

**OmniAccess 3500
Nonstop Laptop Guardian
Release 1.2.42
End-User Release Notes**

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Alcatel-Lucent Proprietary

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Welcome

Welcome to the End-User Release Notes for Release 1.2.42 of the OmniAccess 3500 Nonstop Laptop Guardian. This document provides detailed information about the product release and all identified issues that may impact the end-user experience of the solution. The previous revision of this document (25.01) was issued on 11.27.2007 and was attached to Release 1.2.25 of the OmniAccess 3500 NLG.

Please note that Release 1.2.42 of the OmniAccess 3500 NLG is a patch release that only fixes bugs found in the previous release.

Release Information

- **Vendor:** Alcatel-Lucent
- **Product:** OmniAccess 3500 Nonstop Laptop Guardian
- **Release:** 1.2.42
 - *Issue Date:* January 29, 2008
 - *Distribution:* General availability to all customers
- **Hardware:** OmniAccess 3500 Nonstop Laptop Guardian Card with EV-DOa Modem, Hardware Revision 4 with 64 MB RAM.
- **Software**
 - *Distribution Server:* www.nonstopguardian.com
 - *Directory:* Link on the main page
 - *Package Files:* See Table 1

Sr.	File Name	Description	Size (bytes)	MD5 Hash	Comments
1	NLG-Client-setup-1.2.42.1.exe	First-time installation of client software in the laptop	31,773,519	e3a10eb60e97905a9230daca25781f4a	Self executable. Also upgrades the card firmware.

2	Alcatel-Lucent 3500 NLGClient Software Upgrade-1.2.42.1-V4.msi	Upgrade from previous release of client software	32,083,456	67694acdc15115d0451fa80c2fca0331	Self executable. Also upgrades the card firmware.
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Table 1 - Release 1.2.42 end-user package files

Documentation

Please note that there are no new revisions of the end-user manuals for this product release (1.2.42). All documents associated with the previous release (1.2.25) are still applicable. All product changes that are visible to the end user are covered in these Release Notes.

The following list contains all end-user documents that are available for consultation in addition to the End-User Release Notes:

- *OmniAccess 3500 Nonstop Laptop Guardian Release 1.2 Features Overview*
- *OmniAccess 3500 Nonstop Laptop Guardian Release 1.2 Card Quick Start Guide*
- *OmniAccess 3500 Nonstop Laptop Guardian Release 1.2 End-User Reference Guide*

Previous Release

This document highlights all known issues that the OmniAccess 3500 NLG end user may experience with Release 1.2.42 and all incremental changes that the end user can appreciate in Release 1.2.42 with respect to Release 1.2.25.

System Requirements

End-user laptop:

- OS: Microsoft Windows XP SP2
- Processor speed: 1 GHz or higher
- RAM: 512 MB or higher
- PCMCIA CardBus slot
- No VPN client installed
- Trusted Platform Module (TPM) not enabled.

Contacting Technical Support

Please contact your IT helpdesk to address any technical issue that you may encounter in the operation of your OmniAccess 3500 NLG card and laptop.

Installation/Upgrade Instructions

First-Time Installation of Client Software

Please refer to the *OmniAccess 3500 Nonstop Laptop Guardian Release 1.2 Card Quick Start Guide* for detailed instructions regarding the first-time installation of the OmniAccess 3500 NLG client software. The laptop reboots upon completion of the client software installation and then asks for the OmniAccess 3500 NLG card to be inserted. When the card is inserted, the client software checks the version of the firmware currently installed in the card and installs the 1.2.42 firmware if the current version is obsolete. You must wait for the auto-upgrade procedure to complete before you can start configuring the OmniAccess 3500 NLG card.

Please note that the auto-upgrade procedure is not supported by factory-manufactured cards with serial number 47xxxx or lower. If you have one such card, please contact your IT helpdesk to have it replaced.

