

## SonicWall® Global VPN Client 4.10.4 Release Notes

June 2020

These release notes provide information about the SonicWall® Global VPN Client 4.10.4 release.

### Topics:

- [About SonicWall® Global VPN Client 4.10.4](#)
- [Pre-Installation Recommendations](#)
- [Supported Windows Clients](#)
- [Supported SonicOS Firmware](#)
- [Resolved Issues](#)
- [Known Issues](#)
- [Product Licensing](#)
- [Troubleshooting](#)
- [SonicWall Support](#)

## About SonicWall® Global VPN Client 4.10.4

The Global VPN Client 4.10.4 release is a minor release that resolves some issues from previous releases. This release provides all the features contained in previous releases, including support for these languages:

- English
- Simplified Chinese
- Japanese
- Korean
- Brazilian Portuguese

SonicWall Global VPN Client determines the default language based on the language setting in the client computer.

## Pre-Installation Recommendations

SonicWall strongly recommends you follow these steps before installing the SonicWall Global VPN Client (GVC) 4.10.4 client:

- If you have SonicWall Global VPN Client version 4.9.22 or earlier installed, you must uninstall that version before installing version 4.10.4. Upgrading to GVC 4.10.4 from those earlier versions is not supported.
- SonicWall GVC encounters run time conflicts when it co-exists with any 3rd party IPsec VPN clients. Uninstall all IPsec VPN clients prior to installing SonicWall GVC.

- Be aware that an upgrade from GVC 4.10.2 requires that the end point be rebooted.

**NOTE:** The Global VPN Client is launched as soon as the installation completes. The **Start SonicWall Global VPN client every time I login** option can no longer be set during installation, but this option is available on the **General** tab in the **View > Options** page of the client.

## Supported Windows Clients

SonicWall Global VPN Client 4.10.4 supports both 32-bit and 64-bit client machines with separate installers for each respective platform.

These versions of Microsoft Windows are supported by SonicWall Global VPN Client 4.10.4:

- Windows 10
- Windows 8.1
- Windows 8.0
- Windows 7

**NOTE:** These operating systems and platforms are not supported:

- ARM-based devices, including the ARM-based Surface tablet.
- The Preview version of the Windows 8.1 Tablet OS.
- Windows XP, Windows Vista, Windows 2000, Windows NT 4.0, Windows ME, Windows 98, or Windows 95.

## Supported SonicOS Firmware

The SonicWall GVC 4.10.4 release is compatible with these firmware releases:

- SonicOS 5.8.0.0 and higher

## Resolved Issues

This section lists issues that are resolved in the SonicWall Global VPN Client 4.10.4 release:

Resolved issue	Issue ID
SSL VPN performance drops while GVC software is open.	CLNT-90
Using a 4096 RSA Key Certificate with Global VPN Client gives an error: <b>RSA signature processing failed - signature is not valid.</b>	CLNT-89
GVC timeout keeps the end user from successfully authenticating using 2FA Push Methods.	CLNT-83
After disabling the connection on GVC, letters are truncated on the log of Portuguese version.	CLNT-79
GVC MSI can now be uninstalled silently.	CLNT-73
When Windows 10 Creators is updates on a system with GVC 4.x, internet speeds slow down.	CLNT-72

## Known Issues

This section provides a list of known issues in the SonicWall Global VPN Client 4.10.4 release:

Known issue	Issue ID
A Silent Uninstall doesn't prompt for a reboot.	CLNT-121


# Product Licensing

SonicWall network security appliances must be registered on MySonicWall to enable full functionality and the benefits of SonicWall security services, firmware updates, and technical support. Log in or register for a MySonicWall account at <https://mysonicwall.com/>.

You can download the latest SonicWall Global VPN Client from MySonicWall.

