



# Release Note for the Cisco WAAS Mobile

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April 30, 2010



**Note**

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The most current Cisco documentation for released products is available on [Cisco.com](http://Cisco.com).

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This release note applies to software version 3.5.0 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.

## 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 a Previous Version](#)
- [Upgrading From a Version Prior to 3.3.1342.4](#)
- [Downgrading to an Earlier Version of Software](#)

## Upgrading from a Previous Version

Release 3.5 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.

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**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 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:
  - 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 reboot 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.
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-  **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.
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-  **Note** The system configuration that was exported from Release 3.4 cannot be automatically inputted. The configurations must be entered via the GUI.
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- Step 5** Verify that:
- a. If more than one server is deployed, that 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 to a version prior to 3.5.0, 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

Release 3.5.0 includes the following changes:

- WAAS Mobile Central Manager
  - Highly scalable:
    - Can manage hundreds of WAAS Mobile servers or just a single server.
    - Can manage hundreds of thousands of end users from a single user interface.
  - Increased visibility:
    - View performance at system level, or drill down to a server farm, a single server, a group of end users, or a single user.
  - Enhanced supportability:
    - Visibility into the performance and status of accelerated traffic by application and path for any end user from the WAAS Mobile Manager (as well as the WAAS Mobile client).
  - Highly available:
    - Central manager not required to be operational for acceleration services to be operational.
  - May be integrated with other managers:
    - SOAP API for configuring servers.
- Pooled licensing:
  - WAAS Mobile client licenses that are loaded on servers are treated as a pooled resource.
- Redesigned client GUI:
  - Graphical reporting.
  - Visibility into the performance and status of accelerated traffic by application and data path.
  - Enhanced logging for improved diagnostics.
- Increased deployment flexibility:
  - Simultaneously accelerate traffic to multiple WAAS Mobile servers.
  - Source IP transparency option. TCP connections from the WAAS Mobile server to applications and content are generated with the user's source IP address and port number.
- Increased scalability:
  - A single server can now support up to 10,000 concurrent users and there is no limit on how large the delta cache can be.
- New platforms supported:
  - Server Operating Systems: Windows Server 2008 R2, Windows Server 2008, Windows Server 2003 R2 and Windows Server 2003.



**Note** The 64-bit version of these Operating Systems is recommended for optimum performance and scalability.

- Client Operating Systems: Windows 7 (32- and 64-bit), Vista (32- and 64-bit), and XP (32-bit).
- WAAS Mobile server may be deployed either as a virtual machine or as a native (bare metal) configuration.
- Improved ease-of-use:
  - Configuration and management workflow simplified and actions requiring operator attention are highlighted on the dashboard.
  - Configuration of HTTPS acceleration has been simplified.
  - Microsoft Active Directory integration has been simplified.
  - Manager now uses forms-based authentication.
  - Oracle HTTPS is optimized by default once HTTPS acceleration is enabled.
  - Manager database easier to backup and restore.
- Minor enhancements:
  - 4-8X faster save of Word 2003 documents.
  - Interoperability with networks that employ destination IP address QoS management over the WAN.
  - Support for NAT'ed server access.
  - Transport optimization enhancements, including:
    - Ability to operate over links with up to 20% packet loss.
    - Link MTU testing and auto-adjustment.
    - Heartbeat traffic minimized.
  - Persistent sessions functionality enhanced.
- Enhanced interoperability:
  - WAAS Mobile is now interoperable with Microsoft Firewall Client (MFC), Kaspersky Virus Scan, AntiVir Pro AntiVirus, Citrix MetaFrame Secure, Embassy Trust Suites, Hummingbird, PGP Desktop, APC InfraStruXure, SharePoint Explorer mode (multiple login use case) and other applications that previously had LSP-layer driver interoperability conflicts.
  - WAAS Mobile is also now interoperable with Trend Micro Internet Security and with NetMotion.

