

Fireware XTM v11.8.3 Update 1 Release Notes

Supported Devices	XTM 3, 5, 8, 800, 1500, and 2500 Series XTM 25, XTM 26, XTM 1050, XTM 2050 Firebox T10, XTMv, WatchGuard AP
Fireware XTM OS Build	446065
WatchGuard System Manager Build	443383
Revision Date	14 April 2014

Introduction



On 9 April 2014, WatchGuard released Fireware XTM v11.8.3 Update 1 in response to the reported "Heartbleed" vulnerability (CVE-2014-0160) in OpenSSL, which is widely used in web servers and network devices around the world. This update includes a critical patch to OpenSSL to address this vulnerability and we recommend you update immediately if you use Fireware XTM v11.8.x. This does not affect anyone using Fireware XTM v11.7.4 or earlier. WatchGuard is not aware of any breaches involving this vulnerability but, because of its critical nature and the length of time it has been available to exploit, we recommend that you take measures to change passwords and renew certificates used in your XTM device. If you use certificates issued by a Certificate Authority (CA), note that some CAs are reissuing certificates at reduced or no cost. More information and details about this vulnerability are available in the [WatchGuard Security Center](#).

This update also includes a number of new bug fixes, as noted in the Resolved Issues sections. There is no WatchGuard System Manager release with Update 1. You can continue to use WatchGuard System Manager v11.8.3.

WatchGuard is pleased to announce the release of Fireware XTM v11.8.3 and WatchGuard System Manager v11.8.3. With this release, we're pleased to add support for the new Firebox T10, the latest model in our line of best-in-class network security devices. The Firebox T10 delivers complete enterprise-level network security for the small office/home office and small retail environments.

The feature enhancements and bug fixes included in this release have been carefully chosen to improve the efficiency, performance, and reliability of your WatchGuard network security devices. Some of the enhancements included in this release include:

- An updated Gateway Wireless Controller dashboard now gives you connection information details for your AP devices and the clients connected to your AP devices. The new widgets include a list of the top ten connections for each connection category, with drill-down and pivot capabilities.

- XTM wireless devices have a new wireless mode that allows connections only for 802.11g and 802.11n clients.
- You can now see details and status of your Management Tunnels on the Device page for any device with a Management Tunnel.
- For Centralized Management users, the Folder page now includes the Management Mode, Management Groups, and the OS Version details for each device in that folder.
- You can now send the WSM Output Windows log messages to a file.
- Support for Netgear 341U 3G/4G modem.
- Several improvements to the Configuration Report, available from the Firewall XTM Web UI.
- Updated Mobile VPN with SSL clients for Windows and Mac OS X to provide a drop-down list for server text box.
- The option to download a Support.tgx file in the Web UI has moved to the System Status pages.

For more information on the bug fixes included in this release, see the [Resolved Issues](#) section. For more information about the feature enhancements included in Fireware XTM v11.8.3, see the product documentation or review [What's New in Fireware XTM v11.8.3](#).

Before You Begin

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

- A supported WatchGuard XTM device. This device can be a Firebox T10, WatchGuard XTM 2 Series (models 25 and 26 only), 3 Series, 5 Series, 8 Series, 800 Series, XTM 1050, XTM 1500 Series, XTM 2050 device, XTM 2500 Series, or XTMv (any edition).
- 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 Firebox or XTM device and the version of WSM installed on your Management Server.
- Feature key for your device — If you upgrade your Firebox or XTM device from an earlier version of Fireware XTM OS, you can use your existing feature key. If you use XTMv, your feature key must be generated with the serial number you received when you purchased XTMv.

Note that you can install and use WatchGuard System Manager v11.8.x and all WSM server components with devices running earlier versions of Fireware XTM v11. In this case, we recommend that you use the product documentation that matches your Fireware XTM OS version.

If you have a new physical device, make sure you use the instructions in the *Quick Start Guide* that shipped with your device. If this is a new XTMv installation, make sure you carefully review the [XTMv Setup Guide](#) for important installation and setup instructions.

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

Localization

This release includes a localized management user interface for the WSM application suite, and localized product help, current to Fireware XTM v11.7.2. Updates for Fireware XTM v11.8.x will be available at a later date. There is no localization for the Web UI or Web UI Help in this release. For WSM, supported languages are:

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

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. Any software components provided by third-party companies remain in English.

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.

Fireware XTM and WSM v11.8.3 Operating System Compatibility

Revised February 2014

WSM/ Fireware XTM Component	Microsoft Windows XP SP2 (32-bit) & Vista (32 &64-bit)	Microsoft Windows 7, 8, 8.1 (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 v10.6, v10.7, v10.8, v10.9	Android 4.x	iOS v5, v6 & v7
WatchGuard System Manager	✓	✓	✓	✓	✓			
WatchGuard Servers								
<i>For information on WatchGuard Dimension, see the Dimension Release Notes.</i>	✓	✓	✓	✓	✓			
Single Sign-On Agent (Includes Event Log Monitor)			✓	✓	✓			
Single Sign-On Client	✓	✓	✓	✓	✓	✓		
Single Sign-On Exchange Monitor¹			✓ ²	✓	✓			
Terminal Services Agent³			✓	✓	✓			
Mobile VPN with IPSec	✓	✓				✓ ⁴	✓	✓ ⁴
Mobile VPN with SSL	✓	✓	✓			✓	✓	✓

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.x support does not include Windows RT.

The following browsers are supported for both Fireware XTM Web UI and WebCenter (Javascript required):

- IE 9 and later
- Firefox v22 and later
- Safari 5 and later
- Safari iOS 6 and later
- Chrome v29 and later

¹Microsoft Exchange Server 2003, 2007, and 2010 are supported.

²Exchange Monitor is supported on Windows Server 2003 R2.

³*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.*

⁴*Native (Cisco) IPsec client and OpenVPN are supported for Mac OS and iOS. For Mac OS X 10.8 and 10.9, we also support the WatchGuard IPsec Mobile VPN Client for Mac, powered by NCP.*

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/WatchGuard client (NCP)	✓	✓	✓	✓	✓
Mobile VPN with IPSec for OS and Mac OS X native VPN client				✓	✓
Mobile VPN with IPSec for Android devices	✓	✓	✓	–	✓
Mobile VPN with SSL for Windows	✓	✓	✓ ⁴	✓ ⁴	✓
Mobile VPN with SSL for Mac	✓	✓	✓	✓	✓
Mobile VPN with SSL for iOS and Android devices				✓	✓
Mobile VPN with L2TP	✓ ⁶	–	✓	–	✓
Mobile VPN with PPTP	–	–	✓	N/A	✓
Built-in Authentication Web Page on Port 4100	✓	✓	✓	✓	✓
Single Sign-On Support <i>(with or without client software)</i>	✓	✓	–	–	–
Terminal Services Manual Authentication	✓				✓
Terminal Services Authentication with Single Sign-On	✓ ⁵	–	–	–	–
Citrix Manual Authentication					✓
Citrix Manual Authentication with Single Sign-On	✓ ⁵	–	–	–	–

