Nortel VPN Client Release Notes — VPN Client Software Release 10.04.016

NORTEL

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Contents

New in this release

The following sections details what's new in *Nortel VPN Client Release Notes — VPN Client Software Release 10.04.016* (NN46110-411).

Features

- This release provides support to editions of Windows XP, Windows Vista and Windows 7 operating systems. See "Supported platforms" on page 17 for a full list of supported editions.
- On XP, this release provides domain logon through a Two-Step logon. See "Domain logon on XP using Two-step login" on page 17 for information on XP login.
- This release added automatic proxy detection. See "Automatic proxy detection" on page 17 for more information on automatic proxy detection.
- This release fixed a mobile adaptor support issue in Windows 7. See "Mobile Broadband Adapter support" on page 18

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:

- "Fixes and Enhancements in this Release" on page 19

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:
	http://support.nortel.com/go/ main.jsp?cscat=SOFTWARE&resetFilter=1&poid =10621
Latest documentation	Nortel page for **VPN Client** documentation located at:
	http://support.nortel.com/go/ main.jsp?cscat=DOCUMENTATION&resetFilter= 1&poid=10621

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Preface

These release notes contain the latest information about Nortel VPN Client
Version 10.04.016

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 ({})	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**.
italic text	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>, ip_address 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 Nortel VPN Client, refer to the following publications:

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

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

Hard-copy technical manuals

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Chapter 1
Overview

The Nortel VPN Client version 10.04 release includes all software fixes to date.

Supported platforms

This release provides support to the following Windows Single and Dual processor 32 and 64 bit operating system versions:

*   Windows 7: Home Basic, Home Premium, Professional, Enterprise and Ultimate
*   Vista: Home Basic, Home Premium, Business, Enterprise, and Ultimate
*   XP: Home, Professional, and Tablet

Domain logon on XP using Two-step login

NVC provides PLAP feature for domain logon on Vista and Windows 7 operating systems. On XP, domain logon is achieved through a Two-Step logon.

For information about how to login NVC on Windows XP, see *Nortel VPN Client — Configuration* (NN46110-509).

Automatic proxy detection

Release 10.01 detected only manually configured proxy information in Internet Explorer while 10.04 can also detect:

*   Automatic proxy detection using WPAD (Web Proxy Auto discovery Protocol)
*   Automatic proxy detection using PAC script files (Proxy Auto Configuration)

Figure 1 Automatic Proxy Detection
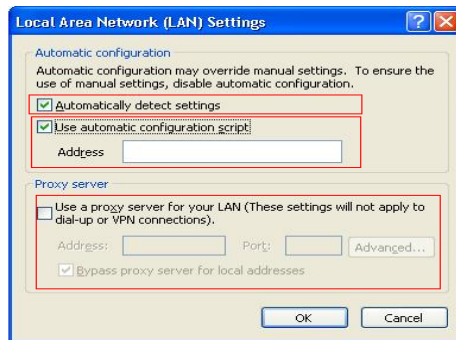
Mobile Broadband Adapter support

The following issue was fixed in Release 10.04: Windows 7 users can not establish VPN connection over the Mobile Broadband (MB) internet connection, but they can establish VPN connection on the same machine over WLAN connection.

Chapter 2
Issues and considerations

This chapter describes issues resolved and considerations that apply to Version 10.04.016 of the Nortel VPN Client.

Fixes and Enhancements in this Release

The following table lists issues fixed in NVC release 10.04.012

Table 1 Bugs fixed

Bug	Issue
Q02011571	Profiles can be edited while `NoChangeProfile` is set to true
Q02046562	Authentication fails in response only software token's new pin mode on Windows Vista
Q01961497-01	Enforcing screen saver password protection causes tunnel disconnection on 64-bit Windows Vista
Q02066665	Using RSA SecureID soft token for IPSec tunneling may cause authentication failure and unexpected exit
Q02036006	Added support of mobile broadband adapter on Windows 7
Q01922730	Added support for shortcut customization
Q01990731-01	Added support for CA certificate of user store
Q01925340	Added support for CRL verification of SSL server certificate
Q02088759	DNS Info is not getting deleted from registry even after an IPSec tunnel is disconnected
Q02087058	Added support for disconnect dialog's customization
Q02082665	DNS functionality is working intermittently
Q02069244	Certificate authentication fails with NVG
Q02065100	SSL tunnel up fails after upgrade install
Q02101997	Some vendors' NAT boxes may cause SSL tunnel time out

Table 1 Bugs fixed

Bug	Issue
Q02094191	Unable to bring up SSL tunnel with a server certificate that does not have CRL information
Q01778272-02	Added support for proxy auto configuration (PAC)
Q02050715	Added new parameter `HideDriverInstallWarningMsg` in NvcSetup.ini to control whether to hide the driver install warning messages on XP
Q02035248-01	Added support for installation in system account
Q02056359	File upload slow for IPSec Tunnel on Windows 7 and Vista
Q02118110	On very rare occasions, disconnecting IPSec tunnel may cause BSOD

Version 10.04 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 NVC 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 Nortel 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 NVC: Inaccurate packet capture with Wireshark

Live packet capture currently not supported with NVC 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 NVC, 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 the following figure.

