Release Note for the Cisco WAAS Mobile

January 9, 2009

Note The most current Cisco documentation for released products is available on Cisco.com.

Contents

This release note applies to software version 3.4.1 for the Cisco Wide Area Application Services (WAAS) Mobile product.

This release note contains the following sections:

WAAS Mobile Product Overview

Cisco Wide Area Application Services (WAAS) Mobile provides significant application acceleration and bandwidth savings to telecommuters, mobile users, and home-office users accessing corporate HTTP applications, e-mail, and file servers.

By default, Cisco WAAS Mobile accelerates a range of applications including most web browsers, email clients, Windows Explorer for file shares, ftp clients, and thin clients like Citrix and Microsoft Remote Desktop Client (RDC). In addition, any generic application using TCP connections to content servers can be added via its process name. This list of accelerated applications is determined by comparing the name of the process running on the end user's machine to a pre-configured list of "Accelerated Processes." TCP connections associated with processes not in this list will be "bypassed."

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Related Documents

In addition to this release note, the following documents are also available:

- *Cisco WAAS Mobile Administration Guide*—Everything you need to set up and administer WAAS Mobile Manager.
- *Cisco WAAS Mobile User Guide*—A user guide for the end user. This complements the on-line help system and provides a reference for offline study.
- *Cisco WAAS Mobile Network Design Guide*—Provides network architects with best practices for integrating WAAS Mobile with various distributed network topologies and usage scenarios.
- *Cisco WAAS Mobile Integration Guide*—Provides information required by network administrators as they consider the deployment of the Cisco WAAS Mobile server. It provides detailed discussion of aspects of deployment such as firewalls, network topology, authentication and accounting.

Upgrading From or Downgrading to a Previous Version

This section contains information on how to upgrade from and downgrade to previous software versions.

- Upgrading from Version 3.4.0
- Upgrading from Version 3.3.1342.4
- Upgrading from a version prior to 3.3.1342.4
- Downgrading to an Earlier Version of Software

Upgrading from Version 3.4.0

This procedure applies to upgrading WAAS Mobile from version 3.4.0.

1. Prior to upgrading:
   a. Enable Component Upgrades by navigating to Server Configuration > Upgrades and selecting "Enable Component Upgrades."
   b. Navigate to the Home > Status page and select "Stop Server."
2. Install the new version of WAAS Mobile Manager on the server machine by double-clicking on the "ServerSetup.exe" file. Your current configuration settings will be saved automatically, the 3.4.0 software will be uninstalled, the new version installed, and your previous configuration will be restored during the upgrade process.
3. Navigate to the Home > Status page and select "Start Server". WAAS Mobile clients will be upgraded automatically the next time they connect.

Note When the upgrade completes, users will be prompted to reboot. Acceleration will be disabled (indicated by the gray task bar icon) until the reboot occurs; at that time, the client will reconnect and begin accelerating, and the icon will turn green.

Existing client configurations will not be automatically updated to include the new default proxied processes. If acceleration of the following processes is desired, they should be manually added to the existing client distribution's proxied process list as follows:

- Cisco IP Communicator: communicatork9.exe; accel type=4
- Microsoft Office Communicator: communicator.exe; accel type=4
- Nortel Unified Communications: SMC.exe; accel type=2
- Nortel softphone: i2050.exe; accel type=2
- Microsoft Live Meeting: lm.exe; accel type=4
- Java Runtime Environment for Oracle: javaw.exe; accel-type=0; auto-reset=yes
- Chrome browser: chrome.exe; accel type=0

Upgrading from Version 3.3.1342.4

This procedure applies to upgrading WAAS Mobile from version 3.3.1342.4. Note that if you are upgrading multiple server farms, the farm configuration data must be saved and restored manually for a 3.3 to 3.4.1 upgrade.

To upgrade from version 3.3.1342:

1. Install the new version of WAAS Mobile Manager on the server machine by double-clicking on the "ServerSetup.exe" file. Your current configuration settings will be saved automatically, the 3.3 software will be uninstalled, the new version installed and your previous configuration will be restored during the upgrade process.
2. Verify delta cache size and location.

