



Juniper Networks
Odyssey Access Client for Windows

Release Notes

Release 4.72
February 2008

Juniper Networks, Inc.
1194 North Mathilda Avenue
Sunnyvale, CA 94089
USA
408-745-2000
www.juniper.net

Part Number: OAC-RN472W

Copyright © 1999–2008 Juniper Networks, Inc. All rights reserved. Printed in USA.

Odyssey Access Client, Juniper Networks, and the Juniper Networks logo are registered trademarks of Juniper Networks, Inc. in the United States and other countries. Raima, Raima Database Manager and Raima Object Manager are trademarks of Birdstep Technology. All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owners. All specifications are subject to change without notice.

Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

Revision History

Date	Description
November 2007	FRS release
January 2008	Maintenance update
February 2008	FRS Release of 4.72

Table of Contents

Upgrading to this Release.....	1
Installing Odyssey Access Client 4.72	1
Known Problems and Limitations	2
Odyssey Access Client on Windows XP and Windows 2000.....	2
Odyssey Access Client on Windows Vista.....	5
Authentication.....	6
Resolved Issues.....	6
Odyssey Access Client 4.72 for Windows XP and Windows 2000	6
Odyssey Access Client 4.72 for Vista	7
Contacting Technical Support.....	7

Release Notes

These release notes accompany Odyssey Access Client (OAC) 4.72. Before installing or using your new software, read these release notes in their entirety, especially the “Known Problems and Limitations” section on page 2.

If the information in these release notes differs from the information found in the product documentation, follow the release notes.

You can find release notes in Adobe Acrobat (PDF) format on the Juniper Networks Technical Publications Web page, which is located at <http://www.juniper.net/techpubs>.

Upgrading to this Release

See the *Supported Platforms Guide* for important information pertaining to supported platforms and operating systems. You can access the document at:

https://www.juniper.net/customers/csc/software/ive/releases/enterprise_infranet/2.x/b49455/index.jsp

If you are using OAC in a Unified Access Control (UAC) network, read the release notes for UAC version 2.1R3.

Installing Odyssey Access Client 4.72

Upgrading the Infranet Controller firmware to 2.1 before deploying the OAC 4.72 Enterprise Edition custom installer with a new 4.7 license key may cause some users to fail authentication. In an 802.1X environment, depending on network setup, users who fail to be authenticated by the Infranet Controller may be unable to connect to a network.



NOTE: Upgrading from OAC 4.6 Enterprise Edition to OAC 4.72 Enterprise Edition requires a new license key. If you have a current service contract and have not received a new 4.7 license, contact Juniper Technical Support for the new 4.72 license key.

If you are running OAC 4.6 Enterprise Edition, you must create and deploy a new OAC 4.72 Enterprise Edition custom installer with a new 4.72 license key to all users *before* upgrading the Infranet Controller's firmware to 2.1R3.

If you are installing OAC in a traditional, non-UAC network, the installation procedure is unchanged.

Refer to the installation chapter in the *Odyssey Access Client User Guide* for more details on installation. For more information about Infranet Controller topics, refer to the *Unified Access Control Administration Guide*.

For a UAC network, the Infranet Controller can handle up to 1500 active endpoint upgrades. Anything beyond this may require administrators to upgrade endpoints prior to upgrading the Infranet Controller using some other mechanism such as SMS.

Known Problems and Limitations

The version of Odyssey Access Client shipped with UAC 2.1 is 4.72.

Odyssey Access Client on Windows XP and Windows 2000

- While upgrading to OAC 4.72, long delays may occur while attempting to replace OAC components that are in use by other services. In these cases, after upgrading, a reboot may be required. [54442]
- Do not use extended characters in the "Role message" displayed to users for Coordinated Threat Control. [54008]
- If the UAC Edition of Odyssey Access Client is not installed using a pre-configured installer, the configuration information from either the initial user install or from Odyssey Access Client Administrator Initial Settings is not copied to new users. For new users to get a copy of the configuration information, you must configure and install an Odyssey Access Client using a preconfigured MSI. [53698]
- If there is an OAC 4.6 EE license installed on the client and a connection is made to an Infranet Controller, the client will be upgraded to a 4.7 UE license. [51900]
- In some circumstances, the Juniper Networks network driver cannot be uninstalled correctly. This can hang the installer or cause the installation of the new version to fail. If the OAC installation hangs for more than 5 minutes, or if after upgrading OAC, you see the message "Unable to load module jnprnaapi.dll," one of the following two steps may clear up the problem:
 - Reboot.
 - If rebooting does not clear up the problem, uninstall OAC and reinstall it.

