Release Notes
Avaya VPN Gateway

Release 9.0.5.0
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Chapter 1: Release Notes

This document describes the new features and enhancements introduced in this release. This document also provides details on the software installation, upgrade instructions, supported hardware, licenses, and limitations in software for the Avaya Virtual Private Network Gateway (VPN Gateway).

For a list of related publications, see Related documentation on page 37. You can find the documentation suite for Avaya VPN Gateway on the documentation CD included with the software or on the Avaya Web site. For more information, see Customer service on page 39.

The following topics are discussed in this document:

- Licenses on page 11
- New in this release on page 9
- Documentation download on page 13
- Software installation and upgrade notice on page 15
- Supported platforms on page 21
- Resolved issues on page 23
- Known limitations on page 25
- Known issues on page 33
- Related documentation on page 37
- Customer service on page 39
- Compatibility Matrix on page 41

Document changes since last issue

The following change has been made to this document since the last issue:

- Added a procedure for obtaining a license for Avaya VPN Gateway using a new E-mail address. For more information, see Obtaining a license for VPN Gateway on page 11.

Chapter 2: New in this release

The following enhancements are included in Release 9.0.5.0:

Net Direct Windows 8 support

Release 9.0.5.0 supports Net Direct on Windows 8 (32 and 64–bit).

Single unified technical support data collection dump

Avaya VPN Gateway release 9.0.5.0 adds single unified technical support data collection dump to TFTP/ FTP/SFTP server.

Chapter 3: Licenses

The following licenses are available to enhance the capabilities of the Avaya VPN Gateway software.

- SSL
- IPsec User License
- Secure Service Partitioning License
- Portal Guard License
- Demo License
- Emergency Recovery Access (ERA) License
- Secure Portable Office License
  - Existing SSL customers can add an SPO feature license to their existing license to enable SPO user access.
  - New customers must purchase the SSL and SPO licenses together.
  - The SSL license is a volume license, and therefore is applied in the cluster.
  - The SPO license is a feature license that must be purchased per node in the cluster.

For known issues with SPO licenses, see Known issues on page 33 . For more information on all license types see, *BBI Application Guide for VPN* (NN46120-102) and *CLI Application Guide for VPN* (NN46120-101).

Obtaining a license for VPN Gateway

Perform the following procedure to obtain a license for Avaya VPN Gateway.

Procedure

1. Send and E-mail request to: datalicensing@avaya.com.
2. In your E-mail, include the following information:
   a. MAC address of your VPN Gateway; for example, MIP MAC if HA cluster.
      To obtain the MAC address, from Command Line Interface (CLI) enter the following command:
      ```
      >> Main# /info/local
      ```
   b. List of order codes associated with purchase.
   c. License Authorization Codes (LAC) received with purchase.

Note:

The E-mail account avaya0118@gwsmail.com is no longer active. To request a license, contact datalicensing@avaya.com.

Chapter 4: Documentation download

Avaya VPN Gateway documentation is available for download from the Customer Support website:

1. Point your browser to http://support.avaya.com.
2. To download you must do one of the following:

   Click **Register** and follow the registration instructions.

   Click **Sign In** and enter your login credentials.

   Once you are registered or signed in the support pane appears.
3. Select **Downloads & Documents** and then enter **VPN Gateway 3050** or **VPN Gateway 3070** in the product field.
4. Select the Release or **Don't Know** if you do not know the release number.
5. Select **Documents** as the content type and press **Enter**.

Chapter 5: Software installation and upgrade notice

SSL VPN Server software

The SSL VPN server software is delivered in the following forms:

- **SSL-9.0.5.0-upgrade_complete.pkg**

  This package is the preferred method for upgrading an existing SSL VPN cluster because the upgrade is propagated across the cluster and all current configuration is preserved.

  The upgrade procedure is described in "Performing Minor/Major Release Upgrades" in Chapter 4 in the *Avaya VPN Gateway User's Guide* (NN46120–104).

- **SSL-9.0.5.0-boot.img**

  The SSL-9.0.5.0-boot image file resets the VPN Gateway to its factory default configuration. You must use this image file when you add to a cluster a VPN Gateway that uses a different software. The current image file aligns the added VPN Gateway to the same software version as in the cluster before joining the gateway to the cluster.

  The software reinstall procedure is described in "Reinstalling the Software" in Chapter 3 of the *Avaya VPN Gateway User Guide* (NN46120–104).

- **SSL-9.0.5.0-auto-install.iso**

  The SSL-9.0.5.0-auto-install.iso image resets the VPN Gateway to its factory default configuration. Use this image for a CD ROM installation. The software tries to detect the hardware automatically, and if the software finds the hardware a supported one, it starts the installation automatically. This software is useful for the Avaya VPN Gateway (AVG) VMware Appliance installation.

- **SSL-9.0.5.0–<platform ID>.ova**

  The SSL-9.0.5.0-<platform ID>.ova image resets the VPN Gateway to its factory default configuration. Use this Virtual Appliance image to install on VMware. The software configures virtual HW based on the platform specification and it starts the installation automatically. For more information, refer to *VMware Getting Started Guide* (NN46120-302).

Server software download

The server software is available for download from Avaya Customer Support website. The following is the procedure to access the site:

1. Go to the Avaya Technical support website http://support.avaya.com
2. To download the software you must do one of the following:

   Click **Register** and follow the registration instructions.

   Click **Sign In** and enter your login credentials.

   After you are signed in or registered the support pane appears.
3. Select **Downloads & Documents** and then enter **VPN Gateway 3050** or **VPN Gateway 3070** in the product field.
4. Select the Release or **Don't Know** if you do not know the release number.
5. Select **Downloads** as the content type and press **Enter**.
6. Click **Download** for the software version you wish to download.

   You are directed to a Downloads & Documents summary page.
7. Click the appropriate software file to download.

Avaya SSL VPN client

The manually installable SSL VPN transparent client software is available on request. Contact Avaya Support.

