



Fireware XTM v11.6.7 Release Notes

Supported Devices	XTM 21, 22, and 23 XTM 21-W, 22-W, and 23-W
Fireware XTM OS Build	433199
WatchGuard System Manager Build	N/A <i>WatchGuard recommends you use WSM v11.8 to manage Fireware XTM OS v11.6.7.</i>
Revision Date	11 November 2014

Introduction

Fireware XTM v11.6.7 is a maintenance release for XTM 21, XTM 22, and XTM 23 wired and wireless devices.

This release provides several bug fixes and stability improvements for our XTM 2 Series customers, including improvements to spamBlocker. Leveraging technology from CommTouch, spamBlocker now offers higher efficacy and reduced false positives measured in testing, as well as an updated UI for Bulk mail handling, Virus Outbreak Detection, and Proactive Patterns.

There is no new WatchGuard System Manager release for Fireware XTM v11.6.7. We recommend that you use WatchGuard System Manager v11.8 to manage XTM devices that run v11.6.7.

See the *Resolved Issues* section below for a complete list of resolved issues.

Before You Begin

Before you install this release, make sure that you have:

- A WatchGuard XTM 21, 22, or 23 device, wired or wireless.
- The required hardware and software components as shown below. If you use WatchGuard System Manager (WSM), make sure your WSM version is equal to or higher than the version of Fireware XTM OS installed on your XTM device and the version of WSM installed on your Management Server.
- Feature key for your XTM device — If you upgrade your XTM device from an earlier version of Fireware XTM OS, you can use your existing feature key.

If you have a new XTM physical device, make sure you use the instructions in the *XTM Quick Start Guide* that shipped with your device.

Product documentation for all WatchGuard products is available on the WatchGuard web site at www.watchguard.com/help/documentation.

Localization

This release includes localized management user interfaces (WSM application suite and Web UI) and product help.

Content related to new features may not be localized in this release. Supported languages are:

- Chinese (Simplified, PRC)
- French (France)
- Japanese
- Spanish (Latin American)

In addition to these languages, we offer localized Web UI support for Korean and Traditional Chinese. Only the Web UI itself has been localized. WSM, and all help files and user documentation, remain in English for these two languages.

Note that most data input must still be made using standard ASCII characters. You can use non-ASCII characters in some areas of the UI, including:

- Proxy deny message
- Wireless hotspot title, terms and conditions, and message
- WatchGuard Server Center users, groups, and role names

Any data returned from the device operating system (e.g. log data) is displayed in English only. Additionally, all items in the Web UI System Status menu and any software components provided by third-party companies remain in English.

Fireware XTM Web UI

The Web UI will launch in the language you have set in your web browser by default. The name of the currently selected language is shown at the top of each page. To change to a different language, click the language name that appears. A drop-down list of languages appears and you can select the language you want to use.

WatchGuard System Manager

When you install WSM, you can choose what language packs you want to install. The language displayed in WSM will match the language you select in your Microsoft Windows environment. For example, if you use Windows 7 and want to use WSM in Japanese, go to Control Panel > Regions and Languages and select Japanese on the Keyboards and Languages tab as your Display Language.

WebCenter, Quarantine Web UI, and Wireless Hotspot

These web pages automatically display in whatever language preference you have set in your web browser.

Fireware XTM v11.6.x and WSM v11.7.x Operating System Compatibility

Revised April 2013

WSM/ Fireware XTM Component	Microsoft Windows XP SP2 (32-bit) & Vista (32 & 64-bit)	Microsoft Windows 7 and 8 (32-bit & 64-bit)	Microsoft Windows Server 2003 SP2 (32-bit)	Microsoft Windows Server 2008 & 2008 R2	Microsoft Windows Server 2012 (64- bit)	Mac OS X v10.5, v10.6, & v10.7, v10.8	Mobile Devices: Android 4.x and higher, iOS
WatchGuard System Manager Application	✓	✓	✓	✓	✓		
Fireware XTM Web UI <i>Supported Browsers: IE 7, 8, and 9, Firefox 3.x & above</i>	✓	✓	✓	✓	✓	✓	
WebCenter Web UI <i>Supported browsers: Firefox 3.5 & above, IE8 & above, Safari 5.0 & above, Chrome 10 & above. Javascript required.</i>	✓	✓	✓	✓	✓	✓	
WatchGuard Servers	✓	✓	✓	✓	✓		
Single Sign-On Agent Software (Includes Event Log Monitor)			✓	✓	✓		
Single Sign-On Client Software	✓	✓	✓	✓			
Terminal Services Agent Software*			✓	✓	✓		
Mobile VPN with IPSec Client Software	✓	✓				✓ **	✓ **
Mobile VPN with SSL Client Software	✓	✓	✓			✓	

Notes about Microsoft Windows support:

- For Microsoft Windows Server 2008, we support both 32-bit and 64-bit support. For Windows Server 2008 R2, we support 64-bit only.
- Windows 8 support does not include Windows RT.

