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Nortel VPN Client Release Notes — VPN Client Software Release 7.01.251

The logo consists of the word "NORTEL" in a bold, sans-serif font. The letter "O" is stylized with a circular graphic element that overlaps it, resembling a globe or a network node.

NORTEL

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New in this release

The following sections details what's new in *Nortel VPN Client Release Notes — VPN Client Software Release 7.01.251* (NN46110-400).

- [“Features”](#)
- [“Other changes”](#)

Features

There are no feature-related changes for this release.

Other changes

See the following section for information about changes that are not feature-related.

Document changes

The following information is updated for this release:

- [“Customer issues fixed in this release” on page 17](#)

How to get help

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

Finding the latest updates on the Nortel Web site

The content of this documentation was current at the time the product was released. To check for updates to the latest documentation and software for the Client, go to:

www.nortel.com/support

Select Security & VPN and then, in the section called Virtual Private Networking (VPN), IPSEC, and SSL, click the appropriate VPN Router product.

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 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.

Preface

These release notes contain the latest information about Nortel VPN Client Version 7.01.251.

Before you begin

This document is intended for network managers who are responsible for the Nortel VPN Client. It is assumed that you have experience with windowing systems or graphical user interfaces (GUI) and familiarity with network management.

Text conventions

This guide uses the following text conventions:

- | | |
|--------------------------|---|
| angle brackets (<>) | Indicate that you choose the text to enter based on the description inside the brackets. Do not type the brackets when entering the command.
Example: If the command syntax is ping <ip_address> , you enter ping 192.32.10.12 |
| bold Courier text | Indicates command names and options and text that you need to enter.
Example: Use the show health command.
Example: Enter terminal paging {off on} . |

braces ({})	<p>Indicate required elements in syntax descriptions where there is more than one option. You must choose only one of the options. Do not type the braces when entering the command.</p> <p>Example: If the command syntax is ldap-server source {external internal}, you must enter either ldap-server source external or ldap-server source internal, but not both.</p>
brackets ([])	<p>Indicate optional elements in syntax descriptions. Do not type the brackets when entering the command.</p> <p>Example: If the command syntax is show ntp [associations], you can enter either show ntp or show ntp associations.</p> <p>Example: If the command syntax is default rsvp [token-bucket {depth rate}], you can enter default rsvp, default rsvp token-bucket depth, or default rsvp token-bucket rate.</p>
<i>italic text</i>	<p>Indicates new terms, book titles, and variables in command syntax descriptions. Where a variable is two or more words, the words are connected by an underscore.</p> <p>Example: If the command syntax is ping <ip_address>, <i>ip_address</i> is one variable and you substitute one value for it.</p>
plain Courier text	<p>Indicates system output, for example, prompts and system messages.</p> <p>Example: File not found.</p>
separator (>)	<p>Shows menu paths.</p> <p>Example: Choose Status > Health Check.</p>

Related publications

For more information about the Nortel VPN Router, refer to the following publications:

- *Nortel VPN Router Configuration — Client* (NN46110-306) introduces the client product and provides information about initial setup and configuration.

- *Nortel VPN Router Configuration — Tunnel Guard* (NN46110-307) provides information about configuring and using the Tunnel Guard feature.

Hard-copy technical manuals

You can print selected technical manuals and release notes free, directly from the Internet. Go to www.nortel.com/documentation, find the product for which you need documentation, and locate the specific category and model, or version, for your hardware or software product. Use Adobe Reader to open the manuals and release notes, search for the sections you need, and print them on most standard printers. Go to the Adobe Systems Web site at www.adobe.com to download a free copy of the Adobe Reader.

Chapter 1

Overview

The Nortel VPN Client version 7.01.251 release includes software fixes made after the release of VPN Client 7.01. The Nortel VPN Client was formerly called the Contivity VPN Client.

Supported platforms

This client release supports the following Microsoft operating systems:

- Windows XP Home, Windows XP Professional, and Windows XP Tablet
- Windows 2000.



Note: Version 4.91 is the last release that provides support for the Windows 98 and Windows ME operating systems.