The SSL VPN client comes in two versions (for limitations, see Avaya SSL VPN Client on page 27):

- Version 1.1.0.4 (LSP client): Compatible with Windows 98, ME, NT (with IE 5 or later) 2000 and XP
- Version 1.5.0.16 (TDI client): Compatible with Windows 2000 and XP

Avaya VPN Client (formerly Contivity)

You can download the VPN client software from the Avaya Customer Support website. Avaya VPN Client 10.0x supports both IPSec and SSL.

Avaya Net Direct installable client

You can download the Net Direct SSL VPN installable client software from the AVG server when you create an external link pointing to the server, for example: https://VIP/nortel_cacheable/NetDirect_Setup.zip.

Disk repartitioning for upgrade or downgrade from Release 7.x to 9.0 or later

To support disk repartitioning for an upgrade or downgrade from Release 7.x to 9.0 or later on AVG 3050 and 3070, the following commands are used:

- **`/boot/repartition`**

  Initiates repartitioning for the local host.

- **`/cfg/sys/host <id>/repartition`**

  `/cfg/sys/cluster/host <id>/repartition`

  Initiates repartitioning for the given host (which must be running).

These commands are hidden and are not shown in the menu or considered for auto-completion through <TAB>; they cannot be used in normal operation. Repartition includes two automatic reboots, during which time the host is effectively out of service. The time required for the repartition is approximately 5 to 7 minutes.

Upgrading from versions earlier than 2.0.11.15

If you are currently running a software version earlier than 2.0.11.15, upgrade to version 2.0.11.15 (or a later 2.0.11.x version) prior to upgrading to version 9.0 or later. The "intermediate" upgrade to version 2.0.11.15 is necessary to maintain your current configuration, and to provide reliable fallback in case the upgrade should fail.

Downgrading to versions prior to 5.1.5.4

AVG clusters running software version 9.0 or later cannot be downgraded directly to software versions prior to 5.1.5.4. This is due to changes in the internal database format. To downgrade

such a cluster to a version lower than 5.1.5.4, first perform an intermediate downgrade to 5.1.5.4 (or later 5.x).

Downgrading to 5.1.5.4 or later

- If a ClearTrust authentication scheme has been configured, downgrading to a version prior to 6.x will fail. Delete the ClearTrust authentication scheme before downgrading.
- In version 9.0 or later, several IP pools may exist for a VPN. In version 5.x, only one IP pool per VPN may exist in the configuration. On downgrading from 9.0 or later to 5.1.5.4 or later 5.x, the settings for the default IP pool in the 9.0 or later configuration will be kept in the 5.x configuration, provided the default IP pool is of the type **`local`**. The Net Direct and IPsec network attributes are configured accordingly. If the default IP pool in the 9.0 configuration is not of the type **`local`**, the first found local IP pool (lowest number) is selected to form the IP pool in the 5.x configuration. If no local IP pool is found, the IP pool will be disabled in the 5.x configuration.
- The Avaya EACA (as Tunnel Guard introduced in 6.0.1) feature will be filtered out during the downgrade.
- If Net Direct, IE Wiper and/or Citrix Metaframe support is set to **`group`**, the setting is changed to the respective default value.
- The Avaya EACA (Tunnel Guard) predefined SRS entries will be lost, if the software is downgraded from 9.0 or later release to 6.0.x or 5.1.x release. The predefined SRS is introduced for the first time in 7.0.x as OPSWAT feature. It is recommended to delete the predefined SRS entries from TG SRS rule definitions before downgrade.
- During upgrade and downgrade, the cached version of TG admin applet can be invoked. It is recommended to delete the browser cache.
- Single Avaya EACA (Tunnel Guard) SRS data cannot have more than 255 predefined software entries.
- Due to changes in RADIUS accounting data model in the configuration, downgrade to 6.x and below causes RADIUS accounting server information inconsistency. The administrator must re-configure the RADIUS account server during this downgrade process.
- Due to change in RADIUS auditing server data model in the configuration, downgrade to 8.0.11.x and below from 8.0.13.0 and above causes RADIUS auditing server information

inconsistency. The administrator must re-configure the RADIUS auditing server during this upgrade/downgrade process.

- Due to addition of AES 256 support in the 9.0.1.0 version, while downgrading to 8.0.19.0 and below, from 9.0.3.0 and above some configuration changes will be automatically done. The current behavior for downgrade to 8.0.X is as follows:
  - AES 256 values for *Diffie Hellman Groups* and *Auth and Encryption* configuration are reset after downgrade.
  - In case AES 256 was the only setting for the IKE profile, the default values will be used: 3DES with SHA for *Auth and Encryption* and Diffie Hellman group 2 for *Diffie Hellman Groups*.

Reload license after upgrade

In version 6.0.1.0, the default license has been increased from 10 to 50 concurrent users, for SSL and IPsec connections. On upgrades from earlier versions where additional licenses (besides the default license) have been loaded to the devices, the additional license must be reloaded to make use of the extra 40 number of users in the default license.

Downgrade IE Cache Wiper Cab, Net Direct Cab, and SODP ActiveX files

If the server is downgraded, the upgraded version will not be cleaned up. That is, the object files, the IE cache wiper, Net Direct and SODP files are the original upgraded version. You have to manually delete the IE Wiper Control cab, Net Direct cab and SODP activeX files. Follow these steps to delete the files:

1. Open Internet explorer.
2. From the **Tools** menu, select **Internet Options**.
3. Click **Settings**.
4. Click **View Objects**.
5. Select the files and remove.

VM Appliance Package

The SSL VPN server software is delivered in the following forms:

- SSL-9.0.5.0-3050.ova
- SSL-9.0.5.0-3070.ova
- SSL-9.0.5.0-3090.ova

These packages contain files used to describe Avaya VPN Gateway virtual machines. They include an .OVF descriptor file, a manifest (.MF) and an Avaya trusted certificate file, and other related files saved in a single archive using .TAR packaging. OVF support allows for simpler and easier AVG virtual appliances deployment.

For more information on the AVG OVF deployment procedure, see *VMware Getting Started Guide* (NN46120-101).

Chapter 6: Supported platforms

The AVG 9.0 server software is supported on the following platforms:

- VPN Gateway 3050
- VPN Gateway 3070
- Avaya VPN Gateway 3050–VM (AVG 3050–VM)
- Avaya VPN Gateway 3070–VM (AVG 3070–VM)
- Avaya VPN Gateway 3090–VM (AVG 3090–VM)
- VMware ESX server

For more information, refer to Compatibility matrix of AVG VMware Appliance on page 48.