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. *Both single and multiple 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.*
6. *Active Directory authentication methods are supported only through a RADIUS server.*

System Requirements

	If you have WatchGuard System Manager client software only installed	If you install WatchGuard System Manager and WatchGuard Server software
Minimum CPU	Intel Pentium IV 1GHz	Intel Pentium IV 2GHz
Minimum Memory	1 GB	2 GB
Minimum Available Disk Space	250 MB	1 GB
Minimum Recommended Screen Resolution	1024x768	1024x768

XTMv System Requirements

With support for installation in both a VMware and a Hyper-V environment, a WatchGuard XTMv virtual machine can run on a VMware ESXi 4.1, 5.0 or 5.1 host, or on Windows Server 2008 R2, Windows Server 2012, Hyper-V Server 2008 R2, or Hyper-V Server 2012.

The hardware requirements for XTMv are the same as for the hypervisor environment it runs in.

Each XTMv virtual machine requires 3 GB of disk space.

Recommended Resource Allocation Settings

	Small Office	Medium Office	Large Office	Datacenter
Virtual CPUs	1	2	4	8 or more
Memory	1 GB	2 GB	4 GB	4 GB or more

Downloading Software

1. Log in to the [WatchGuard Portal](#) and select the Articles & Software tab.
2. From the Search section, clear the Articles and Known Issues check boxes and search for available Software Downloads. Select the 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. With this software package you can install WSM and the WatchGuard Server Center software:

WSM11_8_3.exe — Use this file to upgrade WatchGuard System Manager from v11.x to WSM v11.8.3.

Fireware XTM OS

Select the correct Fireware XTM OS image for your Firebox or 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 2500 Series	XTM_OS_XTM800_1500_2500_11_8_3_U1.exe xtm_xtm800_1500_2500_11_8_3_U1.zip
XTM 2050	XTM_OS_XTM2050_11_8_3_U1.exe xtm_xtm2050_11_8_3_U1.zip
XTM 1500 Series	XTM_OS_XTM800_1500_2500_11_8_3_U1.exe xtm_xtm800_1500_2500_11_8_3_U1.zip
XTM 1050	XTM_OS_XTM1050_11_8_3_U1.exe xtm_xtm1050_11_8_3_U1.zip
XTM 800 Series	XTM_OS_XTM800_1500_2500_11_8_3_U1.exe xtm_xtm800_1500_2500_11_8_3_U1.zip
XTM 8 Series	XTM_OS_XTM8_11_8_3_U1.exe xtm_xtm8_11_8_3_U1.zip
XTM 5 Series	XTM_OS_XTM5_11_8_3_U1.exe xtm_xtm5_11_8_3_U1.zip
XTM 330	XTM_OS_XTM330_11_8_3_U1.exe xtm_xtm330_11_8_3_U1.zip
XTM 33	XTM_OS_XTM33_11_8_3_U1.exe xtm_xtm33_11_8_3_U1.zip
XTM 2 Series Models 25, 26	XTM_OS_XTM2A6_11_8_3_U1.exe xtm_xtm2a6_11_8_3_U1.zip
Firebox T10	XTM_OS_T10_11_8_3_U1.exe firebox_T10_11_8_3_U1.zip
XTMv All editions for VMware	xtmv_11_8_3_U1.ova xtmv_11_8_3_U1.exe xtmv_11_8_3_U1.zip
XTMv All editions for Hyper-V	xtmv_11_8_3_U1_vhd.zip

Single Sign-On Software

Single Sign-On software available for this release includes:

- WG-Authentication-Gateway_11_8_1.exe (SSO Agent software - required for Single Sign-On and includes optional Event Log Monitor for clientless SSO)
- WG-Authentication-Client_11_8_1.msi (SSO Client software for Windows)
- WG-SSOCLIENT-MAC_11_8_1.dmg (SSO Client software for Mac OS X)
- SSOExchangeMonitor_x86_11_8_1.exe (Exchange Monitor for 32-bit operating systems)
- SSOExchangeMonitor_x64_11_8_1.exe (Exchange Monitor for 64-bit operating systems)

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

Terminal Services Authentication Software

- TO_AGENT_SETUP_11_8.exe (This installer includes both 32-bit and 64-bit file support and was updated for the XTM v11.8 release.)

Mobile VPN with SSL Client for Windows and Mac

There are two files available for download if you use Mobile VPN with SSL. Both files have been updated for the v11.8.3 Update 1 release.

- WG-MVPN-SSL_11_8_3_U1.exe (Client software for Windows)
- WG-MVPN-SSL_11_8_3_U1.dmg (Client software for Mac)

Mobile VPN with IPSec client for Windows and Mac

There are three available files to download. The Windows client software provided by NCP was updated on March 19, after the initial release of Fireware XTM v11.8.3.

- Shrew Soft Client 2.2.0 for Windows - 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 v2.2.0 VPN client. If you want to use the v2.2.1 client, we recommend you read [this Knowledge Base article](#) first.
- WatchGuard IPSec Mobile VPN Client for Windows, powered by NCP - This file was updated on March 19 to resolve a bug in the Phase 1 DH group setting. There is a license required for this premium client, with a 30-day free trial available with download.
- WatchGuard IPSec Mobile VPN Client for Mac OS X, powered by NCP - There is a license required for this premium client, with a 30-day free trial available with download.

WatchGuard AP Firmware

If you manage WatchGuard AP devices and your Gateway Wireless Controller is enabled to update these devices automatically, your AP devices will be upgraded to new firmware when you upgrade your XTM device to XTM OS v11.8.x for the first time. If you want to update your WatchGuard AP devices manually, you can open the WatchGuard AP Software Download page and download the latest AP firmware and manually update your AP devices. We also provide one previous version of AP firmware on this page for recovery purposes only. The file names for the latest AP firmware are:

- AP100-v1.2.9.0.bin
- AP200-v1.2.9.0.bin

Upgrade from Fireware XTM v11.x to v11.8.x

Before you upgrade from Fireware XTM v11.x to Fireware XTM v11.8.x, download and save the Fireware XTM OS file that matches the WatchGuard device you want to upgrade. 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 Firebox or XTM device and the version of WSM installed on your Management Server. Also, make sure to upgrade WSM before you upgrade the version of XTM OS on your XTM device.



If you have already installed Fireware XTM OS v11.8.3 on your computer, you must run the Update 1 installer twice (once to remove v11.8.3 and once to install v11.8.3 Update 1).



If you use an XTM 5 Series or 8 Series device, you must upgrade to Fireware XTM v11.7.4 before you can upgrade to Fireware XTM v11.8.x.



