NORTEL

Nortel Mobile Client Accelerator 3.4.1

Product Release Notes

Release 3.4.1
January, 2009

Introduction

This document contains the release notes for Nortel Mobile Client Accelerator version 3.4.1.1604

Please provide any feedback you may have on this release to Support@Nortel.com.

Instructions for use of this product are detailed in the following documents:

- Nortel Mobile Client Accelerator Integration Guide

- Nortel Mobile Client Accelerator Administration Guide

- Nortel Mobile Client Accelerator Client Software User Guide

- Nortel Mobile Client Accelerator Mobile Client Software User Guide

New and Changed Features

Release 3.4.1 includes the following enhancements:

- CIFS protocol optimization has been enhanced to provide faster response times for users opening files on remote shares via Microsoft Office. Additionally, directory browsing speeds have been improved.

- Outlook protocol optimization has been enhanced to accelerate Interwoven's FileSite plug-in.

- The following applications are now accelerated by default, eliminating a manual configuration step:
    - Java Runtime Environment, such as used for Oracle applications
    - Google Chrome browser
    - Cisco, Nortel, and Microsoft soft-phones

- 30-day single-click evaluation license now supported. A server MAC address is not required to enable this license.

- Minor enhancements:
    - Latency-based bypass is now enabled by default, so that access to applications and file servers on the LAN will automatically bypass MCA.
    - A system alarm is generated to notify the administrator when a user attempts to connect but

there are insufficient licenses available

- o Component upgrades and configuration updates are now applied automatically when a client connects in high speed bypass mode
- o Notifications are now displayed on the client machine during configuration updates

Upgrading from version 3.4.0

This procedure applies to upgrading MCA from version 3.4.0.

1. Prior to upgrading:
   a. Enable Component Upgrades by navigating to Server Configuration > Upgrades and selecting "Enable Component Upgrades."
   b. Navigate to the Home > Status page and select "Stop Server."
2. Install the new version of MCA Server on the server machine by double-clicking on the "MCA_3.4.1_Setup.exe" file. Your current configuration settings will be saved automatically, the 3.4.0 software will be uninstalled, the new version installed and your previous configuration will be restored during the upgrade process.
3. Navigate to the Home > Status page and select "Start Server". MCA clients will be upgraded automatically next time they connect.

> NOTE: When the upgrade completes, users will be prompted to reboot. Acceleration will be disabled (indicated by the gray taskbar icon) until the reboot occurs; at that time, the client will reconnect and begin accelerating, and the icon will turn green.

Upgrading from version 3.3.1342.4

This procedure applies to upgrading MCA from version 3.3.1342.4.

1. Install the new version of MCA Server on the server machine by double-clicking on the "MCA_3.4.1_Setup.exe" file. Your current configuration settings will be saved automatically, the 3.3 software will be uninstalled, the new version installed and your previous configuration will be restored during the upgrade process.

> NOTE: If upgrading multiple server farms, the farm configuration data needs to be saved and restored manually for a 3.3 to 3.4.1 upgrade.

2. Verify delta cache size and location.

> **IMPORTANT:** Before starting the server for the first time, be sure to verify the size and location of the delta cache by navigating to the **MCA Manager Server Configuration** > **Delta Cache** screen.

By default, the delta cache will be placed on the same disk partition as the server. For typical deployments, it is recommended that the cache be placed in its own RAID 5 partition.

By default, MCA Server will attempt to set up a 275 GB delta cache. If there is insufficient space available, MCA Server will attempt to set up a fallback cache of 50 GB. See the MCA Administration Guide for information on how to change delta cache size settings.

> **IMPORTANT**: If the minimum disk space is not available, then delta caching will not be supported and acceleration performance will be limited to transport optimization and compression.

