

# Novell Volera Excelerator

2.3

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U.S. Patent Nos. 5,870,739; 5,873,079; 5,884,304; 6,330,605. U.S. and Foreign Patents Pending.

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Volera Excelerator 2.3 Release Notes

May 2003

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# 1

## Excelerator

### **IMPORTANT:**

The following sections outline known issues and other tips for working with the Excelerator 2.3 product.

## Known Issues

### **Administration through a Forward Proxy Service with NTLM Authentication Enabled Is Not Supported**

For more information, see [“Browsers Can’t Administer through a Forward Proxy Service that Uses NTLM Authentication” on page 15.](#)

### **FTP Total Failures Field Doesn’t Include Connection Failures**

In the browser-based tool > Monitoring > FTP > FTP Accessed Through FTP Proxy > Total Number of Failures, the total shown does not include connection establishment failures. These are, however, shown in the Total Number of Connection Failures field.

### **Removing or Deactivating Filtering Disables Internet Access**

If you are using an X-Stop or N2H2 filtering service on a cache device and you have set a Block Unrated rule, you must change the rule before disabling or uninstalling the filtering service. Otherwise, all Internet access through the device is disabled.

If you disable or uninstall a service before changing the Block Unrated rule, you must reimage the cache device to re-establish Internet access.

### **Admin ACL List Is Limited to Eight Entries**

The browser-based management tool doesn’t limit the number of entries you can include in the Admin ACL list. However, only the first eight entries are used by the system. Additional entries are ignored.

### **Changing Reverse Accelerator DNS Name Requires Manually Changing the Cookie Domain**

If you create a Reverse accelerator service on a cache device, and later change the DNS name associated with the service, the Cookie Domain settings are not automatically updated.

You must access the service, click the Authentication Options button, and manually change the cookie domain settings to match the DNS name change.

## Excelerator Doesn't Authenticate to Hierarchical Parents or Peers

The Excelerator cache device cannot authenticate with other cache devices that are defined as its hierarchical parents or peers.

Browsers can authenticate directly to a device that has authentication enabled for a service and is also a member of a hierarchy, but if the hierarchical parent or peer of the device requires authentication, the browser request will fail.

## DNS Settings Not Being Updated

Occasionally users experience problems with upgrade requests, filtering service download requests, timesync requests, etc. not being correctly resolved by DNS.

This occurs when the device's DNS settings are changed after the initial installation.

Since the problem only appears occasionally, it is generally resolved by modifying the device's DNS settings (changing DNS server order, etc.) and applying the changes.

## Applying Factory Settings Doesn't Replace IP Addresses

Applying the factory settings to a device adds the factory settings IP addresses (10-net addresses in most cases) to the network cards rather than replacing the addresses that were previously assigned.

You can, of course, manually remove any unwanted addresses.

## System Memory Can Be Totally Consumed by Routing Table

Excelerator's current TCP routing table does not purge timed-out routes correctly.

If the device's default gateway is an intermediate gateway that generates a lot of ICMP redirects, the routing table can grow to the point that it consumes all available system memory. This causes the device to stop servicing requests.

If this occurs, you can restore functionality by restarting the device.

## Disabling Filtering Is Not Disabling DNS Lookup for a Hierarchical Child

If a device is functioning as a child in a hierarchy and has the Must Only Forward Through Hierarchy option checked, it will forward DNS requests to its parent

The exception to this behavior occurs when the device has an active filtering service or filter override list.

Device filtering services and the filter override list both require that the device be able to perform DNS lookups. The device must, therefore, have a configured DNS server as described in **“Critical Information about Filtering in CERN and ICP Hierarchies”** in the *Volera Excelerator 2.3 Administration Guide*. The device will then perform DNS lookups through its configured server despite the checked option in the ICP/CERN Configuration tab.

Disabling filtering or clearing the filter override list should cause the device to begin forwarding all DNS requests through the hierarchy. However, this is not working correctly in Excelerator 2.3 and the device continues to use its configured DNS server until it is restarted.



## Files without Extensions Not Vended Until Completely Filled

When a user requests a file that has no extension, the request is not filled until the file has been completely cached on the device.

