

This document is meant to be a guide to resolve connectivity to the Collins RCPX environment.

Due to changes made by the Pulse Secure vendor, the latest Pulse software, needed for the RCPX portal, requires that all older versions of *Pulse Secure*, *Juniper* or *Network Connect* be removed.

Note: This procedure requires administrative rights on your PC and may need to be performed by your IT Support. This also assumes you have no dependence on the Pulse software for connecting to other environments outside of the Collins RCPX portal functionality.

Disclaimer: There is some risk involved with these steps. If you are not comfortable executing these steps on your own, you may want to have your company Help Desk assist.

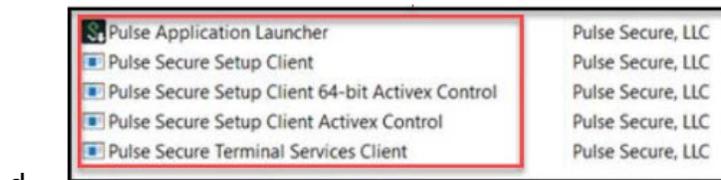
=====

Clean up the Old Installation

1. Uninstall all Pulse and Juniper programs in Control Panel



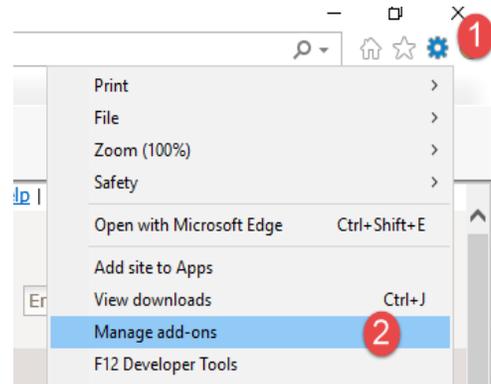
- b. Under Control Panel, select Programs and Features
- c. Select any Pulse or Juniper related applications and choose Uninstall



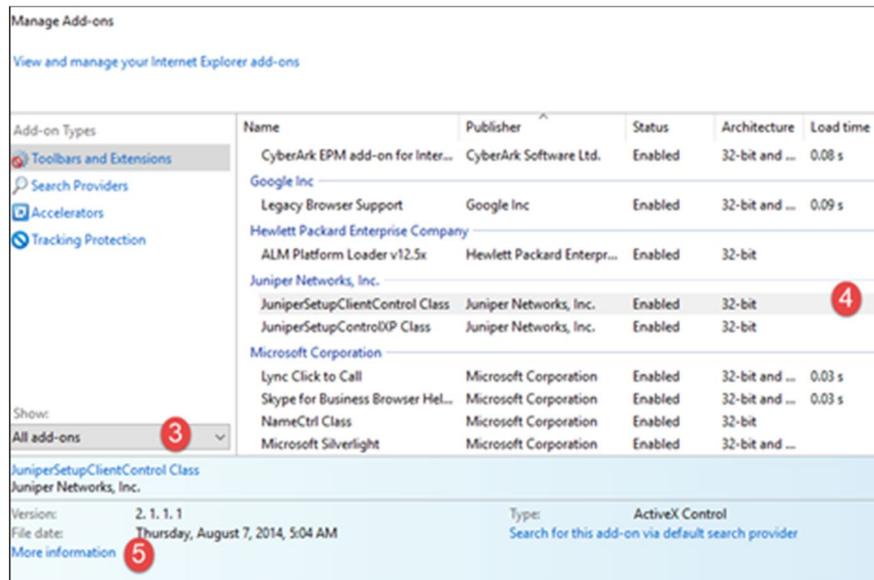
2. Delete or rename any Pulse or Juniper Network folders from:
 - c:\users\%username%\appdata\local\
 - c:\users\%username%\appdata\roaming\
 - c:\Program files (x86)\common files\
 - c:\Program Files (x86)\
 - c:\Program Files\
3. Reboot the PC

