Ecessa Firmware Release Notes

Version: 10.6.6
Release: 2016.10.10
Revision 1.0: 2016.10.10

New Features

System

- **The live device will send up monitoring events to the cloud monitoring service when the cloud is enabled**

Changes

Virtual Product

- **Virtual Machine registration process has been defined**

  Description

  In order to register your Virtual Product, issue the 'registration register' command in the Command Line Interface. You will be prompted for several credentials. Enter your Cloud username/password, your provided serial number, your Cloud Account ID (This info will be emailed to you upon Virtual Product purchase), and the desired destination group. The destination group denotes which group of sites you would like your Virtual Product to be added to initially, although once it is registered it can be added to other groups as well.

- **The web interface will display license expiration warning messages from the cloud when the Virtual Product is close to expiring**

Monitoring

- **The web interface Cloud page will have a help page link**
- **The live device will send up the DNS and VPN service status to the cloud monitoring service**

  Description

  The services that will be sent up describe the status of the DNS and VPN service if the device is configured for those features.

- **The live device will inform the cloud monitoring service of the WAN status**
- **The device will passively update the cloud with WAN Virtualization site status**

  Description

  This applies to the device if it is configured for the Ecessa Cloud.

- **The device will send up passive alerts to the cloud for VPN events**

Fixes

Hardware Failover

- **CLI Hardware Failover command 'hwfo' help information has a typo**

One-to-One NAT

- **One-to-One NAT Web page heading is misspelled**

Known Issues

System

● **Ports can become disabled on legacy 600 product (7568c) when pulling a cable during traffic flow**

Description

Ports can become disabled on legacy 600 family of products (7568c) when pulling cables during traffic flow. The device will have to be manually rebooted in order to get the port into a working state.

Workaround

Reboot the device.

WAN

● **The DHCP service can stop unexpectedly**

Description

The DHCP service stopping will cause DHCP WAN lines to miss IP Address updates.

Workaround

If a DHCP WAN does not properly update its IP Address then reboot the device.

● **When a DHCP WAN is given a very short lease time by the modem the Ecessa device can become unresponsive**

Description

The duration of a lease is typically at least several hours. When the duration of the lease is less than a minute this problem can occur.

Workaround

Verify that the ISP modem is providing the DHCP WAN with a proper lease time.

● **When changing static routes that use aliases it is possibie that traffic could continue using the WAN over which it was previously routed**

Description

This issue can occur when modifying a static route which uses aliases to a different route.

Workaround

The workaround for this issue is to contact technical support at Ecessa when this issue occurs. To fix this issue without contacting support the device needs to be rebooted.

WAN Virtualization

● **Adding an encrypted WAN Virtualization site using the CLI may not work as expected**

Description

Using the CLI to add an encrypted WAN Virtualization site, and setting global WAN Virtualization options at the same time, will result in no VPN entry being created for the site.

Workaround

Using the CLI, commit global WAN Virtualization changes separately from committing the added site. Or add the site using the Web Interface.

● **Enabling WAN Virtualization encryption using the CLI without specifying a VPN name will create an IPSec VPN security association entry which has no name**

Description

Modifying an unencrypted WAN Virtualization site by using the CLI to enable encryption, without specifying a vpn-name, will create an IPSec VPN Security Association entry which has no name. The user will then have no way to delete the entry.

Workaround

Make sure to specify the 'vpn-name' in the CLI command, or use the Web GUI to enable encryption for WAN Virtualization sites.

● **WAN Virtualization which is using non base IP addresses can not route as expected when a static route is in place which applies to all traffic**

Description

WAN Virtualization feature which is setup to use non base IP addresses can have issues when there is a static route that is in place which is setup to apply to all traffic.

Workaround

There are several ways to address this issue:
1. If possible use the base IP addresses for WAN Virtualization.

2. Change the static route so that it only applies to the traffic that is necessary.

● WAN Virtualization hub location cannot have a site number that is greater than 127

Description

When a WAN Virtualization site is created, the hub site (which is defined as the site with the lower site ID number) must be 127 or lower. If the value is greater than 127 then the associated site will be unable to connect. This does not affect the remote site IDs, which can be greater than 127. This does not affect the total number of sites allowed.

Workaround

Set the associated hub site to have a lower site number.

VPN

● IPSec VPN failover test point type 'Manual IP Configuration' does not work as expected

Description

The IPSec VPN failover test point type 'Manual IP Configuration' does not work. The test pings to the far LAN should get source NAT'ed to the local LAN IP to get sent through the VPN. Instead, they get sent out a WAN.

● IPSec VPN Failback option does not work as expected

Description

With IPSec VPN Failback enabled it does not fail back to the preferred path when that path comes back up.

● A VTI VPN on an Ecessa device which is behind NAT will not be able to connect

Description

A VTI VPN on the Ecessa device will show as UP but the traffic will not pass through it. This is only a problem if one of the Ecessa devices is behind NAT.

Hardware Failover

● Using Hardware Failover with high traffic throughput can cause excessive loading of the device

Description

Hardware Failover is by default stateful, and a very high number of TCP sessions can cause excessive loading of the device.

Workaround

If a Hardware Failover device becomes slow to respond, turn off the stateful option in Hardware Failover using the following CLI command: 'hwfo set stateful disable; commit save'

Virtual Product

● Virtual Product may boot slowly

Description

Slow boot sequence has been observed. Infrequently the Virtual Product will take around four minutes to boot. Upon boot everything functions normally.

Workaround

Force reset the device.

LCD

● The LCD display can become stuck and not display new information when keys are pressed

Workaround

Reboot the device

VoIP

● Phone calls made within a short time after enabling the VoIP feature may not choose the Primary WAN

Workaround

Wait at least 10 seconds after initially enabling the VoIP feature before making phone calls.

Aliases

● Using the CLI to create an alias with multiple addresses will reorder the addresses and remove duplicates, making the alias unusable for firewall forwarding rules

Description

If creating aliases to use for firewall WAN to LAN one-to-one forwarding rules, the CLI will not create them properly since it reorders them and deletes duplicates.

Workaround

Use the Web GUI to create aliases where the order of the addresses, and preservation of duplicates is important.

DNS

● DNS Reverse Zone may not work correctly for load-balanced hosts

Description

DNS Reverse Zone information for load-balanced hosts may be set up incorrectly with PTR option.

Workaround

Remove the load-balanced host, activate changes, then add the load-balanced host again.

Port Forwarding

● Activating Port Forwarding configuration changes can cause the device software to restart

Description

This has occurred rarely. If activating Port Forwarding changes causes an unexpected restart of the device software, the changes may not have been applied. In that case retry the changes or contact Ecessa Technical Support.