## Domain-Based Accelerator IP/Port Combination Not Verified

The browser-based management tool and command line do not prevent the creation of additional services that use the same IP address and port as an existing domain-based acceleration service.

As explained throughout the documentation, each device service requires a unique IP address/port combination. You must, therefore, guard against inadvertently creating a service that uses the same IP address and port as a domain-based acceleration service.

## Websense Servers Stop Responding

In some situations the connections between Websense servers and Excelerator cache devices are not being kept in sync. As a result, the cache device closes connections that the Websense server still has open.

Eventually the Websense server stops responding to cache device requests. Depending on how the filtering service is configured this results in one of two scenarios:

- ♦ All requests are allowed
- or
- ♦ All requests are denied

[Websense \(http://www.websense.com\)](http://www.websense.com) has developed a patch to address this issue by closing inactive connections.

## Adding Multiple Subnets Might Disable the Command Line Interface

If you assign IP addresses on two or more subnets to a network card, when you restart the device the System prompt might not appear.

If this occurs, you must reimage the device, add network cards if possible, and avoid assigning multiple subnets to a single network card.

## Wildcards and Subnet Addresses Don't Work in Hierarchy Bypass List

The Hierarchy Bypass list must contain specific IP addresses or fully qualified DNS names. Subnet addresses and DNS names containing asterisk (\*) wildcards will not work.

## Caveats

### 256 MB RAM Required for Excelerator 2.3

The appliance running Excelerator 2.3 must have at least 256 MB RAM. If you are unsure whether your appliance meets this requirement, check with your appliance vendor.

If appliance-based content filtering is employed, we recommend at least 512 MB RAM for most installations. However, filtering is supported on low-memory cache devices. For more

information, see [“Configuring RAM Usage on a Low-Memory Cache Device”](#) in the [Volera Excelerator 2.3 Administration Guide](#).

## Mini Web Server Vending Port Cannot Be Changed

As indicated in the online documentation, this port is fixed at 1959.

Changing the port at the command line will appear to work. However, the port remains fixed at 1959.

## Annotator-Created Rules Aren’t Automatically Saved

Access control settings and service-based rewriter rules created with the Annotator are not saved to the system until you do both of the following

- ♦ Click Apply in the Annotator dialog box.
- ♦ Click Apply in the main browser-based tool.

If the system shuts down for any reason before Annotator-created changes are applied, the changes are lost.

## Appliance Fails to Restart Completely

The appliance will not restart completely when all of the following conditions exist in combination with each other:

- ♦ The eth0 network adapter is connected to the network
- ♦ The IP address assigned to the eth0 network adapter has been changed as follows:
  - ♦ It has been set to use a valid IP address.
- Or
- ♦ After being set to a different IP address, it has been reconfigured to use a 10-net address again.
- ♦ No other network adapters have IP addresses set and these adapters are not connected to the network
- ♦ Factory settings have been restored from the browser-based management tool or the command line

To get around this problem, do the following:

- 1** Disconnect eth0 from the network.
- 2** Manually restart the appliance.
- 3** After the appliance restarts and you hear the startup beep sequence, reconnect eth0 to the network.

## Invalid IP Address Blocks Browser-Based Management of Device

If you mistakenly set the IP address on your primary network adapter (for example, eth0) to an invalid IP address, access from the browser-based management tool is interrupted.

You cannot then restore access by simply setting the adapter to a valid IP address. Rather you must complete the following steps:

- 1 At the system prompt, enter the following commands in the order given:

```
set vcdn managementaddress=10.1.1.1
set ethx address=iii.iii.iii.iii
```

where *x* is the primary adapter number and the *i*'s are a valid IP address.

- 2 Enter the following command:

```
clear adminacl serveraddress
apply
```

- 3 Restart the device.

- 4 Check to ensure the browser-based management tool can access the device.

- 5 If you are using the Velocity Management Suite, enter the following command:

```
set vcdn managementaddress=iii.iii.iii.iii
```

where the *i*'s are a valid IP address.

## Certificate Pasting Hints

Some certificate maintenance tasks require copying text from ASCII editors or e-mail messages and pasting the text to fields within the browser-based management tool. For example, see the Administration Guide > Authentication Services > Managing Appliance Certificates > Obtaining a Certificate from an External CA > Storing the Certificate.