Figure 2 DebugView logs
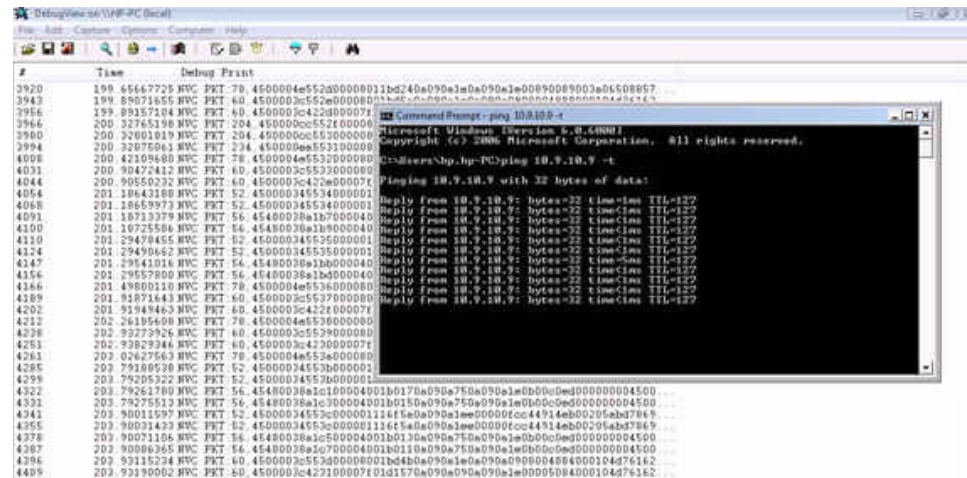
6 After capturing enough packets, from DebugView chose **File**, **Save** to save the log.

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**, **Conver**t 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.

Q02060663 — Other users' profiles won't be uninstalled

Private profiles are stored under each user's private directory. When a user (including system account) uninstall the client, other users' profiles won't be uninstalled.

Q02051419 — Modifying an installed NVC is not supported

Once NVC is installed, it can only be uninstalled or upgraded. The "Modify" option is not supported.

Q02106133 — Attempt to bring up SSL tunnel second time through PLAP fails

In NVC PLAP, if users bring up an SSL tunnel, disconnect it, and then try to connect again, they will get an error of "VPN Adapter activation failed".

Version 10.04 known anomalies

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

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 NVC client not working

When using subject alternative name certificate authentication on release 10.01 NVC, 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 NVC: 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.

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 Nortel.

Q01955020 — 10.01 NVC: 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 NVC client: Blue screen due to OfficeScan kernal 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.

Q01961512 — 10.01 NVC client: ghost tunnel on NVR if NVC tunnel fails (screen saver)

A ghost tunnel will appear on the NVR if the screen saver password or Client Screen Saver Activation Time fails. This does not happen on clients older than 10.01 because older clients send ISAKMP packets to disconnect and 10.01 does not.

This is present on both 32 bit and 64 bit operating systems.

Q01963942 — 10.01 NVC client: GUI does not launch with PLAP after the service is stopped

The GUI does not launch with PLAP after the PLAP service is stopped.

Q02102587— No PIN prompt for SmartCard authentication on Windows 7 and Vista

On Windows 7 and Vista, certain vendors' smart cards don't pop up PIN prompt when user tries to connect. The client simply goes directly to the Connect status window and will stay there indefinitely. This is because NVC's calling process is a service and those smart cards don't fully support service on Windows 7 and Vista (due to "Session 0 isolation"). So far, we found Aladdin eToken working fine with our client while Gemalto v5.5 and SafeNet iKey 2000/2032 having issues with PIN prompt.

Q02066099— Installing v10.x client after uninstalling of a legacy client (pre 10.01) needs a reboot in between

Before installing a v10.x client (v10.01 and later) on a machine that had a legacy client (pre v10.01) just uninstalled, a reboot must be performed. Otherwise, connecting the newly installed v10.x client may fail with ""general system error".

In v10.04 installer, a check has been added to detect the existence of legacy client. If it's detected, a warning message will block the installation and instruct user to uninstall the old client first and then reboot. The warning also reminds users to back up their profiles and configuration before uninstall.

NVC v10.01 installer doesn't have this check. In case users run into the situation that both the legacy client and v10.01 get installed, it's very important to follow procedure below to clean up the machine:

1 Uninstall 10.01.

2 Reboot the machine.

3 Repair the legacy client. Go to Control Panel (set it to classic view)->Programs and Features->right click on the legacy NVC and select Repair.

4 Uninstall the legacy NVC.

5 Reboot the machine.

6 Now, the machine is ready for a new install of v10.04.

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