Upgrade of Previously Installed Client Software

A laptop that runs release 1.2.25 or higher of the OmniAccess 3500 NLG client software can be directly upgraded to release 1.2.42. Please note instead that with any release of the client software prior to 1.2.25 the old software must be uninstalled before the installation of release 1.2.42 can start.

New Features

This product release (1.2.42) does not introduce new features compared to the previous release (1.2.25).

Issues Fixed

This section lists known issues of Release 1.2.25 that have been fixed in Release 1.2.42.

1. Internal tracking ID: 1247

Problem Description: Direct support is not available for uninstalling the OmniAccess 3500 NLG client software.

Resolution Details: To prevent the end user from bypassing the security and management controls enforced by the OmniAccess 3500 NLG, the end user is normally not allowed to uninstall and remove the OmniAccess 3500 NLG client software from the laptop. However, if the IT administrator concludes that the client software must be uninstalled, Release 1.2.42 now enables uninstallation of the client software by the end user under administrative control. The controlled uninstallation procedure for the client software is described in detail in the *Controlled Uninstallation of the OmniAccess 3500 NLG Client Software* section below.

2. Internal tracking ID: 1247

Problem Description: The laptop may lock immediately after installing the OmniAccess 3500 NLG client software if an earlier version of the client software

was previously installed in the laptop. A new version of the client software cannot be installed without first uninstalling a previously installed version.

Resolution Details: If your laptop has Release 1.2.25 of the client software already installed (you can verify it by clicking **About** on the OmniAccess 3500 NLG client GUI), you can directly upgrade it to Release 1.2.42. The upgrade procedure for the client software is described in detail in the *Client Software Upgrade* section below.

3. **Internal tracking ID: 1561**

Problem Description: In extremely rare occasions, connectivity to the gateway may not be restored when the laptop recovers from standby/hibernation mode.

4. **Internal tracking ID:**

Problem Description: The laptop locks for about two minutes after recovering from standby/hibernation mode.

5. **Internal tracking ID: 767**

Problem Description: It is not possible to connect to the enterprise network while the one-time password is in effect, not even with a third-party IPsec client.

6. **Internal tracking ID: 1202**

Problem Description: In extremely rare occasions the captive portal web page (hotspot authentication screen) does not appear automatically.

7. **Internal tracking ID: 1261**

Problem Description: In extremely rare occasions the personal firewall policies may not be applied correctly.

8. **Internal tracking ID: 1261**

Problem Description: In extremely rare occasions the encrypted volume may not mount.

9. **Internal Tracking ID:**

Problem Description: The card firmware cannot be upgraded automatically when a new version of the OmniAccess 3500 NLG client software is installed in the laptop.

Resolution Details: When a new version of the OmniAccess 3500 NLG client software is installed in the laptop, it is now no longer necessary to manually flash the OmniAccess 3500 NLG card with the corresponding firmware version. Instead, after the end user installs the new client software in the laptop, the client software automatically recognizes the card firmware version the next time the card is inserted again, and replaces it if it is obsolete. No intervention is required from the end user or the IT administrator. The procedure for automatic upgrade of the card firmware is described in detail in the *Card Firmware Auto-Upgrade* section below.

10. **Internal tracking ID: 1237**

Problem Description: In extremely rare occasions the end user may get a message indicating that *ecmservice.exe* has crashed.

11. Internal tracking ID: 1228

Problem Description: In extremely rare occasions the 3G interface is not shown in the laptop GUI, even though it is operational.

12. Internal tracking ID: 1796

Problem Description: In rare occasions, particularly when switching from 3G to Wi-Fi, the OmniAccess 3500 NLG card may reboot.

13. Internal tracking ID: 1472

Problem Description: While using AES, the card may reboot if the packet size is 65500 bytes or more.

14. Internal tracking ID: 1455

Problem Description: It may not be possible to connect to the gateway through a hotspot that uses a nonstandard port (i.e., a port other than 443) for secure (HTTPS) authentication.