If the paste operation does not work in your browser, you must download and install the Microsoft virtual machine on your workstation. To obtain this component, search for Microsoft VM on the [Microsoft Web site \(http://www.microsoft.com/downloads/\)](http://www.microsoft.com/downloads/).

## Clearing All Appliance IP Addresses Is Not Allowed

You cannot clear the IP addresses for all appliance network cards at the same time. The Eth0 card is automatically reset to 10.1.1.1 to prevent accidentally disabling configuration access to the appliance.

To clear the 10-net IP address for the Eth0 card, ensure that at least one other network card is configured with an IP address. You can then clear all of Eth0's IP addresses.

If you subsequently attempt to clear the addresses for the other appliance cards, the system will automatically set Eth0 to 10.1.1.1 again.

## Command Line Parser Does Not Handle the Question Mark (?) or Equal Sign (=) in URLs

When presented with a URL that contains a single question mark (?), a single equal sign (=), or a question mark immediately followed by an equal sign (=?), the command line parser attempts to access a help file or assign a variable value.

If you need to configure the appliance with URLs that contain these characters, use the Browser-based tool rather than the command line.

**NOTE:** The command line parser correctly handles URLs containing an equal sign immediately followed by a question mark (=?).

## Cross-Over Cables and Windows 2000

Windows 2000 requires modification of its registry to work with a cross-over cable.

Therefore, to initialize an appliance from a Windows 2000 workstation, you must complete the instructions found at the [Microsoft support Web site \(http://support.microsoft.com/support/kb/articles/Q239/9/24.ASP\)](http://support.microsoft.com/support/kb/articles/Q239/9/24.ASP).

## Duplex Settings Not Always Detected Correctly

Some network adapter drivers do not detect duplex settings correctly. This is a general, industry problem with Fast Ethernet technology.

If your appliance isn't performing as expected, check to ensure that the duplex settings for its network adapters match your network configuration. It might be necessary to manually configure the duplex settings on both your appliance and your Ethernet switch or hub.

## Filtering Service Shows Pending after Service Download Completes

If the appliance experiences a shutdown during a filter service download, the system might incorrectly report that the service download is pending even though it is actually complete.

If this happens, you must delete the filtering service and create it again for the system to report status correctly.

## Hot-Swapping Is Not Supported by Some Hardware

**IMPORTANT:** Check with your appliance vendor before attempting to hot swap drives on your appliance.

Some appliances do not interface properly with the hardware fault tolerance capabilities in Excelsior 2.x.

Swapping hard drives on these boxes causes system problems that can only be resolved by reimaging the appliance.

## If Installation Halts, Reimaging Is Required

If the installation process halts for any reason, you will need to reimage your appliance. Make sure to follow these steps:

- 1** Remove the installation CD.
- 2** Turn the appliance's power switch off then on.
- 3** Re-insert the CD and start again.

If the installation problems persist, check the [Volera product Web pages on Novell.com \(http://support.novell.com/volera\)](http://support.novell.com/volera) for hardware certification information pertinent to the hardware you are using.

## Initial Startup and Temporary Sluggishness

Appliances with more than one disk drive execute mirroring and cloning processes when the system starts the first time. These one-time processes are required for system fault tolerance and must run to completion.

While the processes are running, the console and the browser-based management tool might seem sluggish for as long as a couple of minutes.

Cache performance is also somewhat affected by the processes.

**IMPORTANT:** Do not restart the appliance. This only causes the mirroring and cloning processes to restart and delays the arrival of normal system response times.

## IP Address/Port Combinations Should Be Unique

Version 2.3 allows transparent proxy and Web accelerator (reverse proxy) services to share IP address/port combinations.

However, WPAD and Web accelerators cannot use the same IP address unless non-default ports are used to make the address/port combination unique for each service.

To restate, you should ensure that the IP addresses/port combinations used for one services are not used by another service.

## Leading Zeros in Web Server Accelerator Addresses

If you configure a Web Server Accelerator with the address *iii.iii.iii.0ii* (e.g., 10.100.0.010), the server will not be recognized once the setting has been applied. You must change the address to *iii.iii.iii.ii* (e.g., 10.100.0.10) without the leading zero and then apply the setting for the server to be recognized.