# Troubleshooting

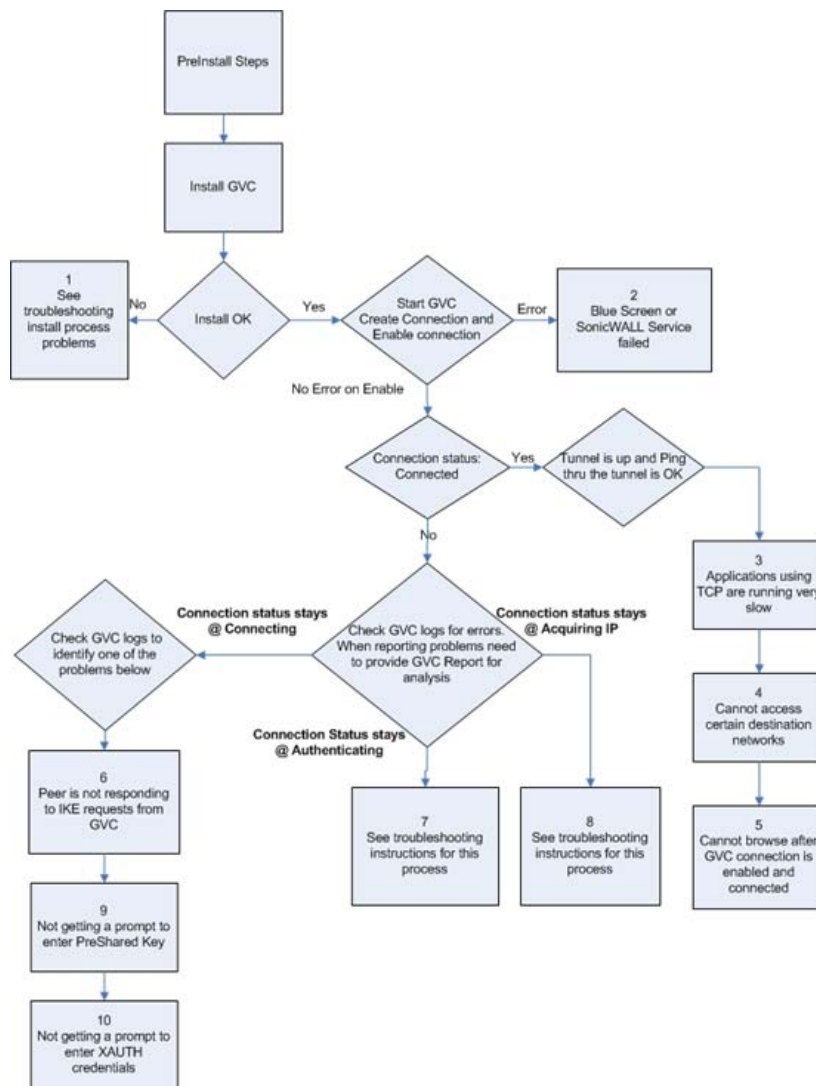
This section describes different troubleshooting procedures for GVC. Use the following figure to determine with process to follow.

 **NOTE:** The numbers in the boxes in the figure refer to the applicable process. For example, the box numbered 1 refers to Process 1.

## Topics:

- [Process 1: Debug Install Issue](#)
- [Process 2: Post-Install Errors](#)
- [Process 3: Cannot Access Certain Destination Networks](#)
- [Process 3: Cannot Access Certain Destination Networks](#)
- [Process 4: Cannot Browse the Internet after GVC Connection is Enabled and Connected](#)
- [Process 5: Peer is not Responding to ISAKMP Requests from GVC; Check GVC Logs to Verify](#)
- [Process 6: Stuck on Authenticating when GVC Connection is Enabled](#)
- [Process 7: Failed to Obtain DHCP Lease for the Virtual Adapter](#)
- [Process 8: Not Getting a Prompt to Enter a PreShared Key \(PSK\)](#)
- [Process 9: Not Getting a Prompt to Enter XAUTH Credentials](#)

## Troubleshooting Process for GVC



## Process 1: Debug Install Issue

If this is a SonicWall GVC upgrade install, then:

- 1 Uninstall GVC.
- 2 Reboot your computer.
- 3 Run setup again.

