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Contivity VPN Client Release Notes

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Preface

These release notes contain the latest information about Nortel Networks* Contivity* VPN Client Version 4.91.

Before you begin

The *Contivity VPN Client Release Notes* are intended for network managers who are responsible for the Contivity Secure IP Services Gateway. They assume that you have experience with windowing systems or graphical user interfaces (GUIs) 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 ({})	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. 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.
brackets ([])	Indicate optional elements in syntax descriptions. Do not type the brackets when entering the command. Example: If the command syntax is show ntp [associations], you can enter either show ntp or show ntp associations. 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.
<i>italic text</i>	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. Example: If the command syntax is ping <ip_address>, <i>ip_address</i> is one variable and you substitute one value for it.
plain Courier text	Indicates system output, for example, prompts and system messages. Example: File not found.
separator (>)	Shows menu paths. Example: Choose Status > Health Check.

Related publications

For more information about the Contivity Secure IP Services Gateway, refer to the following publications:

- *Configuring the Contivity VPN Client* introduces the client product and provides information about initial setup and configuration.
- *Configuring TunnelGuard for the Contivity Secure IP Services Gateway* provides information about configuring and using the TunnelGuard feature.

Hard-copy technical manuals

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From the Technical Support page, you can open a Customer Service Request online or find the telephone number for the nearest Technical Solutions Center. If you are not connected to the Internet, you can call 1-800-4NORTEL (1-800-466-7835) to learn the telephone number for the nearest Technical Solutions Center.

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Chapter 1

Overview

The Nortel Networks Contivity VPN Client Version 5.01 release includes bug fixes and new features added since Version 4.91. These release notes contain the latest information about the client.

Supported platforms

This client release supports the following Microsoft* operating systems:

- Windows XP Home, Windows XP Professional, and Windows XP Tablet
- Windows 2000.



Note: Version 4.91 is the last release that provides support for the Windows 98 and Windows ME operating systems.

Although the client may install on older versions of Microsoft operating systems, Nortel Networks will provide support only for Windows XP and Windows 2000. The client works with all service packs available for each operating system.

New features

Version 5.01 provides support for:

- IPSec mobility, which allows IPSec connections to be maintained for mobile users, allowing them to roam from subnet to subnet without losing the VPN tunnel.

- Inverse split tunneling, which provides the ability to specify specific networks that are allowed access outside of a mandatory tunnel. You can also configure an option that allows only locally-connected subnets to be accessed.

Restricted product – export license requirement

This product incorporates encryption technology that is highly restricted and can require an export license from the US Department of Commerce, Bureau of Export Administration, prior to international shipment.

A product that incorporates encryption with a key length up to 56 bits can be eligible for international shipment pursuant to a license exception. However, any product that incorporates encryption technology exceeding 56 bits will require an export license from the US Department of Commerce.

Pursuant to such license, the product can be marketed and sold only to a limited class of international users. Any entity, other than Nortel Networks, Inc., that wants to export this product must first obtain license approval from the US Department of Commerce.

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Chapter 2

Issues and considerations

This chapter describes issues since Version 4.86_100 and considerations that apply to the Version 5.01 release of the Contivity VPN Client.

Contivity VPN Client known anomalies

The following sections describe Contivity VPN Client issues.

Q00917913 - Installing over previous version disables logging

If you install Version 5.01 over Version 4.91, which has logging enabled, logging is disabled on Version 5.01.

Q00901531 - Installing from a network share not supported

Installing the client from a network share is not supported. When the VPN drivers are installed, Windows will temporarily interrupt the connection and may cause the installation to fail. Nortel Networks recommends that you copy the kit to a temporary area on the target PC and start the installation from that location. After the installation, the temporary kit may be deleted safely.

Contivity VPN Client considerations

The following sections describe Contivity VPN Client considerations. You must have admin privileges to install the Contivity VPN client. You should also copy the client installation files to a local drive.



Note: Network connectivity may be lost for a short time during the client installation, but after the installation connectivity should return. In some instances this may cause problems with currently running network applications. To avoid any problems, you should always exit all programs before starting the installation process. .

