Ecessa Firmware Release Notes

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Fixes

WAN Virtualization

- **A WAN Virtualization site can become unable to connect after disabling and re-enabling WAN Virtualization globally**

Workaround

If WAN Virtualization was disabled and re-enabled, and one or more sites are unable to connect, perform a reboot of the device

Known Issues

System

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

Additional Information

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

- **Creating a WAN using the CLI, with an alias of 24 characters, causes a software restart**
- **The DHCP service can stop unexpectedly**

Additional Information

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**

Additional Information

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.

WAN Virtualization

- **Creating a WAN Virtualization site with a name longer than 22 characters causes a software restart**
- **Disabling WAN Virtualization, or a hardware failover occurring when WAN Virtualization is enabled, on a busy system can result in a software deadlock**
- **When a device is running a configuration which has WAN Virtualization sites and loads a configuration which does not have WAN Virtualization sites configured the device software may restart**

Additional Information

This is only a factor if the device has a product key which supports less WAN Virtualization sites then the configuration that is currently running

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

Additional Information

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. Alternatively, add the site using the web interface.

● Enabling WAN Virtualization encryption using the CLI without specifying a VPN name will create an IPSec VPN entry with no name

Additional Information

Once an entry with no name is created, 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 interface 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

Additional Information

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

Additional Information

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.

Hardware Failover

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

Additional Information

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

Additional Information

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.

SIP Proxy

● 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.

LCD

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

Workaround

Reboot the device.

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

Additional Information

If creating aliases to use for firewall WAN to LAN one-to-one forwarding rules, the CLI will not create them properly.

Workaround
Use the web interface 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**

Additional Information
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.

Static Routes

- **Failback static route over WAN Virtualization doesn't fail back after failing over to a WAN**