

# Avaya VPN Client

## Software Release 10.06\_104

### **1. Release Summary**

Release Date	August 8 <sup>th</sup> , 2012
Release Version	10.06_104
Prior Release	10.06_022 (June 22 <sup>nd</sup> , 2012)

Minor corrective content service pack to address customer 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**

The following operating systems including all available service packs 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 and will be supported in a future release. Please contact your Avaya account representative if you are interested in more information.

### **4. VPN Server Support**

The Avaya VPN client has been certified for use with the following Avaya Access Control and Unified Branch products:

- 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. Interoperability**

The following represents a list of known interoperability issues with the Avaya VPN Client and 3<sup>rd</sup> Party Vendor operating systems or applications.

### **McAfee VirusScan v8.8**

Users of McAfee VirusScan v8.8 may experience a Blue Screen of Death (BSOD) at random times on active VPN connections. The vendor has identified mfewfpk.sys as the cause. A hotfix is available from the vendor as of October 2011 and is available in McAfee VirusScan v8.8 Repost 1 or above. Please apply the hotfix or use McAfee VirusScan v8.8 Repost 1 (or later release).

### **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.

### **Microsoft Windows 7 IPv6 6to4 Adapter Duplicates (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 and is documented by Microsoft KB 980486. More information can be found @ <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 Binding Priority with Windows Operating Systems**

By design, Windows operating systems will prioritize 3G, 4G, WWAN (Mobile Broadband) or PPP 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 Adapter installed on the host machine. As a result the Avaya VPN Client may not work as expected when used with such 3G, 4G, WWAN (Mobile Broadband) or PPP 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.

While this issue will mostly affect 3G, 4G, WWAN (Mobile Broadband) or PPP adapters it can apply to any locally installed or attached NIC on the host operating system depending on the adapter binding priority.

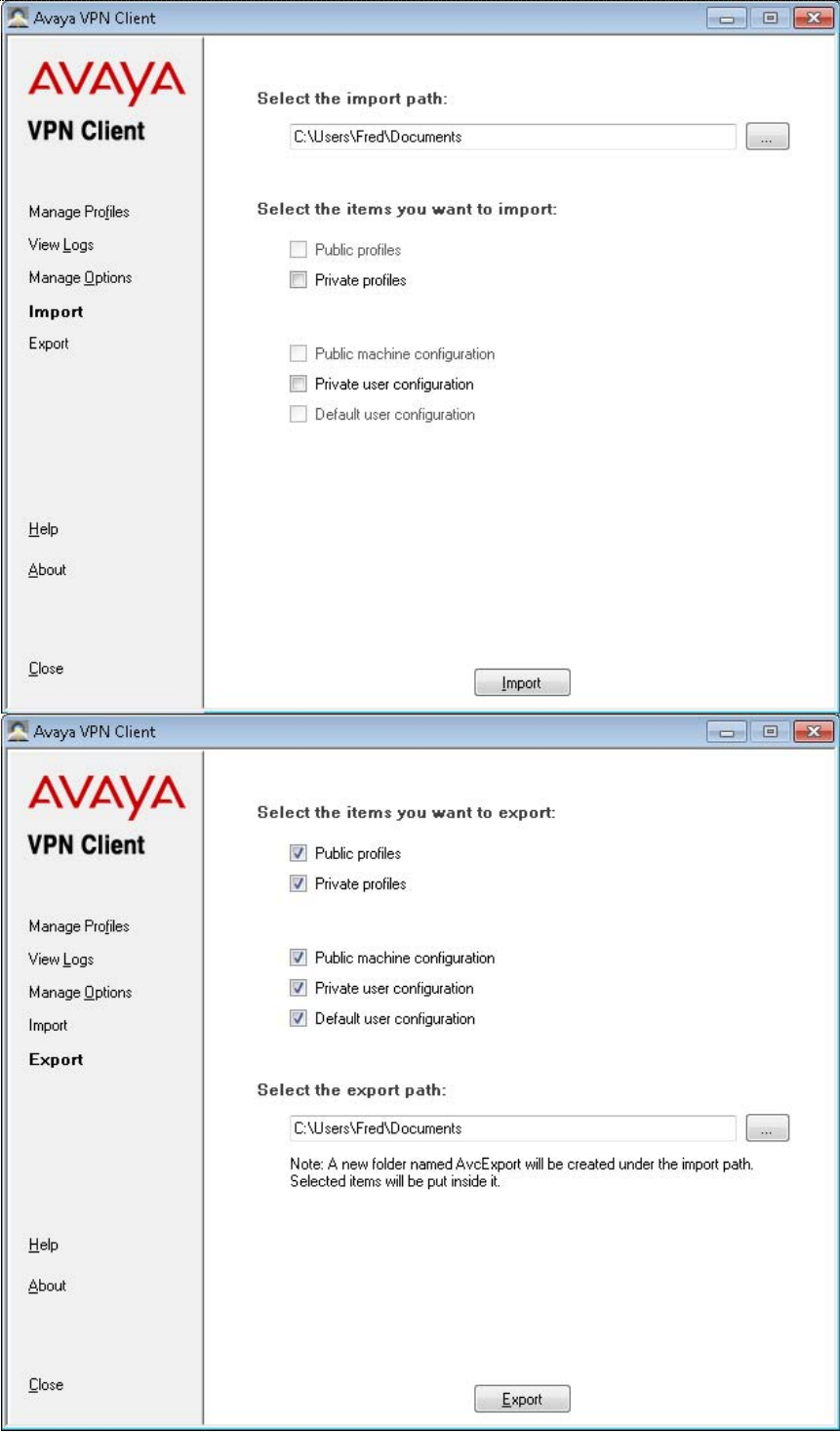
An optional workaround has been added in the 10.06\_022 release (and above) as noted in the Enhancement section and is only intended to be used by clients using Mobile Broadband adapters.