Remove Pulse and Juniper IE Add-ons

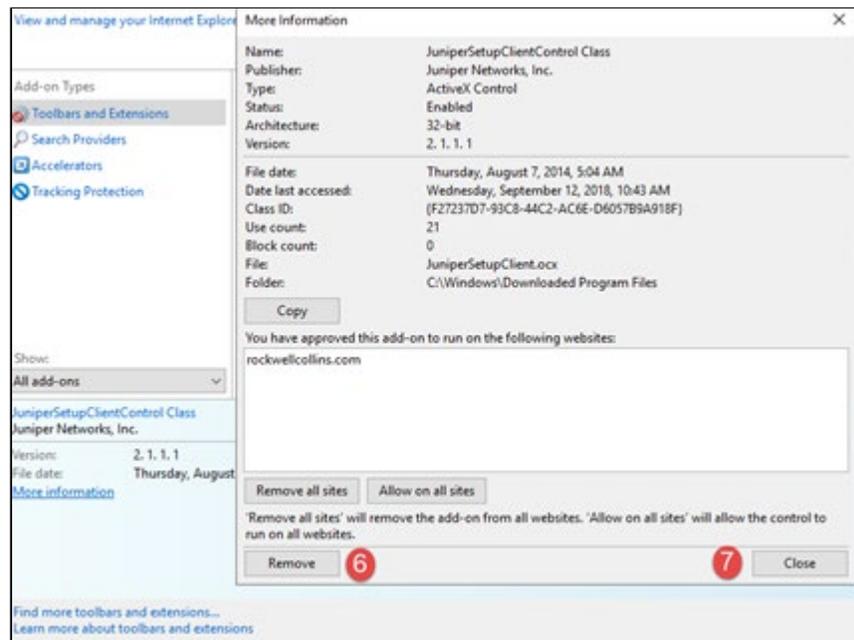
1. Open Internet Explorer,
select the Tools icon in the upper right corner.
2. Select Manage Add Ons.



3. Select All add-ons from the drop down menu.
4. Select any Pulse or Juniper add-ons.
5. Select More information.

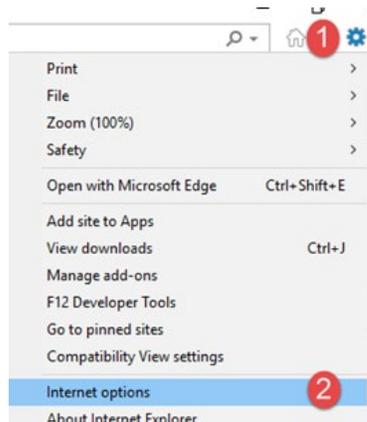


6. Select Remove.
7. Select Close.
8. Repeat for all Juniper and Pulse add-ons.

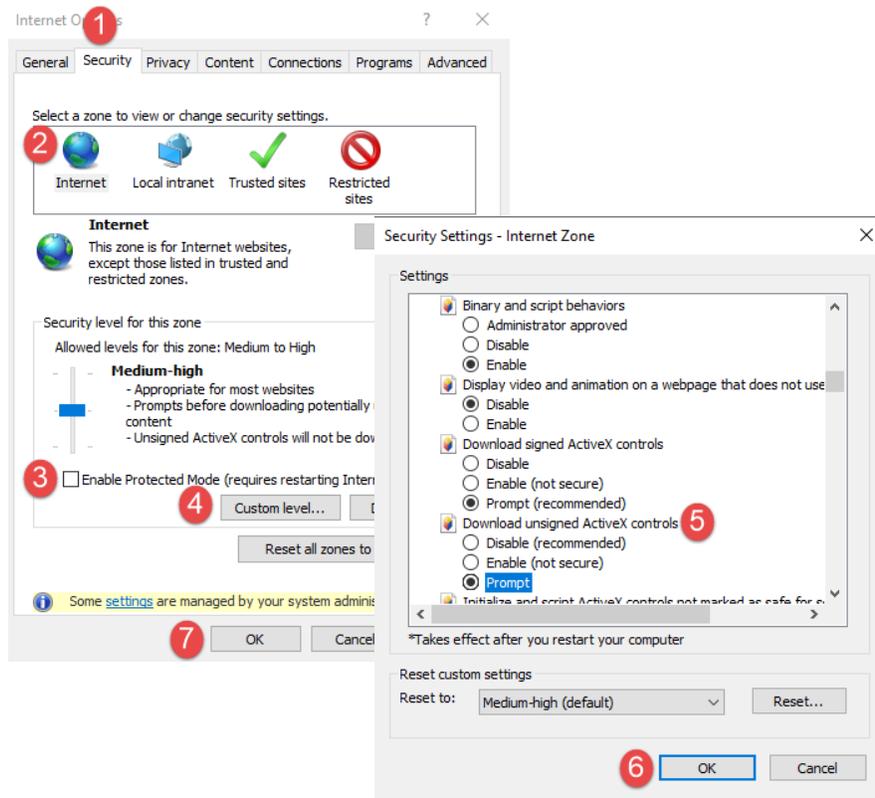


Confirm/Adjust Internet Explorer Security Options:

1. Select Gear icon.
2. Select Internet Options (or from the Tools menu)



1. Select the Security Tab.
2. Make sure you are on Internet zone.
3. Uncheck Enable Protected Mode.
4. Select Custom Level.
5. Change the setting "Download unsigned ActiveX controls" to Prompt.
6. Select OK.
7. Select OK.