Fast switching on Windows XP

Depending on how it's installed, the Contivity VPN Client behaves differently after Fast User Switch in Windows XP. The Contivity VPN Client will disconnect after a Fast Switch if it's installed as an application. The tunnel stays up after a fast switch if the Contivity VPN Client is installed as a service. As a feature, the status icon does not show up for any user other than the user that started the tunnel.

Some files might not be properly cleaned up if you uninstall the Contivity VPN Client after a fast switch while the tunnel is active. If you do run into this situation and would like to properly uninstall the Contivity VPN Client, first install it and then and uninstall it.

Interface selection by Contivity VPN Client

As a feature of the IPsec Mobility, the Contivity VPN Client will try to roam to a better interface if multiple interfaces are available. Currently, the Contivity VPN Client prioritizes the interface based on its Interface Metric. For example, you can use Interface Metric to notify the Contivity VPN Client to use Ethernet over wireless.

On Windows 2000, the Interface Metric can be manually set from Interface Properties > Internet Protocol (TCP/IP) Properties > Advanced > Interface Metric. Windows XP automatically sets this value based on the interface speed.

Restricted mode operation

When the Contivity VPN Client is launched from the NNGINA, it must run in a restricted mode. This mode secures and disables some Contivity client dialog buttons and menus. The following Contivity VPN Client menu items and dialog buttons are disabled in restricted mode:

Menus:

- File Menu
 - New
 - Connection Wizard
 - Save
 - Delete
 - Create Shortcut
- Options Menu - None
- Help Menu
 - Contents
 - Search...
- Entrust tool menu
 - New
 - Open
 - Open From Smartcard
 - Password Change
 - Recover Profile
- Verisign tool menu
 - Recover
 - View File
 - Change Password

Dialog buttons:

- Challenge Response Token Options
 - “Browse” disabled
- Screen Saver Settings Incorrect

- “Control Panel >>” disabled

User access to these controls is restored upon successful completion of the tunnel connection and the Windows log on.

If for some reason the tunnel is terminated and the user remains logged on to the system, the restricted mode will not be restored. The user will have full control of the options provided by the Client because they have successfully completed a Windows logon.

IE5 subdirectory removed

The Ie5 subdirectory under the tools directory has been removed from the Contivity VPN Client CD. This directory contained the ie5setup.exe file for Microsoft Internet Explorer Version 5.5.

Verisign Certificate Database and tool kit

The Verisign tool kit and the Verisign proprietary digital certificate store is no longer supported in the Contivity VPN Client when creating new or renewed Verisign certificates. Current Verisign certificates will continue to work when making a VPN connection. New Verisign Certificates should be stored in the MS-CAPI certificate store.

Windows 2000 delay

After rebooting your Windows 2000 PC, you may not be able to run the client immediately because Windows has not completed the startup. If you try to run the client during this period, there will be a delay before you see the client application.

Windows 2000 or XP running as a service can present a security issue

When installed as a service to provide domain login, the client runs under the LOCAL SYSTEM account as an interactive service. This means that all dialog boxes that are presented to a user on that system are running under the system account and may provide access to other users' files on that system. If this is an issue, you should install and run the client as an application.

Non-privileged users can affect system phone book entries

On the Windows 2000 platform, users can modify or delete entries from the All Users phone book.

Windows 2000 dialup icon in task bar issues

When installed as a service to provide domain login, the client remains running when a user logs off and then logs in to the Windows NT domain reachable on the private side of the switch. When users connect using a dialup connection, those dialup connections created for All Users persist over a logoff/logon sequence and appear in the task bar when the client logs back in. Dialup connections created as user dialup connections persist over a logoff/logon sequence but are not available in the task bar after a user logs in. This is a problem when trying to disconnect the dialup connection.

You should create the dialup connections for All Users if you plan to use the domain login feature. Another option is to invoke the dialup connection by name from the system start menu: Start > Settings > Network and Dialup connections > YourDialupName. By selecting a dialup connection, you activate the application that alerts the Microsoft Dialup application to repaint the icon on the task bar.

Client auto-connect limitation

The maximum number of auto connect networks is 32.

Using the comma delimiter in the DOS command line

You cannot use the comma as a parameter that you enter at the DOS command line prompt because the comma is used as the parameter delimiter.

