

SoftRemoteLT™ Release Notes

Version: 10.8.0, Build 20

Release Notes Issued on: 09/28/2007

Product Description

NETGEAR SoftRemoteLT is a Virtual Private Network (VPN) client for remote access and secure communications.

New Features and Enhancements

- Vista Support
- Maintenance Release
- Vista VA "Light" – Allows the use of DNS through the mode config assignment without using the VA.

Component Versions

Component	Version
NETGEAR Security Policy Editor	10.8.0 B20
NETGEAR Certificate Manager	10.8.0 B20
Deterministic Networks (DNE) shim	3.21

Before Installing or Upgrading to this Version

When upgrading from an earlier version of the NETGEAR VPN client, take these required steps before installing the client:

1. Uninstall the existing version through the Windows Control Panel **Add/Remove Programs** application.
2. Reboot the computer.

Note: The original Windows installation files may be required during installation, depending on the specific version of Windows and your configuration. Make sure that you have the CD-ROMs or files available before you start the installation.

Windows Compatibility

Due to changes in the Microsoft Windows support, only Windows XP and Windows 2000 are supported. Defects will continue to be resolved on the other operating systems, but no new functionality will be supported.

For questions regarding which operating systems Microsoft supports, please reference Microsoft's product lifecycle at <http://support.microsoft.com/gp/lifewin>.

Supported Windows Version	
Vista Business 32-bit	Vista Enterprise 32-bit
Vista Home Premium 32-bit	Vista Ultimate 32-bit
XP Home and Professional 32-bit	2000 Professional 32-bit
Unsupported Windows Versions	
Windows 95	Windows NT4.0
Windows 98	Millennium

NETGEAR recommends installing the latest Windows service pack, dial-up networking upgrade, and Internet Explorer version.

Network Interface Cards

This version should be compatible with all NDIS-compliant Ethernet network interface cards (NICs).

Compatibility Issues

- **Windows XP Internet Connection Firewall with the SafeNet Virtual Adapter**

The SafeNet Virtual Adapter must be “firewalled” with the Windows XP Internet Connection Firewall if the connection used to create VA is Windows XP “firewalled”; otherwise, packets will not pass.

- **Nortel Contivity VPN Switch**

Description: The elements of the distinguished name sent by the switch are not in the standard order expected by the client. When entering the distinguished name in the **Connect using Nortel Contivity VPN Switch** group, select the **Enter Subject Name in LDAP Format** check box. Make sure that the order of the elements matches the order from the switch, for example:

LDAP Format	Certificate Information
CN	Name
S	State
C	City
OU	Department
O	Company

Workaround: The Nortel switch's firmware version 3.5 or later, with Keep Alives disabled, is required. If a message regarding invalid hash length appears in the Log View, this means that the Keep Alive feature is enabled. The Keep Alives option is controlled through the IPsec section of the Group profile. The menu item in IPsec is called **Enable Client Failover Tuning**.

- **PPPoE software for DSL connections must be installed and operational before the client is installed.**

Description: Installing PPPoE software on a computer that already has the SoftRemote Client installed removes some network components.

Workaround: If the computer does not have the SoftRemote client installed, install the PPPoE software before you install the SoftRemote client. If the client is already installed, remove the client and save the IPsec policy when prompted. After your computer reboots, install the PPPoE software, and then install the client again.

- **Compatibility issues with EarthLink software**

Description: The client is incompatible with EarthLink Internet software, version 5.02.

Workaround: EarthLink can still be accessed through a standard dial-up networking configuration. Uninstall the EarthLink software. EarthLink Technical Support is aware of the situation. Contact EarthLink for help in setting up a standard dial-up configuration for EarthLink access.

- **Compatibility issues with Sony Vaio and 3COM 3CCFE575CT CardBus PC Card**

Description: The 3COM 3CXFE575CT 10/100 LAN CardBus PC Card is not compatible with Sony Vaio notebook computers. After the client is installed, the computer requires an Ethernet cable to be attached in order to boot. This NIC card works fine in other computers.

Workaround: Use hardware profiles to disable the NIC card, or remove the NIC card when the computer is not attached to the network.

- **RequestLocalAddress failure and dialup interfaces are not detected properly in the Log Viewer on clients that also have the Nortel client installed and DN is bound to the Nortel IPSECSHM**

Description: Cannot connect using Windows 2000 and XP RAS connections when DN is bound to the Nortel IPSECSHM.

Workaround: In the Windows Device Manager, if the IPSECSHM - Deterministic Network Enhancer Miniport is disabled, the dialup interface will be detected properly and sessions will establish.

- **DNS resolution via a secure tunnel may require the full DNS name including DNS suffix.**

Description: If the client is attempting to resolve a simple hostname via DNS utilizing the mode config DNS assigned address may fail because the locally configured DNS suffix may be appended.