Browser compatibility:

- *Fireware XTM Web UI is supported on IE 7, 8, and 9, and Firefox 3.x and above.*
- *WebCenter Web UI is supported on IE 8 and above, Firefox 3.5 and above, Safari 5.0 and above, and Chrome 10 and above. Javascript is required.*

** Terminal Services support with manual or Single Sign-On authentication operates in a Microsoft Terminal Services or Citrix XenApp 4.5, 5.0, 6.0 and 6.5 environment.*

*** Native (Cisco) IPSec client is supported for Mac OS and iOS.*

Authentication Support

This table gives you a quick view of the types of authentication servers supported by key features of Fireware XTM. Using an authentication server gives you the ability to configure user and group-based firewall and VPN policies in your XTM device configuration. With each type of third-party authentication server supported, you can specify a backup server IP address for failover.



— Fully supported by WatchGuard



— Not yet supported, but tested with success by WatchGuard customers

	Active Directory ¹	LDAP	RADIUS ²	SecurID ²	Firebox (Firebox-DB) Local Authentication
Mobile VPN with IPSec/Shrew Soft	✓	✓	✓ ³	–	✓
Mobile VPN with IPSec for iPhone/iPad iOS and Mac OS X	🚩	✓	🚩	✓	✓
Mobile VPN with IPSec for Android devices	✓	✓	✓	–	✓
Mobile VPN with SSL for Windows	✓	✓	✓ ⁴	✓ ⁴	✓
Mobile VPN with SSL for Mac	✓	✓		✓	✓
Mobile VPN with PPTP	–	–	✓	N/A	✓
Built-in Authentication Web Page on Port 4100	✓	✓	✓	✓	✓
Windows Single Sign-On Support (with or without client software)	✓	–	–	–	–
Terminal Services Manual Authentication	✓	🚩	🚩	🚩	✓
Terminal Services Authentication with Single Sign-On	✓ ⁵	–	–	–	–
Citrix Manual Authentication	🚩	🚩	🚩	🚩	✓

1. Active Directory support includes both single domain and multi-domain support, unless otherwise noted.
2. RADIUS and SecurID support includes support for both one-time passphrases and challenge/response authentication integrated with RADIUS. In many cases, SecurID can also be used with other RADIUS implementations, including Vasco.
3. The Shrew Soft client does not support two-factor authentication.
4. Fireware XTM supports RADIUS Filter ID 11 for group authentication.
5. Only single domain Active Directory configurations are supported. For information about the supported Operating System compatibility for the WatchGuard TO Agent and SSO Agent, see the current Fireware XTM and WSM Operating System Compatibility table.

Downloading Software

1. Go to the WatchGuard [Software Downloads](#) page.
2. Select the Firebox or XTM device for which you want to download software.

There are several software files available for download. See the descriptions below so you know what software packages you will need for your upgrade.

WatchGuard System Manager

All users can now download the WatchGuard System Manager software. There is no WatchGuard System Manager v11.6.7. We recommend that you use WatchGuard System Manager v11.8 to manage Fireware XTM v11.6.7.

Fireware XTM OS

Select the correct Fireware XTM OS image for your XTM device. Use the .exe file if you want to install or upgrade the OS using WSM. Use the .zip file if you want to install or upgrade the OS using the Fireware XTM Web UI. Use the .ova file to deploy a new XTMv device.

If you have....	Select from these Fireware XTM OS packages
XTM 2 Series	XTM_OS_XTM2_11_6_7.exe
Models 21-23	xm_xtm2_11_6_7.zip

Single Sign-On Software

There are two files available for download if you use Single Sign-On. The SSO Agent software has been updated for this release.

- WG-Authentication-Gateway_11_7_4.exe (SSO Agent software - required for Single Sign-On and includes optional Event Log Monitor for clientless SSO)
- WG-Authentication-Client_11_7.msi (SSO Client software - optional)

For information about how to install and set up Single Sign-On, see the product documentation.