Known Issues

CARD HARDWARE

1. Internal tracking ID: 1888

Problem Description: The card may not reboot if the master power switch is set to the OFF position and then quickly back to the ON position.

Impact: If the card was hanging before it was switched off, it may not restart after being switched on again.

Workaround/s:

- Set the master power switch to the OFF position (towards the connector end of the card).
- Wait for at least 60 seconds.
- Set the master power switch back to the ON position (towards the antenna end of the card).

2. Internal tracking ID: 1890

Problem Description: The card may keep rebooting if the master power switch is not firmly set to the ON position.

Impact: The card keeps rebooting, disrupting connectivity to the gateway.

Workaround/s:

- Set the master power switch to the OFF position (towards the connector end of the card).
- Wait for at least 60 seconds.
- Set the master power switch back to the ON position (towards the antenna end of the card) with a firm push. Do not use too much of force, though, because the switch could break.

3. Internal Tracking ID:

Problem Description: The 3G modem push button on the card may be a little difficult to operate.

Impact: Inconvenience of operation.

Workaround/s: To operate the button, always use a plastic or non conductive pin.

INSTALLATION AND CONFIGURATION

4. Internal tracking ID: 1770

Problem Description: The laptop locks upon installation of a new Ethernet/WiFi driver.

Impact: It is not possible to add any new network interface after installing the OmniAccess 3500 NLG software. However, the addition of a new network interface in the current generation of laptops, where Ethernet and Wi-Fi interfaces are integrated, is very unlikely.

Workaround/s: Ensure that all network interfaces required are in place before starting the installation of the OmniAccess 3500 NLG client software.

5. Internal tracking ID: 1874

Problem Description: The card firmware upgrade procedure may start even if the release numbers for the laptop software and the card firmware are already the same.

Impact: Confusion to the end user and delay in starting operation of the solution when the card is first inserted into the laptop.

Workaround/s: Do not be alarmed by this extra step. Nothing is changing in the card and everything will be OK after about six minutes.

6. Internal tracking ID: 1812

Problem Description: Any forced interruption of the client software/card firmware upgrade process may leave the laptop inoperable.

Impact: The laptop may need to be re-imaged.

Workaround/s: Ensure that all important data on the laptop have been completely backed up before starting the upgrade procedure. Please do not reboot or switch off the laptop during the upgrade process.

7. Internal tracking ID: 1331

Problem Description: During installation of the client software, the installation procedure may appear be hanging while an *unsigned driver warning (WHQL certification)* window appears behind the software installation window.

Impact: The end user may think that the installation program is hanging with no reason.

Workaround/s: When the installation process seems to make no progress, always look at the task bar for any additional windows or hit *Alt+Tab* to browse through all open windows.

STARTUP AND SHUTDOWN

8. Internal tracking ID:

Problem Description: For the first time after installation of the OmniAccess 3500 NLG client software, or if for some reason the laptop does not have cached credentials, the end user may not be able to login immediately after the Windows logon prompt appears.

Impact: End user is not able to login.

Workaround/s: Wait for the VPN tunnel to come up before attempting to login. The right-hand LED on the card (LED B) indicates the tunnel status. If the tunnel does not come up, log into a local account on the laptop (e.g., Administrator), establish the tunnel using the OmniAccess 3500 NLG GUI, logout, and then login to your regular domain account.

OPERATION

9. Internal tracking ID:

Problem Description: In rare occasions the OmniAccess 3500 NLG tray icon may not reflect the correct status of the laptop/card.

Impact: Confusion to the end user.

Workaround/s: Please wait for about two minutes and see if the situation corrects itself. If not, log out and login again.

10. Internal tracking ID: 1866

Problem Description: In rare occasions the OmniAccess 3500 NLG tray icon may disappear.

Impact: Confusion to the end user.

Workaround/s: Please click on the OmniAccess 3500 NLG icon on the desktop and the tray icon will appear back.