We recommend that you reboot your Firebox or XTM device before you upgrade. While this is not necessary for most higher-model XTM devices, a reboot clears your device memory and can prevent many problems commonly associated with upgrades in XTM 2 Series, 3 Series, and some 5 Series devices.

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.

General Information for WatchGuard Server Software Upgrades

It is not usually necessary to uninstall your previous v11.x server or client software when you update to WSM v11.8.x. You can install the v11.8.x server and client software on top of your existing installation to upgrade your WatchGuard software components.

Upgrade to Fireware XTM v11.8.x 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 or firebox]_[product code].sysa-dl* to the default location of C:\Program Files(x86)\Common files\WatchGuard\resources\FirewareXTM\11.8_3\[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 or firebox]_[product code].sysa-dl* from Step 2 and click **Upgrade**.

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

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\11.8_3\[model] or [model][product_code].
3. Install and open WatchGuard System Manager v11.8.3. 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 or firebox]_[product code].sysa-dl* file from Step 2.

Upgrade your FireCluster to Fireware XTM v11.8.x

There are two methods to upgrade Fireware XTM OS on your FireCluster. The method you use depends on the version of Fireware XTM you currently use.



If you use an XTM 5 Series or 8 Series device, you must upgrade your FireCluster to Fireware XTM v11.7.4 before you can upgrade your FireCluster to Fireware XTM v11.8.x.

Upgrade a FireCluster from Fireware XTM v11.4.x–v11.7.x to v11.8.x

Use these steps to upgrade a FireCluster from Fireware XTM v11.4.x, v11.5.x, v11.6.x, or v11.7.x to Fireware XTM v11.8.x:

1. Open the cluster configuration file in Policy Manager
2. Select **File > Upgrade**.
3. Type the configuration passphrase.
4. Type or select the location of the upgrade file.
5. To create a backup image, select **Yes**.
A list of the cluster members appears.
6. Select the check box for each device you want to upgrade.
A message appears when the upgrade for each device is complete.

When the upgrade is complete, each cluster member reboots and rejoins the cluster. If you upgrade both devices in the cluster at the same time, the devices are upgraded one at a time. This is to make sure there is not an interruption in network access at the time of the upgrade.

Policy Manager upgrades the backup member first and then waits for it to reboot and rejoin the cluster as a backup. Then Policy Manager upgrades the master. Note that the master's role will not change until it reboots to complete the upgrade process. At that time the backup takes over as the master.

To perform the upgrade from a remote location, make sure the FireCluster interface for management IP address is configured on the external interface, and that the management IP addresses are public and routable. For more information, see [About the Interface for Management IP Address](#).

Upgrade a FireCluster from Fireware XTM v11.3.x

To upgrade a FireCluster from Fireware XTM v11.3.x to Fireware XTM v11.8.x, you must perform a manual upgrade. For manual upgrade steps, see the Knowledge Base article [Upgrade Fireware XTM OS for a FireCluster](#).

Downgrade Instructions

Downgrade from WSM v11.8.x to WSM v11.x

If you want to revert from v11.8.x to an earlier version of WSM, you must uninstall WSM v11.8.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 v11.8.x.

Next, install the same version of WSM that you used before you upgraded to WSM v11.8.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 v11.8.x. Verify that all WatchGuard servers are running.

Downgrade from Fireware XTM v11.8.x to Fireware XTM v11.x



If you use the Fireware XTM Web UI or CLI to downgrade from Fireware XTM v11.8.x to an earlier version, the downgrade process resets the network and security settings on your Firebox or XTM device to their factory-default settings. The downgrade process does not change the device passphrases and does not remove the feature keys and certificates.

If you want to downgrade from Fireware XTM v11.8.x to an earlier version of Fireware XTM, the recommended method is to use a backup image that you created before the upgrade to Fireware XTM v11.8.x. With a backup image, you can either:

- Restore the full backup image you created when you upgraded to Fireware XTM v11.8.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.

See the [WatchGuard System Manager Help](#) or the [Fireware XTM Web UI Help](#) for more information about these downgrade procedures, and information about how to downgrade if you do not have a backup image.



Some downgrade restrictions apply:

- You cannot downgrade a Firebox T10 to a version of Fireware XTM OS lower than v11.8.3. 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 25, 26, or 33 device to a version of Fireware XTM OS lower than v11.5.2.
- 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 XTMv in a VMware environment to a version of Fireware XTM OS lower than v11.5.4.
- You cannot downgrade XTMv in a Hyper-V environment to a version of Fireware XTM OS lower than v11.7.3.



When you downgrade the Fireware XTM OS on your Firebox or XTM device, the firmware on any paired AP devices is not automatically downgraded. We recommend that you reset the AP device to its factory-default settings to make sure that it can be managed by the older version of Fireware XTM OS.

Resolved Issues in Fireware XTM v11.8.3 Update 1

With Update 1, several more previously reported bugs have been addressed, including this issues:

- This release includes an update to the OpenSSL libraries used in Fireware XTM v11.8.3 in response to the reported "Heartbleed" vulnerability (CVE-2014-0160). [80014]
- Proxies have been updated to recognize TLS v1.2 so that HTTPS traffic is now correctly blocked through the TCP-UDP proxy. [78328]
- Google HTTPS web sites now load correctly through the HTTPS proxy with DPI enabled when there is no response from the OCSP check. [76194]
- This release resolves an issue that caused Path MTU for BOVPN traffic to work incorrectly in Fireware XTM v11.8 releases. [78942, 78829]
- The maximum number of BOVPN routes per tunnel has been increased from 128 to 256. [79208]
- An issue has been resolved that caused RDP/Citrix user authentication to stop working after an undetermined time. [77669]
- A crash that resulted in this log message "Kernel Panic EIP is at e1000e_free_rx_resources+0xfc0/0x14ec [e1000e]" has been resolved. [78854]
- You can now complete the FTP-proxy "LIST" command when going through a tagged VLAN. [78441]
- This release adds USB modem support for Sierra Wireless, AT&T Mobile Hotspot Elevate 4G. [78363]
- HTTPS-Proxy traffic, when DPI is enabled, no longer fails when browsing to some web sites. [77846]
- A crashing problem that caused the log message "BUG: sleeping function called from invalid context EIP is at nl_pid_hash_rehash+0x7c/0xd3" has been resolved. [78216]
- Several kernel crashes have been resolved in this release. [78798, 78799, 78454]
- A memory leak triggered by continuous configuration changes using the CLI has been resolved. [75734, 60142]
- This release resolves an issue that prevented successful configuration saves after an upgrade to v11.8.1 because of invalid dynamic routing configuration settings. [78734]
- This release resolves an issue that prevented successful configuration saves to an XTM 1050 when the configuration contained over 600 firewall policies. [78806]
- The tracking of authenticated user names in the traffic log messages has been improved to allow for more accurate reporting. [76581, 79774]
- You can now use more than 21 characters in the WatchGuard Mobile SSLVPN client Server field. [79333]
- This release resolves an issue that caused the BOVPN Phase 1 SA to be missing during renegotiation with 3rd party IPSec devices. [79260]

Resolved Issues in Fireware XTM v11.8.3

Fireware XTM v11.8.3 (released in March 2014) addresses many previously reported bugs and enhancement requests, including the issues shown below.