Comments? infodev@avaya.com

Chapter 7: Resolved issues

AVG 9.0.5.0 is fully compatible with AVG 8.0.21.0.

This section lists the WIs resolved in release 9.0.5.0:

Work item	Description
wi01028322	AAA server deadlock issue which prevents new user to login to VPN.
wi01064057	Windows 8 support added for Net Direct.
wi01069675	Custom Port Forwarder fails if Net Direct is disabled.
wi01059119 wi01048778	Unable to reinstall the license to the cluster with ERA (also known as Spike) license activated.
wi01064463	Importing certificate through CLI fails.
wi01052848 wi01062603	WebGUI page timeout issue with Firefox and Internet Explorer when running with HTTPS protocol.
wi01010012	Windows 8 added to SSL VPN client OS list.
wi01067775	System instability issue when cache migration mode is not consistent among different VPN configurations.
wi01065426	High CPU utilization when clean up idle timeout users.
wi01027929	Trace message does not support L2TP client authentication.

Chapter 8: Known limitations

The following section describes the known limitations in the VPN Gateway that customers should be aware of when designing and implementing network solutions.

VPN limitations

Avaya VPN Gateway can support up to 300,000 CRL retrievals per host at any given time. No multiple retrieval schedules or manual actions can run concurrently.

Secure Portable Office client

The Secure Portable Office (SPO) client virtualization mode supports SmartCard-based certificate management using Virtualized Aladdin PKI Client software only when you use an E-Token NG-FLASH 72 KB (Java Virtual Machine). You cannot use the E-Token NG-FLASH 64 KB (Siemens CardOS) to manage client certificates from SmartCard using Virtualized PKI Client software because this software is incompatibility with the generic USB CCID driver (usbccid.sys). The E-Token NG-FLASH 64 KB can only work with the proprietary SmartCard reader driver, which is not available in Windows operating systems. Application virtualization does not support the virtualization of drivers, therefore, you must install the Aladdin PKI client on the host PC to manage the client certificates if you use an E-Token NG-FLASH 64 KB as the SPO client. (Q02030468)

In Firefox, the E-Token keeps prompting you to enter a password even if the client certification is disabled.

You can configure a maximum delay of 30 seconds to log out of an SPO client after the idle timeout is over.

Net Direct client

- Before launching Net Direct, you must first install JRE.
- The Siebel portal does a client check before the application loads, however the check fails if it is run through a proxy. The application works correctly if it is connected through the Net Direct client. After passing the client check through Net Direct, the site can be

used through a proxy without any issues. No fix planned. (wi00569762, wi00570450, wi00570451, wi00574096, Q01464430)

- Outlook 2003 client does not work through native outlook Port forwarder. No fix planned. (wi00569342, Q00757505)
- The maxPwdAge attribute is returned before presenting a password\account expiry message to the portal user. (wi00569539, Q01244929)

Windows

- Windows operating system supports the running of one instance of a Net Direct client.
- When using the Net Direct client in Windows 2000 with two NICs and one NIC becomes disabled, there is an issue in reconnection for Net Direct. (wi00566645, Q01619895)

MAC OS X

- The Mac OS X modes enabled, enabled_inverse and disabled do not tunnel the local net. The enabled_inverse mode is not supported on the Linux operating system. As a general rule, if the user is running Net Direct and the split tunneling mode is not supported, the enabled_inverse_local mode will be used as fallback. (wi01021792)
- The portalbind=off option is not supported on Mac OS X, and portalbind=on will be used as a fallback.(wi01021794)
- Mac OS X uses 127.0.0.1 by default. To use loopback address other than 127.0.0.1, the Mac user must configure the loopback alias manually.
- Caching of Net Direct components is not supported for Linux and Mac OS X.
- Net Direct in UDP mode is not working on MAC OS X platforms. (wi00849974)
- Net Direct's Mobility feature is not supported on Mac OS X & Linux (wi01022473).
- On Mac OS X, a tray icon was added, having similar capabilities with the one displayed by the Windows Net Direct client. (wi01052383)

Linux

- When running Net Direct on Linux, you must enable root on the remote user’s machine and authorize the user account to use the command su root. No fix planned. (wi00569565, Q01278965)
- Net Direct's Mobility feature is not supported on Mac OS X & Linux (wi01022473).

Knoppix

- When running Net Direct client on Knoppix, you must configure the tun device node manually.

  Run the following command as root to configure the tun node:

  `mkdir /dev/net mknod /dev/net/tun c 10 200`.

Comments? infodev@avaya.com

No fix planned. (wi00569568, Q01281449)

Avaya Endpoint Access Control Agent

Version TG_1.1.2.0_001 of the installed Tunnel Guard agent is the minimum requirement to be used with the VPN Gateway. Avaya Endpoint Access Control Agent is the suggested product upgrade path for the Tunnel Guard agent.

Avaya VPN Client (formerly Contivity VPN Client)

Avaya VPN client versions 5.x, 6.x, 7.x, 8.x, and 10.x are supported.

Note:

Although legacy Avaya VPN Client (AVC) versions 5.x – 8.x may continue to operate with AVG 9.0, Avaya highly recommends upgrading to the latest AVC release in order to stay current with Avaya's most recent software releases.

In the event you experience any issue with legacy versions of AVC, please upgrade to AVC Release 10.06 to take advantage of Avaya's most recent software improvements.

Avaya SSL VPN Client

- The installable SSL VPN client comes in two versions:
  - Version 1.1.0.4 (LSP client): Compatible with Windows 98, ME, NT (with IE 5 or later), and XP. This client does not support UDP.
  - Version 1.5.0.9 (TDI client): Compatible with Windows 2000 and XP. This client supports UDP as well as TCP. Native Microsoft Outlook is not supported because not fully qualified domain names cannot be resolved.
- The AVG software includes commands for allowing/rejecting access for certain SSL VPN clients, based on client version and which operating system the client currently runs on. These commands have been added as a preparation for future releases of the TDI/LSP clients, where the clients will be capable of sending version number and OS version to the AVG. Until the new TDI/LSP clients are released, existing TDI/LSP clients will be regarded as "old clients".
  - CLI path:

/cfg/vpn #/sslclient/tdiclient and **lspclient** (these commands currently have no effect) and **cfg/vpn #/sslclient/oldclients**

- BBI path:

VPN Gateways >>VPN Client >>TDI Client and LSP Client (these options currently have no effect) and **VPN Gateways >>VPN Client >> Old Clients**.

