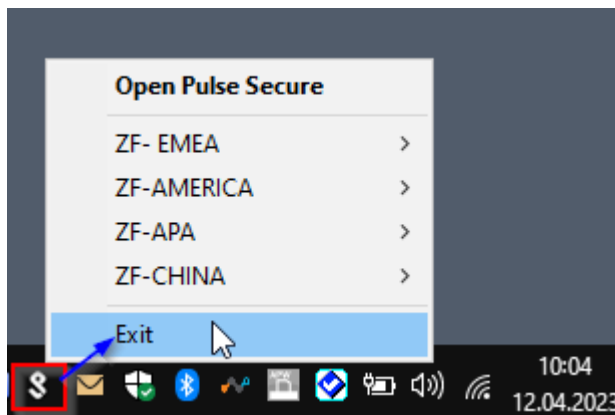
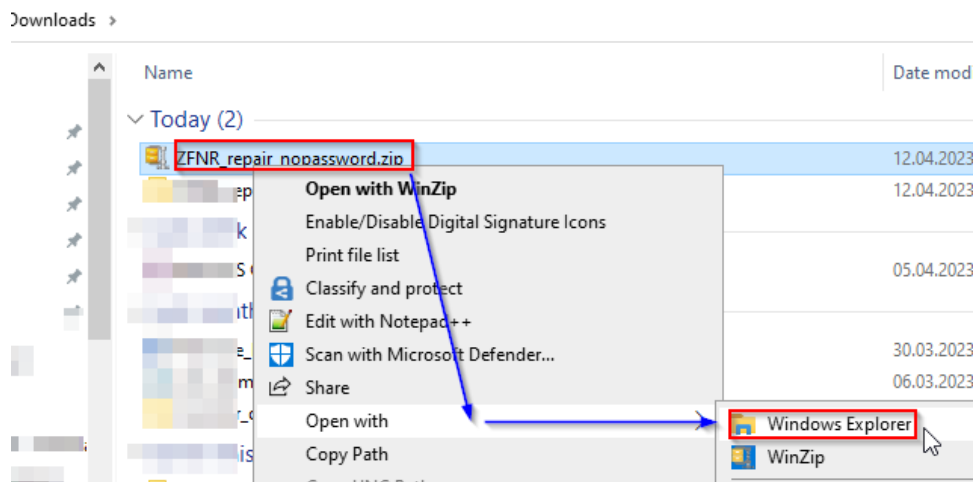


### Fix Pulse Secure (VPN)

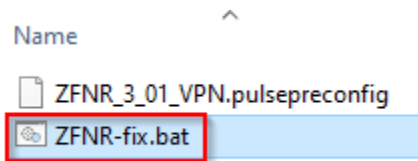
1. Close all web browser, **open just this manual.**
2. Close Pulse from Tray icons next to the Date / Time.
  - a. Right mouse button on Pulse icon
  - b. Exit



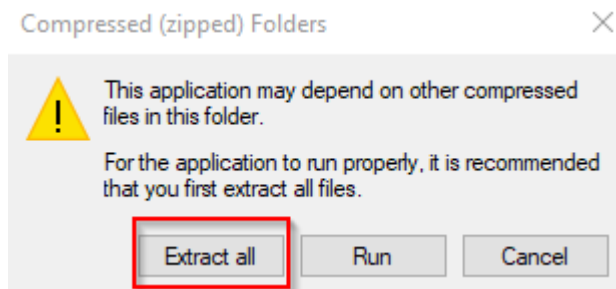
3. Download [https://web-ras.zf.com/zfnr3/software/internusers/ZFNR\\_repair\\_nopassword.zip](https://web-ras.zf.com/zfnr3/software/internusers/ZFNR_repair_nopassword.zip)
4. Open Downloads folder, right mouse button on downloaded file, select Open with then select Windows Explorer



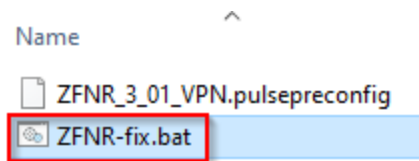
5. New folder window will be displayed, run **ZFNR-fix.bat**



6. New window will be displayed, click **Extract all**, then do not change anything, click **Extract**.



7. New folder window will be displayed, run **ZFNR-fix.bat**



- a. If you get Defender / Smart Screen warning, right mouse button on ZFNR-fix.bat then select Properties then tick Unblock checkbox then click OK. Run ZFNR-fix.bat
8. Close black console window.
  9. Start Pulse and try to connect.