
(pipe), in syntax descriptions.....	xi

B

braces, in configuration statements.....	xi
brackets	
angle, in syntax descriptions.....	x
square, in configuration statements.....	xi

C

comments, in configuration statements.....	xi
conventions	
text and syntax.....	x
curly braces, in configuration statements.....	xi
customer support.....	xi
contacting JTAC.....	xi

D

documentation	
comments on.....	xi

F

font conventions.....	x
-----------------------	---

M

manuals	
comments on.....	xi

P

parentheses, in syntax descriptions.....	xi
--	----

S

support, technical See technical support	
syntax conventions.....	x

