Release Note for the Cisco WAAS Mobile

July 30, 2008

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

Contents

This release note applies to software version 3.4.0 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 proxies 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 not in this list will be "bypassed".

Related Documents

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

- *Cisco WAAS Mobile Administration Guide*—Everything needed 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 Version 3.3.1342.4

This procedure applies to upgrading WAAS Mobile from version 3.3.1342.4.

1. Install the new version of WAAS Mobile Manager on the server machine by double-clicking on the ".exe". Your current configuration settings will automatically be saved, the 3.3 software will be uninstalled automatically, the new version installed and your previous configurations will then be automatically restored during the upgrade process.

   ✎

   Note If upgrading multiple server farms, the farm configuration data needs to be saved and restored manually for a 3.3 to 3.4 upgrade.

2. Verify delta cache size and location. 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.

   IMPORTANT: 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, 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. A minimum of 50 GB of delta cache disk space is required. See the Cisco WAAS Mobile Administration Guide for information on how to change delta cache size settings.

IMPORTANT: 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.

   a. Any user running a 3.3 version of the WAAS Mobile client that tries to connect to the upgraded server will not be able to connect and the icon will remain gray. If the user opens the Client Manager and views the event log, an error message informing the user of a software version mismatch error is displayed indicating that the software needs to be upgraded. Because this is a major upgrade that involves a kernel driver update, component upgrades are not supported.

   b. For manual upgrades, navigate to Client Configuration > Client Distributions and select the appropriate client distribution from the drop-down menu. The new client distribution packages will be created automatically and links to those distributions will be posted on the web page. These links to the ".exe" files may be emailed to your clients so that they may download the software upgrade.

   c. For automated upgrades, use your enterprise software distribution tool (for example, Microsoft SMS) to distribute the .cab files.

   d. The upgrade process will uninstall the Release 3.3 software automatically before installing the Release 3.4 software, and will require that the client PC be rebooted to complete the installation process.

   ✎ **Note**   The user must exit all applications prior to installing. The user will be prompted with two messages asking whether the user wants to reboot now or later, and the upgrade will not take place until the user reboots. This is expected behavior.

Upgrading From a Version Prior to 3.3.1342.4

This procedure applies to any version of WAAS Mobile prior to version 3.3.1342.4. For versions prior to build 1342, 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.

Note that once every client machine has been successfully upgraded, we recommend that you 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 from a newer version to an older version, 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.

New, Changed, and Removed Features

Release 3.4.0 includes the following changes:

- The differencing and compression engine has been significantly enhanced, and now includes support for the following:
    - Acceleration of any size file (up to size of disk store)
    - Protocol agnostic acceleration; cross-protocol acceleration is now supported
    - Bi-directional acceleration; data download history is used to accelerate uploads, and vice-versa
    - Cross-protocol acceleration; files that are transmitted with one protocol achieve "warm" acceleration performance when subsequently transmitted via another protocol
    - Delta cache storage may be optionally encrypted
    - The scalable, single instance delta cache stores are configured for default sizes of 1 GB and 275 GB for the client and server, respectively
- MAPI protocol optimization now includes optimizations for Exchange 2007/Outlook 2007 traffic.
- The client GUI has been simplified, and provides:
    - Single-click system report
    - Single-click enable/disable
    - Basic GUI - two tabs - Connection Monitor and Support
    - Advanced GUI adds a third tab for Advanced settings
- Installation procedure has been enhanced:
    - Single-click server installation now provided; both the server and controller installations have been integrated into a single install package for ease of installation
    - Links to client distributions can be easily emailed to clients as client distributions are now generated as both .exe and .cab and links to these packages are posted on the WAAS Mobile Manager Client Configuration > Client Distributions page
    - If an older version of WAAS Mobile has already been installed on the client, it will be uninstalled before the new version is installed
- System reporting has been enhanced:
    - Email alerts provided when system report is created
    - Routing information (ARP, routing table) has been added to the system reports
- Minor enhancements:
    - Acceleration of non-standard HTTP/HTTPS ports is now supported
    - Maximum bandwidth usage control added to limit client output
    - Network monitoring may be enabled or disabled by the administrator; by default, network monitoring is now disabled
    - Additional SMB CIFS controls have been included in WAAS Mobile Manager to facilitate acceleration of legacy Windows NT file servers
    - Client-server peak WAN bandwidth limitation has been removed
    - Manual modification of the Outlook 12 configuration is no longer required as active connections are automatically reset by default