General

- HostWatch no longer shows Unknown for the source when it displays proxy connections. [77230]
- The Netgear 341U 3G/4G modem and the Sierra Wireless Aircard 320 are now supported on these XTM device models: Firebox T10, XTM 25/26, XTM 33, XTM 330. [78507, 78507]

Web UI

- This release includes a fix for a cross-site scripting vulnerability (CERT VU#233990) that affects one of the parameters used in the Fireware XTM Web UI. [78749]
- An issue that disabled dynamic NAT in a policy when using the Web UI has been resolved. [78803]
- The XTM Configuration Report available in the Fireware XTM Web UI has been improved to include more complete configuration information about:
 - Branch Office VPN Gateway Endpoints [78448]
 - Mobile VPN with IPSec [78429]
 - Mobile VPN with PPTP [78391]
 - Gateway AntiVirus [78201]
 - spamBlocker [78392]
 - Application Control [78172]
 - WebBlocker with Websense Cloud [72947]
 - Alias members [76980]

Proxies and Services

- This release resolves several issues that caused some browsers to incorrectly verify certificate chain for some HTTPS websites when using the HTTPS Proxy with DPI enabled. [77769, 78447, 78639]
- An issue that prevented some HTTPS websites from correctly loading in the Chrome browser when HTTPS Proxy with DPI is enabled has been resolved. [78152]
- HTTP and HTTPS proxy traffic no longer stops until a configuration save or reboot occurs when using WebBlocker with Surf Control with no response from the WebBlocker Server. [78479]
- Custom server certificate validation no longer fails when used with inbound SMTP Proxy with DPI. [77990]
- WebBlocker exceptions now correctly import from a file. [78706]
- This release resolves an issue that caused all traffic through the HTTP proxy to fail when using an incorrectly formatted Proxy Deny message. [78621]

Authentication

- LDAP user authentication with groupMembership attribute no longer fails. [78057]
- This release includes improved tab formatting in the Custom Authentication Portal Disclaimer message. [78584]

Management

- This release resolves an issue that prevented a managed device from consistently contacting the Management Server when the device lease expired. [78880]
- This release resolves an issue that prevented a template save from Management Server v11.8.1 to a device configured with Deep Packet Inspection running a release prior to v11.8.1. The configuration save from the Management Server failed and generated this log message in the appliance log file:
dvcpcd Error line 13025:Element 'allow-non-ssl': This element is not expected.
Expected is on of (bypass-list, transaction, self-signed, filter, domain-name).
Debug [78766]

- An Apache server crash on the WatchGuard Management Server has been resolved in this release. [78643, 78483]
- This release resolves an issue that prevented a template save from Management Server v11.8.1 when the managed device uses a third-party web server certificate. [76648]
- The managed device folder on the Management Server now shows the model number of the device, the software version in use, the management mode (Full or Basic) and what management groups the device belongs to. [78041]
- You can now use SSL Management Tunnels on devices with static IP addresses on their external interfaces. [78089]
- Traffic Monitor has been improved to better escape invalid characters and prevent blank displays. [71266]

Logging and Reporting

- The WSM Report Server PDF report now displays Japanese fonts correctly. [78851]

Networking

- Dynamic Routing now continues to work after an external interface is unplugged, in a network configured for Multi-WAN with failover from a dynamic route to a branch office VPN. [76986]
- This release resolves an issue that prevented proxy traffic from passing through an XTM device configured in bridge mode with a tagged VLAN. [78239]
- A problem that caused a network card interface to hang under high load with very small packets has been resolved. [76405]
- The wrong source IP address is no longer used for DHCP relay packets sent through a VLAN interface and a Branch Office VPN tunnel. [78831, 78146]

FireCluster

- This release resolves an issue that caused a FireCluster member to remain in the IDLE state when the member loses the Master election process. [78331]

VPN

- When using the updated WatchGuard IPSec Mobile VPN Client v11.32 (released on 3/19), users no longer experience a connection failure in Phase 1 negotiations, with the log message: "Peer proposes phase one dh_group 2, expecting 1 Debug". [78813]
- Virtual IP address assigned to an IPSec Mobile User are now correctly released after a mobile user disconnects. [76952]
- A short traffic disruption for established Mobile VPN with SSL connections no longer occurs when another SSLVPN user connects or disconnects from the firewall. [70152]
- An IKED process crash has been resolved. [78692]
- This release resolves an issue that caused IPSec VPN traffic to stop passing on XTM 5 Series, 8 Series, and XTM 1050 devices until the device was rebooted, because of a stall on the encryption chip. [77290, 74887, 73784, 78594, 78815, 78029]

Known Issues and Limitations

These are known issues for Fireware XTM v11.8.3 and all management applications. Where available, we include a way to work around the issue.

General

- If you want to use the WSM Quick Setup Wizard Recovery Mode feature for an XTM 5 Series or 8 Series device, you must install Fireware XTM OS v11.7.4 on your management computer before you start the Quick Setup Wizard. See the *WatchGuard System Manager Help* for more information on Recovery Mode.
- If you rename a policy tag from the policy settings configuration, the tag is removed instead of renamed. [70481]

Workaround

You can rename a tag without this issue if you:

1. Right-click the policy table and select Policy Tags > Manage > Rename; or
2. Use View > Policy Tags > Manage > Rename.

- The "Sysb" version displayed in the Firebox System Manager Status Report will show blank for XTM 2, 5, 8, and 1050 devices that were manufactured prior to the XTM v11.5.1 release.
- When the level of free memory on your XTM device is lower than 20M, saving your XTM device configuration to the device can cause network disruption. [64474]
- To power off an XTM 5 Series device, you must press and hold the rear power switch for 4–5 seconds. [42459]
- For XTM 5 Series devices, Interface 0 does not support Auto-MDIX and does not automatically sense cable polarity.
- When you use the **Policy Manager > File > Backup** or **Restore** features, the process can take a long time but does complete successfully. [35450]
- Fireware XTM does not support BGP connections through an IPSec VPN tunnel to Amazon Web Services. VPN tunnels that do not use BGP are supported. [41534]
- The XTM Configuration Report does not contain all settings. Settings not included are:
 - Secondary interface IP address [66990]
 - Configured QoS settings [66992]
 - Static MAC bindings [66993]
 - IPv6 configuration [66994]
- The ETH1 interface on the XTM 830F is a fiber-optic port, so you cannot use the WSM Quick Setup Wizard from a computer with an Ethernet interface. Use a computer with a Fiber NIC, or connect using a switch with both Fiber and Ethernet interfaces. [59742]