## Network Time Protocol Servers

For efficient time synchronization, you should choose NTP time servers that are geographically close to the cache devices using them.

For a list of time servers, see [Public NTP Secondary \(stratum 2\) Time Servers \(http://www.eecis.udel.edu/~mills/ntp/clock2.htm\)](http://www.eecis.udel.edu/~mills/ntp/clock2.htm).

For more information on NTP, see [Public NTP Time Servers \(http://www.eecis.udel.edu/~mills/ntp/servers.htm\)](http://www.eecis.udel.edu/~mills/ntp/servers.htm).

## No Site Downloads from SSL (HTTPS) Sites

Version 2.x does not allow scheduling site downloads of SSL sites from the command line or through the Cache > Download tab.

## Rewriter Configurations Must Be Deleted

When a reverse proxy service is deleted, any rewriter configurations that were created in conjunction with the service are retained in an inactive state by the system. If you create another reverse proxy service with the same name, the previously configured rewriter services are reactivated.

To prevent this from happening, you must delete the rewriter rules before deleting the reverse proxy service.

## Some HTML Chat Types Don't Work

Some types of HTML chat do not work through proxy servers.

This is a general issue unrelated to Excelerator.

## Transparent Proxy Limited to One Address Per Card

When configuring a device for transparent proxy services, you should activate (check) only one address per network card for transparent proxy services.

## Transparent Proxy and NAT Can't Coexist on the Same Network Card

If your network uses non-unique, private IP addresses and you need to use the appliance's network address translation (NAT) feature on one or more of its network cards, be aware that transparent proxy services will not work on IP addresses assigned to those cards with NAT enabled.

## Viewing Appliance Configuration (.NAS) Files

The option for viewing appliance configuration files available in System > Import/Export requires that the configuration files are displayed in a separate browser window.

For the view option to function, you must ensure that the .NAS file extension is not associated with an application on the configuration workstation, such as Notepad or Wordpad.

If a .NAS file extension association exists on your Windows 9x workstation, you must remove it before the view function will work correctly.

## WPAD Problems

If WPAD is not working as expected, you have probably configured an IP address/port conflict with another service.

Check to ensure that the appliance IP addresses enabled for forward proxy services are not also enabled for Web server acceleration services or transparent proxy services.

For more information, see [“IP Address/Port Combinations Should Be Unique” on page 9](#).

## Third Party Issues

### WebTrends Error Code Support

WebTrends does not currently support rs\_status error codes. For WebTrends to process the errors, change the rs\_status codes to cs\_status codes.

### WebTrends Enterprise Edition 5.5b and Firewall Suite 5.5c Log Parser

Due to issues with the log parser, double quotation marks (") appear as invalid data in WebTrends Enterprise Edition 5.5b and Firewall Suite 5.5c. This issue will be resolved with WebTrends Enterprise Edition 5.5c and Firewall Suite 5.5d.

# 2

## Streaming Services

The following sections explain known issues and tips for working with Excelerator streaming services.

**IMPORTANT:** Excelerator and the Media Excelerator add-on products are tightly integrated. If you purchased Media Excelerator for Windows Media and/or Media Excelerator for RealProxy to run on an earlier version of Excelerator, and you are upgrading Excelerator, you must also upgrade the Media Excelerator products you are using.

### Known Issues

The following are the known issues for basic Media Excelerator (Apple QuickTime) services.

For information on issues specific to the Media Excelerator add-on products, see [Volera Media Excelerator 1.2 for Windows Media Release Notes](#) and [Volera Media Excelerator 1.2 for RealSystem Proxy 8 Startup Guide](#).

### Command Line Allows Setting Invalid RTSP Ports

The command line interface doesn't prevent you from using the same RTSP port setting for both Real and QuickTime services. This is, however, an invalid configuration.

For more information, see [“Port Considerations” on page 11](#).

### Caveats

#### Authentication Support Limitations

If you have enabled an authentication profile (other than a basic profile) on a service that is handling HTTP-tunneled MMS or QuickTime object requests, the object requests will fail.

