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Nortel VPN Router Release Notes — Tunnel Guard Software Release 4.5

NORTEL

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Preface

These release notes contain the latest information about the Nortel VPN Router TunnelGuard Release 4.5.

Before you begin

These release notes are intended for network managers who are responsible for the Nortel VPN Router. The release notes are based on the assumption that you have experience with windowing systems or graphical user interfaces (GUI), and you are familiar with network management.

Text conventions

This guide uses the following text conventions:

- | | |
|--------------------------|---|
| angle brackets (<>) | Indicates that you choose the text to enter based on the description inside the brackets. Do not type the brackets when you enter the command.
Example: If the command syntax is <code>ping <ip_address></code> , you enter <code>ping 192.32.10.12</code> |
| bold Courier text | Indicates command names and options and text that you need to enter.
Example: Use the <code>show health</code> command.
Example: Enter <code>terminal paging {off on}</code> . |

braces ({})	<p>Indicates required elements in syntax descriptions where there is more than one option. You must choose only one option. Do not type the braces when you enter 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>Indicates optional elements in syntax descriptions. Do not type the brackets when you enter 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>
ellipsis points (. . .)	<p>Indicates that you repeat the last element of the command as needed.</p> <p>Example: If the command syntax is more diskn:<directory>/...<file_name>, you enter more and the fully qualified name of the file.</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, an underscore connects the words.</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 (.)	Shows menu paths. Example: Choose Status, Health Check .
vertical line ()	Separates choices for command keywords and arguments. Enter only one choice. Do not type the vertical line when you enter 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 TunnelGuard, see the following publications:

- Release notes provide the most recent information, including brief descriptions of the new features, problems fixed in this release, and known problems and workarounds.
- *TunnelGuard Configuration — Client* (NN46110-306) provides information to install and configure client software for the TunnelGuard feature.
- *Nortel VPN Router — TunnelGuard* (NN46110-307) provides information to configure and use the TunnelGuard feature.
- *Nortel VPN Router Upgrades — Server Software Release 8.0* (NN46110-407) provides information to upgrade the server software to the most recent release.
- *Nortel VPN Router Installation and Upgrade — Client Software Release 8.01* (NN46110-409) provides information to upgrade the Nortel VPN Client to the most recent release.
- *TunnelGuard Configuration — Basic Features* (NN46110-500) introduces the product and provides information about initial setup and configuration.
- *TunnelGuard Configuration — SSL VPN Services* (NN46110-501) provides instructions to configure services on the SSL VPN Module 1000, including authentication, networks, user groups, and portal links.
- *Nortel VPN Router Configuration — Advanced Features* (NN46110-502) provides configuration information for advanced features such as the Point-to-Point Protocol (PPP), Frame Relay, and interoperability with other vendors.
- *TunnelGuard Configuration — Tunneling Protocols* (NN46110-503) provides configuration information for the tunneling protocols IPsec, Layer 2 Tunneling Protocol (L2TP), Point-to-Point Tunneling Protocol (PPTP), and Layer 2 Forwarding (L2F).
- *TunnelGuard Configuration — Routing* (NN46110-504) provides instructions to configure the Border Gateway Protocol (BGP), Routing Information Protocol (RIP), Open Shortest Path First (OSPF), Virtual Router Redundancy Protocol (VRRP), Equal Cost Multipath (ECMP), routing policy services, and client address redistribution (CAR).
- *TunnelGuard Using the Command Line Interface* (NN46110-507) provides syntax, descriptions, and examples for the commands that you can use from the command line interface (CLI).

- *TunnelGuard Configuration — Firewalls, Filters, NAT, and QoS* (NN46110-508) provides instructions to configure the Stateful Firewall and tg interface and tunnel filters.
- *TunnelGuard Security — Servers, Authentication, and Certificates* (NN46110-600) provides instructions to configure authentication services and digital certificates.
- *TunnelGuard Troubleshooting — Server* (NN46110-602) provides information about system administrator tasks such as recovery and instructions to monitor VPN Router status and performance. This document provides troubleshooting information and event log messages.
- *Nortel VPN Router Administration* (NN46110-603) provides information about system administrator tasks such as backups, file management, serial connections, initial passwords, and general network management functions.
- *TunnelGuard Troubleshooting — Client* (NN46110-700) provides information to troubleshoot installation and connectivity problems with the Nortel VPN Client.

Printed technical manuals

To print selected technical manuals and release notes for free, directly from the Internet, go to www.nortel.com/documentation, 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. 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 most recent 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 most recent documentation and software for TunnelGuard, click one of the following links.

Link	Web site
Most recent software	Nortel page for VPN Router software located at support.nortel.com/go/ main.jsp?cscat=SOFTWARE&poid=12325
Most recent documentation	Nortel page for VPN Router documentation located at support.nortel.com/go/ main.jsp?cscat=DOCUMENTATION&poid=12325

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 perform the following activities:

- 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 the following Web site:

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.

New in this release

The following sections detail what's new in *Nortel VPN Router Release Notes — Tunnel Guard Software Release 4.5* (NN46110-404).

- [“Features” on page 15](#)
- [“Other changes” on page 15](#)

Features

See the following sections for information about feature changes:

TunnelGuard enhancements

Nortel enhanced the TunnelGuard feature. In prior releases, you implemented and bundled a third-party API to make TunnelGuard work in your implementation. TunnelGuard now supports preconfigured Software Requirement Set (SRS) that you can modify. For more information about preconfigured SRS and the changes in the TunnelGuard applet see *Nortel VPN Router — TunnelGuard* (NN46110-307).