If the neither of these steps resolves the problem, contact Juniper Networks TAC for assistance. [52625]

- When the **force VA** option is enabled on or when behind a NATed firewall, OAC Client Service and Juniper Unified Network Service may need to be restarted in order to access protected resources. [53626]

- OAC online help states incorrectly that the debug level range is 0-9. The actual range is 0-5. [54956]
- When upgrading OAC, the Juniper Unified Network Service may not suspend. [52687]
- Deleting `debuglog.log` from the installation may cause OAC to stop logging until the Juniper OAC Service is restarted. [51701]
- If Odyssey Access Client is installed over Network Connect, the installer will attempt to shut down Network Connect and the Network Connect session will be disconnected. You must restart Network Connect manually after the OAC upgrade has completed. [41485]
- If the Infranet Controller specification contains a URL prefix (such as `https://`), OAC may become unresponsive. To resolve the problem, remove the `https://` prefix. [44271]
- If the Nortel Contivity client is installed after the Odyssey Access Client is installed, reboot the client machine to ensure proper installation of Nortel Contivity. [41912]
- When a virtual adapter is used, the first TCP connection may take up to 15 seconds. [43974]
- If a client machine has multiple interfaces and the route to the protected resource is different from the route to the Infranet Enforcer, the endpoint will not have access to the resource. [43458]
- See the *Supported Platforms Guide* for a list of 3rd party VPN clients that were tested with the OAC. [42834, 42872]
- Ignore any NAT-T status information displayed in the OAC IPsec Configuration window. [42155]
- An expired 30-day trial prevents installation of UAC edition of OAC. The workaround is to uninstall the trial software and navigate to the Infranet Controller URL to start an auto-installation of the latest OAC software. [42954]
- Users upgrading a UAC 1.x Infranet Agent may encounter a `jpaService.exe` crash while upgrading to the UAC 2.1 Odyssey Access Client. [43223]
- Preconfiguring the Odyssey Access Client `.msi` invalidates the signature. Administrators should re-sign the new `.msi` with their own certificate before deploying to their users. [43913]
- Wireless suppression may not work with some versions of VMware. [44438]
- Customers running OAC 4.52 in FIPS mode should uninstall 4.52 prior to upgrading to the 4.7 client. [44553]
- Endpoint session scripts can be configured for each user role on the Infranet Controller. OAC can execute at most one Endpoint Session script on the endpoint. [44527]

- If Network Connect version 5.3R6 or an older version is installed on the endpoint, installing Odyssey Access Client causes Network Connect to malfunction by remaining in the "Connecting" state. To resolve the problem, the user must do the following: [43253]
 - a. Uninstall Odyssey Access Client.
 - b. Upgrade Network Connect by accessing any of the following versions of the SSL-VPN (IVE) appliance: IVE 5.2R7 or later, IVE 5.3R7 or later, or IVE 5.4R1.
- Installing OAC using a Web browser requires the user to sign-in to an Infranet Controller. When OAC starts, the user is prompted to sign in again. Session resumption does not work in this case and two sessions are created on the Infranet Controller. [48616]
- If NAT-T has been configured on the Infranet Controller, connecting and disconnecting the client a number of times may result in the virtual adapter being installed. [49579]
- Failure to configure EAP-JUAC as the inner authentication protocol causes L3 connections to the Infranet Controller to fail. The workaround is to configure any profile for L3 connections to use EAP-JUAC. [49654]
- The realm and role selection is not saved during authentication at GINA time. [51111]
- Auto-remediation to run Live Update for Symantec 8.1 may not trigger. Ensure that the registry value for `HKLM\Software\Symantec\LiveUpdate\Preferences\HALIndex` is not present. [50504]
- Shavlik compliance checks may take up to 20 seconds to complete. As a result, authentication to the Infranet Controller takes longer and consumes more CPU on the client machine. [50125]
- Earlier versions of OAC for Mac, Linux, and Windows CE do not accept a 4.7 license. Contact technical support to obtain a license key for these platforms. [51148]
- When installing OAC on a Windows XP system, you may encounter this error: **The installer has insufficient privileges to access this directory: C:\Config.msi**. The workaround is to select **Retry** rather than **Cancel** in the error dialog. The installer will then install OAC correctly. [44506]
- Some versions of the SHUNRA networks WAN emulator driver may not be compatible with the Juniper Network Agent. You may experience a system crash. Disable the SHUNRA driver. [48502]
- Machine authentication using machine credentials is not supported if you are using EAP-JUAC. [51432]
- When using a Predefined Firewall rule for the Microsoft Windows Firewall, the reason string may be shown twice in the remediation dialog on OAC. [50568]