Reinstallation

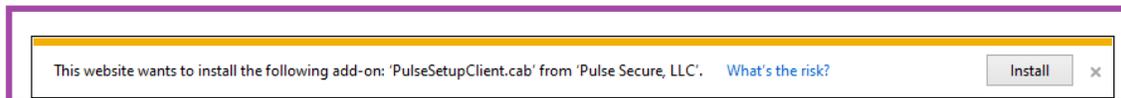
1. Go to <https://rcpx-us.ra.rockwellcollins.com> using Internet Explorer.
2. Login with credentials.
3. Upon a successful login, the very first screen should look like the one below.
4. You must select Install on the prompt at the bottom of the window, **within 10 seconds**, or the install will fail.

Installation of Pulse Secure setup ActiveX control requires your attention.

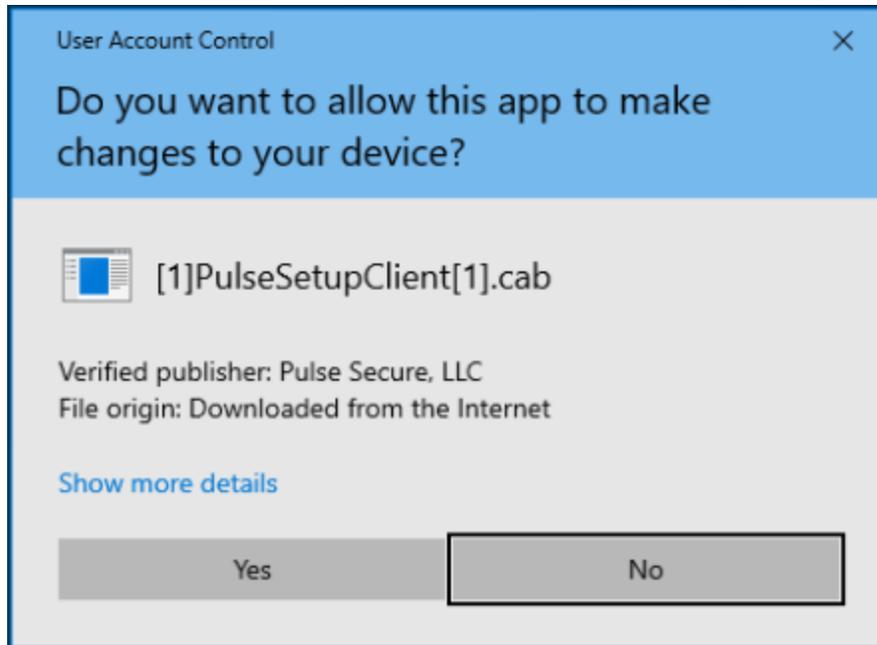
Please click on the Internet Explorer Information Bar located at the top or bottom of your browser to continue the installation. If you do not see the information bar or you want to skip installation, please [click here](#) to continue. If you choose to skip, you will not be prompted for ActiveX installation unless browser cookies are cleared.

ActiveX installation will be automatically skipped in **13 seconds**.