11. Internal tracking ID: 1857

Problem Description: In rare occasions the OmniAccess 3500 NLG client GUI may crash with an error message.

Impact: Confusion to the end user.

Workaround/s: Logout and login again. This shall fix the issue.

12. Internal tracking ID: 1785

Problem Description: In rare occasions, the laptop may lock with a message requesting to insert the card even though the card is already inserted.

Impact: The user may be induced to remove and reinsert the card. This will further delay recovery.

Workaround/s: Always wait for about two minutes. The laptop should unlock automatically. If the laptop does not unlock proceed to take other corrective actions.

13. Internal tracking ID: 1672

Problem Description: In extremely rare occasions, the card may stop responding. The laptop locks and never unlocks, not even after rebooting.

Impact: The laptop is unusable.

Workaround/s: Remove the card and with a pin slide the master power switch to the OFF position (towards the connector end of the card). Wait for one minute and then slide the master power switch back to the ON position (towards the antenna end of the card). Insert the card back into the laptop and reboot the laptop. The laptop will unlock within 2-3 minutes.

INTEROPERATION

14. Internal tracking ID:

Problem Description: The OmniAccess 3500 NLG client software does not operate properly in presence of other IPsec VPN clients.

Impact: If the OmniAccess 3500 NLG client software is installed in a laptop that already has an installed IPsec client the OmniAccess 3500 NLG functionality may be compromised (e.g., the VPN tunnel may not come up).

Workaround/s: Uninstall any pre-existing IPsec client before installing the OmniAccess 3500 NLG client software in the laptop.

15. Internal tracking ID:

Problem Description: User-installed Cygwin software may not work or stop working after installing the OmniAccess 3500 NLG client software.

Impact: The Cygwin application may not work for the end user.

Workaround/s: The installation of the OmniAccess 3500 NLG client software includes a particular version of Cygwin. Make sure that your installed version of Cygwin is the same as the one installed with the OmniAccess 3500 NLG client software. Two different versions of Cygwin cannot coexist.

ANTI-TAMPERING

16. Internal tracking ID: 1244

Problem Description: The OmniAccess 3500 NLG client software can be uninstalled using the Windows System Restore utility.

Impact: An attacker that manages to log into the laptop may get rid of the security controls required by the enterprise. However, logging into the laptop is not sufficient to obtain access to the sensitive data stored in the encrypted volume.

Workaround/s: To prevent anyone from removing the client software by invocation of an older Windows System Restore checkpoint, make sure that there are no Windows System Restore checkpoints in the laptop when the OmniAccess 3500 NLG client software is installed.

17. Internal tracking ID:

Problem Description: The OmniAccess 3500 NLG-enabled laptop can be booted using an external boot medium.

Impact: Someone having physical access to the laptop may get rid of the security controls required by the enterprise. Still this would not give access to the sensitive data stored in the encrypted volume.

Workaround/s: To prevent the capability to boot the laptop from an external medium, first disable in the BIOS the booting from all external means such as CD, USB, network, etc., and then password-lock the BIOS.

AUTO VPN

18. Internal tracking ID: 1833

Problem Description: The card is no longer able to establish the VPN tunnel and there is no error message on the client GUI.

Impact: Not able to connect and not knowing the reason for it.

Workaround/s: Check with your IT helpdesk. Your license may have expired or your card may have no assigned license.

19. Internal tracking ID:

Problem Description: The tunnel does not come up after installation of the OmniAccess 3500 NLG software. This happens when 3G connectivity is not available at the time of installation.

Impact: Not able to connect and not knowing the reason for it.

Workaround/s: If there is no 3G connection, the user will have to specifically select a laptop interface on the OmniAccess 3500 NLG client GUI and click **Connect** to establish the tunnel for the first time. After the tunnel is established once, the Auto VPN feature of the OmniAccess 3500 NLG will take care of automatically selecting the best interface available for establishing the tunnel.

