



**Juniper Networks
Odyssey Access Client**

Release Notes

*Release 4.7
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Revision History

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Release Notes

These release notes accompany Odyssey Access Client (OAC) 4.7. 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 2.1.

Installing Odyssey Access Client 4.7

Upgrading the Infranet Controller firmware to 2.1 before deploying the OAC 4.7 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 4.7 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 4.7 license key.

If you are running OAC 4.6 Enterprise Edition, you must create and deploy a new OAC 4.7 Enterprise Edition custom installer with a new 4.7 license key to all users *before* upgrading the Infranet Controller's firmware to 2.1.

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*.

Known Problems and Limitations

The version of Odyssey Access Client shipped with UAC 2.1 is 4.7.

- If Odyssey Access Client is installed using Network Connect, the installer attempts to shut down Network Connect and the Network Connect session is disconnected. When this happens, restart Network Connect manually after the upgrade has completed. [41485]
- If an Infranet Controller specification contains a URL prefix (such as <https://>) OAC may become unresponsive. To resolve the problem, remove the prefix. [44271]
- If the Nortel Contivity client is installed after OAC is installed, reboot your machine to ensure proper installation of Nortel Contivity [41912].
- If you use a virtual adapter, the first TCP connection may take as long as 15 seconds. [43974]
- If an endpoint machine has multiple interfaces and the route to the protected resource is different from the route to the Infranet Enforcer, the endpoint will be unable to access the protected resource. [43458]
- See the *Supported Platforms Guide* for a list of third party VPN clients that were tested with the OAC (see 'Upgrading to this Release' for the location of the *Supported Platforms Guide*). [42834, 42872].
- Ignore any NAT-T Status information displayed in **Diagnostics > IPsec Configuration** window. [42155]
- An expired 30-day trial license blocks the installation of the UAC (default) Edition of OAC. To work around this, uninstall the trial software and use a Web browser to navigate to your Infranet Controller. The Infranet Controller will automatically install the latest OAC version. [42954]
- Users upgrading a UAC 1.x Infranet Agent may encounter a **jpaService.exe** crash when upgrading to the UAC 2.1 Odyssey Access Client. [43223]
- Preconfiguring an Odyssey Access Client .MSI invalidates the digital signature. Administrators should re-sign the new .MSI with their own certificate before deploying to OAC to users. [43913]
- Wireless suppression may not work with some versions of VMware. [44438].
- Endpoint session scripts can be configured for each user role on the Infranet Controller. OAC can execute one end session script on the endpoint. [44527]

- Installing OAC using a Web browser requires the user to sign in. When OAC starts, the user must sign in again. Session resumption does not work in this case and two sessions will be 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 an inner authentication protocol can cause Layer 3 connections to an Infranet Controller to fail. To work around this, configure any authentication profile used for a Layer 3 connection to use EAP-UAC. [49564]
- When using OAC with GINA in a UAC network, the realm and role selection are not saved during authentication. [51111]
- If an auto-remediation window to run Live Update for Symantec 8.1 does not execute, make sure that the Windows Registry value `HKLM\Software\Symantec\LiveUpdate\Preferences\HALIndex` is not present. [50504]
- Shavlik compliance checks can take up to 20 seconds to complete. Thus, authentication by the Infranet Controller is slower and consumes more CPU cycles on the client machine. [50125]
- Earlier versions of OAC for Macintosh, Linux, and Windows Mobile/CE are not compatible with the OAC 4.7 license. Contact Juniper Technical Support to obtain a license key for these platforms. [51148]
- When installing OAC on Windows XP, you may encounter the following error: "The installer has insufficient privileges to access this directory: C:\Config.Msi." To work around this, click **Retry** instead of **Cancel** in the error dialog box. The installer continues to install OAC correctly. [44506]
- The Shunra Networks WAN emulator driver is incompatible with the Juniper Network Agent and may cause a system crash. Disable the Shunra driver. [45802]
- Machine authentication using machine credentials is not supported when you use EAP-JUAC. [51432]
- If using a predefined firewall rule for Microsoft Windows Firewall, the reason string may appear twice in the remediation dialog on OAC. [35290]

