Whale Communications Intelligent Application Gateway 2007

Software Version 3.7

Release Notes

Introduction

Whale Communications wishes to express its thanks for using the Intelligent Application Gateway (IAG). The purpose of this document is to provide information on the release of software version 3.7 in December 2006. Information provided includes:

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Version 3.7 - Overview

The Whale Communications Intelligent Application Gateway 2007 introduces a new hardware appliance, based on Intel© Core™2 Duo technology. The new, standard 1U platform improves the system performance significantly, reduces latency, and lowers the Total Cost of Ownership (TCO) of the gateway.

In addition, software version 3.7 introduces the following enhancements:

- The system administrator can configure the system to notify users prior to the retrieval of information from their computer, such as the user name or information about the network domains, and receive user consent for the retrieval of such information.

- Support of Microsoft® Office SharePoint® Server 2007 and Microsoft Outlook® Web Access 2007.

Known Issues

I. When using browser tabs, for example in Microsoft Internet Explorer® 7.0, and trying to open a number of applications simultaneously, the applications might not open as expected.

II. Changing the following settings might cause the Windows® security database to corrupt: **Control Panel > Administrative Tools > Local Security Policy > Local Policies > Security Options**; setting "Network security: LAN Manager authentication level" to "Send LM & NTLM responses".

III. Changing the value of a trunk's "Maximum Connections" parameter is not applied when you activate the configuration, and requires an IIS reset.

IV. Windows Event Viewer logs

    a. The following Error message is logged in the application log of the Event Viewer after each reset of the IIS (including a computer restart):
"IISADMIN service found that account IWAM_<computer_name> is disabled. Some IIS functions can fail for this reason."
Note that the account IWAM_<computer_name> is disabled on purpose, during the hardening of the server.

    b. The following Error message is logged in the system log of the Event Viewer after each computer restart:
"The service cannot be started, either because it is disabled or because it has no enabled devices associated with it. "attempting to start the service SENS with arguments"".
Note that the service SENS is disabled on purpose, during the hardening of the server.

    c. The following Error message might sometimes be logged in the system log of the Event Viewer:
"The service cannot be started, either because it is disabled or because it has no enabled devices associated with it. "attempting to start the service COMSysApp with arguments"".
Note that the service COMSysApp is disabled on purpose, during the hardening of the server.

V. Microsoft Office SharePoint Server 2007

    a. In order for the Attachment Wiper to delete application-specific temporary files, take the following steps:

        1) Access the following file:

          `…\Whale-Com\e-Gap\von\conf\samples\sharepoint2007_Sample.txt`

        2) Rename the file to `sharepoint2007.txt` and place it in the following location:

          `…\Whale-Com\e-Gap\von\conf\wizarddefaults\AWPaths\`

3) Activate the configuration. Make sure the option "Apply changes made to external configuration settings" is selected.

    b. Users might encounter problems when entering names in forms.

VI. Microsoft Office SharePoint Server 2007 and Microsoft SharePoint Portal Server 2003

    a. Integration with Microsoft Office Visio®, Picture Manager, and Data Sheet view may not always work as expected.

    b. While working with Microsoft Office Word, users might encounter problems when trying to open documents via the IAG.

    c. In sites where more than one SharePoint application is configured, and the applications use a non-standard port, they might not function as expected.

VII. Authentication

    a. When using an ACE authentication server, user names containing forward slashes are blocked.

VIII. Whale Client Components

    a. When opening multiple IAG sites from the same Internet Explorer instance, for example in multiple tabs in Internet Explorer 7.0, the Client Components might not function as expected.

    b. When upgrading Client Components installed by previous versions to the version 3.7 Components, after the browser restarts, applications that are defined to launch automatically are not launched.

    c. When uninstalling the Client Components from the endpoint, a few settings, such as a couple of Registry entries, are not removed.

    d. In rare cases, the Client Components fail to check the revocation information of the server certificate; in these cases, a popup message is displayed on the endpoint.

IX. Application Customizers

    a. You cannot add Add, Delete, or Edit request headers to the application using an application-type to define the application; you must define the application using an IP address or address-range and port number.

X. Network Connector

    a. "Non-Split Tunneling" and "No Internet Access" Internet access levels are not supported on endpoints that connect via a forward proxy.

    b. In order to support private IP pools, you need to add the Whale Network Connector adapter to the Internet Security and Acceleration (ISA) Server internal network.

    c. If you don't restart the computer after the installation of the IAG software, the "Whale Network Connector Server" Windows service might fail to start.

XI. File Access

    a. The File Access application does not support Novell® NetWare® file servers.

    b. Opening the File Access administration window at the IAG Configuration program can take longer then usual, since the ISA Server blocks NetBIOS to the external network object.

    c. Multiple successive space characters in file and folder names viewed on the endpoint via the File Access application are displayed as one space only. For example, two spaces between words in a filename appear as a single space.

XII. Certified Endpoints

    a. In order to enable Netscape® browser enrollment, configuration changes must be made to the Windows Server® 2003 CA. For details, see http://www.microsoft.com/technet/prodtechnol/windowsserver2003/technologies/security/ws03pkog.mspx#EJAA.

Appendix A: Multi-Platform Application Support

This appendix lists all supported non-web applications, and, for each application, the platforms and browsers on which the application was tested. Whale Communications has made a best effort to support the entire feature-set of each application on those browsers.