Workaround: In the adapters advanced TCP\IP properties, append the desired DNS suffix in the DNS suffix search list.

Known Issues

Priority	Classification	Definition
C	Critical	No reasonable workaround exists
H	High	Reasonable workaround exists
M	Medium	Medium level priority problems
L	Low	Lowest level priority problems

This is a list of the issues known at time of release.

All Open Issues are prioritized and addressed in future releases when possible. Known issues listed in the previous release note in the Known Issues section are still present in this release unless listed in the Addressed Issues section.

Issue#	Priorit y	Synopsis
QA02329 9	H	<p>Description: If a user attempts to import a security policy that exceeds the free space of the Registry, SPEDIT crashes and the previous policy is deleted from the Registry.</p> <p>Workaround: Adjust the size of the registry.</p>
QA02337 7	H	<p>Description: Client cannot pass traffic with Secure All (VA) policy when the physical address of the client is on a subnet that matches the subnet of the remote party.</p> <p>Workaround: Do not use VA for this connection.</p>
QA02414 9	H	<p>Description: VA cannot be connected when using Senforce firewall.</p> <p>Workaround: Do not use the virtual adapter when using the Senforce firewall.</p>
QA02421 5	H	<p>Description: Ipsecmon crashes on automatic cert retrievals when using Axis client with Ikey token.</p> <p>Workaround: Manually retrieve certificates with Certificate Manager.</p>
QA02469 4	H	<p>Description: Client machine (with Greenborder Security Agent installed) freezes when user tries to request a certificate.</p> <p>Workaround: The Greenborder Security Agent is not supported with SoftRemote.</p>
QA02499 2	H	<p>Description: Client machine may freeze when IKE service is stopped and started while sending traffic.</p> <p>Workaround: This behavior is only observed if the if the IKE service is started while the client machine is sending traffic to a secure peer. Stop sending secure traffic if you need to restart the IKE service.</p>
QA02501 6	H	<p>Description: Client machine freezes if the user clicks on the NIC properties Cancel button twice. Only observed on Windows 2000.</p> <p>Workaround: Do not click on the Cancel button a second time. Wait for the properties box to close.</p>
QA02519 3	H	<p>Description: When VA connections are established, existing non-VA connections may stop passing secure traffic.</p> <p>Workaround: Check the Only Connect Manually checkbox on the non-VA connection.</p>

QA02566 6	H	<p>Description: Connections using TCP encapsulation may interfere with non-TCP encapsulation connections to the same gateway.</p> <p>Workaround: Do not configure TCP encapsulation connections and non-TCP encapsulation connections to the same gateway.</p>
QA02566 7	H	<p>Description: Deleting user certificates causes secure connections to drop.</p> <p>Workaround: Do not delete user certificates while a secure connection is established.</p>
QA02157 7	M	<p>Description: Post negotiation status dialog in upper-right hand corner of screen may report false connection status information.</p> <p>Workaround: Confirm status of connection negotiation in client log viewer.</p>
QA02177 8	M	<p>Description: When log file is printed, the text does not fit on the page.</p> <p>Workaround: Adjust the margins in text editor or enable word-wrap.</p>
QA02292 1	M	<p>Description: Setting the redialing option; "Idle time before hanging up" causes the VA to disconnect even if there is continuous traffic passing across the VPN.</p> <p>Workaround: Set the "Idle time before hanging up:" for the Virtual Adapter to never.</p>
QA02499 5	M	<p>Description: Client cannot pass secure traffic with VA disabled. This behavior only occurs after the WAN interface has been selected under the "My Identity" section of a connection, and then the connection is later established over ethernet.</p> <p>Workaround: Delete the NET_INTFC registry entry from HKEY_LOCAL_MACHINE\SOFTWARE\IRE\SafeNet\Soft-PK\ACL\connection#\MYID.</p>
QA02197 7	L	<p>Description: NETGEAR VA fails to disconnect occasionally.</p> <p>Workaround: Right click VA icon and disconnect manually.</p>
QA02202 9	L	<p>Description: Other Connections set to block are not blocked if interface is specified.</p> <p>Workaround: Set internet interface to any.</p>
QA02293 0	L	<p>Description: In situations where redundant gateways are used, if the primary and redundant gateways are in the same subnet, and the primary gateway is not available, the connection will fail.</p> <p>Workaround: Do not place the primary and the redundant gateways in the same subnet.</p>
QA03282 1	H	<p>Description: Newly imported certificates are sometimes not auto-selected with auto-cert on Vista.</p> <p>Workaround: Specify the certificate to be used or restart the system and retry.</p>

