Avaya VPN Client
Software Release 10.06 (build 022)

1. Release Summary

Release Date: June 22nd, 2012
Purpose: Software major release to include new features and address customer requests and software issues.

2. Important Notes before Upgrading to This Release

The following known issue affects Windows XP installations. It does not apply to Windows Vista or Windows 7.

Users who upgrade from a v10.05 or earlier release to v10.06 may receive the following error dialogue when attempting to establish an IPSec VPN tunnel – "Activation of VPN Adapter Failed". This issue occurs when AVC's filter adapter is not upgraded correctly during software installation.

Please refer to Section 9 (New Known Limitations) for further information.

3. Platforms Supported

Following operating systems are fully supported:
Microsoft Windows 7 (32-bit and 64-bit)
Microsoft Windows Vista (32-bit and 64-bit)
Microsoft Windows XP (32-bit and 64-bit)

Note: Windows 8 is not supported in this release. Please contact your Avaya account representative if you are interested in more information. Windows 8 will be supported in a future release. The release date will be consistent with Microsoft's official release date for Windows 8.

4. VPN Servers Supported

Avaya VPN Gateway
Avaya Secure Router
Avaya VPN Router *

* The Avaya VPN Router is EoMS (End of Manufacturing Support) for Software. Support services are provided for the client software only.

5. Version of Previous Release

Avaya VPN Client (AVC) v10.05_150

6. Compatibility

- **McAfee VirusScan** v8.8

User may experience Blue Screen of Death (BSOD) during VPN tunneling if McAfee VirusScan v8.8 is installed on the machine. It's due to an issue with McAfee driver mfewfpk.sys. McAfee provided a hot fix in October, 2011 and also embedded it into McAfee VirusScan v8.8 Repost 1. Please either apply the patch or use the v8.8 Repost 1.

- **Symantec Endpoint Protection v12.1**
  User may experience Blue Screen of Death (BSOD) if Symantec Endpoint Protection v12.1 is installed on the machine. This issue is being investigated.

- **Microsoft Internet Explorer v8** (on Windows XP)
  Microsoft has acknowledged that a bug exists in Internet Explorer 8 on Windows XP installations. Browsing websites (such as facebook.com) using Internet Explorer 8 may cause high CPU utilization.

- **6to4 adapters issue with Windows 7** (Microsoft KB980486)
  The following issue affects Windows 7 installations. A new Microsoft 6to4 adapter (for IPv6 to IPv4 translation) is unexpectedly created after you restart Windows 7. Over time the number of 6to4 adapters will increase and potentially lead to improper routing table alteration. This prevents the VPN Client from creating a VPN tunnel

  Microsoft has provided a hot fix for this problem: http://support.microsoft.com/kb/980486

- **Avaya NetDirect Client**
  The Avaya VPN Client (AVC) must not be installed on the same client machine in which either the Avaya VPN Gateway (AVG) NetDirect Installable Client (NDIC) or NetDirect portable client (ActiveX or Java-based) is installed, or vice-versa. Doing so may result in unexpected client behaviors. The AVC client may report "Failed to Activate the VPN Adapter". Ensure that conflicting clients are uninstalled prior to installation of either AVC or NDIC/NetDirect.

- **DNS issue with third party 3G/4G broadband adapters**
  By design, Windows operating systems will prioritize broadband NICs (Network Interface Cards) at a higher priority than standard locally attached NICs. This prioritization supersedes the DNS server information assigned by the Avaya VPN Client to the Avaya VPN NIC adapter installed on the host machine. Therefore, the Avaya VPN Client may not work as expected when used with 3G/4G Mobile Broadband adapters. Clients may experience the inability to correctly perform DNS (Domain Name System) address resolutions or resolve FQDN (Fully Qualified Domain Names). As a result applications may not function as expected if DNS or FQDN addresses are not resolved correctly.

  An optional workaround has been added in this release as noted in the Enhancement section and is only intended to be used by clients using Mobile Broadband adapters.

7. Changes in This Release

New Features

- **Two Factor Authentication (TFA)**
  The TFA mechanism introduced in this release is in compliance with the payment card industry security standards. It supports the dual authentication of "Certificate + Username/Password".

  This feature works with Avaya VPN Gateway (AVG) v9.0 and Avaya VPN Router (AVR). For more details about this feature, please refer to AVG, AVR and AVC's documents.

- **Profiles and Configuration import/export (wi01015489)**
 This feature allows users to import or export selected profiles and/or configurations.

  Users can only import profiles and configurations to which they have write access to.

The path selection textboxes for import and export are purposely put at different positions to help users distinguish the two dialogs from each other easily.