If you still encounter an error, follow these instructions:

- [1 Blue Screen during Install Process](#)
- [2 Global VPN Client Install Fails due to the Following Error:](#)
- [3 GVC Install is Stuck while Installing the SonicWall Virtual Adapter](#)
- [4 SonicWall GVC Install fails due to this Error:](#)

### 1 Blue Screen during Install Process

If you get a blue screen after the upgrade to GVC 4.10.1, send the file,

`%SystemRoot%\Minidump.dmp`

(`%SystemRoot%` is usually `C:\Windows`) to Tech Support for further troubleshooting

If you can reproduce the symptom, choosing **Kernel memory dump** could be of even more help as it should have more information. To get detailed memory dump, you need to do following;

- a **Start > Computer**, right-click on **Computer** and select **Properties**.
- b Choose **Advanced System Settings**, and then choose **Settings** under **Startup and Recovery**. The settings are under the **System Failure** section. The dump file by default is written to the `%SystemRoot%\MEMORY.DMP` file.

## 2 Global VPN Client Install Fails due to the Following Error:



This error could happen in these cases:

- Installing SonicWall GVC without a reboot after GVC uninstall.
- Hard reset during the install operation.
- SonicWall GVC install is an upgrade from an earlier GVC Beta version.

Reboot your computer, and then run setup again. If it still results in the same error, then do the following:

- a Right-click the **Command Prompt** icon, and select **Run as Administrator**.
- b Change directory to `%SystemRoot%\system32\drivers` (`%SystemRoot%` is `C:\Windows`).
- c Type `net stop SWIPsec.sys`. You may see either success or failure returned.
- d Rename `SWIPsec.sys` to `SWIPsec.sys.bak` (if `SWIPsec.sys` exists in this directory).

Now run setup again, and install SonicWall GVC

## 3 GVC Install is Stuck while Installing the SonicWall Virtual Adapter

You may have to do a hard reset if the installation is stuck during the install of the Virtual Adapter. After power up, uninstall SonicWall GVC and reboot your computer. Now verify that SonicWall Virtual Adapter does not exist. Go to **Start > Control Panel > Network and Internet > Network and Sharing Center > Manage Network Connections** page. If it still exists after the SonicWall GVC uninstall, it is most likely due to registry corruption during the hard reset.

Manually uninstall SonicWall Virtual Adapter:

- a Go to **Start > Computer**, right-click **Computer**, and select **Properties**.
- b Choose **Device Manager**, and then choose **Network adapters**.
- c Right-click **SonicWall VPN Adapter**, and uninstall this adapter.
- d Select the **Delete the driver software for this device** checkbox.
- e Change to the `%SYSTEMROOT%\System32\Drivers` directory and delete `SWVNIC.SYS`.
- f Reboot your machine.
- g After power up, install SonicWall GVC again.

## 4 SonicWall GVC Install fails due to this Error:

SWGVCSSVC Module has Stopped Working

This error indicates that the installer failed to install SonicWall services. Run SonicWall GVC installer for the second time.

## Process 2: Post-Install Errors

These problems are seen after the successful install:

- [Blue Screen](#)
- [Failed to Run SonicWall Service](#)

### Blue Screen

- **Network Adapter Card drivers:** Check if you are using the latest driver for each Network Adapter card installed on your computer. If not, then you have to first upgrade to the latest version of the driver and then run SonicWall GVC again.
- **Trend Micro firewall:** If you have installed this client-based firewall, then check to make sure it is the latest version from the Vendor Website. If it is and you are still getting a blue screen, then disable the Trend Micro Common firewall driver binding from the properties of the Virtual adapter.

If the blue screen still persists, then you need to provide the `%SystemRoot%\Minidump` (`%SystemRoot%` is usually `C:\Windows`) file to Tech Support for further investigation.

If you can reproduce the symptom, choosing **Kernel memory dump** could be of even more help as it should have more information. To get detailed memory dump:

- a **Start > Computer**, right-click on **Computer** and select **Properties**.
- b Choose **Advanced System Settings**, and then choose **Settings** under **Startup and Recovery**. The settings are under the **System Failure** section. The dump file by default is written to the `%SystemRoot%\MEMORY.DMP` file.

