



Release Notes

Business Secure Router 222

BSR222 1.0

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Contents

How to get help 5

Getting help from the Nortel web site 5

Getting help over the phone from a Nortel Solutions Center 5

Getting help from a specialist by using an Express Routing Code 5

Getting help through a Nortel distributor or reseller 5

Release notes 7

Known anomalies in BSR 222 7

VPN client termination 7

Security 7

Firewall 7

How to get help

This section explains how to get help for Nortel products and services.

Getting help from the Nortel web site

The best way to get technical support for Nortel products is from the Nortel Technical Support web site:

www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. From this site, you can:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting help over the phone from a Nortel Solutions Center

If you do not find the information you require on the Nortel Technical Support web site, and you have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following web site to obtain the phone number for your region:

www.nortel.com/callus

Getting help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

www.nortel.com/erc

Getting help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Release notes

This guide lists the release notes associated with the Business Secure Router 222.

Known anomalies in BSR 222

VPN client termination

Configuring the router over the VPN client tunnel

The VPN tunnel is considered a WAN interface. In order to enable router management over the tunnel, remote management must be enabled for the WAN interface. You will also need to open a hole in the firewall to enable WAN to WAN/Business Secure Router access with the appropriate VPN client addresses.

Tunnel does not work if secure gateway address is part of the remote policy

For Branch office tunnels, if a secure gateway address is part of the remote policy, the tunnel will not establish. The work-around is to split the policy into two using address ranges, to exclude the gateway address.

Security

Multi-proposal does not work with AES-192 or AES-256 bit encryption

If using multi-proposal, use any of the other encryption standards.

Firewall

Enabling Firewall Drops Web Page Link

When the firewall is enabled using the WebGUI, the WebGUI session is dropped, which seems as if the router has hung. The connection can be re-established by refreshing the web page.

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