Notes:
1. Importing/Exporting between different versions of AVC may not work and is not recommended.
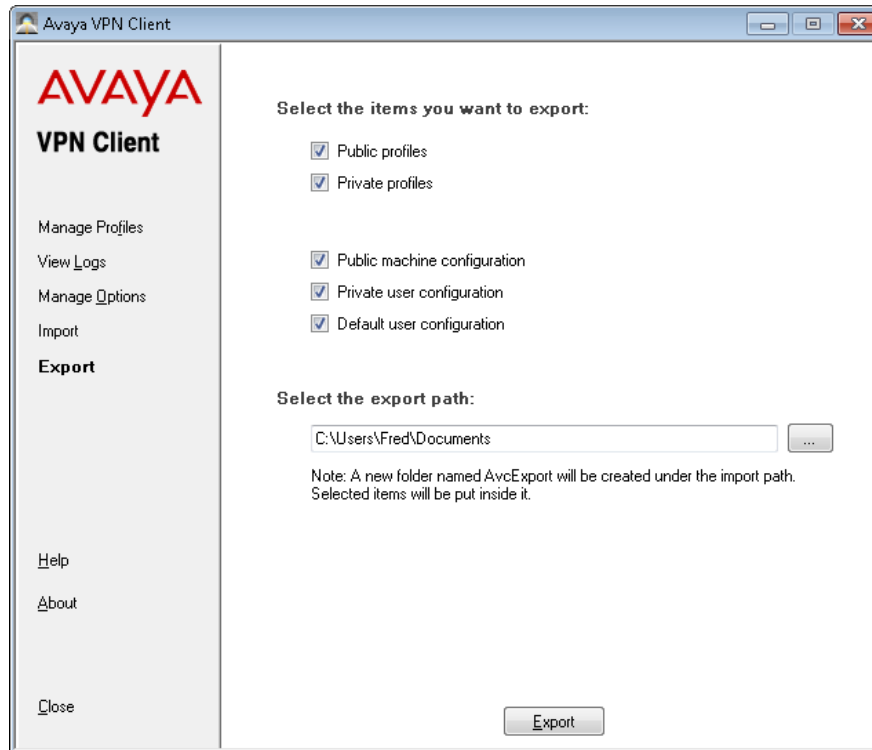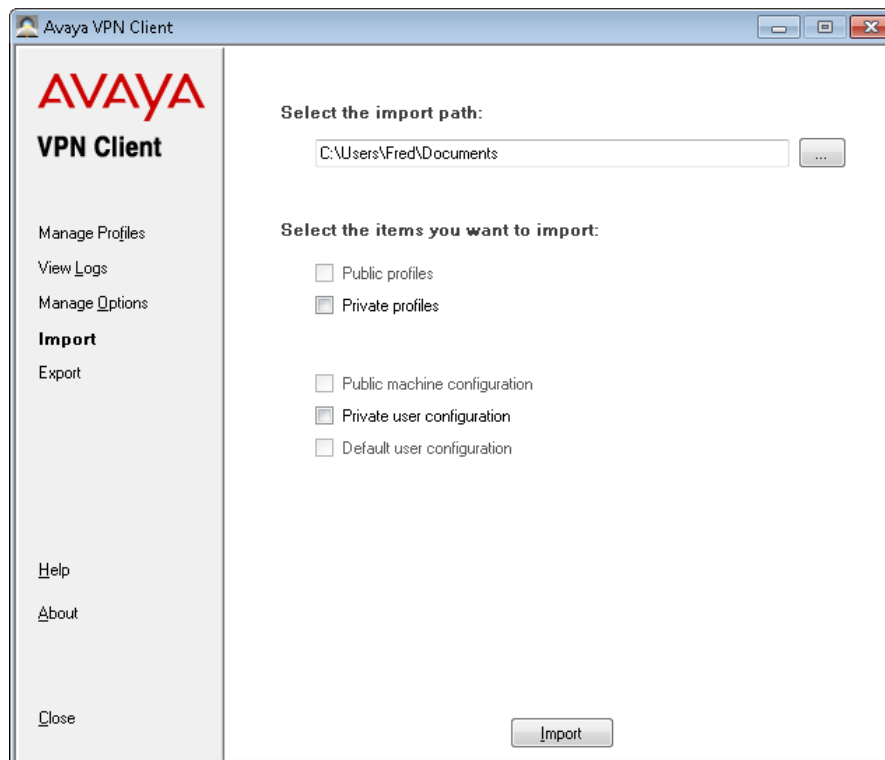
Enhancement

- **Custom install option addressing the "DNS issue with third party 3G/4G broadband adapters" (wi00830401, wi00982866)**
  As mentioned in the "Compatibility" section, the "DNS issue with third party 3G/4G broadband adapters" is an issue with Windows 7. This enhancement provides an optional solution to work around the problem for customer's convenience. By default, it's not enabled.

  For those Administrators who want their end users to use the option, two steps are needed:

  1. Show the option.

     This can be done at Install time or Run time.

     Install time method:
     Set custom install switch "ShowSwapAdapters" to TRUE.
     The ShowSwapAdapters is a custom install switch, which is used to control whether to show the run time option "Set higher precedence for VPN Adapter" (described in second item). It can be passed in from nvcsetup.ini or MSI command line. For more details about custom install, please refer to the document "Avaya VPN Client – Install and Upgrades".