Installation and Upgrade

- If you have a DHCP MAC reservation name that includes an underscore character in your configuration file, the underscore will be converted to a hyphen when you upgrade to XTM v11.8.x.
- You cannot use WSM v11.7.4 to upgrade an XTM 5 Series or 8 Series device to Fireware XTM v11.8.x. If you try, you will see the error message: The selected upgrade image does not appear to be for this WatchGuard device model(XTM xxx). Do you want to continue? You must use WSM v11.8.x to upgrade an XTM device to XTM v11.8.x. [76625]
- If the Gateway Wireless Controller is configured to automatically upgrade the firmware of your AP devices, all AP devices will upgrade to new firmware when you upgrade your XTM device to Fireware

XTM v11.8.x. When the firmware is upgraded, the AP devices are reset to their default configuration. The AP device uses DHCP to request an IP address. The XTM device discovers and pairs the AP device again. If the AP device cannot get an IP address, you must assign it an IP address so that the XTM device can connect and discover it again.

Workaround

If DHCP is not enabled on the networks where your AP devices are connected, disable automatic AP firmware updates in the Gateway Wireless Controller configuration and then manually upgrade the firmware on your AP devices.

WatchGuard AP and Gateway Wireless Controller

- In an active/passive FireCluster, the WatchGuard AP reboots each time there is a change in the cluster master. [71859]
- If you use an SSID name of "any", "on", or "off", the AP device does not broadcast the SSID. [72965]
- The Gateway Wireless Controller does not support individual RADIUS shared secrets per AP device in this release. All AP devices must use the same RADIUS shared secret in this release. [71723]
- Managed device templates on a WatchGuard Management Server do not support configuration of the Gateway Wireless Controller in this release.
- Occasionally, the Site Survey operation fails to complete until the AP device is first rebooted. [71944]

XTMv

- XTMv does not automatically change the self-signed certificate when its serial number changes. [66668]

Workaround

A new self-signed certificate with the correct serial number is generated if you manually delete the certificate from Firebox System Manager > View > Certificates and then reboot the XTMv device.

- If you import the OVA file in VMware Player (which is not officially supported in this release), you must use the "Enter" key on your keyboard to accept the XTMv End User License Agreement (EULA). The **OK** and **Cancel** buttons at the conclusion of the EULA do not appear in VMware Player.

WatchGuard System Manager

- If you connect to a Firebox e-Series Core or Peak device running Fireware v10.2.12 or earlier with WatchGuard System Manager v11.8, you cannot open Policy Manager. [77119]

Workaround

Install and run WatchGuard System Manager v10.2 on a different workstation, or install WatchGuard System Manager v10.2 before you install WatchGuard System Manager 11.8. For more information, see [this knowledge base article](#).

- The process of saving your configuration from Policy Manager can take a long time if you have more than 1000 secondary IP addresses configured on the same interface. [75262]
- WatchGuard Server Center incorrectly shows WatchGuard Server status in the Log Server > Firebox Status table. [76468]
- The Report Manager > Servers list may not display correctly in this release. [73530]

- If you use Firebox System Manager to ping across a VPN tunnel, you get a message that reads “No Buffer Space Available.” This is not a memory problem. You see this message if the VPN tunnel is not established. Make sure the VPN tunnel is up and try again. [59399]
- WatchGuard System Manager does not display the correct IP address for the default gateway of an XTM device that has no External interface. [56385]
- If you install WatchGuard System Manager on a Windows 7 computer and enable XP Compatibility mode during the installation process, any WSM server component you install will not operate correctly. [56355]

Workaround

Do not enable compatibility mode during the WatchGuard System Manager install. If it has already been installed, locate the file C:\Program Files\WatchGuard\wsm11\UninsHs.exe. Right-click on that file, click the Compatibility tab, and clear the option for compatibility mode.

- If you restore a backup image to a managed client device managed by a Management Server, it is possible that the shared secret becomes out of sync.

Workaround

Connect to the Management Server from WSM. Select the managed device and select **Update Device**. Select the radio button **Reset server configuration (IP address/ Hostname, shared secret)**.

- When you run the WSM v11.3.x or higher installer (either the WSM client component only or any selected WSM server components) on Microsoft SBS (Small Business Server) 2008 and 2011 on a computer installed with a 64-bit operating system, you see a Microsoft Windows error "*IssProc.x64 has stopped working*". When you close the error dialog box, the installation completes. [57133]

Web UI

- When you log out of the Web UI with the admin account, any user currently logged in with the status account is automatically logged out as well. [75698]
- FireWatch results for users may not be accurate if your users are not explicitly defined in your XTM configuration file as authorized users. [76781]
- If you log in to the Web UI with IE 9 or IE 10, pressing the Enter key on your keyboard may clear any unsaved configuration settings on the current page. [74571]
- You cannot enable logging for the default packet handling rule in the Web UI. You must use Policy Manager. [74274]
- The Fireware XTM Web UI does not support the configuration of some features. These features include:
 - FireCluster
 - Certificate export
 - You cannot turn on or off notification of BOVPN events
 - You cannot add or remove static ARP entries to the device ARP table
 - You cannot get the encrypted Mobile VPN with IPSec end-user configuration profile, known as the .wgx file. The Web UI generates only a plain-text version of the end-user configuration profile, with file extension .ini.
 - You cannot edit the name of a policy, use a custom address in a policy, or use Host Name (DNS lookup) to add an IP address to a policy.

Command Line Interface (CLI)

- The CLI does not support the configuration of some features:
 - You cannot add or edit a proxy action.
 - You cannot get the encrypted Mobile VPN with IPSec end-user configuration profile, known as the .wgx file. The CLI generates only a plain-text version of the end-user configuration profile, with file extension .ini.
- The CLI performs minimal input validation for many commands.
- For the XTM 2050, the output of the CLI command “show interface” does not clearly indicate the interface number you use in the CLI to configure an interface. The “show interface” CLI command shows the interface number as the interface label on the front of the device (A0, A2 ... A7; B0, B1 ... B7; C0, C1) followed by a dash, and then the consecutive interface number (0 – 17), for all interfaces. [64147]

Workaround

Use the consecutive interface number that appears after the dash as the interface number to configure the interface. For the B1-9 interfaces, the interface number in the CLI command should be in the range 8-15. For the C0-1 interfaces, the interface number in the CLI command should be 16-17.

Proxies

- If your HTTP Proxy policy has a custom deny message, the HTTP Proxy can fail to pass traffic. This issue often occurs when some tags, such as `<script>`, appear in the custom deny message. [78700]
- Fireware XTM OS and XTM devices do not support a proxy for FTP with SSL encryption (sometimes called SFTP, TFTP, or FTP over TLS). [61499]

Workaround

Create a packet filter policy to allow any ports required by your FTP server.

