



Avaya VPN Client Release Notes

VPN Client Software

Release 10.01

Document Status: **Standard**

Document Number: **NN46110-411**

Document Version: **04.01**

Date: **December 2010**



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For the most current versions of documentation, see the Avaya Support. Web site: <http://www.avaya.com/support>

Contact Avaya Support

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New in this release

The following sections details what's new in *Avaya VPN Client Release Notes — VPN Client Software Release 10.01* (NN46110-400).

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

Features

Release 10.01 is a completely new Avaya VPN Client for the Microsoft Windows Vista operating system. Release 10.01 runs only on the Windows Vista operating system.

See *Avaya VPN Client — Configuration* (NN46110-509) for more information on how to configure the Avaya VPN Client for Windows Vista.

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](#)

Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to <http://www.avaya.com/support> or go to one of the pages listed in the following sections.

Navigation

- “Getting technical documentation” on page 7
- “Getting product training” on page 7
- “Getting help from a distributor or reseller” on page 7
- “Getting technical support from the Avaya Web site” on page 7

Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to <http://www.avaya.com/support>.

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The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at <http://www.avaya.com/support>.

Preface

These release notes contain the latest information about Avaya VPN Client Version 10.01.050

Before you begin

This document is intended for network managers who are responsible for the Avaya 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 ({}) | 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.
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. |

brackets ([])	Indicate optional elements in syntax descriptions. Do not type the brackets when entering the command. Example: If the command syntax is show ntp [associations] , you can enter either show ntp or show ntp associations . 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 .
<i>italic text</i>	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. Example: If the command syntax is ping <ip_address> , <i>ip_address</i> is one variable and you substitute one value for it.
plain Courier text	Indicates system output, for example, prompts and system messages. Example: File not found.
separator (>)	Shows menu paths. Example: Choose Status > Health Check.
vertical line ()	Separates choices for command keywords and arguments. Enter only one of the choices. Do not type the vertical line when entering the command. Example: If the command syntax is terminal paging {off on} , you enter either terminal paging off or terminal paging on , but not both.

Related publications

For more information about the Avaya VPN Client, refer to the following publications:

- *Avaya VPN Client — Configuration* (NN46110-509) introduces the client product and provides information about initial setup and configuration.

- *Avaya VPN Client — Installation and Upgrades* (NN46110-412) provides information about required tasks to install and upgrade the Client software.
- *Avaya VPN Router Configuration — Tunnel Guard* (NN46110-307) provides information about configuring and using the Tunnel Guard feature.

Hard-copy technical manuals

To print selected technical manuals and release notes free, directly from the Internet, go to www.avaya.com. Find the product for which you need documentation, then 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. For more information about a free copy of the Adobe Reader, go to the Adobe Systems Web site: www.adobe.com.

Chapter 1

Overview

The Avaya VPN Client version 10.01 release includes all software fixes to date.

Supported platforms

This client release supports the following Microsoft operating systems:

- Windows Vista

Features

Client for 32-bit and 64-bit Windows Vista

Avaya VPN Client release 10.01 is a completely new Avaya VPN Client that supports 32-bit and 64-bit Microsoft Windows Vista operating systems. Release 10.01 runs only on the Windows Vista operating system.

For information about how to install AVC on Windows Vista, see *Avaya VPN Client — Installation and Upgrades* (NN46110-412).

Custom installation

Release 10.01 provides customization for user profiles, user configuration, and machine configuration data. As well, there are new icons and images.

For information about how to customize installation, see *Avaya VPN Client — Installation and Upgrades* (NN46110-412).

Redesigned GUI

Changes to the GUI include creating Internet Protocol security (IPsec) and Secure Sockets Layer (SSL) profiles using a wizard and main GUI, as well as configuring proxies, launching applications, managing options, importing certificates, and using a third-party API. There is also a redesigned status monitor and system tray icon.

For more information on how to use the GUI and Client functions, see *Avaya VPN Client — Configuration* (NN46110-509).

Pre-Logon Access Provider (PLAP)

Release 10.01 replaces the Avaya GINA (NNGINA) used in previous versions as well as adding a new type of prelogon service called the Pre-Logon Access Provider. You can use PLAP to bring up a VPN tunnel before logging on a Windows domain.