     Runtime method:
     Add registry key value SwapAdapters with DWORD type under HKLM\Software\Avaya\Avaya VPN Client.
     The key value's existence controls the option's appearance. If it's deleted, the option will disappear too. The key value's value represents the choice - 1: on; 0: off.

  2. Turn on the option
     After the previous step, launch the AVC by right clicking the program shortcut and then selecting "Run as administrator", the option would be selectable as shown in the figure below.
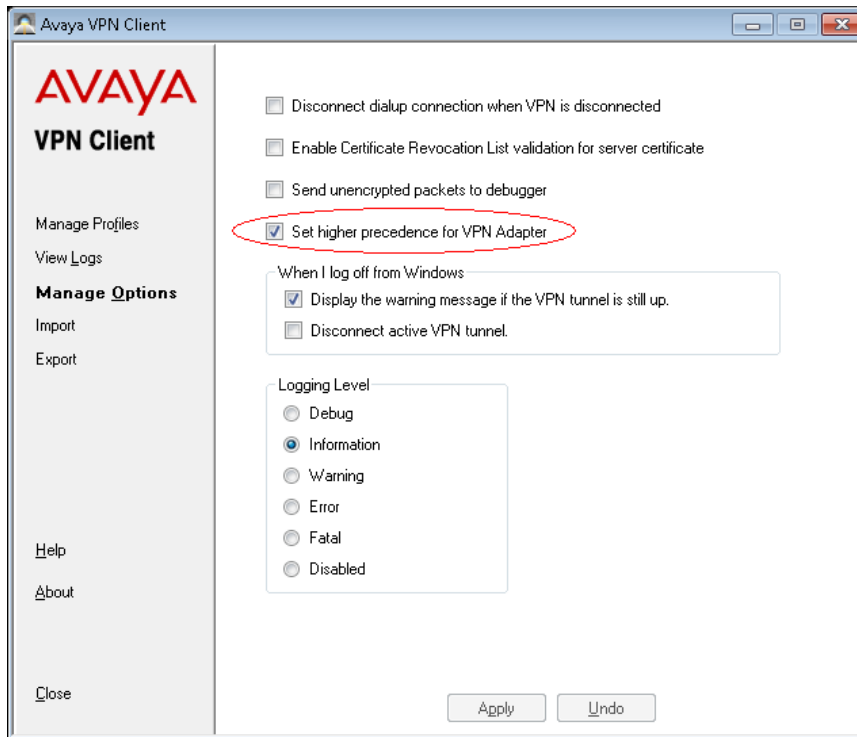
- **Custom install option "TrustAvaya" for NvcSetup.ini. (wi00982866)**
  The custom install option "TrustAvaya" was introduced in v10.04.100 to support Complete Silent Install. It used to be an MSI command line option only. In this release, we made it acceptable to the custom install setup file Nvcsetup.ini. This will make installer's customization easier.

Problems Resolved in This Release

wi01003255	Split Tunnel Failure on Windows 7
wi00860526 wi00972868	Mobility for IPSEC doesn't work properly on Windows 7 and XP.
wi00947857	IPsec split tunneling mode enabled_inverse_local does not enforce its restrictions on sessions already established before the tunnel was created.
wi00956803	Cached VPN adapter drivers not cleaned up on Windows 7
wi00995550	Disconnecting a tunnel may cause service crash
wi00981906	Fetching banner from different AVG when DNS Round Robin used
wi01006672	AVC may Orphan DNS Suffix Entries if ungracefully terminated.

8. New Outstanding Issues

wi01011920	AVC may Orphan NetBT NameList registry entries if ungracefully terminated. The workaround is to clear the NetBT NameList or gracefully terminate the VPN Client before rebooting or restarting the host PC.

9. New Known Limitations

wi00928966	Users who upgrade from a v10.05 or earlier release to v10.06 on Windows XP may receive the following error dialogue when attempting to establish an IPSec VPN tunnel – "Activation of VPN Adapter Failed". This issue occurs when the AVC filter driver is not upgraded correctly during software installation. As a precautionary measure, rebooting the machine before an upgrade installation is highly recommended. If the problem does occur, the workaround would be to uninstall and then reinstall the client. Please note, uninstall will remove all profiles and configurations. If users want to carry them over to the following reinstallation, they can use the Import/Export feature to export them before uninstall and import them back after reinstallation. For more details about the Import/Export feature please see Section 7 of this document.)
wi00951988	Component modification after installation is not supported.
wi00932075	Canceling uninstall in the middle may cause faulty rollback.

For other known issues, please refer to the product release notes and technical documentation available from the Avaya Technical Support web site at: http://www.avaya.com/support

To access more technical documentation, search our knowledge base, or open a service request online, please visit Avaya Technical Support on the web at: http://www.avaya.com/support

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