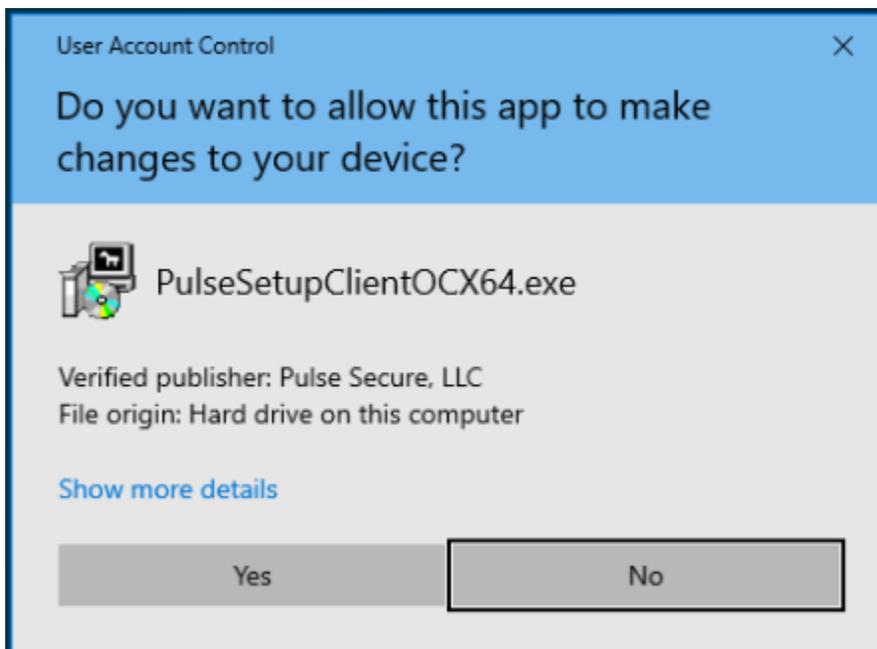
For more information, please [click here](#).



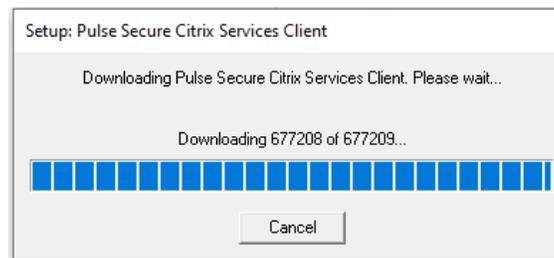
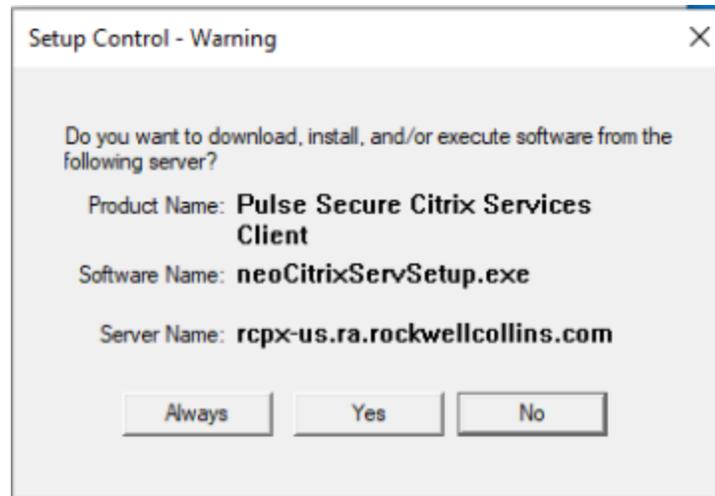
5. Then you should be prompted to allow the install, select Yes.



6. You should now be at the Main RCPX page where you can select Alliance Applications.
7. Once you select one of the Citrix icons, you should be prompted to install.



Followed by the Citrix Pulse install.



8. After this point the Citrix app should launch.

PART 2

This install procedure is required due to a Pulse Secure back-end system upgrade to improve how Pulse Secure updates are distributed in the future. We apologize in advance for any inconvenience this process may cause.

These new instructions assume you are able to successfully access RCPX by following the previously provided instructions. Installing this *Pulse Secure Installer Service* will allow the required components to be installed and will provide support for future Pulse software upgrades.

Note 1: This procedure requires administrative rights on your PC and may need to be performed by your IT Support.