VOLUME ENCRYPTION (TRUECRYPT INTEGRATION)

20. Internal tracking ID: 1138

Problem Description: If the end user dismounts the encrypted volume using the TrueCrypt user interface then the status of the encrypted volume may not be reflected correctly in the management system GUI.

Impact: The administrator has incorrect information about the mount status of the encrypted volume.

Workaround/s: The end user is not expected to use the TrueCrypt GUI as it may produce unexpected results (e.g., the status of the encrypted volume is not reflected correctly in the management system GUI).

RADIUS AUTHENTICATION

21. Internal tracking ID: 1024

Problem Description: Any user with a valid RADIUS login can log into the laptop.

Impact: Accountability issue. Of course the illegitimate user must also know the Windows Logon password for the laptop.

Workaround/s: For some enterprises this behavior may actually be desirable. Its treatment will be finalized in the next release of the OmniAccess 3500 NLG platform based on customer feedback.

Details of Software Update Procedures

This section presents details and screen shots for the procedures that drive the uninstallation of the OmniAccess 3500 NLG software, the upgrade of the Client Software from Release 1.2.25 to Release 1.2.42, and the automatic upgrade of the card firmware.

Controlled Uninstallation of the OmniAccess 3500 NLG Client Software

Starting with Release 1.2.42 of the OmniAccess 3500 NLG, the end user can uninstall the client software under direct control of the IT administrator.

The procedure for the uninstallation works as follows:

1. The end user calls the IT helpdesk.
2. The IT helpdesk administrator on the phone instructs the end user to start the uninstallation of the OmniAccess 3500 NLG client software using the **Add-Remove Programs** feature of Windows.
3. A pop-up window appears on the screen asking for the uninstallation password. The window displays the current date and time and a screen-count number. The administrator needs this information to generate a One-Time Uninstallation Password (OTUP).
4. To generate the OTUP on the management system GUI, the administrator clicks **Users** on the left-hand main menu, selects the desired user, clicks **Configure**, clicks **Generate One Time Password**, enters the information found by the end user on the pop-up window, and clicks **GetPW**. Please note that the OTUP is user-specific and can be used only once within two hours of its generation. The password is not case-sensitive and does include the hyphens that appear on the management system GUI window.
5. The end user resumes the uninstallation process by entering the password supplied by the administrator.

Client Software Upgrade

The procedure for upgrading the client software from Release 1.2.25 to Release 1.2.42 works as follows:

1. Log into a laptop account that has administrative privileges.
2. Double-click on the *NLGClient Software Upgrade-1.2.42-V4.msi* file to start the upgrade procedure. The *Software Upgrade Welcome* window of Figure 1 appears.