3. Start the Server. Navigate to the MCA Manager > Home > Status page and click the Start Server button.

4. Upgrade the client software. When the MCA Server software is upgraded, all users running a 3.3 version of the MCA client will disconnect from the MCA server (indicated by the gray taskbar icon) and a "version mismatch" message appears in the Client Manager event log to indicate that the software upgrade is required. Since this is a major upgrade that involves a kernel driver update, component upgrades are not supported.
    a. Navigate to Client Configuration > Client Distributions and select the appropriate client distribution from the drop-down menu. The new client distribution packages are created automatically and links to those distributions are posted on the web page.
    b. The link to the ".exe" file may be emailed to your clients so that they may download and install the software upgrade manually.
    c. For automated upgrades, the ".cab" file contains an .msi for deploying with your enterprise software distribution tool (e.g., Microsoft SMS)
    d. Regardless of which software distribution approach is selected, the installation process will uninstall the Release 3.3 software automatically before installing the Release 3.4.1 software.

   > NOTE: The user will be prompted to exit all applications prior to installation.

   > NOTE: When the upgrade completes, users will be prompted to reboot .Acceleration will be disabled (indicated by the gray taskbar icon) until the reboot occurs; at that time, the upgrade process will complete and the client will reconnect to the server and begin accelerating, and the icon will turn green.

Upgrading from a version prior to 3.3.1342.4

When upgrading from any version of MCA prior to version 3.3.1342.4, it is necessary to completely uninstall both the client and the server software. See the MCA Administration Guide for a detailed description of install and uninstall procedures.

Note that once every client machine has been successfully upgraded, it is worth re-enabling component upgrades so that future upgrades to the server will be automatically distributed to the clients.

Downgrading to an earlier version of software

In order to downgrade from 3.4.1 to 3.4.0, on the server
>	Enable Component Downgrades
>	Uninstall 3.4.1. Re-install 3.4.0 and restart the server

In order to downgrade to a version prior to 3.4.0, it is necessary to completely uninstall both the client software installation and the server installation. See the MCA Administration Guide for a detailed description of install and uninstall procedures. After downgrading, configurations may need to be manually re-entered.

Operating Considerations

Interoperability Considerations

MCA is incompatible with the APC InfraStruXure Manager client.
>	*Workaround: Uninstall the APC InfraStruXure Manager client.*

MCA is incompatible with Microsoft Firewall Client (MFC) for ISA Server. This incompatibility is caused by a LSP conflict and applies to all versions of MFC on all OSs.
>	*Workaround: Uninstall Microsoft Firewall Client.*

Installing Trend Micro Internet Security 2007 after installing MCA causes MCA to cease accelerating CIFS SMB connections. Trend Micro Security 2007 intercepts data before it gets to the client, so the data bypasses the client. (The client is not in bypass mode, it is just not receiving data from the client process.) When this occurs, the user will not see the connection statistics increment on the client and will not experience acceleration.

When interoperating with the CheckPoint IPsec VPN client, the network monitoring feature on the client should not be enabled. Note that this feature is disabled by default.

Acceleration Performance Considerations

The MCA client will not function if the user logs in using Microsoft Windows Guest accounts.

MCA will only accelerate the first user that logs into a computer. For example, if a user is logged-in locally, and another user logs into the same machine via remote terminal services, only the local user's sessions will be accelerated. Also, if Fast User Switching is used, only the sessions associated with the user that logged-in first will be accelerated.

MCA should be configured in a production mode (i.e., configured as a subordinate CA to the enterprise CA) when accelerating the following:
   a.   HTTPS from browsers other than Internet Explorer.
   b.   Encrypted Oracle Forms traffic

When persistent sessions are employed, a DNS name must be used to refer to the MCA server.

Transparent CIFS SMB does not support the persistent sessions feature. Connections opened via transparent CIFS SMB will not be maintained when a short network outage occurs.

When using Outlook 2007 with Exchange 2007, the Meeting Room Request feature is not supported.
Workaround: Disable Outlook 12 protocol optimization for those users who require this feature.

Management Considerations

The MCA Manager statistics for client sessions may not match client-side statistics, as the MCA Server is updated less frequently than the MCA client.

Once delta cache encryption has been enabled on the client or server, it cannot be disabled via MCA Manager.

Open and Resolved Caveats

Software version 3.4.1 Open Caveats

Installation issues

- Unable to download client distributions via GUI interface if inetpub is not installed on the C: drive.
  Workaround: Install MCA Manager on the C: drive.