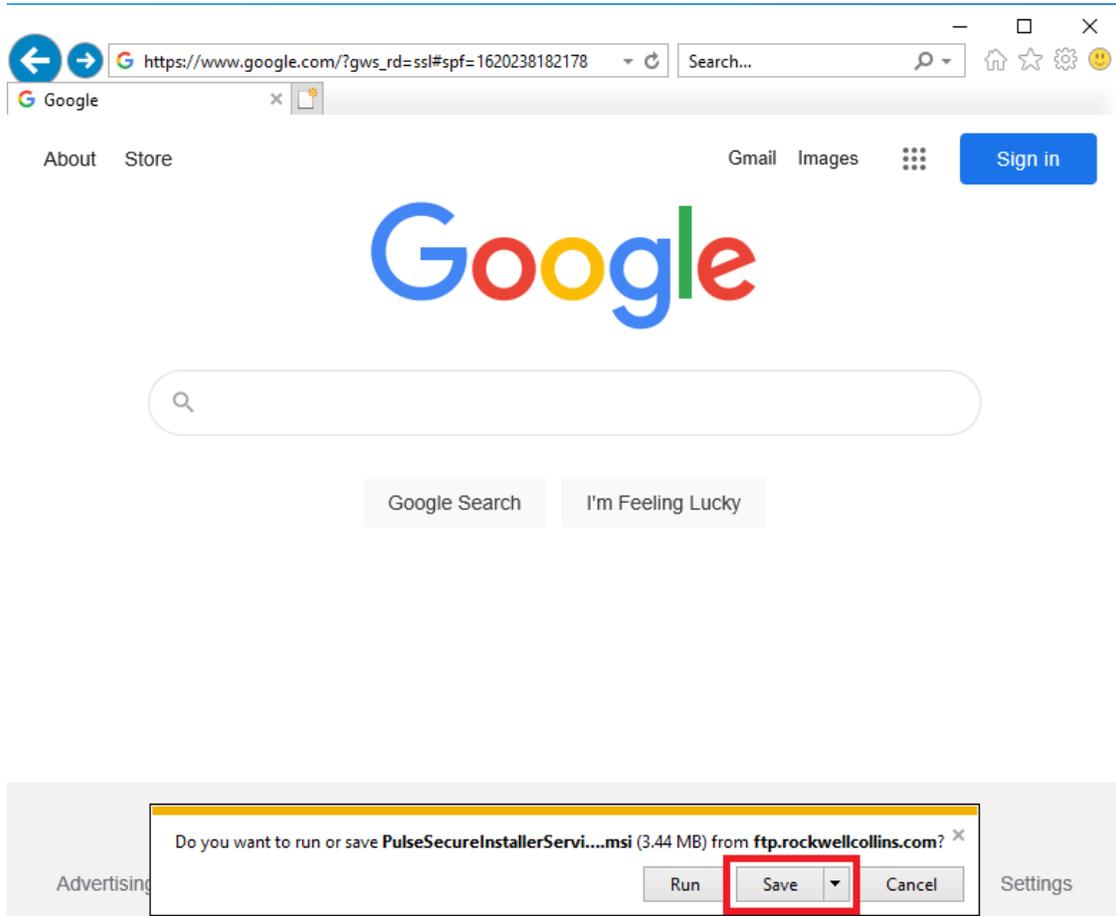
Note 2: This procedure works best with Internet Explorer.

Install “Pulse Installer Service”

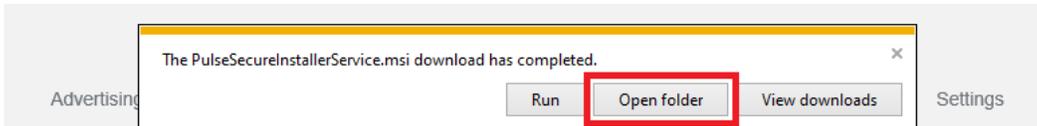
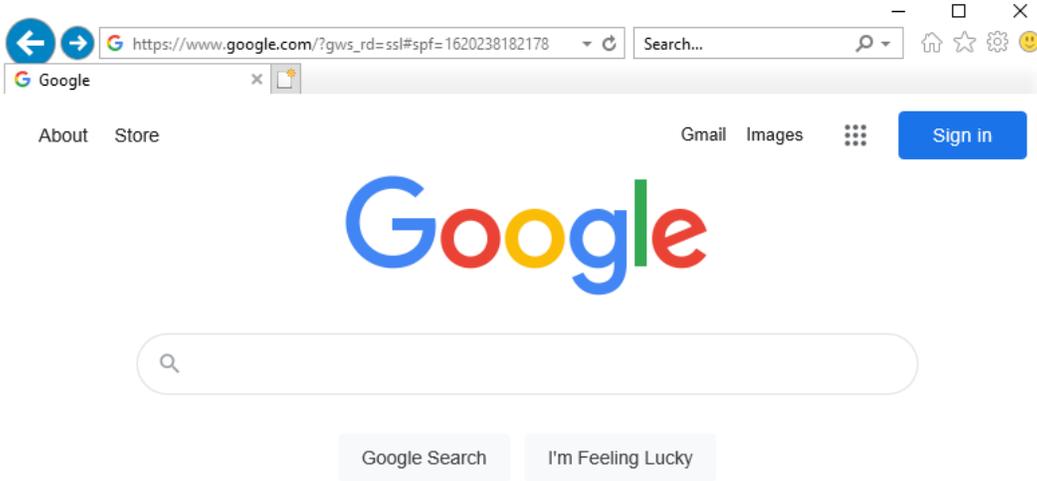
1. Open your web browser and paste in the following link:

