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Nortel VPN Router Release Notes — Client Software Release 6.07

NORTEL

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Contents

Preface	7
Before you begin	7
Text conventions	7
Related publications	9
Hard-copy technical manuals	9
How to get help	9
Finding the latest updates on the Nortel Web site	9
Getting help from the Nortel Web site	10
Getting help over the phone from a Nortel Solutions Center	10
Getting help from a specialist by using an Express Routing Code	11
Getting help through a Nortel distributor or reseller	11
Overview	13
Supported platforms	13
Installing the Contivity VPN Client for Vista	13
Custom installation kit	14
Known Limitations and Caveats	14

Preface

These release notes contain the latest information about Contivity VPN Client version 6.07.

Before you begin

The Contivity Client Release 6.07 is designed to work only on Windows Vista. These release notes are intended for network managers who are responsible for the Contivity 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: www130.nortelnetworks.com/cgi-bin/eserv/cs/main.jsp?cscat=DOCUMENTATION&resetFilter=1&poid=10621

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 Contivity VPN Client version 6.07 is a maintenance release of version 6.01 for use on Microsoft* Windows Vista.

Supported platforms

This client release supports the following Microsoft* operating systems:

- Windows Vista

Installing the Contivity VPN Client for Vista

An administrator must install the Contivity VPN Client for Vista. If you are upgrading from a previous build of VPN Client for Vista, it is not necessary to uninstall the previous build. You can install over the previous build; profiles are preserved.

To install the Contivity VPN Client for Vista:

- 1** Copy the Contivity VPN Client (eac607d.exe) that is on the VPN Router CD into the Client folder on your hard drive.
- 2** Double-click **eac607d.exe**. User access control (UAC) will prompt for elevation.
- 3** Select **Continue**. Follow the usual installation prompts.
- 4** During installation of the VPN Client Drivers, you are prompted multiple times for permission as the VPN drivers are installed on the various interfaces. To avoid these prompts, select the **Always trust content from Nortel** check box.

For complete information about installing the Contivity VPN Client, see *Configuring the Contivity VPN Client (311644-J)*.

Custom installation kit

When creating a custom installation kit, it is important that you run `presetup.exe` first because `presetup.exe` performs specific Vista initializations and then runs `setup.exe`. If you run `setup.exe` first, it usually results in an error loading the `nocnt2k.dll`.

For more information about creating a custom installation kit, see *Configuring the Contivity VPN Client (311644-J)*.

Known Limitations and Caveats

The Contivity VPN Client for Microsoft* Windows Vista has the following limitations. These limitations will be addressed in a future client release.

- You can install and run the VPN Client only as an Application. Due to Vista's services hardening and the deprecation of the GINA infrastructure, "Logoff on Connect" and "Connect before Logon" (used for Windows Domain logon) are not supported.
- The VPN Client will not install on Windows 2000 or XP. For 6.x Client support of these operating systems, use version 6.01.
- Only UDP encapsulation is supported. The administrator must enable NAT Traversal globally on the VPN Router and then also allow NAT Traversal at the user group level that Vista users authenticate to. For Vista clients, any NAT Traversal group setting other than "Not Allowed" will trigger UDP encapsulation.

For more information about enabling NAT Traversal, see *Nortel VPN Router Security — Firewalls, Filters, NAT, and QoS (NN46110-601)* or *Nortel VPN Router — Tunneling Protocols (NN46110-503)*.

- Due to the removal of support for the `.hlp` format from Vista, the VPN Client help does not work.
- There is no support for 64 bit systems.
- Autoconnect is not supported.

- There is no support for the proprietary Entrust library (kmpapi). Use MS CAPI for Entrust certificate support.
- It can take the VPN Client three to four seconds longer to complete the connection on Vista than it does on Windows XP/2000 because the Vista OS must complete a verification on the VPN adapter interface before you can use the interface. That verification takes three to four seconds.
- In some cases a VPN connection using mandatory tunneling mode may fail to pass traffic when traversing an MS PPP-based RAS adapter. Dial-up connections such as those for analog modems and some cellular data cards present themselves as RAS connections. The inability to pass traffic results in the tunnel being torn down due to the banner test (initial data passage test) failing. The resulting error message is displayed: “Unable to contact server. If a firewall is enabled it must be configured to allow outbound traffic on UDP port X.”, where X is the NAT Traversal port on the server.

Nortel is aware of the issue and is working to address it in a future maintenance release.

Current workarounds are:

- Use split tunneling mode (server side configuration).
- Configure the cellular data card, as allowed by some vendors, to present itself as a physical NIC instead of a RAS connection (client side configuration).

