


The background features a blurred image of several people in a meeting, with one person holding a tablet. Overlaid on this is a complex network diagram consisting of numerous white circles of varying sizes connected by thin white lines, creating a web-like structure. Several circular icons are integrated into the network: a globe, a padlock, and a circle containing the letters 'IT'.

# URA 2.0

## Manual installation (from inTERnet)

Restricted © Siemens AG 2018

 [intranet.siemens.com/ura2](http://intranet.siemens.com/ura2)



provided by  
 Pulse Secure

# URA 2.0 – Manual installation from the inTERnet

## Problem description:

- The software package has not been installed (automatically)

## Validity:

- Windows 7
- Windows 10

## Prerequisites:

- User needs local admin rights
- User needs to use a Siemens client
- Working inTERnet connection

**(New) Installation steps:  
download & install the client  
software from the gateway**

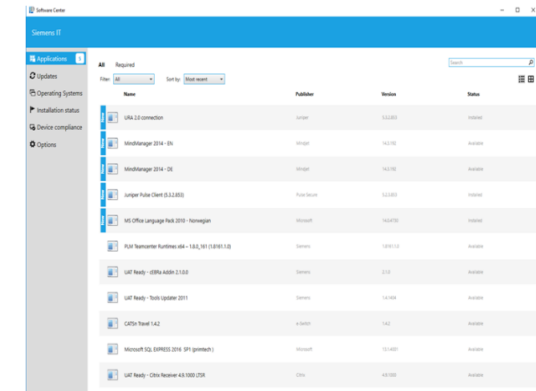
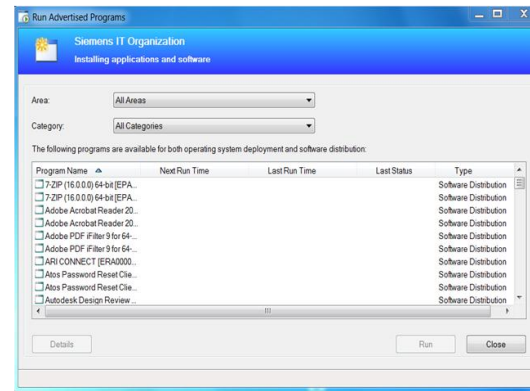
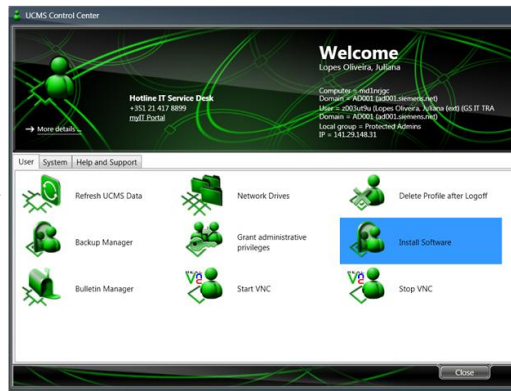
# (New) Installation steps: download & install the client software from the gateway

**NB1:** the manual installation is only to be used if the Pulse Secure software packages are not already available for installation on the user's PC. Prior to a possible manual installation, Windows 7 users should check whether Pulse Secure software is available in RAP (Run Advertised Programs). Windows 10 DWP should check it in the Software Center.

**NB2:** the user needs a working inTERnet connection for these steps.



WINDOWS 7: RAP



WINDOWS 10 DWP: Software Center



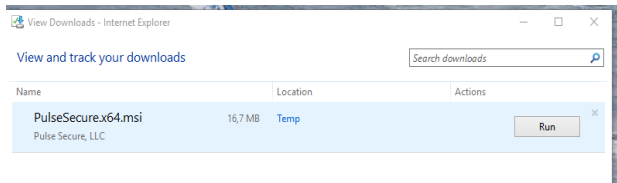
# (New) Installation steps: download & install the client software from the gateway

1. Open the browser, copy & paste the following url into the browser (make sure there are no blank characters):

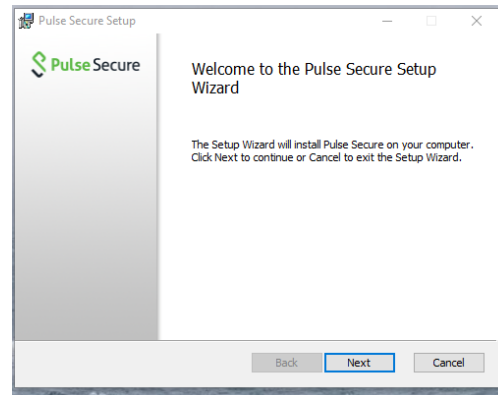
<https://ura.siemens.com/dana-na/jam/getComponent.cgi?command=get;component=PulseSecure;platform=x64>

