

# Release Notes

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## Platform Compatibility

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The Dell SonicWALL Aventail E-Class SRA 10.6.3 release is supported on the following Dell SonicWALL appliances:

- Aventail E-Class SRA EX9000
- Aventail E-Class SRA EX7000
- Aventail E-Class SRA EX6000
- Aventail E-Class SRA EX-2500
- Aventail E-Class SRA EX-1600
- Aventail E-Class SRA EX-750
- Aventail E-Class SRA Virtual Appliance

**Note:** Windows machines running version 10.6.3 clients should be used with Aventail E-Class SRA appliances running one of the following versions:

- 10.6.3
- 10.6.2
- 10.6.1
- 10.5.7
- 10.0.7

If 10.6.3 clients are used with appliances running 10.5.3/10.0.6 or earlier, zone classification will fail when connecting, and the user will be put in the default zone.

If you are upgrading an Aventail E-Class SRA appliance to version 10.6.3 from an earlier release, be sure to consult the upgrade instructions in the *Dell SonicWALL Aventail Upgrade Guide* for detailed information. You'll find a copy of this document on the MySonicWALL Web site ([www.mysonicwall.com](http://www.mysonicwall.com)).

## Release Caveats

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The 10.5.X release series was the last release with support for OnDemand Dynamic Mode, which is a proxy based agent deployed through the WorkPlace portal. It is important to note that the OnDemand Proxy Agent has two configurations: *Dynamic Mode* and *Mapped Mode*. **The Mapped Mode use case is still supported, and only Dynamic Mode support is being removed.**

We recommend customers who still have OnDemand Dynamic mode configured through the WorkPlace portal consider the *OnDemand Tunnel agent* as an alternative. The OnDemand Tunnel agent offers superior performance and platform coverage over OnDemand Dynamic mode, with identical installation requirements.

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## What's New in This Release?

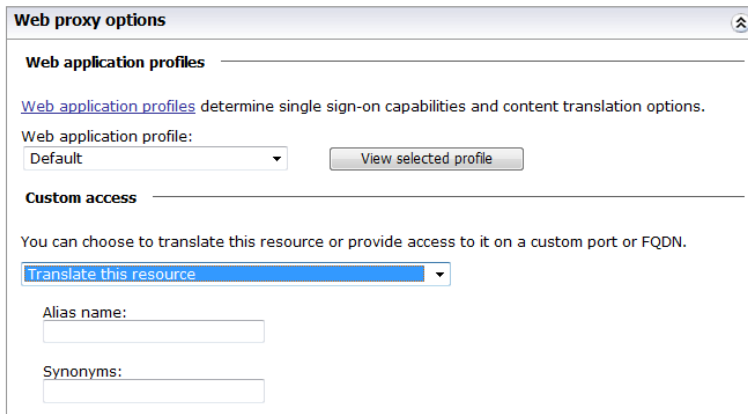
This version of the Aventail E-Class SRA software includes the following new and enhanced features:

- Windows Connect Tunnel now supports ADA 508 Certifications.
- OESIS v3.6 is now supported.
- Windows credentials now can be used for Connect Tunnel automatic login.
- iOS 6 Trusted Network Detection is now supported via CEM.
- LogonAPI Tunnel SDK is now supported.
- WorkPlace now supports Outlook Web Access 2013.

## Configuring Outlook Web Access 2013

To configure an OWA 2013 resource (<https://<servername> or <ipaddress>/owa>) as a port mapped or custom FQDN resource:

1. Use the AMC Resource >New page to create a URL resource for the host name or IP address of the server hosting OWA 2013. If the OWA 2013 server is an HTTPS resource, be sure to include the https:// protocol.
2. In the Web Proxy Options section of the Resource > new page, select **Access this resource on custom port** and type the port number for port mapping or **Access this resource using FQDN** and type the custom name for host mapped.



**Web proxy options**

**Web application profiles**

[Web application profiles](#) determine single sign-on capabilities and content translation options.