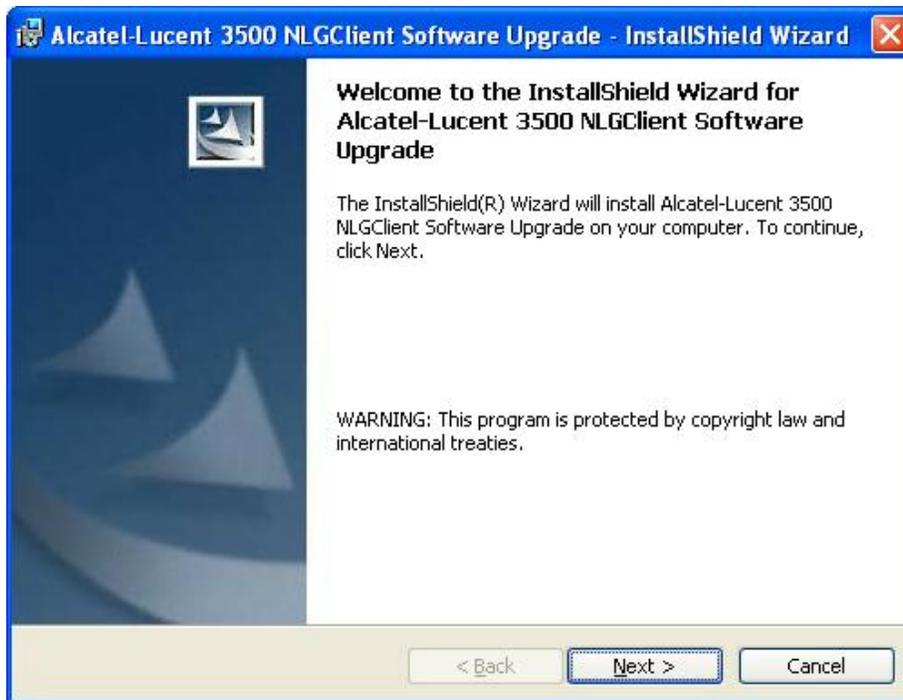


Figure 1: Software Upgrade Welcome window

3. Click Next. The *Ready to Install* window of Figure 2 appears.

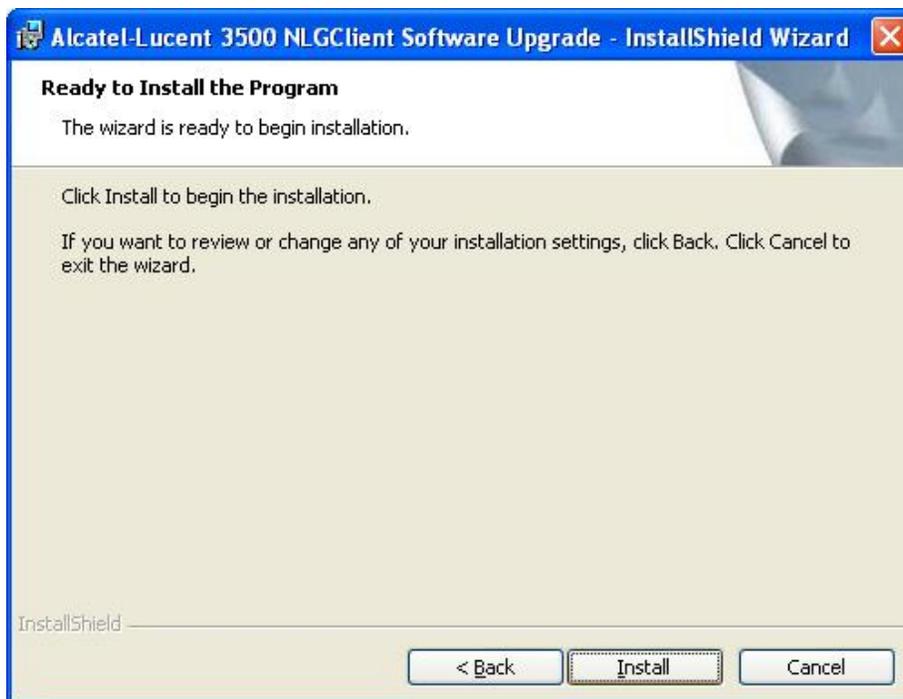


Figure 2: Ready to Install window

4. Click Install. The Progress Bar window of Figure 3 appears.

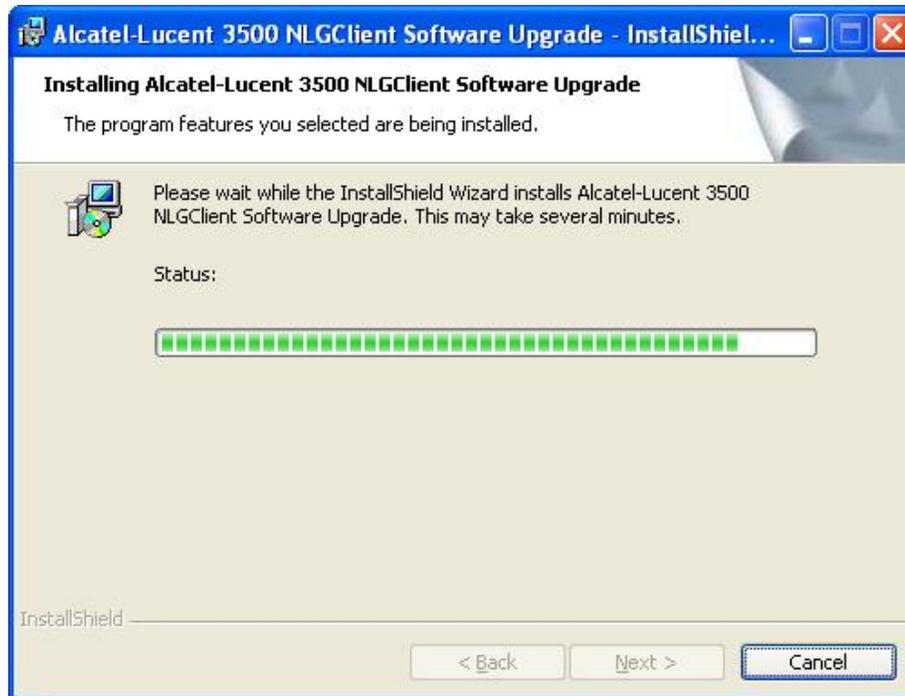


Figure 3: Progress Bar window

5. If the Windows Firewall is enabled on your laptop (recommended) then the *Windows Security Alert* window of Figure 4 appears. Click **Unblock** to proceed.



Figure 4: Windows Security Alert window

6. The *Installation Completed* window of Figure 5 appears to signal completion of the installation of the software upgrade package.