2. Download the Pulse Secure client from the gateway

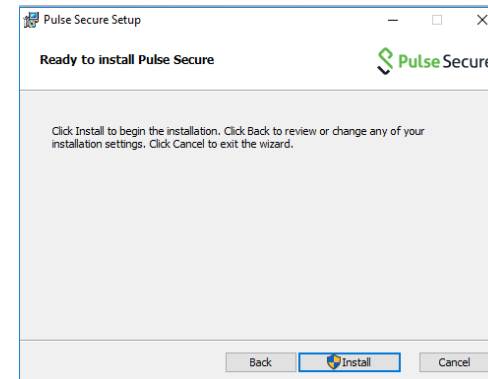
3. Choose “Save as” with c:\temp\  
as location, then click on “run”:



4. Wizard starts. Click on “next”

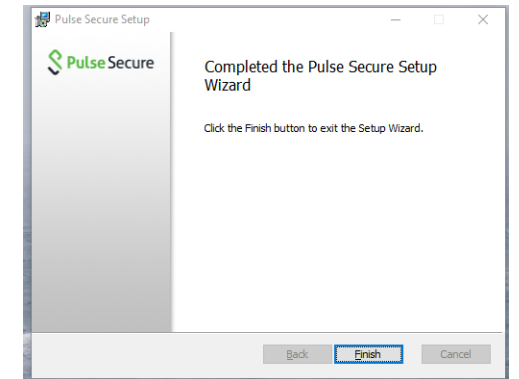


5. Choose “Install”



6. Accept the installation of the  
MSI package in the system  
message

7. Choose “finish” .The client is now  
installed and ready for configuration.

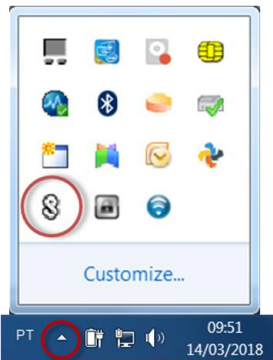


8. Reboot the PC. After reboot the  
connection entry must be added.

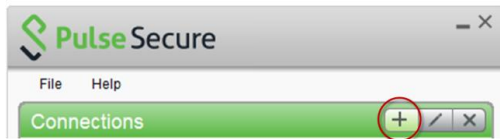
# (New) Installation steps: download & install the client software from the gateway

## 9. Add the URA 2.0 standard connection:

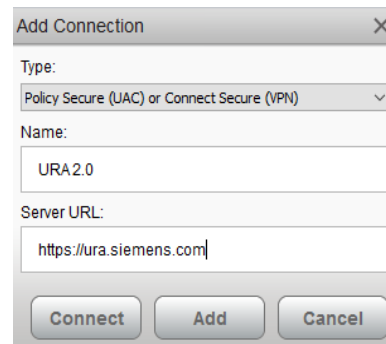
9.1 Open Pulse Secure from the System tray:



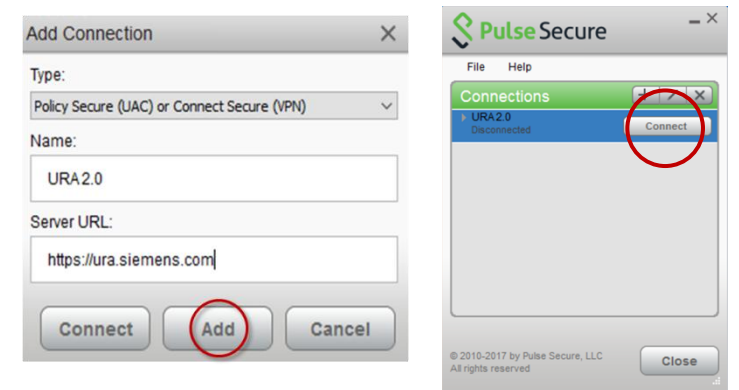
9.2 Create an entry by clicking on the “+” right from the Connections:



9.3 Then insert the following information:  
•Name: URA 2.0  
•Server URL: <https://ura.siemens.com>  
(make sure there are no blank characters)



9.4 Click the button “Add” and then connect:



Expected result: you are able to connect to URA 2.0:



If you face any problems, please call the Service Desk.

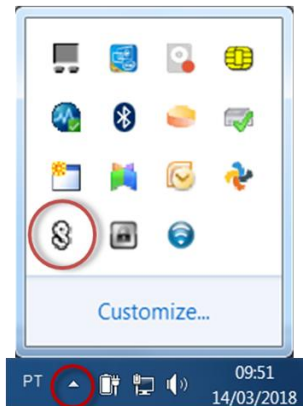
**Additional information  
(self-support)**

# Configure an Entitlement connection

If you have a defective PKI card / Smartcard Reader OR your PKI card has been lost, you can configure an additional connection which will enable entitlement login.