QA03251 7	H	<p>Description: WLAN interfaces are not listed under My Identity\Internet Interfaces in the policy editor on Vista systems.</p> <p>Workaround: Do not specify the interface in the policy and allow it to be automatically discovered.</p>
QA03218 8	H	<p>Description: VA adapter does not work on Vista.</p> <p>Workaround: New mode config VRS functionality allows DNS to be utilized with mode config only, "no VA required."</p>
QA03278 2	H	<p>Description: VA-Light - VRS lacks support for WINS Mode Config Assignment on Vista clients. WINS is not support on Vista in this release.</p> <p>Workaround: Perform all name resolution via Mode Config assigned DNS.</p>
QA03223 1	H	<p>Description: Cannot use certificate on smartcard for secure connections when UAC is enabled on Vista systems. When using a certificate on a smartcard for a secure connection with a UAC enabled account, the IKE negotiation hangs.</p> <p>Workaround: Disable User Account Control from User Accounts in the Control Panel. Reboot for the new UAC changes to be active.</p>

DNE Known Issues and Workarounds

This is a list of the issues known at time of release for DNE 2.2.1, extracted from the DNE release notes.

- **The client is incompatible with the ATT Dialers' VPN component**

Description: The VPN component included with the ATT dialer is incompatible with DNE.

Workaround: Clear the VPN component check box when installing the ATT dialer. When upgrading DNE on Windows 2000 (running "dneinst -install ..." when DNE is already installed), the DNE Network Adapters may be listed as "Deterministic Network Enhancer Miniport #2", instead of the normal listing of "Deterministic Network Enhancer Miniport -" followed by the name of the physical network adapter. This is a Windows bug fixed in Windows 2000 Service Pack 4.

- **Windows 2000/XP/2003 Task Offload.**

With Task (IPSEC, Large TCP send, etc.) Offload capable network adapters, a plugin must be able to handle the additional attributes that are bundled with each packet. If a plugin is not capable of or do not want to deal with packet attributes, it should set the registry value: DisableTaskOffload to 1, located at: "HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters".

Addressed Issues

Priority	Classification	Definition
C	Critical	No reasonable workaround exists

H	High	Reasonable workaround exists
M	Medium	Medium level priority problems
L	Low	Lowest level priority problems
E	Enhancement	New or changed feature request

In Version 1.8.0 (Build 20)

Issue #	Priority	Synopsis
QA032144	E	SoftRemote is not compatible with Windows Vista.
QA032116	H	Sub CA certificates causing issue with IKE authentication. Description: 1. #defined REG_CACERTREQUESTS "CACERTREQUESTS" /* True to send CA cert request payloads, FALSE otherwise */ 2. #defined DEFAULT_REG_CACERTREQUESTS TRUE
QA032370	H	Sending Cert Requests for Intermediate CAs may lead to excessive number of request payloads.
QA032595	H	Log viewer reports "Too many timers" while there are numerous active tunnels and numerous tunnels are attempting to establish.
QA032900	H	Tunnel negotiation fails when aggressive mode is enabled and auto certificate selection is chosen.

In Version 1.7.7 (Build 6)

Issue #	Priority	Synopsis
QA023325	H	SECURE DOMAIN LOGON SHOULD HANDLE UNIQUE CERTIFICATE PIN NUMBERS
QA024279	M	ERROR MESSAGE "TOO MANY TIMERS" IN CLIENT LOG WHILE ESTABLISHING MULTIPLE TUNNELS CONCURRENTLY WITH IXVPN AT A RATE OF 2 TUNNELS AT A TIME OR MORE.
QA025065	M	MMC MAY NOT BE ABLE TO IMPORT CERTS EXPORTED BY CERTMGR
QA025268	H	RGW MAY CAUSE PH1 REUSE, LCLINSTMASK, LEGACY PEER, FW SETTING ISSUES
QA025270	H	IF A CONNECTION IS RE-USING PHASE-1 OF ANOTHER CONN, IT SHOULD MAKE SURE POLICY OPTIONS FOR BOTH CONNS MATCH EXACTLY
QA025272	M	FAILURE LOADING OR CREATING FILTER ENTRY MESSAGE IN LOG DISPLAY
QA025273	M	ONLY CONNECT MANUALLY IS PROCESSED, BUT NOT DISPLAYED IN SECURE ALL
QA025286	M	MANAGED POLICY PROCESSING DOESN'T DETECT CHANGES IN CEP SPECS
QA025383	M	CLIENT SHOULD RETURN SINGLE STATUS MSG (CONN_UP, DOWN ETC) FOR A CONN WITH MULTIPLE RGWS

