Uninstalling Pulse without Junos Pulse Cleaner

Problem

If you are trying to remove Pulse from your machine, please do not use any version of the old Junos Pulse Cleaner. It is no longer supported. According to the vendor, Pulse cleaner is no longer supported from UAC version 4.4 and up as it used to cause some issues and also there was no development on the product.

Solution

Pulse Deletion Instructions

To remove Pulse from your machine:

On a PC:

1. Delete cookies, temporary files and pre-fetch files from the client PC.
2. Delete the Java files from Control Panel->Java->Temporary Internet Files->Settings->Delete Files.
3. Delete the JuniperSetupClientControl Class files and JuniperSetupClientControlXP Class from Control Panel->Internet Options->Under Browsing History Tab->Settings->View Objects-> Select the above two files and delete the same.
4. Go to Control Panel > Add/Remove Programs > Remove all Juniper Programs
5. Go to Control Panel > Internet Options > General > Settings > View Objects > Delete all the ActiveX Components installed by Juniper
6. Then go to C:\Users\<username>\Application Data\Juniper Networks\setup\ and run uninstall.exe (path might differ for Win-7 OS)
7. Delete the following files from the client machine
   - Go to C:\Users\<username>\Application Data\ and Delete the Juniper Networks folder
   - Go to C:\Users\All Users\Application Data\ and Delete the Juniper Networks folder
   - C:\Program Files\and Delete the Juniper Networks Folder
   - C:\ Users\username\AppData\roaming\Juniper Networks\logging\debuglog.log
   - C:\ Users\public\Juniper Networks\logging\debuglog.log
8. Go to Device Manager/Click View on top/Select Show Hidden Devices/Go to the Network Adapter/Delete the Juniper Networks Virtual Adapter.
9. Also from the registry:
   - HKEY_LOCAL_MACHINE\SOFTWARE\Juniper Networks and remove the folder from the tree.
   - HKEY_CURRENT_USER\Software\Juniper Networks and remove the folder from the tree.
10. After the above steps, please reboot the machine.

On a MAC:

Execute the following 2 commands from the terminal window : ( This is to show the hidden files from the MAC )

A:
1. defaults write com.apple.Finder AppleShowAllFiles true
2. killall Finder

B:
Execute the following steps again from the terminal :
1. sudo rm -rf ~/Library/Application Support/Juniper Networks/SetupClient
2. sudo rm -rf ~/Library/Application Support/Juniper Networks/HostChecker.app
3. rm –rf ~/Library/Logs/Juniper Networks
4. sudo rm –rf /Applications/Network Connect.app
5. sudo /usr/local/juniper/nc/install/uninstall_nc.sh

C:
1. Go to Finder on the following location and drag the Juniper Folders to the Trash ( We are trying to delete the left out files and folders )
2. Library/Application Support/Juniper Networks -- Drag the Juniper Networks folder to the trash. ( This is will be from the User profile )
3. Library/Application Support/Juniper Networks -- ( The same location from the root i.e Macintosh HD )
Also try the following:
  • Uninstall Junos Pulse (if installed) by moving /Applications/Junos Pulse.app to the Trash.
  • Remove /Library/LaunchDaemons/net.juniper.UninstallPulse.plist.org.
  • Remove ~/Library/Application Support/Juniper Networks/SetupClient.

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