### Failed to Run SonicWall Service

Open a DOS command prompt window by right-clicking on the icon and select **Run as administrator**. Change the directory to the SonicWall GVC install directory (usually `\Program Files\SonicWall\SonicWall Global VPN Client`), and type the following commands.

- `Net stop SWGVCSVC`
- `Net start SWGVCSVC`

## Process 3: Cannot Access Certain Destination Networks

- 1 From SonicWall GVC menu select, **File > Properties > Status** tab. In the connection section, click the **Details** button. Verify the destination network you are trying to reach exists in the **Destination Proxy IDs** list. The information is user specific and can be controlled in the Group VPN Policy on the firewall. This verification can also be done from a SonicWall GVC report, and can be found under the following heading:

- i. Destination Networks
- ii. -----
- iii. 192.168.0.0/255.255.255.0/BOOTPS: Phase 2 Complete
- iv. 192.168.0.0/255.255.255.0/Any: Idle

This destination proxy ID list is generated on a per-user basis, so it is possible the user access list is missing the required destination networks.

- 2 If [Step 1](#) is verified, but it still fails, then verify the route to and from the destination network is correct on the firewall side. This may require a packet capture either on the SonicWall appliance or an external packet capture on the host you are trying to reach.

## Process 4: Cannot Browse the Internet after GVC Connection is Enabled and Connected

Generate SonicWall GVC report (**Help > Generate Report** menu) and verify if the policy is a tunnel all policy. Check that the default route points to the correct interface. If the policy is tunnel all, then a packet capture on the SonicWall appliance should provide information if the packet is dropped at the firewall due to an incorrectly configured or unavailable rule to route the Internet packets. To help trace this, start a continuous ping from SonicWall GVC client to 4 . 2 . 2 . 2, and use the packet capture utility on the firewall to trace the packet destination.

## Process 5: Peer is not Responding to ISAKMP Requests from GVC; Check GVC Logs to Verify

- 1 Verify the host running the SonicWall GVC application has Internet connectivity and can browse the Internet. If not, then fix this problem, and then go to [Step 2](#).
- 2 Verify the Peer gateway is running and the *zone* Group VPN policy is enabled. If you have other SonicWall GVC clients connecting to the same firewall on the same interface of the firewall, then this is not a problem. Go to [Step 3](#).
- 3 SonicWall GVC works from certain locations, and this error message only shows up when you are behind a certain NAT device.
- 4 It is possible that this NAT device is blocking IKE traffic and so requires a rule (policy) to allow IKE packets from GVC.

To verify if the IKE traffic from SonicWall GVC is reaching the Peer gateway, use the event logs (**Network Debug Category** enabled) or packet capture on the SonicWall appliance. If the Peer gateway does not get the IKE packets, then it is the NAT device in the middle or the ISP that is dropping the IKE packets. Consult the NAT device manual or ISP to troubleshoot this problem

## Process 6: Stuck on Authenticating when GVC Connection is Enabled


Check GVC logs to get the state of the connection progress. Most likely causes are:

- **Group VPN Configuration error on the firewall.** Check if the user has VPN access list assigned (with or without XAUTH, this is required).
- **SonicWall GVC logs show Phase 2 error.** Delete the connection and create a new one and then try to connect again. The user has to enter the preshared key if the firewall Group VPN setting, **Use Default Key for Simple Client Provisioning**, is not enabled. They will also enter their XAUTH credentials as they normally do on new connections if the firewall **XAUTH** checkbox is enabled for GroupVPN.
- **Check if the firewall has license for SonicWall GVC connection.** If it has, then check if the number of concurrent GVC connections does not exceed the licensed number.

## Process 7: Failed to Obtain DHCP Lease for the Virtual Adapter

Try a reboot first. If that does not help follow these steps:

- 1 Verify that no third party IPsec VPN clients are installed on your computer. Uninstall any existing IPsec VPN clients (including SonicWall GVC), reboot, and then install GVC again.
- 2 Wireless WLAN 4.10+ wireless network driver includes VLAN Priority Support which conflicts with getting a DHCP lease for the SonicWall Virtual Adapter. Check if VLAN Priority Support is enabled. If it is, disable it:
  - a Right-click **My Computer** on the desktop and click **Properties**.