Excelerator handles HTTP-tunneled objects using the same system parameters as it uses for HTTP objects. Therefore, the authentication method specified for the HTTP service will also be used for HTTP-tunneled requests.

However, media players support only basic authentication. Therefore, if a non-basic authentication profile is specified for the service, requests for HTTP-tunneled objects will fail.

#### Port Considerations

The browser-based management tool allows multiple streaming services of the same type on the same port.

For Apple QuickTime RTSP and Windows Media services, you should ensure that each streaming service is set to use a unique port.

In contrast, for Real Media services, you should ensure that all RealProxy services use the *same* port and that this port is not used by any other non-RealProxy service.

For example, if an Apple QuickTime RTSP streaming service is set to use port 554, then all Real services must be configured to use a port other than 554, such as 555.

## QuickTime RTSP Transparent Proxy Does Not Work with Real Streaming

The base Excelsator RTSP transparent service attempts to cache both QuickTime and Real traffic. However, the Real content will not play.

If you have both QuickTime RTSP and Real RTSP traffic on your network, you need to purchase the Media Excelsator for RealProxy to handle the Real traffic and configure the Real services to use a port that is not used by another service type. For more information on using ports with streaming services, see [“Port Considerations” on page 11](#).

## Updating Can Interrupt Streaming

Applying changes in the browser-based management tool may disrupt any cache streams currently being accessed by network users.

## You Must Match Streaming Output and Network Capacity

Excelsator 2.x's SMC parameters default settings are for unlimited network bandwidth.

You must set the Maximum Downstream Bandwidth parameter to match your network. Otherwise, Excelsator can serve streaming media output that exceeds the capacity of your network hardware, including the appliance's network cards.

When this happens, the resulting back log can result in lost packets and other more severe problems, including the Excelsator system crashing.

For information on this and other SMC tuning parameters, see [“Streaming Management Configuration Dialog Box”](#) in the *Volera Excelsator 2.3 Administration Guide*.



# 3

## Authentication

The following sections explain known issues and tips for working with Excelerator's authentication services.

### Known Issues

#### LDAP and RADIUS Authentication and HTTPS Access

Users who have authenticated to device services using LDAP or RADIUS authentication cannot currently access HTTPS sites through the service.

#### Authentication Bypass Not Working for Basic Profiles

When assigning authentication profiles to a proxy service, you have the option of specifying that authentication will be required only when users attempt to access pages that are covered by an access control policy. For more information, see [“Add Authentication Profiles Dialog Box” > Authenticate Only When a User Attempts to Access a Restricted Page](#).

This feature is not working for Basic profiles in the Excelerator 2.3 release.

In other words, if you assign a Basic profile to a service, users accessing the service will be required to authenticate whether they are accessing pages covered by access control policies or not.

#### SSL Listening Port Conflicts Not Verified

When creating forward and transparent proxy services that use the same IP addresses and have authentication enabled, you must ensure that you specify different SSL listening ports for each service.

By default, the browser-based tool and the CLI assign port 443 as the SSL listening port to both Forward and Transparent proxy services. Neither configuration method (GUI or CLI) checks for a port conflict.

If you accept the default SSL listening port assignment for both services, neither service will function.

#### HTTPS Access Problem through Forward Proxy Service

Users cannot use a forward proxy service to access sites through HTTPS that require authentication. They can, however, access such sites through a transparent proxy service.

## Browser-Based Tool Doesn't Prompt for Authentication Profile Selection

When you enable authentication for one of the proxy services, you must click Authentication Options and select a profile.

The system will not prompt you to do this. However, when you attempt to apply the action, authentication will be disabled.

## Preventing Single Sign On to an Entire Domain

To prevent single sign on behavior from occurring between different sites on the same domain, you need to change the cookie domain in the authentication profile so that the domain name specified for the profile does not apply to any other domain being accelerated.

For more information, see [“Add Authentication Profiles Dialog Box”](#) in the [Volera Excelerator 2.3 Administration Guide](#).

## Websense/Internet Explorer Issues

If Websense is integrated with Excelerator, users will experience some unexpected authentication behavior as explained in [“FTP Authentication Fails \(Websense\)”](#) on page 19, and [“FTP Authentication Is Bypassed \(Websense\)”](#) on page 20.