Note Before starting the server for the first time, be sure to verify the size and location of the delta cache by navigating to the WAAS Mobile Manager Server Configuration > Delta Cache screen. By default, the delta cache will be placed on the same disk partition as the server. For typical deployments, it is recommended that the cache be placed in its own RAID 5 partition.

By default, WAAS Mobile Manager will attempt to set up a 275 GB delta cache. If there is insufficient space available, WAAS Mobile Manager will attempt to set up a fallback cache of 50 GB. See the *Cisco WAAS Mobile Administration Guide* for information on how to change delta cache size settings.

If the minimum disk space is not available, then delta caching will not be supported and acceleration performance will be limited to transport optimization and compression.

3. Start the Server. Navigate to the WAAS Mobile Manager > Home > Status page and click the Start Server button.

4. Upgrade the client software. When the WAAS Mobile Manager software is upgraded, all users running a 3.3 version of the WAAS Mobile client will disconnect from the WAAS Mobile server (indicated by the gray task bar icon) and a "version mismatch" message appears in the Client Manager event log to indicate that the software upgrade is required. Since this is a major upgrade that involves a kernel driver update, component upgrades are not supported.
    a. Navigate to Client Configuration > Client Distributions and select the appropriate client distribution from the drop-down menu. The new client distribution packages are created automatically and links to those distributions are posted on the web page.
    b. The link to the ".exe" file may be emailed to your clients so that they may download and install the software upgrade manually.
    c. For automated upgrades, the ".cab" file contains an .msi for deploying with your enterprise software distribution tool (for example, Microsoft SMS) .
    d. Regardless of which software distribution approach is selected, the installation process will uninstall the Release 3.3 software automatically before installing the Release 3.4.1 software.

    The user will be prompted to exit all applications prior to installation.

    When the upgrade completes, users will be prompted to reboot. Acceleration will be disabled (indicated by the gray task bar icon) until the reboot occurs; at that time, the upgrade process will complete and the client will reconnect to the server and begin accelerating, and the icon will turn green.

Upgrading from a version prior to 3.3.1342.4

When upgrading from any version of WAAS Mobile prior to version 3.3.1342.4, it is necessary to completely uninstall both the client and the server software. See the *Cisco WAAS Mobile Administration Guide* for a detailed description of install and uninstall procedures.

Note that once every client machine has been successfully upgraded, you should re-enable component upgrades so that future upgrades to the server will be automatically distributed to the clients.

Downgrading to an Earlier Version of Software

To downgrade to a version prior to 3.4.0, it is necessary to completely uninstall both the client software installation and the server installation. See the *Cisco WAAS Mobile Administration Guide* for a detailed description of install and uninstall procedures. After downgrading, configurations may need to be manually re-entered.

To downgrade from 3.4.1 to 3.4.0, perform the following steps on the server:

1. Enable Component Downgrades.
2. Uninstall 3.4.1. Re-install 3.4.0 and restart the server.

New and Changed Features

Release 3.4.1 includes the following enhancements:

- CIFS protocol optimization has been enhanced to provide faster response times for users opening files on remote shares via Microsoft Office. Additionally, directory browsing speeds have been improved.
- Outlook protocol optimization has been enhanced to accelerate Interwoven's FileSite plug-in.
- The following applications are now accelerated by default, eliminating a manual configuration step:
  - Java Runtime Environment, such as used for Oracle applications
  - Google Chrome browser
  - Cisco, Nortel, and Microsoft soft-phones
- 30-day single-click evaluation license now supported. A server MAC address is not required to enable this license.