Portal

- Proxy chaining (option to specify an intermediate HTTP Proxy host and port, for example for the Portal's Telnet/SSH and Custom Port forwarder features, is only supported if SSL is enabled on the portal server.
- Proxy chaining is not supported for the Outlook Port forwarder feature.
- Microsoft Outlook 2003 is not supported when using the Outlook Port forwarder in combination with Exchange 2003.
- Running the Outlook Port forwarder on a Windows 2000 client requires installing the latest service pack for the operating system.
- Applications using dynamic UDP port number allocation (for example NetMeeting, FTP and all streaming media) are not supported by the Port forwarder feature. Applications using static port number allocation (for example DNS, SNMP) are supported.
- When specifying a URL without a path for an iauto (automatic login) link, for example http://www.example.com, enter the URL as **http://www.example.com/**. This will ensure that the root path is implied in the link. Iauto links are created using the **/cfg/vpn #/linkset #/link #/iauto** command.
- When an iauto link should be used for login to web servers using two-tier basic authentication with domain (that is one field for domain\user and one for password), the **/cfg /vpn #/linkset #/link #/iauto/mode** command must be set to **add_domain**.
- Creating a Port forwarder link for mapping a network drive is not supported on Windows 98, XP, Vista, 7 and 8 clients.
- The features available on the Portal's Advanced tab (that is Telnet/SSH access, HTTP Proxy and Port forwarder) are supported only with SSL v3 and cipher type RC4-MD5.
- The features available on the Portal's Advanced tab are not supported for the TLS protocol.
- To create a Port forwarder link for mapping a network drive – and the link is to be used on a Windows 2003 server acting as client – port 445 has to be used instead of the

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suggested port 139. On the Windows 2003 server, port 445 should be disabled by following these steps:

- Click Start, select Run and enter **regedit**. The registry editor is started.
- Locate and select the following key: **HKLM\System\CurrentControlSet\Services\NetBT\Parameters**.
- On the right panel, double-click the **TransportBindName** entry.
- In the Edit string dialog, delete the displayed value. No value should be specified.
- Click OK, exit the registry editor and restart the computer.

- Some SSH versions may not be supported when using the SSH feature on the Portal's Advanced tab, for example Alteon 184 SSH-1.5-1.2.27.
- Some of Microsoft's Telnet server versions may not be supported when using the Telnet feature on the Portal's Advanced tab.
- If a Windows XP system is not upgraded to Service Pack 2, and you want to create a WTS Port forwarder link that works on that system, follow these steps:
  - Configure the Port forwarder to listen on 127.0.0.2 instead of 127.0.0.1 (localhost).
  - Configure the Remote Desktop client to connect to 127.0.0.2.

    In Windows XP SP2 Remote Desktop client, you can connect to 127.0.0.1 (localhost) if the used port is other than the default (3389). Windows XP SP2 Remote Desktop client does not support connections through 127.0.0.2.
- JVM 1.5 and later includes support for using the browser's certificate database. If the AVG is set to ask for client certificates, any Java applet started during a Portal session may display a window asking for a client certificate, even though the user has already logged in to the Portal with a client certificate. The solution is to click Cancel without selecting a certificate.
- Some web applications, if started, take over existing instances of Internet Explorer, which may cause problems for the Portal session. For example, if the Portal page is reused by a web application and the Net Direct client is running, the client will be shut down. To solve this problem in IE, go to Tools>Internet options. On the Advanced tab, under Browsing, disable the setting "Reuse windows for launching shortcuts".

Other limitations

- You cannot install the Avaya VPN Client (AVC) and Net Direct Installable Client (NDIC) on the same device. You must uninstall the NDIC before you install the AVC, or vice-versa.
- The Mobility feature is not supported for MAC and Linux platforms.

- If you improperly disconnect Net Direct, DNS restoration fails. Avoid the following improper ways of disconnecting the Net Direct client:

  - closing the portal browser when Net Direct is On.

  - clicking the close (X) button in the title bar of the applet when Net Direct is On.

- The system does not save any users to local database if the add bulk option is used for more than 3000 entries. (wi00936281)
- NDIC Linux ICMP reply with PID 0000. (wi00909159)
- Custom App Re-write Failure reports "xnet is undefined". (wi00852869)
- Issue with common host mappings for multiple port forwarder applets running at the same time on Windows XP. (wi00937551)
- Recommended changes to the default portal cipher string to omit CBC-mode ciphers vulnerability to BEAST. (wi01008729)
- The NTLM authentication might not work on some Windows XP computers. On Windows Vista and 7 it is working as expected. (wi01033631)
- There is a limitation within the EACA Memory Snapshot functionality on machines with UAC (User Account Control) enabled. Most Windows OS' from Vista through Windows 7 Professional -- not including Windows 7 Enterprise and Ultimate -- are limited in the output of the embedded memory snapshot functionality. The limitation only shows user-spawned processes. No local/network/system processes can be detected. This renders the EACA applet memory snapshot functionality via the portal ineffective for the broadest category of client machines -- most presumed to have UAC enabled by default or forced enabled by company policy. The current workaround for this issue is to permanently disable UAC. (wi00942037)
- On Android 2.3.6, IPSec and ISAKMP Rekey doesn't take place. On Android 3.1 and 4.x, only the IPsec Rekey is always done correctly (wi01019594)

General

- A maximum of 5000 SSL or IPSec/L2TP clients generating up to 32000 cumulative concurrent connections are allowed on a VPN Gateway 3070 with 2 GB RAM.
- The license is not part of the configuration and is also not included when exporting the configuration using the CLI command **`/cfg/ptcfg`**. If a configuration is deleted, the license is also deleted.
- When using the IPsec VPN client together with the installed EACA agent, the result of the EACA check cannot lead to an IP address being allocated from an IP pool that is assigned to an extended profile. This is because the IP address has to be allocated before the EACA check is run.