QA025431	L	THE BEGINNING OF THE TEXT IN THE SECURE DOMAIN LOGON CERTIFICATE PIN PROMPT IS CUT OFF
QA025475	H	IN CASE OF SECURE DOMAIN LOGON WINDOWS LOGON PROCEEDS BEFORE CLIENT CONNECTION IS COMPLETED
QA025490	H	USER CANNOT COMPLETE SECURE DOMAIN LOGON AFTER ENTERING INCORRECT PIN WHEN USING AUTOMATIC CERTIFICATE SELECTION
QA025514	M	TEXT IS TRUNCATED IN ERROR MESSAGE GENERATED AFTER INCORRECT PIN IS ENTERED ON WINDOWS XP
QA025557	H	IREIKE CRASH
QA025656	M	CONNECT ON LOGON USING CERTPIN TAKES LONGER THAN NECESSARY TO LOGON EVEN WHEN (IN THE BACKGROUND) CLIENT HAS CONNECTED SUCCESSFULLY TO REMOTE PARTY
QA025681	M	SECURE DOMAINLOGON DOES NOT WORK WITH CERTIFICATES NOT LOCATED ON SMART CARD
QA025689	H	CONNECTONLOGON FAILS WHEN USING CERTIFICATE ON SMART CARD
QA025793	M	DOUBLED PHASE 2 REKEY EXCHANGE AFTER PHASE 1 COLLISION
QA025804	H	INBOUND PH1 REKEYS MAY BE INAPPROPRIATELY DELETED
QA025791	M	GENERATED INVALID SPI NOTIFICATIONS HAVE THE SPI IN THE WRONG BYTE ORDER
QA025845	H	DATA-BASED KEY ANTICIPATION MAY STALL
QA025846	M	KEY ADDITION FOR A MANUAL CONNECTION IS NOT APPROPRIATE
QA025852	H	PHASE-2 REKEY DOES NOT WORK PROPERLY WHEN 2 OR MORE CONNS SHARE THE SAME PHASE-1
QA025856	H	IREIKE SERVICE MAY NOT ACCURATELY DETECT, CLEAR KEYS AT LOGOFF
QA025875	M	BAS-1: XAUTH PROMPTS SHOULD BE SQUELCHED WHILE USER IS REMEDYING FAILED COMPLIANCE CHECKS

In Version 10.7.2 (Build 12)

Issue #	Priority	Synopsis
QA024866	C	CERT ADVISORY - PROTOs TEST-SUITE: C09-ISAKMP TEST SUITE CAUSES IREIKE CRASH AND BUFFER OVERFLOW.
QA025058	C	IKE CRASH IF DHCP ADDRESS IS RELEASED AND RENEWED (WITH SECURE ALL CONNECTION) WHILE AN XAUTH PROMPT IS OPEN
QA024486	H	CANNOT PASS TRAFFIC WHEN USING NULL PHASE 2 ENCRYPTION ALGORITHM
QA024503	H	CANNOT PASS TRAFFIC WHEN USING MANUAL KEYS CONNECTIONS
QA024248	M	VPN ACTIVATE WON'T RESTORE SECURE ALL CONFIGURATION
QA024696	M	DISABLING NETWORK ADAPTER (WHILE A SECURE CONNECTION IS ESTABLISHED) CAUSES IKE TO CRASH
QA024859	M	IN A MULTI-INTERFACE MACHINE, WILDCARD CHAR ' ! ' DOES NOT FUNCTION AS EXPECTED
QA024978	M	DNS-ENABLE/DISABLE LIST DO NOT CONSIDER IFACE SPECIFIC

		CONNECTIONS
QA024240	L	USER CAN CREATE CONNECTION WITH NO NAME
QA024241	L	USER CANNOT COPY PROPOSAL THROUGH EDIT>COPY MENU

In Version 10.7.1 (Build 10)

Issue #	Priority	Synopsis
QA024452	C	DHCP RENEW AND RELEASE CAUSES CLIENT COMPUTER TO REBOOT
QA023147	H	IKE CRASHES AFTER REKEY WHEN TUNNEL IS ESTABLISHED WITH NETSCREEN NS25 VPN GATEWAY
QA023326	H	CAN'T RECEIVE MULTICAST PACKET IN THE CLEAR
QA023770	H	SOFTREMOTE INSTALLATION AFTER GREENBORDER SECURITY AGENT (V2.7.2) IS INSTALLED CAUSES BSOD
QA024239	H	IKE CRASH WHEN USING VADNSPRIMARY AND VAWINSPRIMARY REGISTRY SETTINGS
QA024243	H	CLIENT CANNOT PASS SECURE TRAFFIC TO SITE WITH MATCHING SUBNET ADDRESS WHEN CLIENT IS USING THE VA
QA023379	M	IP SUBNET "MASK" FIELD CURSOR NEEDS TO ALWAYS BE LEFT ALIGNED
QA024254	M	INTERNET INTERFACE PICK LIST DOESN'T SHOW NICS FOR NON-ADMIN USERS
QA024264	E	IMPROVED SUB-CA SUPPORT
QA024278	M	SUPPORT REFINEMENT OF ADAPTIVE FILTER TO HANDLE OVERLAPPING SUBNET CASES