



Release Note for the Cisco WAAS Mobile

August, 2010



Note

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

Contents

This release note applies to software version 3.5.1 for the Cisco Wide Area Application Services (WAAS) Mobile product.

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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 through 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."

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.

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 3.5.0](#)
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Upgrading from Version 3.5.0

Perform the following procedure if you are upgrading to version 3.5.1 from version 3.5.0.

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- | | |
|---------------|---|
| Step 1 | Prior to upgrading: <ul style="list-style-type: none">• Verify that Automatic Upgrades are enabled on the Configure > Clients > Software page of the Manager.• Backup the system configuration using the Manage > Backup and Restore page of the Manager. |
| Step 2 | Stop all servers. |
| Step 3 | Uninstall the previous version of WAAS Mobile server software and, during the uninstall process, select the option to retain all configuration information. |
| Step 4 | Install the new version of WAAS Mobile Manager on the server machine by double-clicking on the ServerSetup.exe file and then rebooting if prompted. |

- Step 5** Start all servers.
- Step 6** Navigate to the **Configure > Apply Settings** page of the Manager and apply settings. The clients will now be automatically upgraded to version 3.5.1.
- Step 7** When the client upgrade is complete, you will be prompted to reboot your PC.

Upgrading from Version 3.4.x or Earlier Versions

Upgrading from a version earlier than 3.5.0 includes a major upgrade to the WAAS Mobile management infrastructure and introduces enhanced mechanisms and policies for managing clients and servers. As a result of these changes, it will be necessary to reconfigure the WAAS Mobile Manager after upgrading.

- Step 1** Prior to upgrading:

- a. Record the current configuration settings.



Note All client and server configurations will be deleted during the upgrade process and will need to be re-entered after Release 3.5.1 is installed. Please be sure to record existing configuration information, including the names of all fielded client distribution profiles. Additionally, export the system configurations by navigating to the Server Configuration tab and selecting the **Import/Export** menu item, and then pressing the **Export** button. The configuration will be exported into an XML file that can be used as a reference if needed.

- b. If you are currently running the WAAS Mobile server on a 32-bit version of the Windows Server Operating System, consider upgrading the Windows Operating System to a 64-bit version for improved scalability and performance.
- c. If you are currently using the IP aliasing feature, perform the following steps before uninstalling 3.5.0:
- Turn off IP Aliasing.
 - Reboot the server and confirm that no aliased IP addresses exist on the NIC card by typing **ipconfig /all** in the command line.
- d. Uninstall the previous version of WAAS Mobile server software and, during the uninstall process, select the option to remove all configuration information.

- Step 2** Install the new version of WAAS Mobile Manager on the server machine by double-clicking on the ServerSetup.exe file and then rebooting if prompted.

- Step 3** Login to the WAAS Mobile Manager using the following default credentials:

- Username: admin
- Password: default

- Step 4** Configure the Manager, Server(s) and Clients, following the guidance in Chapters 5, 6, and 7 of the *Cisco WAAS Mobile Administration Guide* and apply configurations when complete.



Note Recreate the client distributions using the same names that were previously used to ensure that when the WAAS Mobile servers are started, the client software and configurations will be automatically updated.

**Note**

The system configuration that was exported from Release 3.4 cannot be automatically inputted. The configurations must be entered via the GUI.

- Step 5** Verify that:
- a. If more than one server is deployed, all servers are managed centrally.
 - b. All servers are assigned to a server profile, which defines the configuration policies for those servers
 - c. All servers are assigned to a server farm, which associates them with the networks that they will accelerate and provisions load balancing and failover, when appropriate.
 - d. All previously existing client distributions have been re-created. The quickest approach is to configure a single client distribution fully and then use the copy feature to generate the other distributions.
 - e. All processes that were previously configured on the HTTP and HTTPS accelerated processes list have been configured.
 - f. Delta cache size and location is correctly specified.
- Step 6** From the **Manage > Servers** page of the WAAS Mobile Manager, verify that all servers are properly addressed and have licenses and then start the servers that aren't running.
- Step 7** When the server upgrade completes and the servers are restarted, the WAAS Mobile clients on the users' PCs will automatically download the new software and configurations and, at the conclusion of the client software upgrade, the users will be prompted to reboot. Acceleration will be disabled (indicated by the gray icon) until the reboot occurs; at that time, the client will reconnect 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, you must 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.

Downgrading to an Earlier Version of Software

To downgrade, you must 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 will need to be manually re-entered.

New and Changed Features

Management Enhancements

When IP aliasing is used, the aliased IPs assigned to the clients may now be viewed by navigating to the Manage > Clients page and selecting the individual user by clicking on the row.

Operating Considerations

Operating considerations include the following categories:

- [Interoperability Considerations](#)
- [Acceleration Performance Considerations](#)
- [Management Considerations](#)

Interoperability Considerations

- Cisco WAAS Mobile Manager should not be installed on a Windows Domain Controller.
- Cisco WAAS Mobile Manager requires that the inetpub directory be configured on the C: drive.
- When interoperating with the CheckPoint IPsec or Microsoft Intelligent Application Gateway (IAG) VPN clients, 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.
- 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: Please contact the TAC for configuration instructions that will disable application protocol optimization while continuing to provide data reduction and transport optimization.
- The WAAS Mobile client should be enabled and running before initiating SMB sessions between Windows 7 and Vista clients and Windows Server 2008 or 2008 R2 file shares in order to achieve optimum acceleration of this traffic.
- In some cases, CIFS SMB traffic between PCs running Windows 7 or Vista PCs and file servers running Windows Server 2008 or 2008 R2 may not receive protocol optimization. Workaround: Configure these PCs for SMB 1.0 compatibility mode by setting the following registry key:
HKLM\System\CurrentControlSet\Services\LanmanServer\Parameters Smb2 (DWORD) = 0.
- When optimizing the CIFS protocol when SMB signing is required, users may be prompted to enter credentials the first time they access the file share after WAAS Mobile has been installed or upgraded.