Terminal Services Authentication Software

- TO_AGENT_SETUP_11_7_4.exe (This installer includes both 32-bit and 64-bit file support)

Mobile VPN with SSL Client for Windows and Mac

There are two files available for download if you use Mobile VPN with SSL. These files have not been updated for this release.

- WG-MVPN-SSL_11_7_3.exe (Client software for Windows)
- WG-MVPN-SSL_11_7_3.dmg (Client software for Mac)

Mobile VPN with IPSec client for Windows

We now support the Shrew Soft VPN client for Windows v2.2, which you can download from our web site. Shrew Soft has recently released a v2.2.1 client, available on their web site, which introduces a new "Pro" version available at an extra cost with additional features. WatchGuard recommends you use the no-cost Standard version of the client as it includes all functionality supported in the v2.2 VPN client. If you want to use the v2.2.1 client, we recommend you read [this Knowledge Base article](#) first.

Upgrade from Fireware XTM v11.x to v11.6.7

Before you upgrade from Fireware XTM v11.x to Fireware XTM v11.6.7, download and save the Fireware XTM OS file that matches the WatchGuard device you want to upgrade. You can find all available software on the [WatchGuard Portal](#), Articles & Software tab. You can use Policy Manager or the Web UI to complete the upgrade procedure. We strongly recommend that you back up your device configuration and your WatchGuard Management Server configuration before you upgrade. It is not possible to downgrade without these backup files.

If you use WatchGuard System Manager (WSM), make sure your WSM version is equal to or higher than the version of Fireware XTM OS installed on your XTM device and the version of WSM installed on your Management Server. There is no WatchGuard System Manager v11.6.7. We recommend that you use WatchGuard System Manager v11.8 to manage Fireware XTM v11.6.7.

If you are upgrading to WSM 11.7.3 from WSM v11.4.x or earlier, it is important to back up your Log and Report Server data using the procedure described in the Knowledge Base article [Log and Report Server Changes in XTM v11.5.1](#). This is necessary because the Log and Report Server database structure changed in WSM v11.5.1. When you upgrade to WSM v11.5.1 or higher for the first time, the timestamps of existing log and report data will be converted to UTC from the local time zone. This Knowledge Base article gives you details on this upgrade, and important information about the Log and Report Manager (also new in WSM v11.5.1).

Back up your WatchGuard Management Server Configuration

From the computer where you installed the Management Server:

1. From WatchGuard Server Center, select **Backup/Restore Management Server**.
The WatchGuard Server Center Backup/Restore Wizard starts.
2. Click **Next**.
The Select an action screen appears.
3. Select **Back up settings**.
4. Click **Next**.
The Specify a backup file screen appears.
5. Click **Browse** to select a location for the backup file. Make sure you save the configuration file to a location you can access later to restore the configuration.
6. Click **Next**.
The WatchGuard Server Center Backup/Restore Wizard is complete screen appears.
7. Click **Finish** to exit the wizard.

Upgrade to Fireware XTM v11.6.7 from Web UI

1. Go to **System > Backup Image** or use the USB Backup feature to back up your current configuration file.
2. On your management computer, launch the OS software file you downloaded from the WatchGuard Software Downloads Center.
If you use the Windows-based installer, this installation extracts an upgrade file called `[xtm series]_[product code].sysa-dl` to the default location of `C:\Program Files(x86)\Common files\WatchGuard\resources\FirewareXTM\11.6.7\[model] or [model][product_code]`.
3. Connect to your XTM device with the Web UI and select **System > Upgrade OS**.
4. Browse to the location of the `[xtm series]_[product code].sysa-dl` from Step 2 and click **Upgrade**.

Upgrade to Fireware XTM v11.6.7 from WSM/Policy Manager v11.8

1. Select **File > Backup** or use the USB Backup feature to back up your current configuration file.
2. On your management computer, launch the OS executable file you downloaded from the WatchGuard Portal. This installation extracts an upgrade file called *[xtm series]_[product code].sysa-dl* to the default location of C:\Program Files(x86)\Common files\WatchGuard\resources\FirewareXTM\11.6.7\ [model] or [model][product_code].
3. Install and open WatchGuard System Manager v11.8. Connect to your XTM device and launch Policy Manager.
4. From Policy Manager, select **File > Upgrade**. When prompted, browse to and select the *[xtm series]_[product code].sysa-dl* file from Step 2.