Note: Client software version 6.07 is currently the only client supported on Windows Vista.

Although you can install the client on older versions of Microsoft operating systems, Nortel provides support only for Windows XP and Windows 2000. The client is supported with all Microsoft supported service packs for each operating system.

New features

There are no new features for this release.

Restricted product—export license requirement

This product incorporates encryption technology that is highly restricted and can require an export license from the US Department of Commerce, Bureau of Export Administration, prior to international shipment.

A product that incorporates encryption with a key length up to 56 bits can be eligible for international shipment pursuant to a license exception. However, any product that incorporates encryption technology exceeding 56 bits requires an export license from the US Department of Commerce.

Pursuant to such license, the product can be marketed and sold only to a limited class of international users. Any entity, other than Nortel, that wants to export this product must first obtain license approval from the US Department of Commerce.

Further, the user of this product cannot re-export, transfer, or divert the product to any country to which such re-exports are restricted or embargoed under United States export control laws and regulations, or to any national or resident of such restricted or embargoed countries, or provide the product to any military end user or for any military end use, including the design, development, or production of any chemical, nuclear, or biological weapons.

Chapter 2

Issues and considerations

This chapter describes issues resolved and considerations that apply to Version 7.01.251 of the Nortel VPN Client.

Customer issues fixed in this release

Where applicable, customer issues resolved in the 6.01 Client stream up to and including V6.01.120 have been merged into this release.

[Table 1](#) lists customer issues from release 7.01 that are fixed in release 7.01.251.

Table 1 Customer issues fixed in version 7.01.251

CR	Description
Q01581159	Using custom CAB files may cause a custom install of the Nortel VPN Client to fail.
Q01614760	The 7.01 Nortel VPN Client custom icons do not install properly when following the steps outlined in the Client Installation Guide.
Q01673947	The absence of MS IPSec service causes an install failure on the Nortel VPN Client.

Nortel VPN Client considerations

You must have admin privileges to install the VPN Client and you must copy the Client installation files to a local drive.



Note: You can lose network connectivity for a short time during the Client installation, but connectivity returns after the installation. In some instances, this causes problems with running network applications. To avoid any problems, always exit all programs before starting the installation process.

NVR7.01 upgrade process fails on new Win2000 machine

An upgrade may not complete after reboot on a new Win2000 machine. To workaroud this issue, restart the installer and it finishes correctly.

Fast switching on Windows XP

Depending on how you install it, the VPN Client behaves differently after installing Fast User Switch in Windows XP. The VPN Client disconnects after a Fast Switch if you install it as an application. The tunnel stays up after a fast switch if you install the VPN Client as a service. As a feature, the status icon does not show up for any user other than the user who started the tunnel.

Some files do not clean up properly if you uninstall the VPN Client after a fast switch while the tunnel is active. If you do run into this situation and want to properly uninstall the NVC, first install it and then uninstall it.

Interface selection by Nortel VPN Client

As a feature of IPSec Mobility, the VPN Client roams to the best interface if multiple interfaces are available. Currently, the VPN Client prioritizes the interface based on its Interface Metric. For example, you can use Interface Metric to notify the VPN Client to use Ethernet over wireless.

On Windows 2000, the Interface Metric is manually set from Interface Properties > Internet Protocol (TCP/IP) Properties > Advanced > Interface Metric. Windows XP automatically sets this value based on the interface speed.

Restricted mode operation

When you start the VPN Client from the NNGINA, it must run in restricted mode. Restricted mode secures and disables some VPN Client dialog buttons and menus. The following VPN Client menu items and dialog buttons are disabled in restricted mode:

Menus:

- File Menu
 - New
 - Connection Wizard
 - Save
 - Delete
 - Create Shortcut
- Options Menu - None
- Help Menu
 - Contents
 - Search...
- Entrust tool menu
 - New
 - Open
 - Open From Smartcard
 - Password Change
 - Recover Profile
- Verisign tool menu
 - Recover
 - View File
 - Change Password

Dialog buttons:

- Challenge Response Token Options
 - *Browse* disabled
- Screen Saver Settings Incorrect

- *Control Panel* disabled

Successful completion of the tunnel connection and the Windows logon restores these controls.