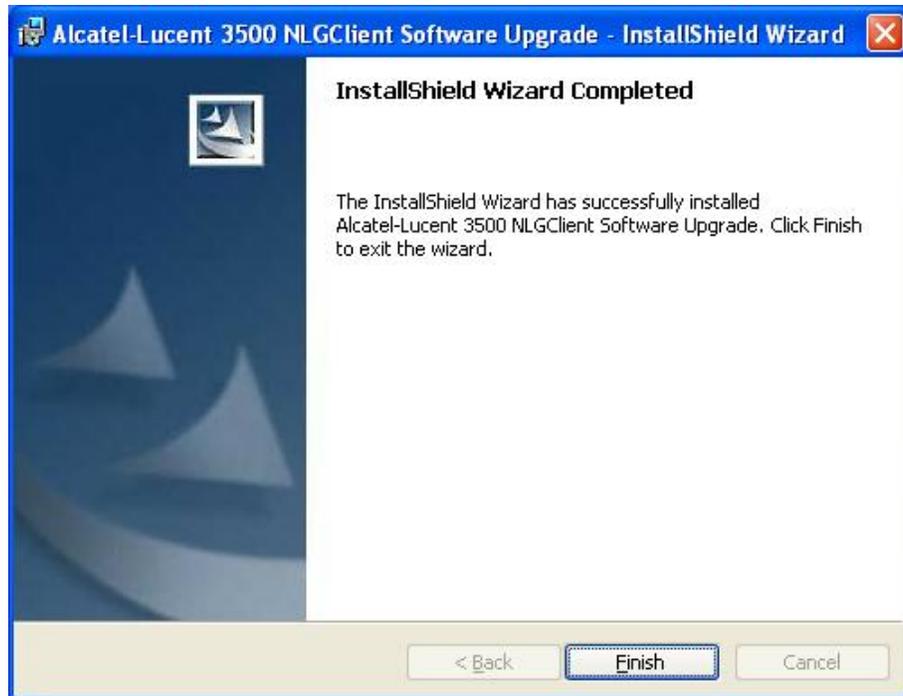


Figure 5: Installation Completed window

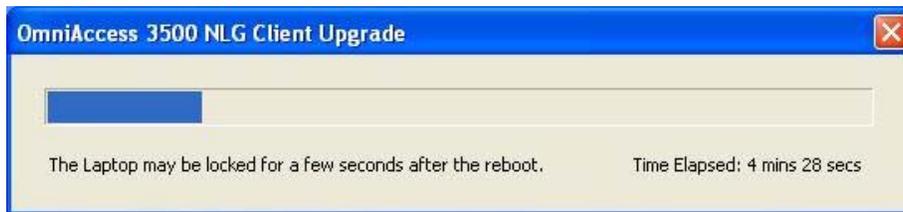
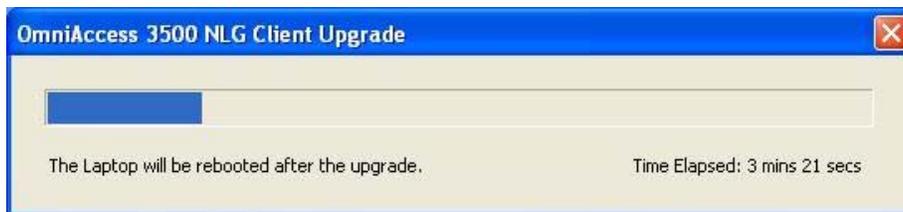
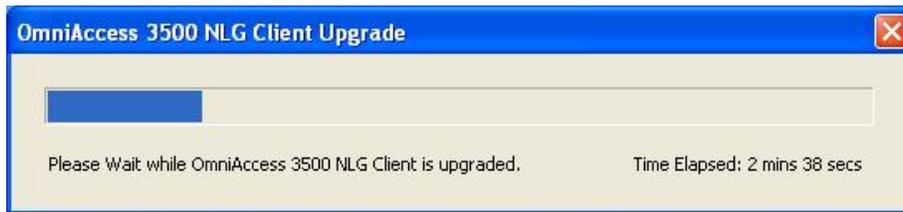
7. Click **Finish** to start the card firmware auto-upgrade procedure (described in the *Card Firmware Auto-Upgrade* section below). No action is required on your part to complete the card firmware auto-upgrade procedure.
8. After completing the card firmware auto-upgrade procedure, the laptop reboots. An *InstallShield Wizard Completed* window with the message *Setup has finished installing Alcatel-Lucent OmniAccess 3500 NLG client on your computer* appears on the screen after the laptop reboots. Click **Finish** to continue.
9. A window appears with the message *Alcatel-Lucent 3500 NLG client is configuring your new software installation*. After another minute, a new window appears with the message *Alcatel-Lucent 3500 NLG client components upgraded*.
10. Click **OK** button to reboot the laptop.
11. After the laptop reboots, both the client software and the card firmware are upgraded to the current release (1.2.42).

Card Firmware Auto-Upgrade

The card firmware auto-upgrade procedure is as follows:

1. Install the latest release of the OmniAccess 3500 NLG client software (1.2.42) in your laptop. Make sure that the card is not inserted until the installation of the software has been completed and the laptop has been rebooted as instructed by the software installation process.
2. Insert the OmniAccess 3500 NLG card into the laptop.

3. The client software automatically detects whether or not a firmware upgrade is needed for the card. If the upgrade is needed, the upgrade procedure starts automatically.
4. The following sequence of messages appears during the process:
 - a. Checking if the NLG card needs to be upgraded.
 - b. Please wait this will take approximately 6 minutes.
 - c. This is a fresh install on the laptop.
 - d. Please wait. Do not remove the NLG card until this is done.
5. Next, the following status windows will appear in sequence:



6. Please make sure that you do not interrupt this process by any means, e.g., by pulling the card out, or shutting down the laptop, or killing/terminating the upgrade process. **ANY INTERRUPTION OF THE FIRMWARE AUTO-UPGRADE PROCEDURE MAY LEAD TO THE CARD AND/OR LAPTOP OPERATING SYSTEM BECOMING INOPERABLE.**

The entire card firmware auto-upgrade process may take up to ten minutes.