- When you configure an FTP Proxy policy for 1-to-1 NAT traffic, the FTP login will succeed but it is not possible to transfer any data. [77218]

Workaround

Add the NAT Base IP address for the 1-to-1 NAT rule to the Secondary Networks tab of the external interface, in CIDR format, or use Static NAT for incoming FTP connections to your FTP server.

- The Policy Manager and Web UI do not provide any warning that the WebBlocker Override may not work for HTTPS. [67208]
- The XTM device can store only one HTTPS Proxy Server certificate and can protect only one HTTPS web site at a time. [41131]
- The ability to use an HTTP caching proxy server is not available in conjunction with the TCP-UDP Proxy. [44260]
- When you try to stream YouTube videos from an Apple device running iOS, you may see this error message: "The server is not correctly configured."

Workaround

1. Edit your HTTP proxy policy.
2. Click **View/Edit proxy**.
3. Select the **Allow range requests through unmodified** check box.
4. Save this change to your XTM device.

- The SIP-ALG does not send the Contact header correctly when the Contact header contains a domain name. It only sends an empty string of: Contact: <>. If the Contact header contains an IP address, the SIP-ALG sends the Contact header correctly: Contact: <sip:10.1.1.2:5060>. [59622]

Workaround

Configure the PBX to send the Contact header with an IP address, not a domain name.

Security Subscriptions

- When Application Control is enabled for HTTPS, sites hosted with Amazon AWS may be incorrectly identified as Wujie/Ultrasurf. [78427]
- Users of the Data Loss Prevention service should be aware that the additional service will add more scanning load on the appliance and consume more memory. Each sensor requires additional space in memory, and the number of DLP rules that are configured on each sensor also impacts the amount of memory used by the appliance. Only select those rules that are appropriate for your region and the use case that is relevant to your industry. This will also help to minimize any potential false positives. On the XTM 25/26, we recommend that you use no more than one or two sensors, and each sensor should not contain more than 6 DLP rules.
- DLP cannot detect violations in the body of an email when users use web-based mail, such as Gmail. [73266]
- DLP does not work with all compressed file types sent using the HTTP protocol. [75372]
- DLP does not work correctly in this release for these file formats: Microsoft Excel 97-2003, Visio VSD, OpenOffice, Microsoft Project v2010. [73602, 73753, 73778, 73734, 74283]
- Skype detection blocks only new Skype sessions. If a user is already logged in to Skype and a Skype session is already started when Application Control is enabled, Application Control may not detect the activity. See Knowledge Base article 5544 for more information.
- You cannot use a WebBlocker Server through a branch office VPN tunnel. [56319]

Networking

- If you change the configuration of the primary PPPoE interface, all other PPPoE sessions disconnect, then reconnect. [74918]
- If your XTM device is configured in drop-in mode, the source IP address in an SNAT action is not correctly handled. [75239]
- If you change the configuration of your XTM device from routed mode to bridge mode, the IP addresses are not correctly removed from the configuration, causing traffic to fail through the device, even after a reboot. [75998]
- If you add more than 200 Blocked Site Exceptions, the last few IP addresses in the list will still be blocked. [75696]
- A user-defined alias cannot have the same name as an XTM device interface. [73198]

- XTM devices can send and respond to IPv6 ping requests, however, the -6 flag is not supported by Firebox System Manager > Diagnostic Tasks. [71631]

Workaround

Connect to the XTM device with the CLI to use IPv6 ping.

- When you configure a 1-to-1 NAT rule, you cannot use an IP address that is already configured as a secondary network IP address. If you try to do this, incoming policies that handle IPSec traffic will not correctly pass the IPSec traffic. [66806]
- Although you can configure the XTM device to override the MAC address for an interface from the UI, this option does not work for XTM devices configured in Bridge or Drop-in mode. [70721]
- When you add or remove an Link Aggregation member, traffic through the LA interface stops for 20-34 seconds. [69568]
- Policy Checker does not work when your XTM device is configured in Bridge mode. [66855]
- You cannot configure traffic management actions or use QoS marking on VLANs. [56971, 42093]
- You cannot bridge a wireless interface to a VLAN interface. [41977]
- The Web Setup Wizard can fail if your computer is directly connected to an XTM 2 Series device as a DHCP client when you start the Web Setup Wizard. This can occur because the computer cannot get an IP address quickly enough after the device reboots during the wizard. [42550]

Workaround

1. If your computer is directly connected to the XTM 2 Series device during the Web Setup Wizard, use a static IP address on your computer.
2. Use a switch or hub between your computer and the XTM 2 Series device when you run the Web Setup Wizard.

- Any network interfaces that are part of a bridge configuration disconnect and re-connect automatically when you save a configuration from a computer on the bridge network that includes configuration changes to a network interface. [39474]
- When you configure your XTM device with a Mixed Routing Mode configuration, any bridged interfaces show their interface and default gateway IP address as 0.0.0.0 in the Web UI. [39389]
- The dynamic routing of RIPv1 does not work. [40880]

Multi-WAN

- If you select the gradual failback as the multi-WAN failback for active connection settings, failback continues to occur immediately. [63932]
- The multi-WAN sticky connection does not work if your device is configured to use the multi-WAN Routing Table mode. [62950]

XTM Wireless

- When you configure a XTM 2 or 3 Series Wireless device in a drop-in mode network configuration, wireless clients can connect but cannot receive DHCP-assigned IP addresses. [72877]
- If a connection from a user on the Wireless Guest Network matches a policy with Any-Trusted in the From field, that connection is handled by that policy if that policy has higher precedence than a policy that specifies WG-Wireless-Guest in the From field. [69328]

Workaround

Make sure that any policies that specify WG-Wireless-Guest access control for any port and protocol have higher precedence than matching policies with Any-Trusted in the From field. You can do this several ways:

1. In Policy Manager, use **View > Auto-Order mode** to disable Auto-Order Mode and then manually move the policies for WG-Wireless-Guest above the matching Any-Trusted policies in the list.
2. For any policy with Any-Trusted in the From field, remove that alias and manually add the specific interface alias or network IP address for all desired Trusted networks.

- When you configure the wireless guest network on your XTM device, or bridge a wireless interface to any trusted or optional network, these networks cannot be used in a policy in a Management Server template. [62455]

Workaround

In your template, create an alias that has the same name as the wireless alias created when you enabled your wireless interface.