## Features That have Been Removed

The following features which were supported in earlier releases are no longer supported starting with Release 3.5:

- Windows 2000 operating system support for clients.
- Management GUI to configure user authentication (list-based and RADIUS) and RADIUS accounting.

- Farm selection based on client IP address. Farms selection based on latency between the client and the farm continues to be supported.
- Logging to an RDBMS database. Log entries are made only to log files.
- Many-to-one IP aliasing. Only one-to-one IP aliasing is supported.
- Prioritized server selection method for selecting a server within a farm. Randomized server selection with persistent affiliation continues to be supported.

## 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: On the Accelerated Processes tab of the Configure > Clients > Acceleration page, change the outlook.exe acceleration type from Normal Acceleration to Generic Acceleration, which 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.

## Resolved Caveats in Software Version 3.5

The following caveats have been resolved in software version 3.5.

- **CSCsv78422**—CIFS optimization is supported for SMB over both TCP and NetBIOS over TCP simultaneously.
- **CSCsw69978**—Acceleration of signed SMB traffic between Vista and Windows 7 clients and Windows Server 2008 and Windows Server 2008 R2 is now supported.
- **CSCso53463**—Users may now join a domain while Cisco WAAS Mobile client is running.
- **CSCtf99057**—CIFS protocol optimization is now supported with Windows DFS shares and with IBM AS400 file servers.
- **CSCsr78192**—CIFS protocol optimization is now supported when using Trend Micro OfficeScan.
- **CSCsm77994**—WAAS Mobile is now interoperable with the Microsoft ISA Firewall Client.
- **CSCsz41188**—WAAS Mobile no longer intermittently displays the wrong number of client connections.
- **CSCta73440**—WAAS Mobile server may restart if it runs out of available memory.
- **CSCtb28958**—Log rotation configuration settings are now managed differently.
- **CSCtb83960**—CIFS protocol optimization is supported for DFS folders that contain shortcuts.
- **CSCtb95302**—Compatibility issue with NTP updates on Vista PCs has been resolved.
- **CSCtc15265**—WAAS Mobile has been enhanced to work around a NetApp Filer bug that resulted in long delays opening files in some scenarios. NetApp has fixed this bug (<http://osdir.com/ml/linux.file-systems.cifs/2006-03/msg00010.html>) so users may want to update their Filers accordingly.

- **CSCtc54700**—Persistent sessions will no longer block the granting of new sessions.
- **CSCtc76325**—Error handling HTTP chunked encoding fixed.
- **CSCtd10696**—Server software installation error 1920 that occurred when the WAAS Mobile service would not start during the installation has been resolved.
- **CSCtd16356**—When SMB signing is required on the client and the domain server's IP address was bypassed, and the user is downloading a file, accessing another file share during a download no longer blocks the original file download.
- **CSCtc81631**—Interoperability issue with F-Secure Internet Security 2010 has been resolved.
- **CSCtc86200**—Statistics would stop updating after a while when log rotation was based on timeframe versus size.
- **CSCtf22533**—Issue handling partial responses from CIFS file servers has been resolved.

## Open Caveats in Software Version 3.5

The following caveats are open in software version 3.5.

### Installation caveats

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

### Interoperability caveats

- **CSCtg45534**—Slow web browsing and web page loading problems with Trend Micro Worry-Free Business Advanced when Internet Threat Protection is enabled. Workaround: For Trend Micro Worry-Free Business Advanced version 5.1, disable the web security component (Internet Threat Protection). Currently, there is no workaround available for version 6.0.

### Management caveats

- **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 OSs. 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.

- **CSCtg01921**—Users may experience slow performance when using High Speed Bypass if Latency Bypass is not enabled. Workaround: Latency Bypass, which is enabled by default, should be enabled when using High Speed Bypass.

#### Acceleration caveats

- **CSCte79110**—CIFS protocol optimization does not support the use of the “<” unicode wildcard.

## 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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