Client policy definition

Because the password expiration check now uses port 586, you must define TCP client port 586 within your client policy to ensure that the policy does not fail. When the client needs to connect to a remote port that is greater than 1024 and at the same time the local port number is also greater than 1024, the client must specify the client rules separately, as shown in the following example:

```
Tcp: Local (10.44.128.240:1068) Remote (192.10.155.2:8088)  
State (Established)
```

or

```
Tcp: Local (10.4.127.102:1068) Remote (192.35.217.195:17027))  
State (SYN_Sent)
```

In both cases, the remote ports are greater than 1024. It is no longer sufficient to define the wildcard policy rules as follows to cover either case:

```
TCP Client 0  
UDP Client 0
```

The separated client policy rules are needed under this situation. Using the America Online* V5.0 Web browser is not supported. America Online V5.0 includes an integrated Web browser that uses a Web proxy. The integrated Web browser conflicts with the use of IPsec and PPTP tunnels.

With an IPsec or PPTP tunnel running, you are unable to access any Web sites while using the AOL V5.0 integrated Web browser. Do not use the AOL V5.0 integrated Web browser. Use another Web browser, such as Internet Explorer or Netscape Navigator*.

Windows XP and Windows 2000 driver signing message

Depending on how Windows XP or Windows 2000 is configured, you may receive a driver signing warning message. To prevent this message from appearing, you can change a setting in the control panel.

To disable driver signing on a system running Windows XP:

- 1 From the Start menu, choose Settings > Control Panel > Performance and Maintenance.
- 2 Choose the system icon.
- 3 Choose Hardware.
- 4 Click on the driver signing button.
- 5 Write down the current driver signing value.
- 6 Click on the ignore - install the software any, don't ask for my approval button.

To disable driver signing on a system running Windows 2000:

- 1 From the Start menu, choose Settings > Control Panel > System.
- 2 Click on the Hardware tab.
- 3 Click on the Driver Signing button and write down the current setting.
- 4 Select the Ignore - Install all files, regardless of file signature button.
- 5 Click on OK.
- 6 You can now install Version 4.65 of the client. After the installation completes, return the setting to the value.

After you install the client software, you can reset the driver signing value to the value that you previously wrote down.

No duplicate dialup information screen

In previous versions of the client, if you tried to get a new Entrust certificate using the wizard, you would be asked twice for dialup information. In Version 4.10 and higher, the second (duplicate) screen asking for dialup information has been removed, and the Remote Access Service (RAS) connection is kept until the certificate is successfully retrieved. For all wizard-initiated RAS connections, if you stop the wizard by clicking on the Cancel button, the connection is lost; however, the connection remains up for existing user-initiated RAS connections.

Auto Connect works only with WinSock applications

Client Auto Connect works only with applications that open WinSock connections. If you try to access external resources from the Network Neighborhood, the Run dialog box, or Internet Explorer, the Auto Connect feature does not work.

Native Windows client using L2TP over IPsec

The native Windows VPN client must be disabled while Contivity VPN Client is used. The Contivity VPN Client disables the windows native client automatically at installation time and performs periodic checks to make sure it's disabled.

Shared uninstall (InstallShield ID)

Uninstalling the client also removes any client versions 2.62 or later (even if each version is in its own unique directory) since the InstallShield log that is used is shared by both versions.

Driver names conflict

If you want multiple versions of the client on a single system, there is a conflict between the 4.10 and higher driver names and the older client driver names. If you subsequently decide to uninstall the 4.10 client, you must also uninstall the 3.70 client.

Entrust Negotiator dll

The default Entrust.ini file, which is generated during the 5.0PKI installation, has FIPS enabled (FIPSmode=1). To use the 5.1.100.361 Entrust Negotiator dll, you must disable FIPS (FIPSmode=0).

WinPOET incompatibility

Versions 2.1 and earlier of WinPOET are incompatible with intermediate filter drivers, including the Contivity VPN Client filter driver. This problem has been resolved in later versions of WinPOET.

Prompt for Ipsecw2k.sys file during installation

Occasionally the installation program asks you to supply the Ipsecw2k.sys file. Usually this is the result of re-installing the client in a new location. If this occurs, you see a dialog box prompting for this file. Click on the Browse button. The folder path will be the product folder where you are installing the client, for example, \myclient\Drivers. Select the Ipsecw2k.sys file and click on OK to continue the installation procedure.