Application	Windows 2000				Windows XP/2003				Linux® [1]			Mac® OS X				
	IE 6.0	Netscape 7.1.x, 7.2.x	Mozilla 1.7.x	Firefox 1.0.x and higher	IE 6.0, 7.0	Netscape 7.1.x, 7.2.x	Mozilla 1.7.x	Firefox 1.0.x and higher	Netscape 7.1.x, 7.2.x	Mozilla 1.7.x	Firefox 1.0.x and higher	Netscape 7.1.x, 7.2.x	Safari™ 1.2.4, 1.3, 2.0	Mozilla 1.7.x	Firefox 1.0.x and higher	Camino® 0.8.3 and higher
Generic Client App	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Generic Silent Client App	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Generic Client App (Multi Servers) [2]	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
Enhanced Generic Client App (hosts required)	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Enhanced Generic Client App (Multi Servers) [2]	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
Enhanced Generic Client App (hosts optional)	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Enhanced Generic Client App (hosts disabled)	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Generic Mac OS X Carbon® App (hosts required)	x	x	x	x	x	x	x	x	x	x	x	√	√	√	√	√
Generic Mac OS X Carbon App (hosts optional)	x	x	x	x	x	x	x	x	x	x	x	√	√	√	√	√
Generic Mac OS X Carbon App (hosts disabled)	x	x	x	x	x	x	x	x	x	x	x	√	√	√	√	√
Generic HTTP Proxy Enabled Client App	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Generic SOCKS Enabled Client App; protocol ver. 4.x, 5	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Enhanced HAT	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Citrix® Program Neighborhood (Direct); FR3, ver.3	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Domino® Offline Services 7.0 (Single/Multi Servers)	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
FTP (Passive Mode)	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
Local Drive Mapping Setup (Windows XP/2003)	x	x	x	x	√	√	√	√	x	x	x	x	x	x	x	x
Local Drive Mapping	√	√	√	√	√[3]	√[3]	√[3]	√[3]	x	x	x	x	x	x	x	x
Microsoft Windows XP Terminal Services Client; RDP Client ver. 5.1, 5.2	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Microsoft Windows 2000 Terminal Services Client; RDP Client ver. 5.0	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Native Notes® Client (Single Server); ver. 6.5, 6.5.1	√	√	√	√	√	√	√	√	x	x	x	√	√	√	√	√
Native Notes Client (Multi Servers); ver. 6.5, 6.5.1	√	√	√	√	√	√	√	√	x	x	x	√	√	√	√	√
Network Connector	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Outlook (Corporate/Workgroup Mode); 2000, 2002, 2003 with major service packs	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Outlook (Internet Mail Only Mode)	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
Outlook Express 5.x/6.x	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Sametime® Native (Chat Only)	√	x	x	√	√	x	x	x	x	x	x	x	x	x	x	x
Sametime Native Relay (Chat Only)	√	x	x	√	√	x	x	x	x	x	x	x	x	x	x	x

Application	Windows 2000				Windows XP/2003				Linux® [1]			Mac® OS X				
	IE 6.0	Netscape 7.1.x, 7.2.x	Mozilla 1.7.x	Firefox 1.0.x and higher	IE 6.0, 7.0	Netscape 7.1.x, 7.2.x	Mozilla 1.7.x	Firefox 1.0.x and higher	Netscape 7.1.x, 7.2.x	Mozilla 1.7.x	Firefox 1.0.x and higher	Netscape 7.1.x, 7.2.x	Safari™ 1.2.4, 1.3, 2.0	Mozilla 1.7.x	Firefox 1.0.x and higher	Camino® 0.8.3 and higher
Telnet [4]	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Generic Browser-Embedded App	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Generic Browser-Embedded (Multi Servers) [2]	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
Citrix NFuse FR3 (Direct)	√	√	√	√	√	√	√	√	x	x	x	√	√	√	√	√
Citrix Presentation Server® (Web Interface 3.0/4.0)	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Citrix Secure Access Manager (Direct); ver. 3	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Citrix Secure Access Manager Via Secure Gateway; ver. 3	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Domino iNotes® (Single Server); ver. 6.5, 6.5.1	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
Domino iNotes (Multiple Servers); ver. 6.5, 6.5.1	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
IBM® Host-On-Demand 8	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Sametime Native; ver. 6.5.1	√	√	√	√	√	√	√	√	x	x	x	x	x	x	x	x
Sametime Plugin; ver. 6.5.1	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
Terminal Services Web Client (Single Server); server 5.1	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x
Terminal Services Web Client (Multiple Servers); server 5.1	√	x	x	x	√	x	x	x	x	x	x	x	x	x	x	x

[1]   Red Hat®, SUSE®, Debian®

[2]   In order to run this application, the Socket Forwarding component must be installed on the endpoint computer

[3]   In order to enable Local Drive Mapping on Windows XP/2003, you must also add the application "Local Drive Mapping Setup (Windows XP/2003)" to the site, via the Add Application Wizard, and run it once from the client computer prior to launching the Local Drive Mapping application

[4]   Tested with Windows 2000, 2003, XP telnet clients, SecureCRT ver. 4.x and PUTTY ver. 056 and 057