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.

- 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.
- Some pages of the Manager GUI may not render well with Internet Explorer 6.0 or 7.0. Workaround: Upgrade to Internet Explorer 8 or later or use the Firefox browser.
- When using SNMP to manage WAAS Mobile servers, the dll must be manually registered as follows:
 - a. Open the Windows command prompt.
 - b. Type “cd c:\Program Files\Cisco Systems\WAASMobileServer”.
 - c. Type “rundll32.exe AccelSnmpXa.dll, DllRegisterServer”.
 - d. Reboot.

Resolved Caveats in Software Version 3.5.1

The following caveats have been resolved in software version 3.5.1.

- **CSCtg45534**—Interoperability with Trend Micro Worry-Free Business Advanced and Trend Micro Office Scan when Internet Threat Protection is enabled is now supported.
- **CSCtg01921**—Users no longer experience slow performance when using High Speed Bypass if Latency Bypass is not enabled.
- **CSCtg14911**—Protocol optimization issue with Netware over port 139 has been fixed.
- **CSCth93330**—Text associated with a field on the Configure > Servers > Networking has been corrected to reflect that the Interface Name should be entered and not the IP.
- **CSCth27547**—Lotus Notes/IMAP optimization issue has been resolved.
- **CSCth06972**—Users are no longer allowed to set the Manager timeout to such a short time period that they become locked out of the management console.
- **CSCth63047**—If there was a duplicate entry in the TDI Group Order List, the TDI driver service would not install.
- **CSCth93307**—On a Windows Server 2008 64-bit platform, when a user checks the Enable Subordinate CA checkbox, clicks the Submit button, and then applies the setting change, a .req file was not previously being generated.
- **CSCth90518**—Intermittent file open issues associated with the use of offline folders has been resolved.
- **CSCth26341**—File sync using the Eclipse plug-in is now fully supported.
- **CSCth43701**—European time formats were not being properly handled by the WAAS Mobile Manager, causing configuration settings to not be applied properly.
- **CSCth93680**—When deploying WAAS Mobile with a Layer-4 load balancer, clients were connecting to multiple WAAS Mobile servers behind the VIP simultaneously; now they will only connect to a single WAAS Mobile server in each farm.
- **CSCth50398**—If svchost.exe attempts to open 0.0.0.0 port 0, this no longer interferes with the WAAS Mobile TDI driver.

- **CSCth64814**—Intermittent SharePoint acceleration problem has been fixed by correcting the HTTP protocol optimizer's handling of the HEAD request when it is in an error state.
- **CSCth09704**—Broken image links in the online client help file have been fixed.

Open Caveats in Software Version 3.5.1

The following caveats are open in software version 3.5.1.

Installation caveats

- **CSCtf99067**—ASP.Net must be pre-installed on the Windows Server 2008 R2 Operating System before WAAS Mobile may be installed.

Management caveats

- **CSCth93291**—In some cases, after a license expires and a new license is entered, the WAAS Mobile Manager fails to restart. Workaround: Restart the ControllerService after applying the new license key.
- **CSCth45755**—In some cases, when a client session is connected, the Manager properly indicates that the client is connected but then if one clicks on the user entry it says “not connected.”
- **CSCth06923**—DBCS characters, such as those used for Japanese characters, are not supported by WAAS Mobile, resulting in the following issues:
 - Client system report transmission fails if Windows Login name contains DBCS.
 - Japanese text is garbled in the description field of a System Report.
 - Client log entries in the Event Log show nothing if c_working.log contains DBCS characters in path name.
 - If DBCS characters are entered, the field value cleared without notification and the value isn't used.
 - OK and Cancel buttons disappear from “Editing Server Profile” dialog if DBCS characters are entered in the Profile field.
 - DBCS text sent in a message to a user is garbled.
- **CSCtf99087**—Refresh button does not work on some WAAS Mobile Manager pages. Workaround: Manually refresh the page.
- **CSCtf94499**—The WAAS Mobile Manager's Manage > Servers page status may fail to update after starting or stopping a server. Workaround: Manually refresh the page.
- **CSCtf94538**—The WAAS Mobile Manager's statistics database import feature does not work on Windows Server 2008 and later operating systems. Workaround: Stop the controller service and manually load the database file into the C:\ProgramData\Cisco\WAASMobile folder, naming the file Controller.sqlite.
- **CSCtf94618**—If the WAAS Mobile Manager password is updated while a worker server is offline, the worker server will not authenticate with the WAAS Mobile Manager when it is brought back online and hence, will not manage that server. Workaround: Manually update the password on the worker server by changing it's management authority to be locally managed and then entering the new password. Once the updated password has been entered, reconfigure the worker server to be managed by the WAAS Mobile Manager.

- **CSCtf94635**—When the WAAS Mobile Manager is configured to send email alerts notifying an administrator that a system report has been generated, the system report for only one of the worker servers associated with the event is listed in the email. Workaround: The other system reports are posted on the Manage > System Reports page of the WAAS Mobile Manager.

WAAS Mobile client caveats

- **CSCtg01881**—The latency and bandwidth displayed on the Accelerated Server Connections tab in the Client GUI is occasionally inaccurate.

Acceleration caveats

- **CSCte79110**—CIFS protocol optimization does not support the use of the “<” unicode wildcard.
- **CSCti00627**—The following settings on the Configure > Clients > Acceleration page are currently being ignored: Generic optimization, min/max version, and command line arguments.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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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