Minor enhancements include:

- Latency-based bypass is now enabled by default, so that access to applications and file servers on the LAN will automatically bypass WAAS Mobile
- A system alarm is generated to notify the administrator when a user attempts to connect but there are insufficient licenses available
- Component upgrades and configuration updates are now applied automatically when a client connects in high speed bypass mode
- Notifications are now displayed on the client machine during configuration updates

Operating Considerations

Operating considerations include the following categories:

- Interoperability Considerations
- Acceleration Performance Considerations
- Management Considerations

Interoperability Considerations

- Cisco WAAS Mobile is incompatible with the APC InfraStruXure Manager client. Workaround: Uninstall the APC InfraStruXure Manager client.
- Cisco WAAS Mobile is incompatible with Microsoft Firewall Client (MFC) for ISA Server. This incompatibility is caused by a LSP conflict and applies to all versions of MFC on all OSs. Workaround: Uninstall Microsoft Firewall Client.
- Installing Trend Micro Internet Security 2007 after installing Cisco WAAS Mobile causes Cisco WAAS Mobile to cease accelerating CIFS SMB connections. Trend Micro Security 2007 intercepts data before it gets to the client, so the data bypasses the client. (The client is not in bypass mode, it is just not receiving data from the client process.) When this occurs, the user will not see the connection statistics increment on the client and will not experience acceleration.

- When interoperating with the CheckPoint IPsec VPN client, the network monitoring feature on the client should not be enabled. Note that this feature is disabled by default.

Acceleration Performance Considerations

- The Cisco WAAS Mobile client will not function if the user logs in using Microsoft Windows Guest accounts.
- Cisco WAAS Mobile will only accelerate the first user that logs into a computer. For example, if a user is logged-in locally, and another user logs into the same machine via remote terminal services, only the local user's sessions will be accelerated. Also, if Fast User Switching is used, only the sessions associated with the user that logged-in first will be accelerated.
- The WAAS Mobile should be configured in a production mode (that is, configured as a subordinate CA to the enterprise CA) when accelerating the following:
  - **a.** HTTPS from browsers other than Internet Explorer
  - **b.** Encrypted Oracle Forms traffic
- When persistent sessions are employed, a DNS name must be used to refer to the WAAS Mobile Manager server.
- Transparent CIFS SMB does not support the persistent sessions feature. Connections opened via transparent CIFS SMB will not be maintained when a short network outage occurs.
- When using Outlook 2007 with Exchange 2007, the Meeting Room Request feature is not supported. Workaround: Disable Outlook 12 protocol optimization for those users who require this feature.

Management Considerations

- The WAAS Mobile Manager statistics for client sessions may not match client-side statistics, as the WAAS Mobile Manager is updated less frequently than the WAAS Mobile client.
- Once delta cache encryption has been enabled on the client or server, it cannot be disabled using WAAS Mobile Manager.

Resolved and Open Caveats

The following sections list the resolved and open caveats in software version 3.4.1.

- Software version 3.4.1 Resolved Caveats
- Software version 3.4.1 Open Caveats

Software version 3.4.1 Resolved Caveats

Performance caveats

- **CSCsu85246**—Acceleration performance for Outlook online mode has been enhanced and attachments are now accelerated properly.
- **CSCsr54120**—When high speed bypass is enabled, and the user activates a new network connection (for example, a user was connected to LAN and then enables the wireless connection), the WAAS Mobile session no longer enters a bypass mode until the WAAS Mobile session is restarted.

- **CSCsr54128**—When latency-based bypass is enabled, and the user migrates from a high latency network connection to a low latency network connection (for example, transitions from air card to LAN) the CIFS SMB traffic over the LAN now properly bypasses WAAS Mobile until the WAAS Mobile session is restarted.
- **CSCsv78413**—WAAS Mobile now re-resolves host DNS upon detection of a newly active network interface.
- **CSCsu85273**—Handling of HTTP/S chunking and malformed HTTP responses from web servers was improved.
- **CSCsu85306**—WAAS Mobile now handles the case where there is a very high latency connection between the WAAS Mobile Manager and the file server.