Odyssey Access Client 4.7 for Windows Vista

- On some endpoints, the OAC client download may not occur automatically from the Web browser. The workaround is to download the client using the manual installation link. [49762]
- **Survey Airwaves** in OAC does not retrieve the list of networks on Vista. To resolve this, upgrade the wireless NIC driver from the NIC manufacturer. [49486, 49488]
- OAC on Vista does not support WPA2 Fast Roaming. [48682]

- There may be up to a 30-second delay before OAC recognizes the removal of a wireless card. [49103]
- Static keys with Open/WEP authentication and MD5 encryption do not succeed in providing network connectivity on Windows Vista. [51674]
- After installing OAC, the wireless connection status may continue to show “Searching for a network.” To work around this, either reboot the computer or try toggling the **Use Odyssey to operate this adapter** check box. The problem will also resolve automatically upon the next user login.[51443]
- If User Access Control is enabled on Windows 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 service is marked as an interactive service. However, the system is configured to not allow interactive services. This service may not function properly. Ignore this message. It does not affect OAC operation.** [49485]
- The OAC option **Tools > Windows Logon Settings > Override default settings for Windows logon** is not supported on Windows Vista. [50458]
- Connecting to a machine using RDP (Remote Desktop Protocol) resets the OAC 802.1X connection. [50979]
- Ad hoc wireless networks are not yet supported on Windows Vista. [50173]
- Some auto-remediation actions do not run on Vista because they require the service to interact with the desktop. [50070]
- Registry auto-remediation is not supported for Windows Vista. [49840]
- On some Cisco access points, if an invalid password is entered during authentication, OAC keeps trying without reporting a failure. Ensure that the specified password is valid. [49496]
- You cannot add license keys for OAC when UAC is enabled on Vista. Use Odyssey Access Client Administrator to add the license keys. [49545]

Authentication with Active Directory

When configuring an Active Directory (AD) server on the Infranet Controller for authentication, note the following:

- Ensure that the AD server administrator that you specify is a domain administrator in the same domain as the AD server.
- 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.
- For agentless clients, new PIN modes does not work against an ACE/Secure ID authentication server when you are using custom sign-on pages. [51560]

Resolved Issues

The following issues from previous releases have been resolved in Odyssey Access Client Release 4.7. The identifier following the description is the tracking number in our bug database.

- The UAC Host Checker cannot check registry entries under HKEY_CURRENT_USER. [37329]
- Occasionally, the **Reload and Execute Initial Settings** menu in the Initial Settings tool of the Odyssey Access Client Administrator will not close the Odyssey Access Client Manager application. If this happens, you must close the Odyssey Access Client Manager manually and select the **Reload and Execute Initial Settings** menu again. [43955]
- Users can view debug logs by using the **Browse** button in the log viewer and opening the **debuglog.log** file using a text editor. When reporting issues, users should package all log files by clicking **Save all logs** and sending the ZIP file to Juniper Support. [44306, 44370]
- Endpoints previously installed with earlier (Beta) versions of OAC may encounter problems when installing the final OAC version shipped with UAC 2.0R1. If uninstalling and re-installing does not work, please consult Knowledge Base ID KB9350 (<http://kb.juniper.net/>) for help restoring the endpoint. [44504]
- 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 4.7 does not support a FIPS license.

- Odyssey Access Client will not install using the Juniper Installer Service delivered via SSL-VPN (IVE) appliances. New MSI functionality has been added to support the Odyssey Access Client package and, thus, Odyssey Access Client software will need to be provisioned as a standalone MSI via SMS or an automated Software Delivery system for the first time. A new version of Installer Service is bundled as part of the Odyssey Access Client package. This new version of Installer Service is backward compatible with SSL-VPN clients such as Network Connect and Windows Secure Application Manager (WSAM).
- If Network Connect version 5.3R6 or later is installed on the endpoint, installing OAC causes Network Connect to malfunction by remaining in the **Connecting** state. To fix this problem, 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.

- Authentication failure status does not provide enough information. If this occurs, confirm that the user profile has been configured properly and the external authentication server is operating properly. [42357]
- The Odyssey Access Client UAC Edition initial software install will, if available, add a wireless adapter when no adapter is configured on the Infranet Controller OAC Configuration or Initial Settings page. [52061]

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.