Odyssey Access Client on Windows Vista

- OAC on Windows Vista with a Broadcom chipset-based wireless network card are incompatible and prevent the wireless network card's drivers from working correctly. In order to regain full functionality of the wireless network card, uninstall the OAC and reinstall the driver for Windows Vista. [54120].
- Although multiple static WEP keys can be configured, only the highest ordinal key is used. [53805]
- If the access point is not broadcasting the SSID, OAC on Vista will never be authenticated when the GINA wizard is used. [53693]
- It has been reported on some endpoints that the OAC client download may not occur automatically via the browser. The workaround is to download the client using the manual installation link or click on the **retry** link. [49762]
- **Survey Airwaves** in OAC does not retrieve the list of networks for some models of network adapters. This can be resolved by upgrading the wireless NIC driver from the NIC manufacturer. [49486, 49488]
- OAC on Windows Vista does not support WPA2 Fast Roaming. [48682]
- OAC does not recognize that a wireless card has been removed for about 30 seconds. [49103]
- Static keys with Open WEP (authentication) and MD5 (encryption) do not succeed in providing network connectivity on Windows Vista. [51674]
- If User Access Control is enabled on Vista, auto-remediation to enable the Microsoft firewall does not work. [51824]
- In the Windows event viewer, the following warning appears: "The Juniper OAC Service is marked as an interactive service. However, the system is configured to disallow interactive services. This service may not function properly." The warning can be ignored and does not impact functionality. [49485]
- The OAC option to "Override default settings for Windows Login" does not work on Windows Vista. [50458]
- Some applications running on Windows Vista (such as Lenovo's *ThinkVantage Access Connections* software) may prevent OAC from working correctly when configuring ad-hoc wireless networks. Note also that ad-hoc WPA/WPA2 is not supported on Windows Vista. [50713]
- Some auto-remediation actions do not work on Windows Vista because they require the service to interact with the desktop. [50070]
- Registry auto-remediation does not work on Windows Vista. [49840]
- On some Cisco access points, if an invalid password is entered during authentication, OAC keeps trying and no failure is reported. Ensure that the correct password is entered. [49496]

- License keys cannot be added to OAC if UAC is enabled on Windows Vista. The workaround is to use Odyssey Client Administrator to enter the license keys. [49545]

Authentication

- When configuring an Active Directory (AD) server on the Infranet Controller for authentication, note the following:
 - a. The AD server administrator you specify must be a domain administrator in the same domain as the AD server.
 - b. Do not include a domain name with the server administrator username in the **Admin Username** field on the **Authentication > Auth Servers > Active Directory/Windows NT** page in the Infranet Controller Web console.
- In agentless mode, new PIN mode does not work against an ACE authentication server when using custom sign-in pages. [51560]

Resolved Issues

The following issues from previous releases have been resolved in Odyssey Access Client Release 4.72. The identifier following the description is the tracking number in our bug database.

Odyssey Access Client 4.72 for Windows XP and Windows 2000

- The first time a configuration profile is used to prompt a user for login name and password, the dialog box is now be in focus for the user to provide the username and password. [51600]
- The Trusted Network Connect (TNC) service could crash after upgrading to OAC 4.7R1. [52519]
- A user may have seen an upgrade dialog message when upgrading from OAC 4.50 to 4.7. [53119]
- With OAC configured for machine authentication using Gina, the machine may not have been reachable while the user was being prompted for a password. [52912]
- For machines with only a single network adapter, OAC may not have displayed the IP address even if the wireless 802.1X connections was open and authenticated. [52517]
- A license warning dialog message could appear when trying to create a Silent Custom Installer. [52437]
- The "Bluetooth LAN Access Server Driver" has been added to the Virtual Adapter list. [52109]

- OAC may not have displayed a certificate chain from the Infranet Controller correctly. [51599]
- When an anonymous name was cleared, the outer identity of an encrypted tunnel may not have been replaced with the login name for the inner identity. [51396]
- Using the Juniper Installer service to upgrade OAC for a user account with restricted privileges did not work. The workaround is to upgrade from an account with administrator privileges. [51877]
- In OAC Initial Settings, both "Hide" and "Disable" could be selected for one setting. [48400]

Odyssey Access Client 4.72 for Vista

- After installing OAC, wireless connection status could remain as "Searching for network." The workaround is to toggle the use **Odyssey to manage this adapter** check box. This problem also resolves automatically at the next user logon. [51443]
- Connecting to a machine using RDP causes the 802.1x connection to be reset. [50979]
- Customers running the desktop version of OAC 4.52 in FIPS mode must uninstall version 4.52 prior before upgrading to the 4.7 client. [44553]



NOTE: OAC 4.72 does not support a FIPS license.

Contacting Technical Support

For technical support, contact Juniper Networks at support@juniper.net, or at 1-888-314-JTAC (in the United States) or 408-745-9500 (outside the United States).

Check our Web site (<http://www.juniper.net>) for additional information and technical notes. You can also go to **Help > Odyssey Access Client User Page** in OAC.

When you call technical support, please have the following at hand:

- Your Odyssey Access Client edition and the release number.
- Information about the server configuration and operating system, including any OS patches that have been applied.
- For licensed products under a current maintenance agreement, your license or support contract number.
- Question or description of the problem, with as much detail as possible.
- Any documentation that may help in resolving the problem, such as error messages, memory dumps, compiler listings, and error logs.