Management caveats

- **CSCsr54058**—WAAS Mobile Manager messaging is no longer limited to sending messages to a single WAAS Mobile client at a time. Fixed or not?
- **CSCsr54112**—Valid delta cache statistics are now reported on the client and server.
- **CSCsr54096**—When HTTPS acceleration is enabled, delta caching of the HTTPS traffic can now be disabled.
- **CSCsu85216**—When running on the Windows Server 2003 x64 operating system, WAAS Mobile Manager statistics reporting no longer intermittently stops.
- **CSCsu85225**—Statistics are now displayed properly when using Operating System language localization on the WAAS Mobile Manager server.
- **CSCsv78425**—When the administrator creates the client delta cache under [ALL USERS], users with limited access permissions can now access their local delta cache file.
- **CSCsv78432**—When managing globally distributed WAAS Mobile Manager server farms, in the event the WAAS Mobile Controller server goes down, Worker servers will now continue to use the server farm mapping information that was previously received from the Controller until the same Controller or a new Controller is back online.

Installation caveat

- **CSCsr54115**—The WAAS Mobile client uninstall now removes the \Cisco\WAASMobile folder and files in that folder.

Software version 3.4.1 Open Caveats

Installation caveats

- **CSCsr54230**—Unable to download client distributions via GUI interface if inetpub is not installed on the C: drive. Workaround: Install WAAS Mobile Manager on the C: drive.
- **CSCsm77932**—You may receive the error "Failed to package distribution. Could not set address properly on installer" when creating a client distribution in WAAS Mobile Manager. This error can occur if WAAS Mobile Manager/.NET Runtime is installed on a Windows machine that is a Domain Controller. Some manual configuration of ASP.NET and Windows is required to avoid this error. See this URL for more info: http://support.microsoft.com/kb/315158. Workaround: Do not install Cisco WAAS Mobile on a Windows Domain Controller.

Management caveats

- **CSCso53417**—WAAS Mobile Manager in Debug and URL-only logging modes does not function properly.

- **CSCsr54075**—The WAAS Mobile Manager log viewer timeline filter does not function properly.
- **CSCsr54087**—The WAAS Mobile Manager control to reset default settings on the Client Configuration > File Settings page does not function properly.
- **CSCsu60386**—WAAS Mobile Manager may incorrectly report a failure to start when, in fact, WAAS Mobile did start. When this occurs, the Windows Service Control Manager displays a message that states "At least one service or driver failed during system startup.Use Event Viewer to examine the event log for details." When the Event Viewer's system log is viewed, it will indicate the following error message "The WAAS Mobile Manager service hung on starting". These messages should be ignored.
- **CSCsw69944**—SNMP traps are incorrectly reporting the OIDs, so the OIDs do not match the documentation. Workaround: See separate note with 3.4.1 MIB.

Performance caveats

- **CSCsr56236**—Application protocol optimization is not supported for MAPI 2000 and earlier. Workaround: When accelerating email traffic from an Exchange 2000 or earlier server, set the acceleration mode for all Outlook version to ‘generic’ on the Client Configuration > Proxied Process list screen. Similarly, when accelerating email traffic to clients running Outlook version 9 or earlier, set the Outlook version 9 acceleration mode to ‘generic’. These settings ensure that MAPI transport optimization and data reduction/compression techniques are applied.
- **CSCsw69978**—Acceleration of signed SMB traffic between Vista clients and Windows Server 2008 is not supported. Workaround: Disable SMB signing on the file server.
- **CSCsv78422**—CIFS optimization is supported for SMB over TCP or NetBIOS over TCP, but not both simultaneously.

Authentication caveats

- **CSCsr54134**—When logged into a computer via domain credentials and attempting to map a drive with a different set of credentials, user is prompted for credentials multiple times.
- **CSCsm78019**—Cisco WAAS Mobile causes extra prompts for credentials when a user accesses a file server by IP address, or when the CIFS client cannot use Kerberos authentication with the file server. Workaround: Use host names instead of IP addresses.
- **CSCso53463**—XP users cannot join a domain while Cisco WAAS Mobile client is running and Vista users cannot join a domain when the client is installed. Workaround: XP users should exit the Cisco WAAS Mobile client before trying to join the domain.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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