SonicWall™ Global VPN Client 4.10.1

Release Notes

March 2017

These release notes provide information about the SonicWall™ Global VPN Client 4.10.1 release.

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About SonicWall™ Global VPN Client 4.10.1

The Global VPN Client 6.2.7 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) 4.10.1 client:

- If you have SonicWall Global VPN Client version 4.9.22 or earlier installed, you must uninstall that version before installing version 4.10.1. Upgrading to GVC 4.10.1 from 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..

> **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.

Platform Compatibility

SonicWall Global VPN Client 4.10.1 supports both 32-bit and 64-bit client machines.

Supported Windows Clients

These versions of Microsoft Windows are supported by SonicWall Global VPN Client 4.10.1:

- 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.

> **NOTE:** Windows XP and Vista may still work with GVC 4.9.22, but these Windows versions are no longer supported by Microsoft, thus limiting further support for them with SonicWall GVC. For information, see: https://www.microsoft.com/en-us/WindowsForBusiness/end-of-xp-support.

Supported SonicOS Firmware

The SonicWall GVC 4.10.1 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 4.10.1 release:

Resolved issue	Issue ID
The phrase, `pre-shared key`, is not translated properly in Japanese. Occurs when the authentication dialog is displayed.	184308
A too-large window size distorts the position of the background color. Occurs when using Simplified Chinese, Korean, and Brazilian Portuguese languages	184158

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 troubleshooting procedures for GVC as shown in Trouble shooting process for GVC:

- Process 1: Debug Install Issue
- Process 2: Post-Install Errors
- Process 3: TCP Applications on Vista are Slow
- Process 4: Cannot Access Certain Destination Networks
- Process 5: Cannot Browse the Internet after GVC Connection is Enabled and Connected
- Process 6: Peer is not Responding to ISAKMP Requests from GVC; Check GVC Logs to Verify
- Process 7: Stuck on Authenticating when GVC Connection is Enabled
- Process 8: Failed to Obtain DHCP Lease for the Virtual Adapter
- Process 9: Not Getting a Prompt to Enter a PreShared Key (PSK)
- Process 10: Not Getting a Prompt to Enter XAUTH Credentials

Trouble shooting process for GVC

> (i) **NOTE:** Numbers in the boxes refer to the applicable process. For example, the box numbered 1 refers to Process 1.
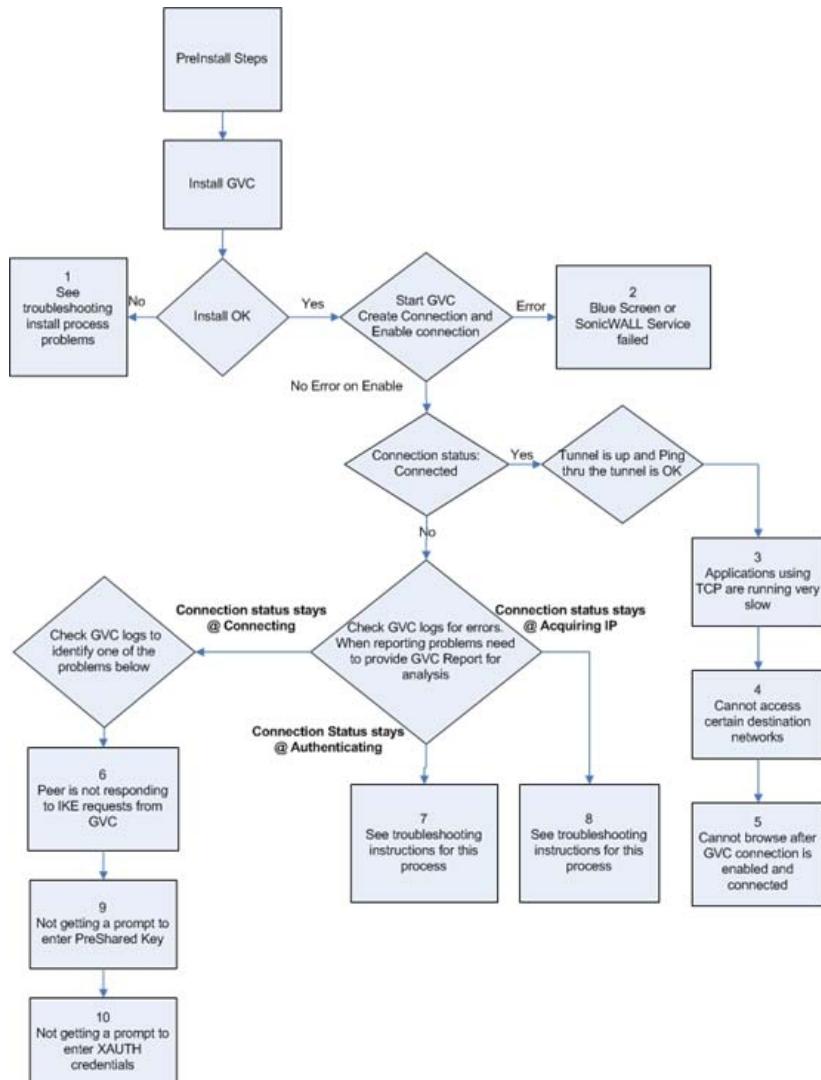
Process 1: Debug Install Issue