For more information on how to start the PLAP, see *Avaya VPN Client — Configuration* (NN46110-509).

Command line options

You can create a profile, start and stop the AVC, as well as retrieving Help and banner information using command line in DOS.

For more information on how to use the command lines, see *Avaya VPN Client — Configuration* (NN46110-509).

Application launch

You can automatically launch a third party application immediately before or after connecting with the AVC.

For more information on how to use the application, see *Avaya VPN Client — Configuration* (NN46110-509).

Third-party API

The third-party API provides you with the ability to start, monitor and stop VPN tunnels under a C/C++ program's control.

For more information on how to use third-party API, see *Avaya VPN Client — Configuration* (NN46110-509).

Logging

New logging functions allow you to control and view the event logs.

For more information on how to use logging functions, see *Avaya VPN Client — Configuration* (NN46110-509).

Chapter 2

Issues and considerations

This chapter describes issues resolved and considerations that apply to Version 10.01.050 of the Avaya VPN Client.

Customer issues fixed in this release

There are no issues fixed in AVC release 10.01.

Version 10.01 considerations

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

Q01887509— IPsec tunnels send a passive keepalive every 15 seconds

In order to work around a possible issue with traffic flows timing-out in Microsoft Vista, the client sends passive keepalive packets to the server at an interval of 15 seconds.

Q01881759—Long delays at launch

In some cases the launching of the AVC application may take longer than expected. In extreme cases the delay may be two or more minutes. Such a symptom may be due to .NET CRL checking behavior associated with an application that has a Microsoft Authenticode signature. Microsoft has documented this as a known issue with .NET Framework and has made a fix available. You can find more information on .NET at <http://support.microsoft.com/kb/936707>. Note that Avaya provides the necessary exe.config file mentioned in the MS KB article. This file is put into place by the client installation.

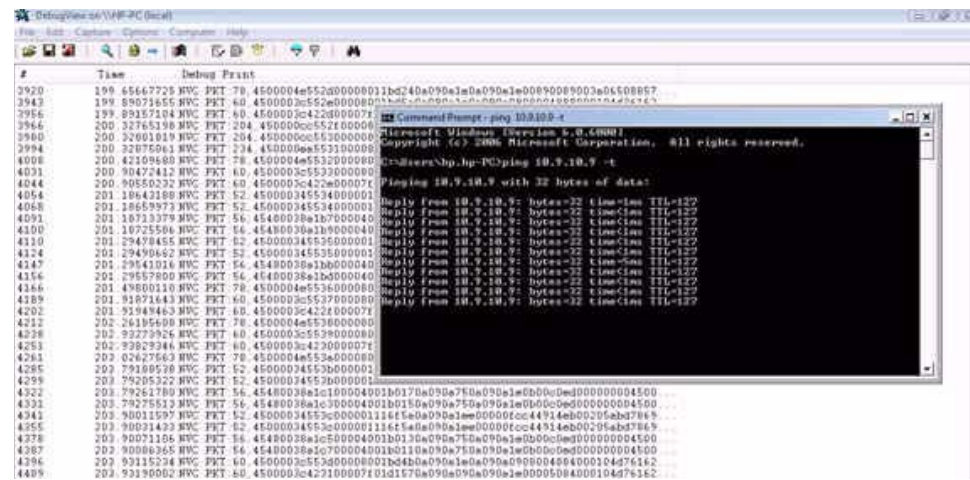
Q01925268 — 10.01 AVC: Inaccurate packet capture with Wireshark

Live packet capture currently not supported with AVC 10.01 client in this release. Use the following workaround using DebugView. Please see the following CR for more details: **Q01927820 — Please enhance the format of clear text packets.**

To capture packets with DebugView and convert the captured file into a .cap file, complete the following:

- 1 From AVC, chose **Edit the profile, Manage Options**, and then check **Enable dumping clear text packets**.
- 2 From your desktop, right-click on DebugView, and open with administrative rights on Vista.
- 3 From the DebugView Filter window, create a filter for NVC PKT. to remove extra information from DebugView, Type **nvc.pkt** into the **Include** box and then click **OK**.
- 4 From DebugView, click **Capture** from the overhead menu, and then select the following options for packet capturing:
 - Capture Win32
 - Capture Kernel
 - Enable Verbose Kernel Output
 - Pass-Through
 - Capture Events
- 5 Bring up the tunnel and start passing data. Logged packets in DebugView appear as shown in [Figure 1 on page 19](#).