If the tunnel is terminated and you remain logged on to the system, the restricted mode is not restored. You have full control of the VPN Client options when you successfully complete a Windows logon.

Windows 2000 delay

After rebooting a Windows 2000 PC, you may not be able to run the Client immediately because Windows has not completed the startup. If you try to run the Client during this period, there is a delay before you see the Client application.

Windows 2000 or XP running as a service can present a security issue

When installed as a service to provide domain login, the Client runs under the LOCAL SYSTEM account as an interactive service. This means that all dialog boxes presented to you on that system are running under the system account and may provide access to other users' files on that system. If this is an issue, install and run the Client as an application.

Nonprivileged users can affect system phone book entries

On the Windows 2000 platform, you can modify or delete entries from the All Users phone book.

Windows 2000 dialup icon in task bar issues

When installed as a service to provide domain login, the Client remains running when you log off and then log on to the Windows NT domain, reachable on the private side of the switch. When you connect using a dialup connection, those dialup connections created for All Users persist over a logoff/logon sequence, and

appear in the task bar when the Client logs back on. Dialup connections created as user dialup connections persist over a logoff/logon sequence, but are not available in the task bar after you log on. This is a problem when trying to disconnect the dialup connection.

Create the dialup connections for All Users if you plan to use the domain login feature. Another option is to invoke the dialup connection by name from the system start menu: Start > Settings > Network and Dialup connections > YourDialupName. By selecting a dialup connection, you activate the application that alerts the Microsoft Dialup application to repaint the icon on the task bar.

Client auto connect limitation

The maximum number of auto connect networks is 32.

Using the comma delimiter in the DOS command line

You cannot enter a comma as a parameter at the DOS command line prompt, because the comma is used as the parameter delimiter.

Client policy definition

Because the password expiration check now uses port 586, you must define TCP client port 586 within your Client policy to ensure that the policy does not fail. When the Client needs to connect to a remote port that is greater than 1024 and, at the same time, the local port number is also greater than 1024, the Client must specify the Client rules separately, as shown in the following example:

```
Tcp: Local (10.44.128.240:1068) Remote (192.10.155.2:8088)  
State (Established)
```

or

```
Tcp: Local (10.4.127.102:1068) Remote (192.35.217.195:17027)  
State (SYN_Sent)
```

In both cases, the remote ports are greater than 1024. You can no longer define the wildcard policy rules as follows to cover either case:

```
TCP Client 0  
UDP Client 0
```

You need separated Client policy rules in this situation. America Online V5.0 web browser is not supported. America Online V5.0 includes an integrated web browser that uses a web proxy. The integrated web browser conflicts with the use of IPsec and PPTP tunnels.

With an IPsec or PPTP tunnel running, you cannot access any web sites while using the AOL V5.0 integrated web browser. Do not use the AOL V5.0 integrated web browser. Use another web browser, such as Internet Explorer or Netscape Navigator.

WinPOET incompatibility

Versions 2.1 and earlier of WinPOET are incompatible with intermediate filter drivers, including the VPN Client filter driver. This problem is resolved in later versions of WinPOET.

Entrust internal error

If you use the Connection Wizard to request an Entrust Digital Certificate and log on as a user without administrative privileges, you may see “Error: open of log file failed.” If you see “Error: open of log file failed; error 13 File ...\other\elog.cpp LINE 721,” it indicates that you do not have access rights to certain Entrust files or directories.

Log off issue when running as a service

When you run the VPN Client as a service under Windows 2000 or Windows XP, you may not be able to log off after you log on and log off several times. This is a known Windows issue when using an NT service with an active GUI interface. The workaround for this issue is to first disconnect the VPN Client service and then log off.

Reboot required after uninstalling the Client

You should reboot the PC if you plan to install the VPN Client immediately after uninstalling a previous version. Failing to reboot the PC after uninstalling, and before installing the new version, can cause driver errors.

Version 7.01.251 known anomalies

There are no known anomalies for Nortel VPN Client Version 7.01.251.