[ftp://FTP_CA_RCPX:T&5fR2\\$d@ftp.rockwellcollins.com/outgoing/PulseSecureInstallerService.msi](ftp://FTP_CA_RCPX:T&5fR2$d@ftp.rockwellcollins.com/outgoing/PulseSecureInstallerService.msi)

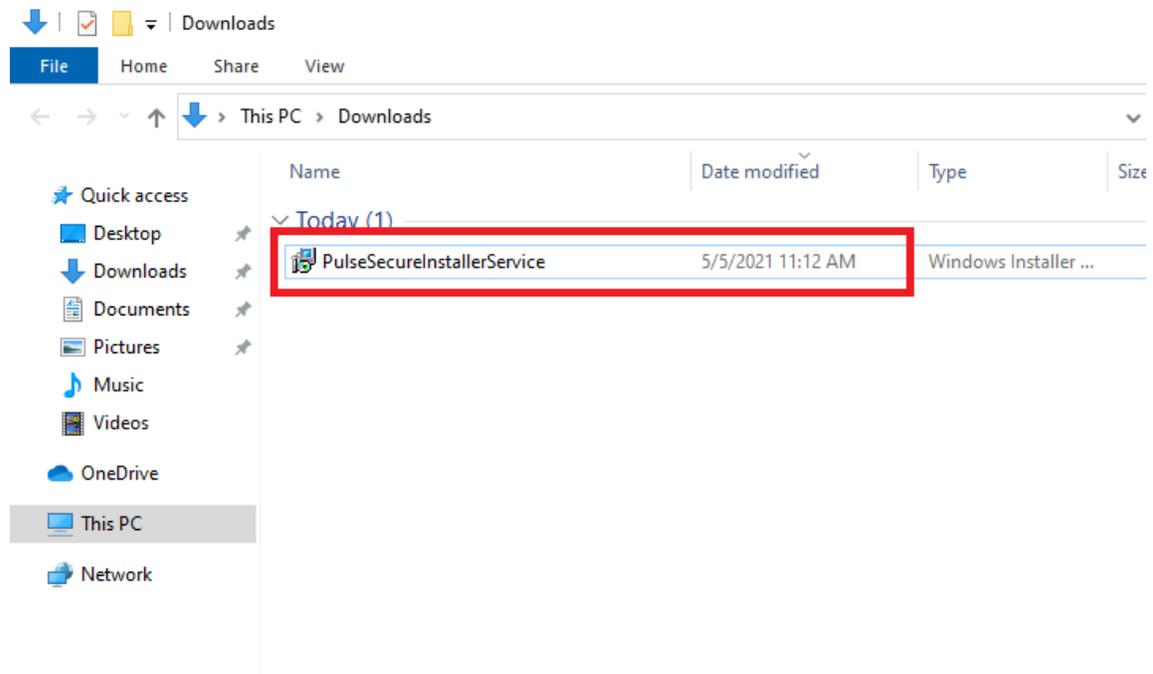
2. Click save at the bottom.



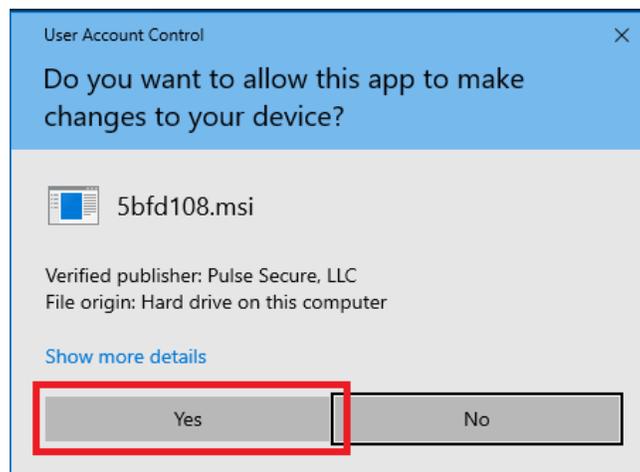
3. Click Open folder.



4. Double click the PulseSecureInstallerService file.



5. Click Yes at the prompt.



6. The installer continues. There will be several background windows that pop up and disappear. The window will close on its own once the install is complete.

