



Release Notes for the Cisco VPN 5000 Client Version 5.2.3 for Mac OS X

June 12, 2002

These release notes provide information about the Cisco VPN 5000 client software Version 5.2.3 for Mac OS X. These release notes are updated as needed to describe new and changed information, caveats, and documentation updates.

Software Version 5.2.3 is a sustaining release. For more information see the [“Caveats Fixed in This Release”](#) section on page 2.

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System Requirements

The VPN 5000 client for Mac OS X runs on any Power Macintosh or compatible computer with the Macintosh operating system Versions 10.0.0 to 10.1.x.



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Caveats Fixed in This Release

This section describes caveats fixed in VPN 5000 client software Version 5.2.3 for Mac OS X.

- CSCdw65853

When you use the VPN 5000 client for Mac OS X configured to use NAT Transparency (fTCP), you no longer see keepalive interval delays when you pass VPN traffic through certain stateful firewalls, and the fTCP packets are no longer identified as invalid and dropped.

The default value for the keepalive interval is 60 seconds for VPN 5000 concentrators running Version 6.0.x software, and 120 seconds for concentrators running Version 5.2.x software. The range for this variable is 0 to 65000. For more information refer to the *Cisco VPN 5000 Concentrator Series Command Reference Guide*.

- CSCdx27497

The typing error in the uninstall script has been corrected and the VPN client for Mac OS X now uninstalls as designed.

Caveats Fixed in Previous Releases

The following sections list caveats fixed in previous releases of the VPN 5000 client for Mac OS X.

Caveats Fixed in Version 5.2.2

This section lists caveats fixed in Version 5.2.2 of the VPN client for Mac OS X.

- CSCdw29028

The VPN client no longer quits unexpectedly when you are connecting to a VPN 5000 concentrator using CHAP RADIUS authentication and you click the **Enter** or **OK** buttons without entering a password.

Caveats Fixed in Version 5.1.4

This section lists caveats fixed in Version 5.1.4 of the VPN client for Mac OS X.

- CSCdt97592

You can now establish a connection and pass traffic when you use the VPN client for Mac OS X over a PPP connection.

- CSCdu30423

After you install the VPN client for Mac OS X, the prompt to restart the computer now functions properly with the release of Mac OS X Version 10.1.

- CSCdu85379

The VPN client for Mac OS X installer now works as it should with the package installer that is distributed with the Mac OS X Version 10.1 software.

- CSCdv06021, CSCdv18506

The VPN client for Mac OS X no longer causes a kernel trap if it used with Internet Explorer Version 5.1 or OmniWeb browsers.

Caveats Fixed in Version 5.1.1

This section lists caveats fixed in Version 5.1.1 of the VPN client for Mac OS X.

- CSCdu13392
The VPN client for Mac OS X now frees CPU resources properly when idle.
- CSCdu55161
The VPN client for Mac OS X can now pass VPN traffic through an Airport Card (Apple Computer's wireless network interface card).
- CSCdu75308
You no longer have to restart your operating system if you force quit the VPN client or if the client becomes inoperable.
- CSCdu85405
The icon header associated with the VPN client for Mac OS X execute program is now complete upon installation.
- CSCdu85501
Certain login dialog boxes of the VPN client no longer echo the letter f instead of dots.
- CSCdu85532
You no longer have to restart your operating system if you attempt a connection to a concentrator using RADIUS authentication, and fail to complete the RADIUS login process before you close the VPN client.
- CSCdu85569
The VPN client no longer displays error messages when you import a root certificate and then cancel the operation.

Open Caveats

This section lists known issues with the VPN 5000 client for Mac OS X software version 5.2.2.

- CSCdw41664
If you are using a VPN client with NAT transparency enabled, connection attempts over PPP to a VPN 5000 concentrator fail.
No workaround.

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.



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