Authentication

- Exchange Monitor may not work well in an active/active Exchange cluster environment. [75892]
- If you use both Exchange Monitor and Event Log Monitor at the same time, you can see a log message ERROR="Unknown User" for any Mac user that is authenticated by Exchange Monitor, even though there is no problem. [73080]
- Certain servers that integrate with Exchange are authenticated through Active Directory. Exchange Monitor authenticates the service account with the server's IP address and these servers appear in monitoring tools as authenticated users, unless you add them to the SSO exceptions list. [77196]
- For both Exchange 2003 and Exchange 2007, if you use the same domain account to access emails on several Windows devices using Outlook 2010 at the same time, end users must add a registry key in all Windows clients before the Exchange Monitor can detect the accurate IP address for each client.
- Nested group information cannot be retrieved when authenticating to a non-Microsoft LDAP server. [75100]
- Authentication does not work to an authentication server located at the remote end of a BOVPN virtual interface if there is no route for the return traffic. [75714]

Workaround

In the BOVPN virtual interface configuration, assign BOVPN virtual interface IP addresses. Or, use static or dynamic routing to make sure that each XTM device knows the routes to the local networks on the peer device.

- If you use Active Directory (AD) authentication for Terminal Services users, a mismatch in capitalization (case) between the domain name configured in **Setup > Authentication > Servers** and your actual AD server can cause a failure to apply policies correctly to the users. [72721]
- Citrix 4.5/5.0 servers installed in VMware do not work with Terminal Server Single Sign-On. [66156]

Workaround

This feature works with Citrix 6.0 and 6.5 servers installed in VMware.

- Clientless SSO is not supported on a TLS-Enabled Active Directory environment.
- If you use Terminal Services authentication, no authentication verification is done against DNS traffic or any protocol that is not TCP or UDP, for example NetBios and ICMP.
- Terminal Services authentication is not supported in an active/active FireCluster environment. [70099]
- It is not possible to use the *Automatically redirect users to the authentication page* authentication option together with Terminal Services authentication.
- To enable your XTM device to correctly process system-related traffic from your Terminal or Citrix server, the Terminal Services Agent uses a special user account named Backend-Service. Because of this, you may need to add policies to allow traffic from this user account through your XTM device. You can learn more about how Backend-Service operates in the product help system.
- For the Authentication Redirect feature to operate correctly, HTTP or HTTPS traffic cannot be allowed through an outgoing policy based on IP addresses or aliases that contain IP addresses. The Authentication Redirect feature operates only when policies for port 80 and 443 are configured for user or user group authentication. [37241]

Centralized Management

- If you use WatchGuard System Manager v11.8.1 and apply a Device Configuration Template to a centrally managed device that runs Fireware XTM OS v11.8 or earlier, and the template has the Allow only SSL compliant traffic option enabled in the HTTP-proxy policy, the template application fails, with this error message in the log file: `dvcpcd Error line 13025:Element 'allow-non-ssl': This element is not expected. Expected is one of (bypass-list, transaction, self_signed, filter, domain-name). Debug.` [78766]

Workaround

You have two options:

1. Make sure all centrally managed devices to which you apply the template run Fireware XTM OS v11.8.1 or later.
2. Do not select the **Allow only SSL compliant traffic** option in the template.

- A spoke device connected via VPN to a FireCluster cannot send log data through an SSL-based management tunnel. [74446]
- Each time you make a change to the hotspot configuration of a fully managed device, you see an unnecessary warning that you can safely ignore. [71938]
- There is no option to set up a Traffic Management action in an XTM v11.x Device Configuration Template. [55732]
- If you used Centralized Management with devices subscribed to templates in earlier versions of WSM, when you upgrade from WSM 11.x to v11.4 or higher, these templates are updated and the devices are no longer subscribed. Each device retains its template configuration. Existing templates are updated to use "T_" in their object names (to match the object names in the devices that used to subscribe to them). After you upgrade, you'll see the template upgrade that occurs during upgrade in your revision history.

FireCluster

- Traffic through a FireCluster that traverses a BOVPN virtual interface configuration and is processed by a policy that uses policy-based routing may not fail over correctly when your FireCluster fails over. [76161]
- Tunnel switching of BOVPN virtual interface traffic in an active/active FireCluster does not work. [76431]
- An active/active FireCluster cannot send IPv6 traffic through some Layer 3 routers or switches, including some Cisco models. [76385]
- A FireCluster failover is triggered if you change the name of an interface configured as part of a FireCluster. [74669]
- You are not warned if you try to create a FireCluster with two wireless devices and you have not yet enabled the DHCP server on the bridge interface. [69483]
- If the Log Server cannot be reached from the management IP addresses, only the current FireCluster master will be able to connect. This can occur if the Log Server is connected through an External network, but the management IP addresses are on a Trusted or Optional network. [64482]
- In an active/active FireCluster, if a monitored link fails on both FireCluster members, the non-master member is switched into passive mode and consequently does not process any traffic.
- A multi-WAN failover caused by a failed connection to a link monitor host does not trigger FireCluster failover. FireCluster failover occurs only when the physical interface is down or does not respond.
- Each XTM device has a set of default IP addresses assigned to the device interfaces in a range starting with 10.0.0.1. The highest default IP address depends on the number of interfaces. If you set the IP address of the Primary or Backup cluster interface to one of the default IP addresses, both devices restart, and the backup master becomes inactive. [57663]

Workaround

Do not use any of the default IP addresses as the Primary or Backup cluster interface IP address.

- When you have an active/active FireCluster and use the WebBlocker Override feature, you may be prompted to enter your override password twice. [39263]
- Every network interface enabled in a FireCluster is automatically monitored by FireCluster. You must make sure that all enabled interfaces are physically connected to a network device.
- If you use the Mobile VPN with IPsec client from the same network as the external network address configured on your FireCluster, some traffic may not go through the VPN tunnel. [38672]
- Mobile VPN with PPTP users do not appear in Firebox System Manager when you are connected to a passive FireCluster member. PPTP is only connected to the active Firebox when using an active/passive FireCluster. [36467]
- It is not possible to use a VLAN interface IP address for a FireCluster management IP address. [45159]
- To perform a manual upgrade of a FireCluster from v11.3.x to a later version of Fireware XTM OS, the management computer must be on the same network as the FireCluster management IP addresses. [63278]

Logging and Reporting

- When you configure your XTM or Firebox device to authenticate users with Active Directory, HTTP proxy logs for policies which do not have the username or groupname in the From field of the policy will show an incorrect format for the username. As a result, Dimension and Report Server may fail to determine the username from the logs and the report will only show the host IP address. [78687]

- Logging does not work to a Log Server located at the remote end of a BOVPN virtual interface if there is no route for the return traffic.

Workaround

In the BOVPN virtual interface configuration, assign BOVPN virtual interface IP addresses. Or, use static or dynamic routing to make sure that each XTM device knows the routes to the local networks on the peer device.

- When you change the log level for your WatchGuard Log Server and click **Apply**, the change does not take effect. [60088]

Workaround

1. In WatchGuard Server Center, on the Log Server Logging tab, change the log level for log messages from the Log Server and click **Apply**.
2. In the Servers tree, right-click Log Server and select **Stop Server**. In the confirmation message, select **Yes**.
3. Right-click Log Server again and select **Start Server**.