Web application profile:  
Default

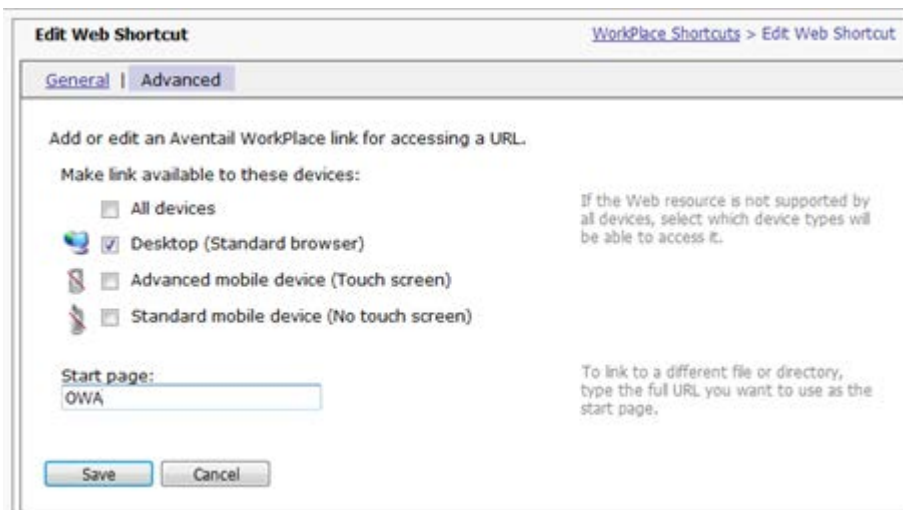
**Custom access**

You can choose to translate this resource or provide access to it on a custom port or FQDN.

Alias name:

Synonyms:

3. Open the Aventail WorkPlace > Shortcuts tab and select the Link Text for the OWA 2013 resource, which displays the Edit Web Shortcut page. In the Advanced Options section of the WorkPlace shortcut for this resource, set the start page as **owa**.



**Edit Web Shortcut** [WorkPlace Shortcuts > Edit Web Shortcut](#)

**General** | **Advanced**

Add or edit an Aventail WorkPlace link for accessing a URL.

Make link available to these devices:

All devices

Desktop (Standard browser)

Advanced mobile device (Touch screen)

Standard mobile device (No touch screen)

If the Web resource is not supported by all devices, select which device types will be able to access it.

Start page:

To link to a different file or directory, type the full URL you want to use as the start page.

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4. If the OWA 2013 server is an https resource, import the certificate into the SRA appliance through SSL settings.
5. To use SSO, create a new SSO profile for OWA 2013.

## Known Issues

This section contains a list of known issues in the Aventail E-Class SRA 10.6.3 release.

### ActiveSync

| Symptom   | Condition / Workaround  | Issue  |
|---|---|--------|
| Zone classification for Windows 8 phone or RT tablet is successful initially, but device is reclassified to Default zone. | Occurs when using a Windows 8 phone or RT tablet with an ActiveSync device ID profile set because of the way the device reports its device ID in ActiveSync requests. | 127488 |
| Multiple copies of an email may be sent to a recipient.   | Occurs when using Window 8 phone or RT tablet.  | 127487 |

### Cache Cleaner (OPSWAT)

| Symptom  | Condition / Workaround   | Issue  |
|--|--|--------|
| Browser history and session-related items are not cleared when session is ended.   | Occurs when using Firefox 18.0 because Cache Cleaner 1.3.11.1 does not yet support Firefox 18.0 or higher.                                       | 127345 |
| <i>Cache Cleaner wipe in progress</i> and <i>Cache Cleaner wipe completed</i> messages appear during a WorkPlace session.              | Occurs when using Windows XP, Windows 7, or Windows 8 with Internet Explorer and in Mac 10.7/10.8 with Safari for a Cache Cleaner-enabled realm. | 125885 |
| Cache Cleaner busy icon is displayed, Cache Cleaner version cannot be displayed by right-clicking, and timer does not display a value. | Occurs when Cache Cleaner is launched with inactive connection setting.  | 120733 |
| Cache Cleaner does not log out automatically after inactivity timeout.   | Occurs when using Mac OS X 10.8.   | 118300 |

### Connect Tunnel

| Symptom   | Condition / Workaround  | Issue  |
|---|---|--------|
| Mac OS X Connect Tunnel client upgrade fails.   | Occurs when a Connect Tunnel upgrade is initially attempted with the Forced option. <b>Workaround:</b> Connect a second time.   | 128060 |
| Connect Tunnel client cannot connect to an ODT-enabled realm when using Safari browser. | Occurs when the appliance is running version 10.6.2 or earlier using an ODT-enabled realm with a Connect Tunnel 10.6.3 client preinstalled on OSX because ODT activation fails. | 127388 |
| Proxy configuration on a private network leads  | Occurs when a private network uses a proxy for its  | 122336 |