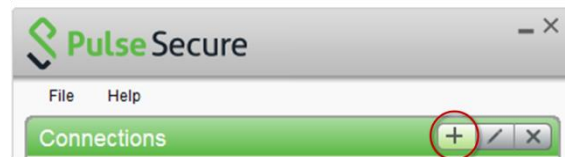
To do this, follow these steps:

## 1. Open Pulse Secure

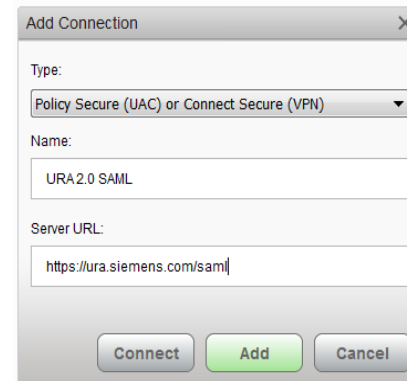


## 2. Then add an additional Connection, by clicking “+” to the right of “Connections”

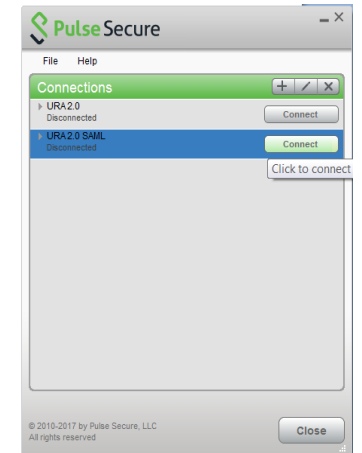
- Name: URA 2.0 SAML
- Server URL: <https://ura.siemens.com/saml> (make sure there are no blank characters)



## 3. Choose “Add”



## 4. After clicking on “Connect”, a browser window will pop-up for the entitlement login. You may need to resize this window to enter the entitlement login credentials.



## 5. Login to entitlement as usually with OTP, SMS or Mobile app.

Expected result: the user can connect to URA 2.0 using entitlement login.

If you face any problems, please call the Service Desk.



# Connected with 3G/4G or using smartphone as hotspot and losing connectivity to URA 2.0?

VPN still says you are connected, but the byte counter is not increasing in the "Advanced detail view" of the Pulse client. Also VPN Type changes from ESP to SSL/VPN.

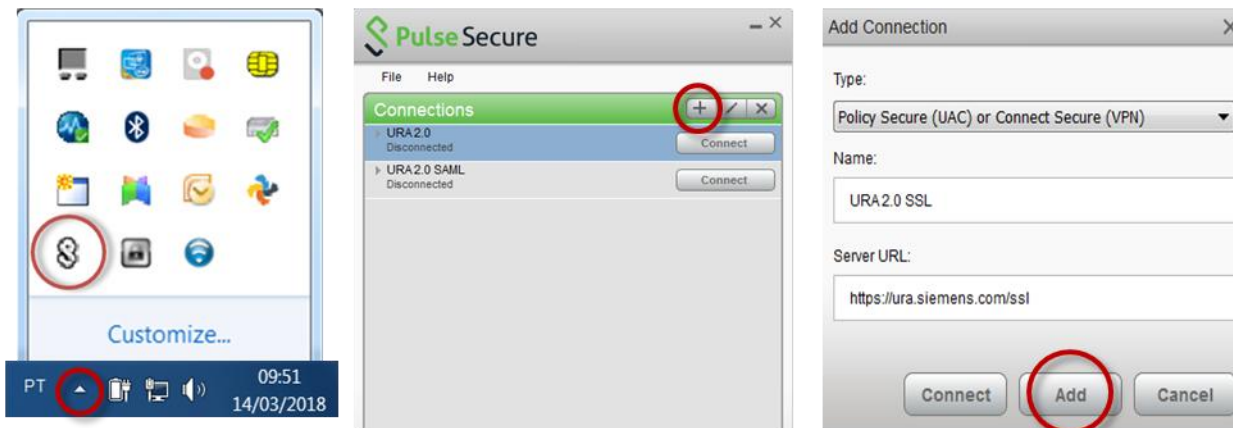
In some mobile provider networks we see that UDP is not prioritized and for these cases there is a workaround to configure a SSL only option with an additional connection profile in the Pulse Secure client:

1. Open the Pulse Secure client and add one connection like this:

Name: URA 2.0 SSL

Server URL: <https://ura.siemens.com/ssl>

2. Click "Add" and then "Connect" and login with PKI card as before.



**Note:** This workaround is only intended for the issues listed here.

If you face any problems, please call the Service Desk.

# Repair a defective installation

1. Try first to run repair on the Pulse Secure installation.
2. If this fails, uninstall the Pulse Secure client, and reboot the PC.
3. If you are in a Siemens office then the software must be installed from the RAP or Software Center.
4. If you are remote (not close to a Siemens location), the client can be (re-)installed via internet connection as well. This will require admin rights on the PC.

If you face any problems, please call the Service Desk.