- The Denied Packets Summary report is not yet available in Report Manager. [63192]
- The PDF output of the Web Activity Trend report does not include time labels on the x-axis when viewed in Report Manager. Date and time information is included in the table below the report. [64162]
- When you upgrade from Fireware XTM v11.4.x, reports generated near the time of the upgrade may not show up in Report Manager. [64325]
- If a daily report schedule name includes a colon or certain other characters (for example: "1:35"), the system returns an error. [63427]

Workaround

Make sure that your report schedule names use only characters that are valid in Windows file names. You can find valid characters in articles such as <http://msdn.microsoft.com/en-us/library/windows/desktop/aa365247%28v=vs.85%29.aspx> .

- There are two sorting issues in Report Manager. When you sort by Destination, the field sorts by IP address and not the destination host name (if available). When you sort by Disposition, some items in the "deny" state do not sort accurately within groups. [62879]
- Any configured daily or weekly "Archived Reports" you have in your v11.3 configuration are automatically converted to scheduled reports after you upgrade to WSM v11.4 or higher.

Mobile VPN

- If you use the Mobile VPN with SSL v11.8.3 Client software, you cannot connect if the server name you use in the client is more than 21 characters in length. [79333]

Workaround

You can use, or continue to use, the Mobile VPN with SSL v11.8.0 Client software to connect to your XTM device. You will need to click "No" when prompted to upgrade your client. You can also connect by IP address regardless of version.

- When a VPN tunnel is first initiated, the XTM device incorrectly sends an "icmp destination unreachable" message back to the computer that initiated the tunnel. This does not affect the tunnel or traffic that uses the tunnel. [72199]
- You can configure LDAP, Active Directory, and SecurID authentication methods for Mobile VPN with L2TP from the Web UI, but these authentication methods are not supported for L2TP. [70818]
- If a BOVPN is configured to use Main Mode for Phase 1, and has a dynamic remote gateway IP address, Mobile VPN with L2TP may not work correctly. Policy Manager prevents this configuration, but Web UI and CLI do not. Web UI and CLI also do not display an error message when you try to configure L2TP if a BOVPN is already configured in that way. [70588]

Workaround

Use Aggressive Mode for any BOVPN with a dynamic gateway IP address.

- You cannot use an encryption password of "password" in the WatchGuard Mobile VPN app for iOS. [70510]
- Mobile VPN with L2TP clients cannot connect using x509 certification as their authentication method. [70642]
- The L2TP configuration does not sync correctly from a master XTM device to a backup XTM device in an active/passive FireCluster. [69776]
- If you use the Mobile VPN app for iOS, your web browser opens after you install the profile. You can close the web browser to continue.
- Occasional issues have been reported with the Mobile VPN app for Android on Samsung Galaxy II phones over 3G connections.
- You cannot generate a Mobile VPN with IPsec configuration file when the group name contains the asterisk or period characters(*, .). [66815]
- When you use the built in IPsec client from an iPhone or iPad, the client connection will disconnect when the connection duration reaches 1 hour and 45 minutes. This is caused by a limitation in the Cisco client used by iPhone/iPad. You must reconnect the IPsec client to reestablish the VPN tunnel. [63147]
- Connections from the Mobile VPN with IPsec client can route through the wrong external interface when the XTM device is configured for multi-WAN in round-robin mode. [64386]
- You cannot configure Mobile VPN with SSL to bridge network traffic to a bridged interface. [61844]
- Mobile VPN with SSL users cannot connect to some network resources through a branch office VPN tunnel that terminates on an active/active FireCluster. [61549]
- You cannot ping the IP address of the XTM device interface to which a Shrew Soft VPN client established a VPN tunnel. You can ping computers on that network, but not the interface IP address itself. [60988]
- Shrew Soft VPN client connections can drop if there are multiple clients connected to an XTM device at the same time issuing Phase 2 rekeys. [60261]

- Phase 1 rekeys initiated by the Shrew Soft VPN client cause the client to be disconnected, if connected more than 24 hours. In this case, we recommend that you set the rekey on your XTM device to 23 hours – one hour shorter than the rekey hard-coded in the Shrew Soft client configuration. This forces the XTM device to initiate the rekey, and gives the client a notification that the tunnel must be re-established. [60260, 60259]
- The Mobile VPN for SSL Mac client may not be able to connect to an XTM device when the authentication algorithm is set to SHA 256. [35724]

Branch Office VPN

- If you select the **VPN Settings > Enable the use of non-default (static or dynamic) routes to determine if IPSec is used** check box, and you have VPN failover configured, a failure of the external interface on either side of a branch office VPN tunnel can cause Dynamic Routes that overlap with the branch office VPN route to fail. [76986]
- WebBlocker override does not work through a BOVPN virtual interface. [76007]
- Logging does not work to a Log Server located at the remote end of a BOVPN virtual interface if there is no route for the return traffic.

Workaround

In the BOVPN virtual interface configuration, assign BOVPN virtual interface IP addresses. Or, use static or dynamic routing to make sure that each XTM device knows the routes to the local networks on the peer device.

- In a Branch Office VPN virtual interface configuration, if both the local and remote gateways are configured to use policy-based routing (with no zero route), traffic does not route correctly through the tunnel. [76779]
- Branch Office VPNs do not work correctly in this release if you enable FIPS mode on your XTM device. [73154]
- If you rekey a large number of BOVPN VIF tunnels at one time, it can take some time to complete the rekey of all tunnels. It does not happen instantly. [75713]
- To change an interface used in a branch office VPN configuration from a physical interface to a link aggregation interface, you must first remove the physical interface from the branch office VPN configuration, then configure the link aggregation interface, and then edit the branch office VPN configuration again to use the link aggregation interface. [70133]
- Manual branch office VPN fails when the pre-shared key exceeds 50 characters. [65215]
- A branch office VPN tunnel does not pass traffic if an inbound static NAT policy that includes IP 50 and IP 51 protocols exists for the external IP address of the XTM device. [41822]
- The use of *Any* in a BOVPN tunnel route is changed in Fireware XTM. If a branch office VPN tunnel uses *Any* for the Local part of a tunnel route, Fireware XTM interprets this to mean network 0.0.0.0 and subnet mask 0.0.0.0 (in slash notation, 0.0.0.0/0). If the remote IPSec peer does not send 0.0.0.0/0 as its Phase 2 ID, Phase 2 negotiations fail. [40098]

Workaround

Do not use *Any* for the Local or the Remote part of the tunnel route. Change the Local part of your tunnel route. Type the IP addresses of computers behind the XTM device that actually participate in the tunnel routing. Contact the administrator of the remote IPSec peer to determine what that device uses for the Remote part of its tunnel route (or the Remote part of its Phase 2 ID).

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.

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