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| Symptom   | Condition / Workaround   | Issue  |
|---|--|--------|
| to long Connect Tunnel connection times on some public networks.                                      | LAN systems. When Connect Tunnel is used on public networks, it attempts to use that private LAN proxy. The problem is that an increasing number of ISP's are resolving names that have no resolution to a default site (usually advertising related). When the unresolved name does falsely resolve to an IP address, the client then attempts to load the PAC file from the resolved address. Of course, none is forthcoming, so a long timeout ensues on every new Connect Tunnel connection. |        |
| Web resources cannot be accessed from WorkPlace and a <i>Connection refused</i> message is displayed. | Occurs when using Windows 8 and Internet Explorer 10 with a proxy enabled.   | 118769 |

## **EPC (OPSWAT)**

| Symptom   | Condition / Workaround   | Issue  |
|---|--|--------|
| SVD crashes when logging out of WorkPlace.                          | Occurs when using Windows 7 or 8 with Internet Explorer 9 or 10 and logging out from an SVD-enabled realm.   | 126584 |
| The Connect Tunnel connection fails the first time it is attempted. | Occurs when trying to connect to an older release appliance using 10.6.2 Connect Tunnel for an OPSWAT-enabled realm. <b>Workaround:</b> Manually terminate Connect Tunnel and reconnect. | 120671 |

## **Java**

| Symptom  | Condition / Workaround                                 | Issue  |
|--|--|--------|
| Java plug-in crashes when accessing a Citrix resource. | Occurs when using Java 1.7 with Mac OS X 10.7 or 10.8. | 125923 |

## **Provisioning**

| Symptom   | Condition / Workaround  | Issue  |
|---|---|--------|
| WorkPlace cannot connect to an ODT/ODP/EWPCA realm. | Occurs when using 32-bit or 64-bit Windows 8 and Internet Explorer 10 or Firefox with a proxy configured. | 123408 |

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## RDP

| Symptom  | Condition / Workaround   | Issue  |
|--|--|--------|
| Remote Desktop (NAM) WorkPlace bookmark fails. | Occurs when using Mac OS X 10.8 or Windows Vista SP2 with recent Java updates installed because Java updates disabled algorithms used for some older SSL (MD2) certificates.<br><b>Workaround:</b> Renew SSL certificates with stronger cryptographic algorithm from the Certificate Authority (CA) or re-enable MD2 support by editing <code>JDK_HOME/jre/lib/security/java.security</code> and commenting out <code>jdk.certpath.disabledAlgorithms=MD2</code> | 124533 |

## Secure Virtual Desktop (OPSWAT SVD)

| Symptom  | Condition / Workaround   | Issue  |
|--|--|--------|
| Agent activation fails inside Secure Virtual Desktop.  | Occurs when ActiveX is disabled in Internet Explorer and Java is used instead.   | 126151 |
| SVD 2.6.1.3 does not perform logout and cleanup automatically after shutting down via an applet.                     | Occurs when using 64-bit Windows 8.  | 125900 |
| A <i>Page can't be found</i> error is displayed when attempting to access a Web resource using EWPCA from WorkPlace. | Occurs when using Windows 8 with Internet Explorer 10 and accessing a Web resource using EWPCA from WorkPlace for a realm with SVD enabled.                        | 125897 |
| Users receive an error message stating that Java is not installed even though Java is installed.                     | Occurs when using 64-bit Windows 8 with 32-bit Java and Internet Explorer 10 is launched from inside SVD 2.6.1.3. (Only 32-bit Java is supported in this release.) | 125895 |
| <i>Window has popped up in normal desktop</i> error message is displayed, but no window has popped up.               | Occurs when loading OnDemand Tunnel in WorkPlace.  | 125753 |
| Logging out of WorkPlace does not end SVD session if Java is not installed.  | Occurs when using 64-bit Windows 8 with Internet Explorer 10 and SVD 2.6.1.3 via ActiveX if Java is not installed.   | 124318 |
| WorkPlace does not open.   | Occurs when using 64-bit Windows 8 and Internet Explorer 10 with a proxy configured.   | 120487 |

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## Virtual Assist

| Symptom   | Condition / Workaround   | Issue  |
|---|--|--------|
| After taking control of user's system the Technician cannot access functions that require administrator privileges. | Occurs when user does not have administrator privileges because Virtual Assist by design blocks unauthorized access to administrator functions.<br><b>Workaround:</b> During a Virtual Assist session, the user must login as an administrator when prompted and complete the administrator function, or Virtual Assist must be installed and run by a user with administrator privileges. | 126966 |

## Resolved Issues

The following issues are resolved in the Aventail E-Class SRA 10.6.3 release:

### ActiveSync

| Symptom   | Condition / Workaround   | Issue  |
|---|--|--------|
| Windows 7 mobile devices receive error code 85010014.   | Occurs when attempting to connect with ActiveSync.   | 126867 |
| The appliance intermittently fails to contact the exchange server when iOS mobile devices try to connect. | Occurs when iOS mobile devices from other networks try to connect and the appliance has EPC for device ID Check enabled. | 123943 |
| iOS mobile devices cannot connect via ActiveSync.   | Occurs when using ActiveSync to connect via an HA cluster.   | 123110 |

### AMC

| Symptom  | Condition / Workaround  | Issue  |
|--|---|--------|
| The AMC Appliance Memory utilization is not accurate.  | Occurs when comparing AMC utilization to the SNMP-based memory utilization reports.                       | 126263 |
| AMC Group Import page shows <i>sn</i> instead of <i>dn</i> in the <i>To narrow your search, enter an attribute such as cn or sn</i> message. | Occurs when the Group Import page is displayed.   | 125799 |
| The CPU utilization is not displayed under the AMC Node status.  | Occurs when using a kernel upgraded between 10.5.x and 10.6.x.  | 124352 |
| <i>The appliance has detected that the system has been modified...</i> message is displayed.   | Occurs after the management console is upgraded.  | 123605 |
| Upgrade from 10.6.1 to 10.6.2 fails.   | Occurs when attempting to get SNMP engine ID via control service instead of calling the utility directly. | 122260 |
| Japanese version of Connect Tunnel is displayed in English.  | Occurs when Japanese agent download is not properly mapped to Japanese subfolder.                         | 121173 |

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|---|---|--------|
| User sessions viewing All Users displays the <i>List could not be obtained due to database error</i> message instead of displaying users. | Occurs when an evpn_handler memory leak occurs. | 119972 |
|---|---|--------|

## Authentication

| Symptom   | Condition / Workaround                                | Issue  |
|---|---|--------|
| Active Directory SSL validation in authentication server fails after upgrading to 10.6.1 from 10.5.5. | Occurs when using the OpenJDK version used in 10.6.1. | 122406 |

## Connect Tunnel

| Symptom   | Condition / Workaround  | Issue  |
|---|---|--------|
| AMC displays certificates issued for purposes other than client authentication.     | Occurs when user imports certificates other than those for client authentication.   | 126535 |
| OnDemand Tunnel intermittently times out and the WorkPlace browser sessions freeze. | Occurs when using a wireless internet connection with heavy load conditions.  | 124434 |
| Connect Tunnel does not connect with Explorer.exe.                                  | Occurs when using on Windows 7 and Windows XP with a HA cluster.  | 124404 |
| Connect Tunnel takes too long to establish a connection on some public networks.    | Occurs when an ISP resolves names that have no resolution by resolving them to a default site which results in the browser not being able to identify the proxy to use. | 122336 |

## EPC

| Symptom                       | Condition / Workaround  | Issue  |
|-------------------------------|---|--------|
| EPC check fails on Windows 8. | Occurs when using Windows Defender with real time protection enabled. | 124563 |

## EVPN

| Symptom   | Condition / Workaround  | Issue  |
|---|---|--------|
| Users receive <i>CRASHED: failed components: Unknown</i> and <i>DOWN: failed components: avpsd avssld</i> error messages. | Occurs when a kernel BUG() statement is encountered, which kills the avevent thread and stops EVPN. | 124563 |

## HA

| Symptom                                     | Condition / Workaround   | Issue  |
|---|--|--------|
| Remote users cannot access backend servers. | Occurs when backend system is routed directly to the HA primary appliance instead of the tunnel and route is set up incorrectly. | 121502 |



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## Mobile Connect

| Symptom   | Condition / Workaround   | Issue  |
|---|--|--------|
| Mobile Connect users are disconnected after approximately 20 minutes and are not reconnected automatically. | Occurs when using a RDP application-based connection to an internal resource and recurring EPC is enabled. | 122700 |

## NTP

| Symptom                             | Condition / Workaround   | Issue  |
|-------------------------------------|--|--------|
| The system clock time is incorrect. | Occurs when the NTP (Network Time Protocol) network service is enabled but ntpd does not start after reboot. | 124587 |

## Single Sign-on

| Symptom   | Condition / Workaround   | Issue  |
|---|--|--------|
| Users cannot login to Novell file shares using Single Sign-on.                      | Occurs when NTLMv2 is enabled in JCIFS because Novell servers do not support NTLMv2.                                 | 125020 |
| Form-based Single Sign-on does not work for a WorkPlace shortcut to a virtual host. | Occurs when backend cookies associated with the WorkPlace host name are used for a form-based authentication source. | 124059 |
| Single Sign-on does not work after upgrading to 10.6.2.                             | Occurs when using two authentication servers with Chained Authentication because credentials are not forwarded.      | 123758 |

