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Nortel VPN Router Release Notes — Client Software Release 7.01

NORTEL

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Preface

These release notes contain the latest information about Nortel VPN Client version 7.01.

Before you begin

The *Nortel VPN Router Release Notes — Client Software Release 7.01* are 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 — TunnelGuard (NN46110-307)* provides information about configuring and using the TunnelGuard 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.

How to get help

This section 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 Client, click one of the following links:

Link to	Takes you directly to the
Latest software	Nortel page for VPN Client software located at: www130.nortelnetworks.com/cgi-bin/eserv/cs/main.jsp?cscat=SOFTWARE&resetFilter=1&poiid=10621

Link to	Takes you directly to the
Latest documentation	Nortel page for VPN Client documentation located at: <code>www130.nortelnetworks.com/cgi-bin/eserv/cs/main.jsp?cscat=DOCUMENTATION&resetFilter=1&poid=10621</code>

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.

Chapter 1

Overview

The Nortel VPN Client version 7.01 release includes software fixes and new features added since version 6.01. 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.

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

The following features are new in *Nortel VPN Router Configuration — Client* (NN46110-306) for Release 7.01:

[MSI installer](#)

[Optimizing the TCP window](#)

[NNGINA enhancements](#)

[Application launch](#)

MSI installer

Microsoft Windows Installer (MSI) is a new installation method used in release 7.01 and replaces InstallShield InstallScript.

There are three types of MSI kits:

- Standard—The Standard kit is a single NVCSetup.exe file in compressed, self-extracting format.
- Standard with MSI engine—The Standard with MSI engine kit is a single NVCSetup_WithMSI.exe file in compressed, self-extracting format.
- Custom—The Custom kit is an uncompressed version of the Standard with MSI engine kit.

You can install MSI using the graphical user interface (GUI) or the command line interface (CLI).

For more information, see *Nortel VPN Router Configuration — Client* (NN46110-306).

Optimizing the TCP window

When you enable **Optimize TCP**, the Nortel VPN Client queries the following:

- the TCP window size of the current physical adapter interface with which the tunnel is established
- the TCP window size of the VPN adapter interface through the Windows registry

If these two window sizes do not match, the VPN Client resets the TCP window size for the VPN adapter to match the TCP window size of the physical adapter. This restarts the VPN driver to establish the new TCP window size on the VPN adapter interface if the user has administrator rights. For users without administrator rights, the new optimized TCP window size for the VPN adapter takes effect after the reboot.

After the new TCP window size takes effect, you can establish a tunnel.

When you disable **Optimize TCP**, the VPN adapter takes the Windows default TCP window size.

For more information, see *Nortel VPN Router Configuration — Client* (NN46110-306).

NNGINA enhancements

To successfully start the VPN Client in previous versions of NNGINA, a user must have logged on to the target domain at least once from the local system to create a cached user profile. The enhancement to NNGINA no longer requires a user's cached profile, or for the user to have logged on to the target domain at least once before using NNGINA to log on. Also, because the tunnel is established prior to Windows authentication, you can update Windows domain group policy during the course of normal user log on.

For more information, see *Nortel VPN Router Configuration — Client* (NN46110-306).

Application launch

You use application launch to start a user-defined application before launching the Nortel VPN Client. You can enter detailed information about the application launch and you can configure the connection timeout if your user account has administrator rights.

For more information, see *Nortel VPN Router Configuration — Client* (NN46110-306).

Chapter 2

Issues and considerations

This chapter describes issues resolved since version 6.01 and considerations that apply to version 7.01 release of the Nortel VPN Client.

Customer issues fixed in this release

[Table 1](#) lists customer issues from release 6.01 that are fixed in release 7.01.

Table 1 Customer issues fixed in version 7.01

CR	Description
Q00891058	A pop-up message now appears on the client's PC when the user's Entrust certificate key is updated or renewed.
Q01011549-01	Use of an Entrust certificate no longer results in a delay during logon. The Client now allows selection of a subordinate CA certificate. To avoid errors when a certificate with the same subject DN as the Issuer is present in the Intermediate store (Entrust Event Certificate) or CA certificate rollover, Nortel recommends that customers use the new Certificate Chain Verification Functions.
Q01067139	GinaClientTimeOut maximum allowable value is increased from 120 to 900 to allow a longer time-out.
Q01079047	When you use Autoconnect, you no longer receive an error message saying <i>Profile specified does not exist</i> . Autoconnect now works.
Q01190761	After a PC restart, GINA now saves the credential entered in the login window. The user does not have to re-enter the id or the domain.
Q01192465	The text box that collects the SecureID token code in the VPN Client dialog box now appears correctly after you move the Windows XP task bar to either the left or the top of the screen. The location of the text box used to change.
Q01226168	VPN Client is now compatible with the InfoExpress Client.

Table 1 Customer issues fixed in version 7.01 (continued)

CR	Description
Q01231046-01	You no longer receive an error message when you create a shortcut for the Client connection profile to your desktop and then click the icon.
Q01257968	The restriction on maximum number of routes for inverse split tunneling is removed. 128 routes was the maximum number allowed. The VPN Client now allows any number of these routes.
Q01297125	There is no longer a filter driver binding check failure for <i>Windows Mobile-based Device</i> adapter. The binding check algorithm is improved.
Q01304216	Data now transmits without interruption when applications send bursts of traffic over the VPN tunnel.
Q01308927	The VPN Group Password is now saved.
Q01322574	Fragmented frames are now decrypted properly by the NVC when AES encryption is used with no compression.
Q01327368	Packets marked with a DiffServ Code Point (DSCP) value other than zero are now processed correctly. Some of these packets were discarded incorrectly, or corrupted.
Q01399631-01	MS CAPI certificate selection no longer has certificates with an empty subject.
Q01404677-02	A PC can now go to suspended mode with the VPN Client.
Q01415017	There is now a blank username field every time users launch the Client.
Q01419547-02	Entrust ID Guard now works with the V7.01Client.
Q00495667	You can now customize the title bar at the login window.

Nortel VPN Client considerations

The following sections describe 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 should return 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 workaround 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 known anomalies

The following sections describe issues that Nortel has determined need to be corrected in a future release, but are not fixed in the current release.

Q01376384-01—VPN Router Client keepalive log messages are not correct when using NAT Traversal

When NAT Traversal is in use, the client sends out NAT keepalives every NAT keepalive timer interval (default 18 seconds). However, the message the Client logs when it sends these keepalives is misleading, which makes it difficult to troubleshoot keepalive issues.

Q01377196-01—Client ISAKMP keepalive mechanism is inconsistent when using NAT Traversal

When a Client connects, it sends a NAT Traversal keepalive and an ISAKMP keepalive every 18 seconds. If an ISAKMP keepalive response does not respond to the client, the client stops sending the ISAKMP keepalives every 18 seconds and starts sending the ISAKMP keepalives at one-half the failover tuning timer rate (whatever it is set for). This behavior makes it difficult to troubleshoot Client keepalive issues.

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.

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