## 6. Feature & Enhancements Introduced

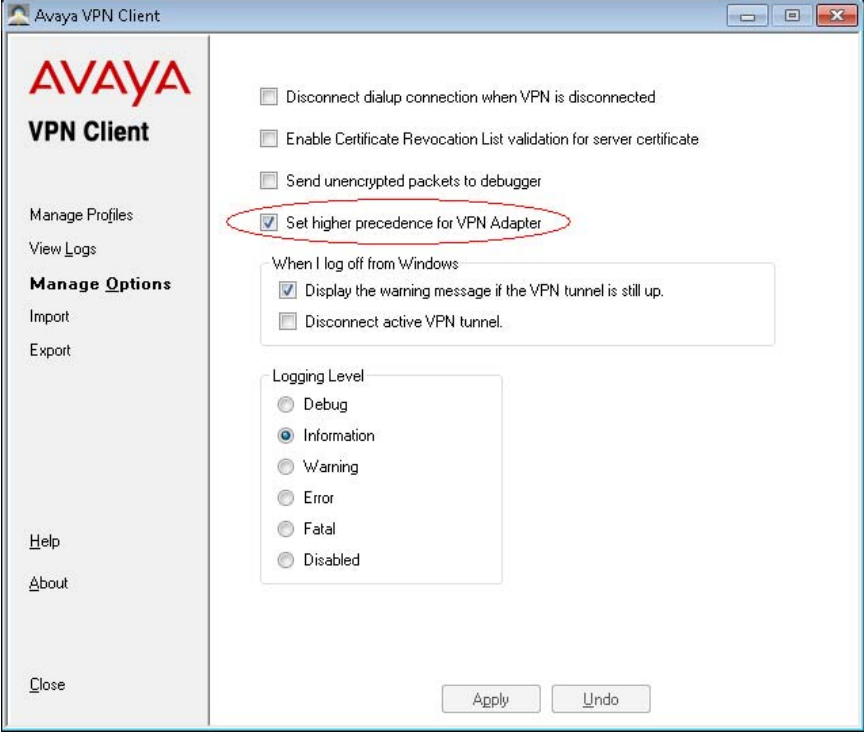
All features and enhancements added apply to all future releases from the “Where Added” release unless specifically removed or modified and noted below.