- AVG does not support running multiple virtual desktop in the same end-user PC.
- SiteMinder authentication does not act as expected while crossing a realm with a lower protection level to another realm with a higher protection level. (wi00571215, Q01351656-01)
- SSL VPN portal mode to handle JSON that contains JavaScript string enclosed with single quotation mark is failing. (wi00891135)
- Microstrategy custom application re-write failure. (wi00946181) See also wi00891135 (above) for more detail.
- Android, MAC OS X and iOS L2TP/IPsec support: When configuring Authorder tab under L2TP for the VPN gateway, do not select MSCHAPV2 and All. (wi01028212)
- L2TP Android 3.1, 4.0.4 clients are not properly disconnected from VPN. The client session remains blocked until the idle or dpd timer expires. (wi01019073)
- Deploying the OVA image on a VMware Workstation 7 fails with following error due to VMware Workstation limitation: "OVF descriptor could not be parsed". (wi01019092)
- L2TP/IPsec ICP (Initial Contact Payload) is not supported. (wi01019449)

Chapter 9: Known issues

This section lists the known issues that have been identified relative to specific features. See the following topics:

- OVF Template menu in vSphere Client 4.1 fails to install AVG OVA package on page 33
- Portal on page 33
- Secure Portable Office and Portal on page 34
- Browser-Based Interface on page 35
- Miscellaneous on page 35

OVF Template menu in vSphere Client 4.1 fails to install AVG OVA package

This is a vSphere Client 4.1 bug. The issue occurs if the OVF .cert file is a multiple of 1024 bytes where AVG OVA cert file is 4096 bytes. The recommended work-around:

- Use ISO image to do legacy installation method.
- Deploy the .ova with the Open Virtualization Format Tool (ovftool).
- Unpack the .ova and deploy the .ovf with the vSphere Client.

More information can be found at http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1032863.

Portal

- When HTTPS is used, Internet Explorer version 7.0.2800.1106.xpsp2_gdr.040517-1325. does not allow downloading or saving a file in the system (for example, files with extension .txt, .exe, .zip) though the SSL VPN server HTTP setting of **`addnostore`** is set to **`off`**.
- Turn off the `cookiedb` when used with Citrix and OWA. **`/cfg/vpn/*/server/portal/cookiedb off`**

Secure Portable Office and Portal

- ActiveX Citrix ICA is not supported with IE8 and SPO Application Virtulization mode. The Firefox with Java Applet Citrix ICA can be used instead. (wi00571435, Q02040046)
- SPO with Application Virtualization mode does not support Port forwarder host mapping feature. (wi00568280, Q02040815)
- Authenticating with certificates in SPO virtualized environment does not work on W7/ Vista. (wi00947931)
- The same message that appears when SPO Client is running on client machine x64 with no Java installed, is displayed also when Java x64 is only jre installed. (wi00986709)
- SPO: Custom PF link fails to launch the link. (wi00571239)
- No URL bar is displayed in SPO Client when no links are configured for the user group. (wi01021339)
- On clean Windows machines AVG portal fails to install Java Jre when EACA is set. (wi01032012)
- User with expired password can't change password when authenticating against LDAPS server with SPO client. (wi00945369)
- SPO doesn't error when authentication is rejected due to remote LDAP or SiteMinder server being unresponsive. (wi00971227)
- In SPO Virtualized AVG applet links doesn't start if Firefox is used and Java 1.6 is running on client PC . (wi01034058)
- EACA & AVG applet links not running in SPO Virtualized environment if client PC language is set to ASIAN format. (wi01034154)
- SPO:links are not visible in SPO Dashboard when link text is given in quotes. (wi00567976)
- Windows 7 is "unknown Windows version" to SPO. (wi00971222)
- VPN portal does not handle properly UTF-8 chars. (wi00871865)
- Selecting the path for IE x64 to be used when a link from SPO is opened, IE x86 will be used instead. (wi00986739)
- SharePoint - Text box for files path is inactive when try to upload a document. (wi00926110)
- SPO does not display a banner in a rich text format. (wi00989087)
- Drop down menus do no display for a rewritten SharePoint site. (wi00834777)
- Calendar button does not appear in a rewritten SharePoint site. (wi00834781)
- External link from SPO is opened with IE no matter if browser selected to use is IE or Firefox. (wi00940109)
- Invalid profile is obtained if you want to modify an SPOClient.iso profile. (wi01010920)

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- SPO downloaded software applications after were deleted from SPOClient->Apps, they still appear in Status->Software. (wi01026876)
- Outlook PF option "Start Outlook Client" from portal is not persistent. (wi01012631)
- An Internet Explorer Script Error appears when SPO is launched in native environment by a non-admin user on Windows XP x86. (wi00993820)
- DWA 8 user cannot decline an appointment invitation sent by another user. (wi00932066)
- Applet of port forwarding links opened in SPO with Firefox is not closed when Stop button is pressed. (wi01006146)
- No Firefox new window will be opened for a Portal http proxy link, for which New browser window option is Yes. (wi01006166)
- No Firefox new window will be opened for a SPO http proxy link, for which New browser window option is Yes. (wi01006175)
- Port Forwarder fields values should be checked before port forwarder starts. (wi00986215)
- HTML inline styles for linkset text break SPO linkset display. (wi00570936)
- SPO: The New Software message will not be displayed entirely if the name of software is long. (wi01026826)

Browser-Based Interface

- The Avaya Endpoint Access Control Agent (formerly Avaya Health Agent and Nortel Health Agent) Rule Definitions menu and tabs behave inconsistently and incorrectly. (wi00571326, Q02040322)
- The Avaya Endpoint Access Control Agent trigger command does not accept Windows environment variables: for example, %windir%,%programfiles% and other windows environment variables. (wi00568194, Q02040327)