 **NOTE:** If there is no **My Computer** icon on the desktop, click **Start** and right-click **My Computer** on the right column of the **Start** menu.

- b When the **System Properties** window appears, click the **Hardware** tab and click **Device Manager**.
  - c When the **Device Manager** window appears, click the <+> next to **Network Adapters**.
  - d Double-click **Wireless WLAN Adapter**.
  - e When the **Wireless WLAN Adapter Properties** window appears, click the **Advanced** tab.
  - f Scroll down to **VLAN Priority Support**, and click to highlight.
  - g Select **Disable** from the drop-down menu under the **Value:** field.
  - h Click **OK** to close the **Wireless WLAN Adapter Properties** window.
  - i Close the **Device Manager** window.
- 3 Verify DNE binding is enabled for the SonicWall Virtual Adapter:
  - a Go to **Start > Control Panel > Network and Internet > Network and Sharing Center > Manage network connections** page.
  - b Select **SonicWall Virtual Adapter**.
  - c Right-click **properties**.
  - d On the **properties** page, verify **Deterministic Network Enhancer binding** is enabled.
- 4 If this is a new setup, verify configuration on the firewall. Enable **Network Debug category logs** to show the DHCP transaction messages. Based on the logs you can determine if the DHCP request is received from the client and if the DHCP server responded to this request.
- 5 Disable the software firewall completely, and then try again. If this does not work, then go to [Step 6](#).
- 6 Change the default setting for this connection for NAT Traversal from **Automatic** to **Disabled**. To select the connection, go to **File > Properties > Peer > Edit** tab to change this setting.

## Process 8: Not Getting a Prompt to Enter a PreShared Key (PSK)

This could happen due to a process 6 error condition (see [Process 5: Peer is not Responding to ISAKMP Requests from GVC; Check GVC Logs to Verify](#)). If that is not the case, then the PSK prompt is only available if the **Simple provisioning key** is not enabled on the *zone* Group VPN Policy. After the PSK is entered for the first time, it is saved in the encrypted configuration file. Unless the PSK in the Group VPN policy is changed the PSK is never prompted again.

## Process 9: Not Getting a Prompt to Enter XAUTH Credentials

This could happen due to a process 6 error condition (see [Process 5: Peer is not Responding to ISAKMP Requests from GVC; Check GVC Logs to Verify](#)). If that is not the case, then the XAUTH prompt is only available if it is enabled on the *zone* GroupVPN Policy. XAUTH credentials are allowed to be cached in the encrypted configuration file only if it is allowed on the *zone* Group VPN policy.



# SonicWall Support

Technical support is available to customers who have purchased SonicWall products with a valid support maintenance contract.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. To access the Support Portal, go to <https://support.sonicwall.com>.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- View and participate in the Community forum discussions at <https://community.sonicwall.com/technology-and-support>
- Download software
- View video tutorials
- Collaborate with peers and experts in user forums
- Get licensing assistance
- Access MySonicWall
- Learn about SonicWall professional services
- Register for training and certification

To contact SonicWall Support, visit <https://support.sonicwall.com/contact-support>.


Copyright © 2020 SonicWall Inc. All rights reserved.

This product is protected by U.S. and international copyright and intellectual property laws. SonicWall is a trademark or registered trademark of SonicWall Inc. and/or its affiliates in the U.S.A. and/or other countries. All other trademarks and registered trademarks are property of their respective owners.

The information in this document is provided in connection with SonicWall Inc. and/or its affiliates' products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of SonicWall products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, SONICWALL AND/OR ITS AFFILIATES ASSUME NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL SONICWALL AND/OR ITS AFFILIATES BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF SONICWALL AND/OR ITS AFFILIATES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SonicWall and/or its affiliates make no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserve the right to make changes to specifications and product descriptions at any time without notice. SonicWall Inc. and/or its affiliates do not make any commitment to update the information contained in this document.

For more information, visit <https://www.sonicwall.com/legal/>.

#### Legend

 **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Last updated: 6/3/20

232-005307-00 Rev A