Figure 1 DebugView logs



- 6 After capturing enough packets, from DebugView chose **File, Save** to save the log.

- 7 From your desktop, right-click on the NVCPacketParser Utility, and open with administrative rights on Vista. The Packet Parser window appears. From the Packet Parser window, click **File, Open** to open the created log file.
- 8 From Packet Parser, click **File, Convert** to convert the log file into a .cap file.
- 9 You can now use WireShark for opening and analyzing the capture.

Q01906688 — Application launch: Pre launch is not working for failover profiles.

Application prelaunch is not supported for failover profiles.

Q01924220-01 — Beta trial V10_01 Web browsing through a client tunnel using Internet Explorer 7 is very slow.

Using Internet Explorer version 7, a user may experience slowness when browsing or downloading from websites. In addition, this problem is exacerbated when the client connection is using NAT Traversal.

Version 10.01 known anomalies

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

Q01920141 — Cannot connect with AVC with certificate from SafeNet ikey

You cannot make a VPN tunnel with a certificate to work with Safenet ikeys 2000 and 2032.

Q01932592 — PLAP with certificates on smartcards is not functioning correctly

You cannot use the Prelogon Access Provider (PLAP) functionality in conjunction with digital certificate authentication. For PLAP to work with digital certificates, it requires a smartcard however, at this time, smartcards are not supported with PLAP. When you attempt to make a connection, the error message `Failed to connect to following reason: Authentication failure` appears. You can use digital certificates, including those used with smartcards, for VPN authentication but not with PLAP.

Q01934399-01 — Certificate authentication using subj alt name on 10.01 AVC client not working

When using subject alternative name certificate authentication on release 10.01 AVC, the client software sends only the first character for email and DNS subject alternative name. For ipaddress subject alternative name, an error shows during authentication on the NVR event log.

Q01930877 — 10.01 AVC: After the tunnel is down the remote desktop stops working

After raising a tunnel and then disconnecting it, when you try to connect with the Remote Desktop to the PC, the Remote Desktop stops working.

Q01938323 — 10.01 AVC: Traffic not going through the preferred interface

After enabling, for example, a wire connection as preferred over wireless, all traffic does not start and pass automatically through this connection, and Roaming does not function. You must manually disable the wireless connection to start Roaming and redirect all traffic through the wire line; the traffic continues to pass through the wireless interface.

Q01953716 — VPN Client 10.01 when installed with Juniper client causes Blue Screen

Windows systems with VPN Client version 10.01 and Juniper Odyssey client may experience blue screens. It is not recommended to attempt to host both clients on the same PC. This issue is under investigation by Avaya.

Q01955020 — 10.01 AVC: PLAP loading status icon failure

In rare cases the status icon might not appear automatically if a VPN tunnel is established before the user has logged on to Windows Vista. Start the VPN client manually to make the status icon appear in the system tray.

Q01959272 — 10.01 AVC client: Blue screen due to OfficeScan kernel error

A blue screen of death occurs when you configure the OfficeScan Firewall on a PC. This issue is caused by the kernel stack overflow error when connecting to the Virtual Private Network (VPN). This is known issue documented from Trend Micro web site at <http://esupport.trendmicro.com/support/viewxml.do?ContentID=EN-1036319&id=EN-1036319>. To resolve this, apply the latest patch for OSCE 8.0 and restart your PC.

Q01912733 — Avaya VPN Client Installation (NN46110-412): Quiet install does not work as documented.

When you use `/qn` (for Avaya VPN Client.msi) or `/s /v"/qn"` (for NortelVpnClient.exe) option, the OS hides the User Account Control (UAC) dialog for confirming administrative permission. In this scenario, the installation starts only if the command is Run as Administrator. The text in the Installation book will be updated at the next major 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.

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