Miscellaneous

- On Linux (SUSE 10.0) and Firefox, when Net Direct is started from the Portal, the message "Net Direct already running" is displayed in the Java applet window although the Net Direct is not started. When this message appears, the Net Direct cannot be started.
- Log message **Run Full System Scan Failed** appears on the EACA client when the user connects to AVG using the Net Direct installable client. The predefined rule for the antivirus launches trigger, but does not work. (wi00571411, Q02050561)
- The BWM source IP filter is changed and impacted by another filter or BWM policy. This change impacts the existing traffic. (wi00568267, Q02051061)

- The display message for the EACA SRS failure notification is incorrect. The error message contains **Avaya IPsec** instead of Avaya SSL. (wi00571350, Q02050864)
- The SRS fail notification message for EACA appears even for the successful Tunnel Guard checks. (wi00571437, Q02053077)
- The EACA minimum version feature is currently not working. (wi00863201)
- Drop down menus cannot be accessed for a rewritten SharePoint 2007 site. (wi00884859)
- Authentication to SharePoint 2007 doesn't work if the IP address is used to connect to SharePoint server. (wi00884905)
- Unable to login to OWA 2007 using an auto link from MF. (wi00892516)
- VPN BO tunnel is not stable. The 3rd party VPN device is SonicWALL NSA 240. The tunnel can stop working randomly. (wi00871926)
- When you install an SSL license, the license information menu does not display the IPsec license number, which is implicitly included in the SSL license. (wi00968563, wi01062507)
- You cannot view host IP pool allocations in BBI. (wi00968428)
- Uninstalling NDIC requires a mandatory system restart, even though this option is not selected during the uninstall process. (wi00961745)
- You cannot delete user tunnel profiles that have been created automatically using the QUICK wizard. (wi00965415)
- Net Direct applet does not work on Fedora 14. (wi01015358)
- TLS1.1 and TLS1.2 support - Security Vulnerability - US-CERT VU#864643 BEAST (wi01008729, wi01008730 and wi01003588)
- Multiple clients behind the same NAT device cannot make simultaneous L2TP/IPsec connections. (wi00571477, Q02037954)
- Java RDP does not work if the remote host is Windows 8. (wi0107319).
- Windows 8: Host mapping doesn't work. (wi01075585).

Chapter 10: Related documentation

- *Avaya VPN Gateway Command Reference* (NN46120-103)
- *Avaya VPN Gateway Application Guide for SSL Acceleration* (NN46120-100)
- *Avaya VPN Gateway CLI Application Guide* (NN46120-101)
- *Avaya VPN Gateway BBI Application Guide* (NN46120-102)
- *Avaya VPN Gateway User Guide* (NN46120-104)
- *Avaya VPN Gateway Administrator Guide* (NN46120-105)
- *Avaya VPN Gateway Configuration - Secure Portable Office Client* (NN46120-301)
- *Avaya VPN Gateway VMware Getting Started Guide* (NN46120–302)
- *Avaya VPN Gateway Release Notes* (NN46120-400)
- *Avaya VPN Gateway Troubleshooting Guide* (NN46120-700)

Chapter 11: Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to www.avaya.com or go to one of the pages listed in the following sections.

Navigation

- Getting technical documentation on page 39
- Getting product training on page 39
- Getting help from a distributor or reseller on page 39
- Getting technical support from the Avaya Web site on page 40

Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to http://support.avaya.com.

Getting product training

Ongoing product training is available. For more information or to register, you can access the Web site at http://support.avaya.com. From this Web site, you can locate the Training contacts link on the left-hand navigation pane.

Getting help from a distributor or reseller

If you purchased a service contract for your Avaya product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at http://support.avaya.com.

Ceedo Enterprise (CE) application is used in conjunction with the Avaya Secure Portable Office (SPO) solution. Ceedo Enterprise user documentation should be consulted as part of the use of SPO. Ceedo's technical support should be contacted for any issues involving CE application virtualization. http://www.ceedo.com/company/ceedo-support-center.html

Appendix A: Compatibility Matrix

This chapter provides you the following compatibility matrixes for Avaya VPN Gateway Release 9.0.5.0:

- Compatibility matrices for Avaya VPN Gateway Release 9.0.5.0 on page 41
- Compatibility matrix of third party applications with operating systems on page 51
- Compatibility matrix of backend servers on page 47
- Compatibility matrix of AVG VMware Appliance on page 48
- Compatibility matrix of VPN Branch Office Tunnel devices on page 48

Note:

The compatibility matrixes are specified in the following terms:

- Supp—Tested in previous release; not verified in this release
- Cert—Verified in this release
- Unsup—Officially not supported
- x—Not applicable

Compatibility matrices for Avaya VPN Gateway Release 9.0.5.0

The following tables provide compatibility matrixes for the Avaya VPN Gateway Release 9.0.5.0.

Compatibility matrix — Windows

Table 1: Compatibility matrix — Windows

Applications	Windows operating systems								
	2000 Pro	XP Pro	XP 64-bit	Vista	Vista 64-bit	7	7 64-bit	8	8 64-bit
Portal Mode	Supp	Cert	Supp	Supp	Supp	Cert	Cert	Cert	Cert
Port Forwarder	Supp	Cert	Supp	Supp	Supp	Cert	Cert	Unsup	Unsup

Applications	Windows operating systems								
	2000 Pro	XP Pro	XP 64-bit	Vista	Vista 64-bit	7	7 64-bit	8	8 64-bit
Net Direct	Supp	Cert	Supp[1]	Supp	Supp[1]	Cert	Cert[1]	Cert	Cert
Net Direct installed	Supp	Cert	Unsup	Supp	Unsup	Cert	Unsup	Cert	Unsup
EACA	Supp	Cert	Supp	Supp	Supp	Cert	Supp	Unsup	Unsup
TG/EACA portal	Supp	Cert	Supp[2]	Supp	Supp[2]	Cert	Cert[2]	Unsup	Unsup
SODP	Supp	Supp	Unsup	Supp	Unsup	Unsup	Unsup	Unsup	Unsup
L2TP	Supp	Cert	Cert	Supp	Supp	Cert	Cert	Unsup	Unsup
SPO[3]	Supp	Supp	Supp	Supp	Supp	Cert	Cert	Unsup	Unsup
Contivity 6.x 7.x	Supp	Supp	Unsup	Unsup	Unsup	Unsup	Unsup	Unsup	Unsup
VPN Client 10.01	Unsup	Unsup	Unsup	Supp	Supp	Unsup	Unsup	Unsup	Unsup
VPN Client 10.04–10.06	Unsup	Cert	Supp	Supp	Supp	Cert	Cert	Cert[4]	Cert[4]
WTS/ RDP	Supp	Supp	Supp	Supp	Supp	Cert	Cert	Unsup	Unsup

1 —Net Direct applet on Windows 64–bit is supported on 32–bit browsers.

