

# Release Notes for Cisco QuickVPN Version 1.4.2.1

**July 18, 2011**

These Release Notes describe the new features and enhancements in the Cisco QuickVPN version 1.4.2.1.

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## Changes Since Cisco QuickVPN Version 1.4.1.2

This release fixed a graphical user interface (GUI) font issue seen when the client runs on the Windows operating system in Japanese. The GUI fields were not changed, but now display properly.

## Known Issues

1. On Windows Vista and Windows 7, Windows Firewall needs to be enabled in order for QuickVPN Client to function properly. This issue occurs because IPSec service on Vista is disabled when Windows Firewall is disabled. Some third-party firewalls will disable the Windows Firewall, which will cause QuickVPN to fail.
2. Users need to have the administrative rights in order to use QuickVPN Client. This is a constraint posed by the Windows operating systems.
3. There is a known issue with Windows XP SP2 Firewall: ICMP packets are always dropped by the Firewall when the Firewall is enabled. The issue will prevent the QuickVPN Client from successfully establishing a tunnel with the remote QuickVPN Server.
  - One way to resolve this issue is to upgrade Windows XP to Service Pack 3. For Service Pack 3, visit the following website:  
<http://www.microsoft.com/downloads/details.aspx?FamilyId=5B33B5A8-5E76-401F-BE08-1E1555D4F3D4&displaylang=en>
  - Alternatively, Microsoft has released a patch to fix this issue. For the patch, visit the following website:  
<http://support.microsoft.com/kb/889527/en-us>
4. QuickVPN tunnels do not pass NetBIOS broadcast packets. This may create a problem when users want to search computers by names or to browse the network neighborhood on Windows Explorer. Users can use a LMHOSTS file to work around this issue. For more information, visit the following website address:  
[http://www.microsoft.com/technet/prodtechnol/windows2000serv/reskit/cnet/cnfd\\_lmh\\_qxqq.msp?mfr=true](http://www.microsoft.com/technet/prodtechnol/windows2000serv/reskit/cnet/cnfd_lmh_qxqq.msp?mfr=true)
5. While a QuickVPN tunnel is connected, the following message may appear: "Remote Gateway is not responding, do you want to wait?" This issue occurs when the remote QuickVPN Server is not responding to the ping sent by the QuickVPN Client. This issue may be caused by the remote QuickVPN Server temporarily overloaded. Users can ignore the pop-up message as long as the traffic continues to flow through the tunnel.

## Related Information

Support	
Cisco Small Business Support Community	<a href="http://www.cisco.com/go/smallbizsupport">www.cisco.com/go/smallbizsupport</a>
Cisco Small Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">www.cisco.com/go/smallbizhelp</a>
Phone Support Contacts	<a href="http://www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html">www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html</a>
Cisco Small Business Firmware Downloads	<a href="http://www.cisco.com/go/software">www.cisco.com/go/software</a> Select a link to download firmware for Cisco Small Business Products. No login is required.
Product Documentation	
Cisco Small Business RV Series Routers	<a href="http://www.cisco.com/go/smallbizrouters">www.cisco.com/go/smallbizrouters</a>
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	<a href="http://www.cisco.com/web/partners/sell/smb">www.cisco.com/web/partners/sell/smb</a>
Cisco Small Business Home	<a href="http://www.cisco.com/smb">www.cisco.com/smb</a>

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