Other changes

See the following section for information about changes that are not feature-related.

Document changes

The following sections are updated for this release:

- [“Customer issues fixed in this release” on page 19](#)

Chapter 1

Overview

The Nortel VPN Router TunnelGuard Release 4.5 Release Notes contain the latest information about TunnelGuard.

You do not need to upgrade the client to create a user tunnel to the VPN Router. Nortel provides backwards compatibility for Nortel VPN Client user tunnel support. The addition of features adds enhancements and does not break the basic tunnel establishment.

TunnelGuard features for software release Release 4.5

Nortel enhanced the TunnelGuard feature. In prior releases, you implemented and bundled a third-party API to make TunnelGuard work in your implementation. TunnelGuard now supports preconfigured Software Requirement Set (SRS) that you can modify.

TunnelGuard considerations

The following section describes TunnelGuard considerations.

Software compatibility

Nortel recommends that you use TunnelGuard Release 4.5 with the following:

- Nortel VPN Client Release 10.01
- Nortel VPN Router Release 8.0
- Nortel VPN Client Release 8.01
- Nortel VPN Client Release 6.07 running on Windows Vista Operating System

Deleting rules or software definitions

When deleting an existing rule or software definition, you must first remove that definition from group settings that reference it. You must place a different policy on that particular group because (none) is not an option for setting the policy.

Upgrading TunnelGuard

TunnelGuard Agent software has two installation packages. One package contains the TunnelGuard Agent software only, while the other package includes the JVM (Java Virtual Machine) required for TunnelGuard. When you upgrade from a currently installed TunnelGuard Agent, you must upgrade using the same package as was originally installed. You cannot upgrade from one install package to a different package without uninstalling the previous copy. For example, customers who installed TunnelGuard with VM can only upgrade to a newer TunnelGuard with JVM.

Tunnelguard Administration tool requires JRE 1.60_b06

JRE 1.60_b06 is required to run or uninstall the TunnelGuard Administration Tool applet in Java Web Start. Otherwise, the TunnelGuard Administration Tool is available only through the Nortel VPN Router Web interface.

Chapter 2

Considerations and issues

The following sections contain customer issues fixed in this release and general considerations for this product.

Customer issues fixed in this release

[“Issues from TunnelGuard 4.5.0.0_int007” on page 19](#) lists customer issues fixed from TunnelGuard 4.5.0.0_int007.

Table 1 Issues from TunnelGuard 4.5.0.0_int007

CR number	Description
Q01800893	Tunnel Guard does not recognize a directory name that includes the trailing character "\"
Q01847787	Using TG 4.5 installer option with no virtual machine, the msi (Microsoft Installer) shows version 3.5.
Q01865003	Delay in login through Microsoft Remote Desktop if TunnelGuard agent is installed.
Q01847514	Using TG 4.5 installer option with no virtual machine, the msi (Microsoft Installer) JRE path does not work.
Q01910159	Update of Opswat libraries 2.5.8.3 into latest TunnelGuard build.

Platform support

TunnelGuard 4.5 is supported on

- Windows 2000
- Windows XP SP2

- Windows Vista / Windows Vista SP1

Version 4.5 known anomalies

The following describes the known anomalies for Nortel VPN TunnelGuard 4.5.

Q01891351—Panda - "Trigger Definitions Update" does not work

After the connection to the user tunnel is established, the TunnelGuard rule is verified and failed because the version of Panda has not defined the update within 10 days. The Definitions Update is triggered, but this update does not start the virus database update.

Q01891359—F-Secure - "Trigger Definitions Update" does not work

After the connection to the user tunnel is established, the TunnelGuard rule is verified and failed because the version of F-Secure has not defined the update within 10 days. The Definitions Update is triggered and the tunnel is brought down. The update does not start.

Q01891368—AVG - "Trigger Definitions Update" does not work

After the connection to the user tunnel is established, the TunnelGuard rule is verified and failed because the version of AVG has not defined the update within 10 days. The Definitions Update is triggered and the tunnel is brought down. The update does not start. For this AVG version (AVG Free Edition 7.x) the necessary updates are no longer available.

Q01891387—User & password are not saved into Tunnelguard Administration Panel

When you click the Manage Policies button under TunnelGuard Configuration, the pop-up window appears asking you to add the user name and the password, the user name and password can not be saved into Tunnelguard Administration Panel.

Q01891443—SpyDoctor - Real Time Protect does not work

For the Spyware Doctor 3.8.3.x, the option Set Real Time Protection cannot be set to ON or OFF. After the connection is established with the user tunnel, the error message Real Time Protection Failed appears in the TG logs.

Q01891454—AVG - Set Real Time Protect does not work

AVG Free Edition 7.x does not have the AVG Resident Shield protection turned ON. Therefore the TunnelGuard rule is verified and failed. The trigger, to Set Real Time Protection to ON is sent, and the tunnel is brought down.

Q01930672—TG Agent Logs: incorrect message displayed

If a rule that verifies if the scan is within x days is used, an incorrect message appears in the TG Agent logs.

Since the Full System Scan Time Range Check Fails, a trigger is sent to start the scan on the PC. The message Trigger Full System Scan Success should appear but does not. The message Run Full System Scan Failed appears instead.