Using wizard to setup Axent Soft token

Occasionally, if you are running the client on Windows 2000 with a limited amount of memory, using the wizard to configure the Axent soft token causes high CPU usage. This can occur when the Contivity VPN Client is unloading the Axent Defender soft token DLL while using the Connection Wizard.

Entrust internal error

If you are using the Connection Wizard to request an Entrust Digital Certificate and logged in as a user without administrative privileges, you may see “Error: open of log file failed.” If you see “Error: open of log file failed; error 13 File ...\\other\\elog.cpp LINE 721,” it indicates that you do not have access rights to certain Entrust files or directories.

Improper configuration parameter for Dynamic DNS

If Dynamic DNS is enabled, which is by default, the Contivity VPN Client uses Windows services to update DNS servers with its IP address. If Dynamic DNS parameters are incorrectly set, the Contivity VPN Client user interface or the status icon might become non-responsive while the Contivity VPN Client is using the incorrect parameters to communicate with the DNS server.

Nortel Networks suggests disabling Dynamic DNS if you are not planning to use it. However, if you use this feature, make sure the parameters are correct and the DNS Server is functional.

Windows XP known problem

An error occurs when running an InstallShield Professional 6.x setup on a Windows XP PC with service pack 1 and Windows XP Hotfix Q328310 applied. Nortel Networks recommends that you install the Windows XP fix available to download from Microsoft Knowledge Base article 329623. Click on the Download the 329623 package now link in the article.

Although not recommended, if this does not work you could temporarily uninstall the problematic Windows XP Hotfix Q328310. Then reinstall the setup making sure that you reinstall Windows XP Hotfix Q328310. For more information about Windows XP Hotfix Q328310, see Microsoft Knowledge Base article 328310.

Inconsistent TokenType and UseTokens initialization

When you create a custom client profile and set the TokenType and UseTokens initialization inconsistently, you could see an inconsistent display of the desired authentication method. Select Options > Authentication Options and click on OK to fix the screen. This changes the screen for the TokenType selected in the profile and persistently changes the user profile. For more information on the TokenType and UseTokens setup, see “Configuring client profiles” in the *Configuring the Contivity VPN Client* document.

Connection problems caused by NAT devices

The Contivity VPN Client must use NAT Traversal to be able to establish an IPsec tunnel through a NAT device that does not support IPsec. If you are unable to make a connection or receive “The secure Contivity connection has been lost” error message, it indicates that NAT traversal is not enabled. Contact your site administrator to make sure that this feature is enabled.

ActivCard PIN change alters certificate profile password

If you use the ActivCard utility to change the ActivCard PIN, the existing Contivity VPN Client certificate profile logon password also changes to the new value.

WebRamp and SonicWall cannot connect multiple PCs

WebRamp 700S NAT firmware version 5.1.1 and Sonic Wall/SOHO2 boxes cannot connect multiple PCs to the Contivity gateway at the same time. You must wait up to 30 seconds between each connection. Both the SonicWall and WebRamp NAT boxes fail to pass the packets on, resulting in “Remote Host Not Responding” error messages.

Smart Card 330 with Datakey reader issue

When you are using the Datakey* reader with Smart Card 330, removing and reinserting the Smart Card may cause the client to hang. To reuse the same profile, you must reboot your PC. To work around this issue, upgrade to the latest versions of these product.

Switching Smart Card readers

When switching Smart Card readers, you should first uninstall unused software. ActivCard* and Datakey write dll entries to Entrust.ini during installation. The dll entry that appears first determines which card is recognized. If you have an ActivCard reader attached to the PC, the ActivCard entry has to appear first in the Entrust.ini file. If it does not, the client does not recognize any card reader during the enrollment process and the “store profile on Smartcard” option is grayed out.

Log off issue when running as a service

When the Contivity VPN Client is running as a service under Windows 2000 or Windows XP, you may not be able to log off after you log in and log off several times. This is a known Windows issue when an NT service is involved with an active GUI interface. To work around the problem, you must first disconnect the Contivity VPN Client service and then log off.