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:
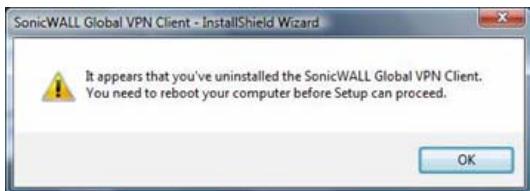
This error could happen in these cases:

- 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:

```
SWGVCSVC 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. On Vista, go to **Start > Control Panel > Network and Internet > View network status and tasks > Manage network connections**. Select **SonicWall Virtual adapter**, and right-click to select properties and then disable **Trend Micro Common firewall driver binding**.

If the blue screen still persists, then you need to provide the $\%SystemRoot\%\backslash Minidump$ ($\%SystemRoot\%$ is usually $C:\backslash Windows$) 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 $\%SystemRoot\%\backslash MEMORY.DMP$ 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 $\backslash Program\ Files\backslash SonicWall\backslash SonicWall\ Global\ VPN\ Client$), and type the following commands.

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

Process 3: TCP Applications on Vista are Slow

The issue is caused by Windows Scaling being handled incorrectly by the firewall device. To manually disable windows scaling, run the following command from the command prompt:

```
netsh interface tcp set global autotuning=disabled
```

Refer to the following URL for more information on this problem:

http://support.microsoft.com/kb/934430

Process 4: 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 5: Cannot Browse the Internet after GVC Connection is Enabled and Connected

GenerateSonicWall 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 6: 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.

The NAT device is blocking IKE traffic from SonicWall GVC (Vista OS) as it is not using the defined UDP source port (500) for IKE. This is currently only a problem with GVC running on Vista. For SonicWall GVC to use the defined IKE source port, start GVC by right-clicking on the icon, and then select **Run as administrator**. If GVC still cannot connect, then go to Step 4.

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 7: 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.** This should never happen with SonicWall GVC. 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 8: 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. If it is an already working setup, and only GVC on Vista is having this problem, then go to Step 5.

5   If you are running a client-based software firewall on the Vista machine, check if the version is Vista compatible. If it is not, then upgrade to the latest version. If it does not work after the upgrade, then add a rule to allow TCP/UDP port 67/68. If this does not fix the problem, then go to Step 6.

> (i) **NOTE:** There were numerous problems reported with Norton Internet Security Suite. If you have this software installed, then the final try is to uninstall Norton, reboot your computer, and then try again.

6   Disable the software firewall completely, and then try again. If this does not work, then go to Step 7.

7   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 9: Not Getting a Prompt to Enter a PreShared Key (PSK)

This could happen due to a process 6 error condition (see Process 6: 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 10: Not Getting a Prompt to Enter XAUTH Credentials

This could happen due to a process 6 error condition (see Process 6: 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 and to customers who have trial versions.

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

- 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.

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.

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