## SNMP

| Symptom   | Condition / Workaround   | Issue  |
|---|--|--------|
| The snmpd.log file shows several daemon errors. | Occurs when SNMP service is enabled because errors are logged every 5 seconds instead of once. | 125414 |

## Upgrade

| Symptom   | Condition / Workaround  | Issue  |
|---|---|--------|
| Most recent hotfix cannot be selected when rolling back an upgrade. | Occurs when the most recent hotfix version begins with a higher digit (for example, pform-10.6.2.1111 cannot be selected over previous hotfix pform-10.6.2.999) | 125997 |



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## **WorkPlace**

| Symptom  | Condition / Workaround   | Issue  |
|--|--|--------|
| Browsers configured for Hong Kong (zh-hk) and Taiwan (zh-tw) display WorkPlace text in simplified Chinese (zh-cn). | Occurs because all language codes beginning with zh are store in the zh directory. | 123858 |
| Android mobile devices are not logged out automatically when inactivity timeout occurs.                            | Occurs when Mobile WorkPlace does not send Inactivity Timer request.               | 121142 |

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## Technical Documentation and the Knowledge Portal

Check the Dell SonicWALL Customer Support Knowledge Portal, available when you log in to MySonicWALL, for information and hotfixes that are relevant to your appliance.

Technical documentation and Knowledge Base articles are also available on the Dell SonicWALL Technical Documentation Online Library: <http://www.sonicwall.com/us/Support.html>.

The screenshot shows the SonicWALL Knowledge Portal interface. At the top, there is a navigation bar with the Dell logo, 'SonicWALL' brand name, and menu items: 'Products', 'Solutions', 'How to Buy', 'Support', 'Sign In', and 'Register'. A search bar is located on the right. Below the navigation bar, the page is titled 'Product Support' for the 'Aventail E-Class EX Series'. A sidebar on the left contains a 'Support' menu with various categories like 'Overview', 'Product Documentation', 'Network Security', 'SSL VPN Secure Remote Access', 'Aventail EX Series', 'Email Security Appliances and Software', 'Management & Reporting', 'Backup & Recovery', 'Content Security Management', 'Client Software', 'Legacy Products', 'Self-Help Resources', 'Support Services', 'Professional Services', 'Guidelines & Policies', 'Product Lifecycle', 'Contact Support', and 'Training / Certification'. The main content area is divided into several sections: 'Support Documents' (with a 'Knowledge Base' tab), 'Product Guides' (6 of 60 items), 'Technical Notes' (5 of 5 items), and 'Release Notes' (6 of 26 items). Each section contains a list of documents with titles and dates.

| Document Title  | Date        |
|---|-------------|
| SonicWALL Aventail 10.5.6 Upgrade Guide                         | 12 Jul 2012 |
| SonicWALL Aventail 10.5.6 Administrator's Guide                 | 12 Jul 2012 |
| SonicWALL Aventail 10.5.5 Administrator's Guide                 | 12 Apr 2012 |
| SonicWALL Aventail 10.5.5 WorkPlace User Guide                  | 12 Apr 2012 |
| SonicWALL Aventail 10.5.5 Upgrade Guide                         | 12 Apr 2012 |
| SonicWALL Aventail 10.5 Virtual Appliance Getting Started Guide | 12 Apr 2012 |
| Aventail VMware View 4.5 Integration Technote                   | 1 Jun 2011  |
| SonicWALL Aventail 10.5 Virtual Hosts Technote                  | 31 Aug 2010 |
| Managing Aventail Appliances with GMS 4.1                       | 28 Apr 2008 |
| SonicWALL Clean VPN   | 11 Jan 2008 |
| SonicWALL Aventail Combined with SonicWALL Enforced Client AV   | 27 Dec 2007 |
| SonicWALL Mobile Connect for Android 1.0.16 Release Notes       | 16 Aug 2012 |
| SonicWALL Aventail 10.5.6 Release Notes                         | 12 Jul 2012 |
| SonicWALL Mobile Connect for iOS 1.0.30 Release Notes           | 22 Jun 2012 |
| SonicWALL Aventail 10.5.5 Release Notes                         | 12 Apr 2012 |
| SonicWALL Aventail 10.6.1 Release Notes                         | 29 Mar 2012 |

Last updated: 3/18/2013