- The following features have been removed from this release:
  - Accelerated Folders, which was a non-transparent mode for accelerating file shares
  - Acceleration of proxied email traffic; this feature is not relevant for enterprises
  - Control of client-server connection parameters (for example, heartbeat, connection dead delay, retry intervals)
  - Upstream proxy, which handled the case where browsers are not configured to use a Web Proxy; this feature enabled the WAAS Mobile server to forward web requests to the gateway proxy

Operating Considerations

The following operating considerations apply to software version 3.4.0

- 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 and on all operating systems. Workaround: Uninstall Microsoft Firewall Client.
- Installing Trend Micro Internet Security 2007 after installing Cisco WAAS Mobile causes Cisco WAAS Mobile to cease accelerating 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 should not be enabled. Note that this feature is disabled by default.

Acceleration Performance Considerations

- The Cisco WAAS Mobile client will not connect to the WAAS Mobile server when logged 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.
- When HTTPS is configured in a non-production mode (that is, the default certificate root authority is being used and the WAAS Mobile server has not been configured as a subordinate CA to the enterprise CA):
  a. After clearing the Internet Explorer web cache or the first time a user visits a secured web site, a multi-second delay may be experienced.

      b. Browsers other than Internet Explorer may not be accelerated.

- 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.

- When using the Interwoven's FileSite plug-in for Outlook, MAPI optimization is not supported. Workaround: Disable Outlook 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.

Software Version 3.4.0 Open Caveats

The following caveats are open in software version 3.4.0.

Installation issues

- **CSCsm54230**—Unable to download client distributions using a GUI interface if inetpub is not installed on the C: drive. Workaround: If the WAAS Mobile Manager software is being installed on a drive other than C: (that is, the parent inetpub directory is not on C:) then, after installation, change the IIS directory property "Local Path:" to the drive letter on which it was installed.

- **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 issues

- **CSCsm54058**—WAAS Mobile Manager messaging is limited to sending messages to a single WAAS Mobile client at a time.

- **CSCsm54075**—The WAAS Mobile Manager log viewer timeline filter does not function properly.

- **CSCsm54087**—The WAAS Mobile Manager control to reset default settings on the Client Configuration > File Settings page does not function properly.

- **CSCsm54096**—When HTTPS acceleration is enabled, delta caching of the HTTPS traffic cannot be disabled.

- **CSCsm54112**—Delta cache statistics reported on client and on WAAS Mobile Manager are not always valid.

- **CSCsm54115**—The WAAS Mobile client uninstall does not remove the \Cisco\WAASMobile folder and files in that folder.

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

Performance issues

- **CSCsm54120**—When high speed bypass is enabled, and the user activates a new network connection (for example, user was connected to LAN and then enables the wireless connection), the WAAS Mobile session may enter a bypass mode until the WAAS Mobile session is restarted. Workaround: Use IP-based network traffic control, using the Client Configuration > Accelerated Networks screen.

- **CSCsm54128**—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 will not bypass WAAS Mobile until the WAAS Mobile session is restarted. Workaround: Use IP-based network traffic control, using the Client Configuration > Accelerated Networks screen.

- **CSCsr56236**—Application protocol optimization is not supported for Outlook 2000 and earlier. Workaround: Set the acceleration mode to generic for Outlook version 9 and earlier on the Client Configuration > Proxied Process list screen.

Authentication issues

- **CSCsm54134**—When logged into a computer using 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**—Vista and XP users cannot join a domain while Cisco WAAS Mobile client is running. Workaround: Exit the Cisco WAAS Mobile client before trying to join the domain.

Software Version 3.4.0 Resolved Caveats

The following caveats have been resolved in software version 3.4.0

- **CSCsm54136**—SharePoint file upload issue that caused the SharePoint server to intermittently reply "server problem, will try again later..." has been fixed. Also, the proxied process list has been updated to include the service used by SharePoint Explorer View, thereby enabling acceleration of this traffic.

- **CSCsm54146**—Interoperability with Outlook Web Access controls for Reply, Reply All and Forward buttons has been fixed.

- **CSCsm77950**—The WAAS Mobile Manager installation using AutoRun no longer requires a second click of the WAAS Mobile Manager button after prerequisites are installed.

- **CSCsm77973**—The IP Exclusion List feature now also applies to transparent SMB acceleration.

- **CSCso53401**—64-bit OS-compatible WinPcap version is now provided as a part of Cisco WAAS Mobile server installation.

- **CSCso53919**—The "Insufficient data to graph" message is no longer displayed when refreshing the Traffic Summary page when greater than 2 GB of data was uploaded and/or downloaded within a particular session.

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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