### Features Added

Where Added	Summary	Description
10.06_022	Two Factor Authentication	<p>The TFA mechanism introduced in this release is in compliance with the Payment Card Industry (PCI) security standards. It supports the dual authentication of “Certificate + Username/Password”.</p> <p>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 documentation.</p>
10.06_022 (wi01015489)	Profile & Configuration Import/Export	<p>This feature allows users to import or export selected profiles and/or configurations.</p> <p>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.</p> <p>Screenshots are available below.</p> <p>Notes:</p> <ol style="list-style-type: none"> <li>1. Importing/Exporting between different versions of AVC may not work and is not recommended</li> <li>2. Users can only import profiles and configurations to which they have write access to.</li> </ol>

Where Added	Summary	Description
		 <p>The image displays two screenshots of the Avaya VPN Client application. The top screenshot shows the 'Import' dialog box. The 'Import' path is set to 'C:\Users\Fred\Documents'. Under 'Select the items you want to import:', 'Private profiles' is selected. The bottom screenshot shows the 'Export' dialog box. Under 'Select the items you want to export:', 'Public profiles', 'Private profiles', 'Public machine configuration', 'Private user configuration', and 'Default user configuration' are all selected. The 'Export' path is also set to 'C:\Users\Fred\Documents'. A note at the bottom of the export dialog states: 'Note: A new folder named AvcExport will be created under the import path. Selected items will be put inside it.'</p>
<p>10.06_022 (wi00830401) (wi00982866)</p>	<p>SwapAdapter Binding Prioritization</p>	<p>Due to Adapter Binding Prioritization concern described in “Interoperability” the following enhancement has been made available. By default, this enhancement is not enabled and must be enabled either during client installation or during runtime to activate.</p> <p>Notes:</p>

Where Added	Summary	Description
		<p>1. This option only applies to IPSEC tunnel connection profiles at this time.</p> <p>For those Administrators who want their end users to use the option, two steps are needed:</p> <p>1. Show the option.</p> <p>This can be done at Install time or Run time.</p> <p><u>Install time method:</u> 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".</p> <p><u>Runtime method:</u> 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.</p> <p>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.</p>

Where Added	Summary	Description
		
10.06_022 (wi00982866)	TrustAvaya Custom Install Option	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.

### Features Removed

No features have been removed or modified.

## 7. Closed Issues

### Issues Resolved in THIS Release

Bug ID	Release	Description
wi01009468	10.06_104	BSOD (Blue Screen of Death) may occur on Windows 7 multi-core machines if Symantec Endpoint Protection v11.x is installed.
wi01002823	10.06_104	AVC 10.04.108+ Incompatibility with AT&T 4G USB Modem
wi01011943	10.06_104	AVC "Display Warning" or "Disconnect" Limitation. Previously the VPN client would be abruptly terminated if a user attempted to shut down or restart the host machine. Now the tunnel is gracefully disconnected prior to shut down or restart.
wi01032791	10.06_104	Disconnect the VPN tunnel when AVC service is closed/stopped

### Issues Resolved in PREVIOUS Release(s)

Bug ID	Release	Description
wi01003255	10.06_022	Split Tunnel Failure on Windows 7
wi00860526 wi00972868	10.06_022	Mobility for IPSEC doesn't work properly on Windows 7 and XP.
wi00947857	10.06_022	IPsec split tunneling mode enabled_inverse_local does not enforce its restrictions on sessions already established before the tunnel was created.
wi00956803	10.06_022	Cached VPN adapter drivers not cleaned up on Windows 7
wi00995550	10.06_022	Disconnecting a tunnel may cause service crash
wi00981906	10.06_022	Fetching banner from different AVG when DNS Round Robin used
wi01006672	10.06_022	AVC may Orphan DNS Suffix Entries if ungracefully terminated.

## 8. Open Issues

Bug ID	Found In	Found In Previous Releases	Description
wi01011920	10.06_022	All	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.
wi01031645	10.06_022	All	AVC SwapAdapter feature does not reprioritize the VPN Adapter binding order for SSL tunnel types.

## 9. Known Limitations

Known Limitations apply to all 10.06 releases unless specifically noted.

Bug ID	Description
wi00928966	<p>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.</p> <p>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.)</p>
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>

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