Downgrade Instructions

Downgrade from WSM v11.6.x to WSM v11.x

If you want to revert from v11.6.x to an earlier version of WSM, you must uninstall WSM v11.6.x. When you uninstall, choose **Yes** when the uninstaller asks if you want to delete server configuration and data files. After the server configuration and data files are deleted, you must restore the data and server configuration files you backed up before you upgraded to WSM v11.6.x.

Next, install the same version of WSM that you used before you upgraded to WSM v11.6.x. The installer should detect your existing server configuration and try to restart your servers from the **Finish** dialog box. If you use a WatchGuard Management Server, use WatchGuard Server Center to restore the backup Management Server configuration you created before you first upgraded to WSM v11.6.x. Verify that all WatchGuard servers are running.

Downgrade from Fireware XTM v11.6.x to Fireware XTM v11.x

There are some downgrade restrictions:

- You cannot downgrade an XTM 2050 or an XTM 330 to a version of Fireware XTM OS lower than v11.5.1.
- You cannot downgrade an XTM 5 Series model 515, 525, 535 or 545 to a version of Fireware XTM OS lower than v11.6.1.
- You cannot downgrade an XTM 2 Series model 25 or 26, or an XTM 33 to a version of Fireware XTM OS lower than v11.5.2.
- You cannot downgrade XTMv to a version of Fireware XTM OS lower than v11.5.4.

If you want to downgrade from Fireware XTM v11.6.x to an earlier version of Fireware XTM, you either:

- Restore the full backup image you created when you upgraded to Fireware XTM v11.6.x to complete the downgrade; or
- Use the USB backup file you created before the upgrade as your auto-restore image, and then boot into recovery mode with the USB drive plugged in to your device. This is not an option for XTMv users.

To start a WatchGuard XTM 330, 5 Series, 8 Series, XTM 1050, or XTM 2050 device in recovery mode:

1. Power off the XTM device.
2. Press the up arrow on the device front panel while you turn the power on.
3. Keep the button depressed until "Recovery Mode starting" appears on the LCD display.

To start a WatchGuard XTM 2 Series or XTM 33 device in recovery mode:

1. Disconnect the power.
2. Press and hold the Reset button on the back while you connect the power to the device.
3. Keep the button depressed until the Attn light on the front turns solid orange.

Resolved Issues

This release resolves a number of problems found in earlier Fireware XTM releases.

- This release resolves a reported buffer overflow vulnerability in the WGagent code supporting the web management UI. [76784]
- You can now delete Mobile VPN policies from your configuration using the Web UI. [72198]
- An issue that caused Firebox System Manager > Status Report to include false data for unconfigured interfaces has been resolved. [74419]
- The authentication page on the XTM device that you use to download Mobile VPN with SSL client software no longer enables the browser toprompt you to save a username and password. [75116]
- This release resolves an issue that caused the Gateway AntiVirus scand process to fail on some devices after a signature update. [75869]
- A potential buffer overflow vulnerability has been addressed in this release. [76784]
- Modem failover to a model connected to the USB serial console now operates correctly. [71684]
- Multi-cast traffic sent via branch office VPN is no longer denied. [77066]
- Mobile VPN with IPSec traffic is no longer incorrectly routed through the wrong interface when you use multi-WAN enabled in round-robin mode. [77109]

Known Issues and Limitations

You can find information about known issues for Fireware XTM v11.6.7 and its management applications, including workarounds where available, in the WatchGuard [Knowledge Base](#). You must log in to the WatchGuard Portal to search for Known Issues. Known Issues are not available in the public version of the Knowledge Base. After you log in, you can use the filters available in the WatchGuard Portal > Knowledge Base tab to find articles about known issues for this release.



The screenshot shows a search interface with a search bar, a list of article types (Article, Known Issue, Software Downloads, Support Alerts), and filter options for Products and Operating System.

Using the CLI

The Fireware XTM CLI (Command Line Interface) is fully supported for v11.x releases. For information on how to start and use the CLI, see the *CLI Command Reference Guide*. You can download the latest CLI guide from the documentation web site at <http://www.watchguard.com/help/documentation/xtm.asp>.

Technical Assistance

For technical assistance, contact WatchGuard Technical Support by telephone or log in to the WatchGuard Portal on the Web at <http://www.watchguard.com/support>. When you contact Technical Support, you must supply your registered Product Serial Number or Partner ID.

	Phone Number
U.S. End Users	877.232.3531
International End Users	+1 206.613.0456
Authorized WatchGuard Resellers	206.521.8375