  You may receive the error "Failed to package distribution. Could not set address properly on installer" when creating a client distribution in MCA Manager. This error can occur if MCA Manager/.NET Runtime is installed on a Windows machine that is a Domain Controller. Some manual configuration of ASP.NET and Windows is required to avoid this error. See this URL for more info:
  http://support.microsoft.com/kb/315158
  Workaround: Do not install MCA on a Windows Domain Controller.

Management issues

- MCA Manager in Debug and URL-only logging modes does not function properly.

- The MCA Manager log viewer timeline filter does not function properly.

- The MCA Manager control to reset default settings on the Client Configuration > File Settings page does not function properly.

- MCA may incorrectly report a failure to start when, in fact, MCA did start. When this occurs, the Windows Service Control Manager will pop up a message that states "At least one service or driver failed during system startup. Use Event Viewer to examine the event log for details." When the Event Viewer's system log is then viewed, it will indicate the following error message "The MCA service hung on starting". These messages should be ignored.

- SNMP traps are incorrectly reporting the OIDs, so the OIDs do not match the documentation.
  Workaround. See separate note with 3.4.1 MIB.

Performance issues

- Application protocol optimization is not supported for MAPI 2000 and earlier.
  Workaround: When accelerating email traffic from an Exchange 2000 or earlier server, set the acceleration mode for all Outlook version to generic on the Client Configuration > Proxied Process

> list screen. Similarly, when accelerating email traffic to clients running Outlook version 9 or earlier, set the Outlook version 9 acceleration mode to generic. These settings ensure that MAPI transport optimization and data reduction/compression techniques are applied.

- Acceleration of signed SMB traffic between Vista clients and Windows Server 2008 is not supported.
  > *Workaround: Disable SMB signing on the file server.*

- CIFS optimization is supported for SMB over TCP or NetBIOS over TCP, but not both simultaneously.

Authentication issues

- When logged into a computer via domain credentials and attempting to map a drive with a different set of credentials, user is prompted for credentials multiple times.

- MCA causes extra prompts for credentials when a user accesses a file server by IP address, or when the CIFS client cannot use Kerberos authentication with the file server.
  > *Workaround: Use host names instead of IP addresses.*

- XP users cannot join a domain while MCA client is running and Vista users cannot join a domain when the client is installed.
  > *Workaround: XP users should exit the MCA client before trying to join the domain.*

Software version 3.4.1 Resolved Caveats

Performance issues

- Acceleration performance for Outlook online mode has been enhanced and attachments are now accelerated properly.

- When high speed bypass is enabled, and the user activates a new network connection (e.g., user was connected to LAN and then enables the wireless connection), the MCA session no longer enters a bypass mode until the MCA session is restarted.

- When latency-based bypass is enabled, and the user migrates from a high latency network connection to a low latency network connection (e.g., transitions from air card to LAN) the CIFS SMB traffic over the LAN now properly bypasses MCA until the MCA session is restarted.

- MCA now re-resolves host DNS upon detection of a newly active network interface.

- Handling of HTTP/S chunking and malformed HTTP responses from web servers was improved.

- MCA now handles the case where there is a very high latency connection between MCA and the file server.

Management issues

MCA Manager messaging is no longer limited to sending messages to a single MCA client at a time.

Valid delta cache statistics are now reported on the client and on MCA Manager.

When HTTPS acceleration is enabled, delta caching of the HTTPS traffic can now be disabled.

When running on the Windows Server 2003 x64 operating system, MCA Manager statistics reporting would intermittently stop. This has been fixed.

Statistics are now displayed properly when using Operating System language localization on the MCA server.

When the administrator creates the client delta cache under [ALL USERS], users with limited access permissions can now access their local delta cache file.

When managing globally distributed MCA server farms, in the event the MCA Controller server goes down, Worker servers will now continue to use the server farm mapping information that was previously received from the Controller until the same Controller or a new Controller is back online.

Installation issues

The MCA client uninstall now removes the \ICT folder and files in that folder.