2—AEACA on Windows 64–bit is supported on 32–bit browsers with 32–bit JRE.

3— SPO refers to both Native and Virtualized modes. See the SPO Compatibility Matrix table for more information.

4— Avaya VPN Client is supported on Windows 8 starting with release 10.06.200.

Note:

Check the Known Issues section for unsupported features.

Compatibility matrix — MAC

Table 2: Compatibility matrix — MAC

Applications	MAC OS – 10.4	MAC OS – 10.5	MAC OS – 10.6	MAC OS – 10.7
Portal Mode	Supp	Supp	Supp	Cert
Port Forwarder	Supp	Supp	Supp	Cert
Net Direct	Supp[1]	Supp[1]	Supp[1]	Cert[1]

Applications	MAC OS – 10.4	MAC OS – 10.5	MAC OS – 10.6	MAC OS – 10.7
Net Direct installed	x	x	x	x
EACA	x	x	x	x
TG/EACA portal	Supp[2]	Supp[2]	Supp[2]	Supp[2]
SODP	x	Unsup	Unsup	Unsup
L2TP	Supp	Supp	Supp	Supp
SPO[3]	x	x	x	x
Contivity 6.x 7.x	x[4]	x[4]	x[4]	x[4]
VPN Client 10.x	x	x	x	x
WTS/ RDP	Supp[5]	Supp[5]	Supp[5]	Supp[5]
ICA Client	Supp[6]	Supp[6]	Supp[6]	Supp[6]

1— Check Known Issue in the release note for unsupported features.

2— Mac/Linux EACA support is limited to bypass end point security check for the unsupported OS.

3— SPO refers to both Native and Virtualized modes. See the SPO Compatibility Matrix table for more information.

4—MAC / Linux support provided by third party clients where applicable. Mac OS X users should upgrade to Net Direct for future deployments and Linux users may leverage open source clients such as shrew.net. Use of open source clients are solely the responsibility of the customer to test and support.

5— RDP only works in Java mode.

6— ICA client only works in Java mode.

Compatibility matrix — other operating systems

Table 3: Compatibility matrix — other operating systems

Applications	Redhat	Fedora Core	Solaris
Portal Mode	Supp	Supp	Supp
Port Forwarder	Supp	Supp	Supp
Net Direct	Supp	Supp[1]	x
Net Direct installed	x	x	x
EACA	x	x	x
TG/EACA portal	Supp[2]	Supp[2]	x
SODP	Unsup	Unsup	x

Applications	Redhat	Fedora Core	Solaris
L2TP	Supp	Supp	x
SPO[3]	x	x	x
Contivity 6.x 7.x	x[4]	x[4]	x[4]
VPN Client 10.x	x	x	x
WTS/ RDP	Supp[5]	Supp[5]	Unsup
ICA Client	Supp[6]	Supp[6]	Unsup

1— View Known Issues: Net Direct applet does not work in Fedora 14 (wi01015358)

2— Mac/Linux EACA support is limited to bypass end point security check for the unsupported OS.

3— SPO refers to both Native and Virtualized modes. See the SPO Compatibility Matrix table for more information.

4— MAC / Linux support provided by third party clients where applicable. Mac OS X users should upgrade to Net Direct for future deployments and Linux users may leverage open source clients such as shrew.net. Use of open source clients are solely the responsibility of the customer to test and support.

5— RDP only works in Java mode.

6— ICA client only works in Java mode.

Compatibility matrix — mobile

Table 4: Compatibility matrix[1] — mobile

Applications	Blackberry	iPhone – 2.1	iPhone and iPad – iOS 4.2.1	Windows Mobile – 6.1
Portal Mode	x	x	x	x
Port Forwarder	x	x	x	x
Net Direct	x	x	x	x
Net Direct installed	x	x	x	x
EACA	x	x	x	x
TG/EACA portal	x	x	x	x
SPO	x	x	x	x
SODP	x	x	x	x
L2TP	x	Supp[2]	Cert[2]	Supp
SPO[3]	x	x	x	x
Contivity 6.x 7.x	x	x	x	x

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Applications	Blackberry	iPhone – 2.1	iPhone and iPad – iOS 4.2.1	Windows Mobile – 6.1
VPN Client 10.x	x	x	x	x
WTS/ RDP	x	x	x	x
ICA Client	x	x	x	x

1— Mac/Linux EACA support is limited to bypass end point security check for the unsupported OS.

2— Check Known Issue in the release note for unsupported features.

3— SPO refers to both Native and Virtualized modes. See the SPO Compatibility Matrix table for more information.

Compatibility matrix — Android

Table 5: Compatibility matrix — Android

Authentication type	2.3.6	3.1	4.0	4.1
Pre-shared key	Supp	Supp[1]	Supp[1]	Supp[1]
Certificate	Cert	Supp	Supp	Supp

1 — Check the Known limitations section in the release notes.

Compatibility matrix — IP Phones

Table 6: IP Phones matrix

IPsec Authentication type	Phone models		
	11xx	96x0	96x1
Pre-shared key	Supp	Supp	Unsup
Certificate	Supp	Unsup	Unsup

Compatibility matrix — SPO Native mode

Table 7: Compatibility matrix — SPO Native mode

Applications	XP Pro 32-bit	XP 64-bit	Vista 32-bit	Vista 64-bit	Win 7 32-bit	Win 7 64-bit
Net Direct	Supp	Supp	Supp	Supp	Cert	Cert
Firefox 3.x-18.x	Supp	Supp	Supp	Supp	Cert	Cert
JRE 1.6	Supp	Supp	Supp	Supp	Supp	Supp
JRE 1.7	Supp[1]	Supp[1]	Supp[1]	Supp[1]	Cert[1]	Cert[1]
IE 8	Supp	Supp[2]	Supp[2]	Supp[2]	Supp	Supp[2]
IE 9	X	X	Supp	Supp[2]	Cert	Cert[2]
Portal Links	Supp	Supp	Supp	Supp	Cert	Cert

1— AVG applets do not run on IE browser when Windows OS has ASIAN regional settings as system locale.

2—Only IE 32–bit browser on 64–bit platform.

Compatibility matrix — SPO virtualized mode

Table 8: Compatibility matrix — SPO virtualized mode[1]

Applications	XP Pro 32-bit	XP 64-bit	Vista 32-bit	Vista 64-bit	Win 7 32-bit	Win 7 64-bit
Net Direct	Supp	Supp	Supp	Supp	Cert	Cert
Firefox 3.x-16.x	Supp	Supp	Supp	Supp	Cert	Cert
Java JRE 1.7	Supp[2]	Supp[2]	Supp[2]	Supp[2]	Cert[2]	Cert[2]
IE 8	Supp	Supp[3]	Supp	Supp[3]	Supp	Supp[3]
IE 9	X	X	Supp	Supp[3]	Cert	Cert[3]
Portal Links	Supp	Supp	Supp	Supp	Cert	Cert
2050 IP softphone	Supp	Supp	Supp	Supp	Supp	Supp
One-X Agent	Supp	Supp	Supp	Supp	Supp	Supp

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Applications	XP Pro 32-bit	XP 64-bit	Vista 32-bit	Vista 64-bit	Win 7 32-bit	Win 7 64-bit
Contact Center Express Desktop	Supp	Supp	Supp	Supp	Supp	Supp

1— SPO Virtualized Mode on CDROM is not supported.

2— AVG applets do not run on IE browser when Windows OS has ASIAN regional settings as system locale.

3—Only IE 32–bit browser on 64–bit platform.

Compatibility matrix of backend servers

Table 9: Backend server matrix

Backend Servers	Portal mode	Port forwarder	SPO
OWA 2003	Cert	Supp	Supp
OWA 2007	Cert	Supp	Supp
OWA 2010	Unsup[1]	Unsup[1]	Unsup[1]
SharePoint 2003	Cert	Supp	Supp
SharePoint 2007	Cert	Supp	Supp
SharePoint 2010	Unsup[1]	Unsup[1]	Unsup[1]
Lotus Domino 7.0	Supp	Supp	Supp
Lotus Domino 8.0	Supp	Supp	Supp
Lotus Domino 8.5	Unsup[1]	Unsup[1]	Unsup[1]
RSA Soft token	Supp	Supp	Supp
Citrix-4.0	Supp	Supp	Supp
Citrix-4.5	Supp	Supp	Supp
Citrix-5.0	Supp	Cert	Supp
Citrix-6.5	Supp	Cert	Supp
Windows 2003 server	Supp	Supp	Supp
Windows 2008 server	Supp	Supp	Supp

1 — Uses Net Direct or the Avaya VPN client.

Compatibility matrix of AVG VMware Appliance

Table 10: AVG VMware Appliance matrix

VMware Platform	3050-VM	3070-VM	3090-VM
VMware ESX Server 3	Supp	Supp	X
VMware ESX Server 3.5	Supp	Supp	X
VMware ESX Server 4.0	Supp	Supp	X
VMware ESXi Server 3.0	Supp	Supp	X
VMware ESXi Server 3.5	Supp	Supp	X
VMware ESXi Server 4.1	Supp	Supp	X
VMware ESXi Server 5.0	Cert	Cert	Cert
VMware ESXi Server 5.1	Cert	Cert	Cert
VMware Workstation	Unsup	Unsup	X
VMware Server	Unsup	Unsup	X
VMware Player	Unsup	Unsup	X
Microsoft Hyper-V	Unsup	Unsup	X

Compatibility matrix of VPN Branch Office Tunnel devices

Table 11: VPN Branch Office Tunnel device matrix

VPN Branch Office Tunnel device	Supported
AVG 3050/3050–VM	Yes
AVG 3070/3070–VM	Yes
AVG 3090–VM	Yes
VPN Router (formerly Contivity) 1100 and above	Yes
Cisco[1]	Yes
CheckPoint[1]	No

Comments? infodev@avaya.com

VPN Branch Office Tunnel device	Supported
BSR 222[1]	No
SonicWALL N240	No

1 — The BO tunnel does not work properly if DPD is not enabled or DPD is not supported.

Comments? infodev@avaya.com

Appendix B: Compatibility matrix of third party applications with operating systems

Table 12: Third party compatibility matrix with operating systems — Windows

Applications	Windows operating systems								
	2000	XP	XP 64-bit	Vista	Vista 64	7	7 64-bit	8	8 64–bit
IE 6	Supp	Cert	Supp	x	x	x	x	x	x
IE 7	x	Cert	Supp	Supp	Supp	x	x	x	x
IE 8	x	Cert	Supp	Supp	Supp	Cert	Cert	x	x
IE 9	x	x	x	Supp	Supp	Cert[1]	Cert[1]	x	x
IE 10	x	x	x	x	x	x	x	Cert	Cert
Firefox 3.x	Supp	Supp	Supp	Supp	Supp	Supp	Supp	Supp	Supp
Firefox 4.x-18.x	x	Cert	Supp	Supp	Supp	Cert	Cert	Cert	Cert
Safari 3.x-5.x	Supp	Supp	Supp	Supp	Supp	Supp	Supp	Supp	Supp

1 — Internet Explorer 8 and 9 have some compatibility issue with ICA client.

Table 13: Third party compatibility matrix with operating systems — other operating systems

Applications	MAC	Redhat	Fedora
IE 6.x-9.x	x	x	x
Firefox 3.x	Supp	Supp	Supp
Firefox 4.x-18.x	Supp	x	x
Safari 3.x-4.x	Supp	x	x
Safari 5.x-6.x	Cert	x	x