## FTP Issues

If you use Internet Explorer to download a file using an ftp:// connection through a forward proxy service that has authentication enabled, the file extension is not included in the Save dialog box.

You can either rename the file after it is downloaded or use the following command to work around the issue:

```
set forward authentication requiredonnonhttp=no
```

**WARNING:** Changing the forward authentication setting will allow non-authenticated users to access ftp:// URLs.

## Caveats

### Active Authentication Profiles Cannot Be Deleted

You can't delete an authentication profile that is currently in use. The browser-based management tool appears to let you select and delete any profile in Cache > Authentication > the Authentication Profiles list. But the system prevents the deletion, and the profiles you've attempted to delete reappear in the list after you click Apply.

To delete an active profile, you must first remove it from the Service Profiles lists of all proxy services using it.

For example, if you want to delete a profile that is active for the appliance's forward proxy services, you should complete the following steps:

- 1 In the browser-based management tool, click Cache > Client Accelerator > Authentication Options.
- 2 Remove the profile from the Service Profiles list by selecting it and clicking Delete.

- 3 If you want authentication of users accessing the service to continue, select a different profile in the Existing Profiles list, then click Add.
- 4 Click OK > Apply.

After you complete this process for all proxy services using the target profile, you can delete the profile from the Authentication Profiles list in the Cache > Authentication tab.

## Using Authentication Profile Pairs for Different Accelerators Servicing the Same Domain

As explained in the [Volera Excelerator 2.3 Administration Guide](#), you can assign two authentication profiles to one proxy service if one of the profiles is a mutual profile and the other is either an LDAP, an NDS, or a RADIUS profile.

However, if you assign two profiles to two or more Web server accelerators that are servicing multiple origin Web servers in the same domain, your users could receive username mismatch errors from the accelerators.

To prevent this, you must create one pair of authentication profiles for each accelerator service.

For more information, see “[Combining Authentication Profiles for Same-Domain Accelerators](#)” in the [Volera Excelerator 2.3 Administration Guide](#).

## Basic Authentication Can Apply to Either a Reverse Proxy or a Web Server but Not Both

The industry specification for basic authentication allows only one of the following to use basic authentication:

- ♦ A reverse proxy service
- Or
- ♦ A Web server the reverse proxy services

Therefore, you cannot enable basic authentication for both a Web Server Accelerator (reverse proxy) and for an origin Web server assigned to the reverse proxy service.

If you attempt to use basic authentication for both of the above, authentication to the proxy service will succeed, but authentication to the origin Web server will fail, causing the browser request to not be filled.

## Browsers Can't Administer through a Forward Proxy Service that Uses NTLM Authentication

You cannot administer an appliance (appliance B) using a browser that uses a forward proxy service on another appliance (appliance A) if appliance A has an NTLM authentication profile enabled for the forward service.

You must do one of the following things:

- ♦ Temporarily disable authentication for the forward service on appliance A. The browser will then be able to administer appliance B.
- Or
- ♦ Connect directly to appliance B.

## **DNS Name Must Be Used for Accelerators Requiring Authentication**

Entering an IP address in the DNS Name field in the Web Server Accelerator dialog box is not supported when authentication is enabled for the accelerator.

If authentication is enabled, the actual DNS name must be used.

## **Transparent and Reverse Services on Same IP Address and Port**

As stated throughout the documentation, there is a general rule that each service must be assigned a unique IP address and port combination.

Some network configurations support an exception to this rule, allowing administrators to assign both a transparent service and a reverse service to the same IP address and port. However, attempting to assign an authentication profile to either service will cause both services to fail.

## **Max Idletime Doesn't Apply with Basic Authentication**

Max idletime is indefinite when using basic authentication. Once users have authenticated, they are authenticated for the entire session until the browser is closed.

## **Web Accelerator Authentication Is Skipped When Using Forward Proxy**

If a browser is configured to use a forward proxy service, it doesn't authenticate to a Web server accelerator service on the same appliance. The authentication process is skipped.

# 4

## Velocity CDN Management Suite

This chapter contains information regarding the interaction between Velocity CDN management suite and Excelsator.

### Authentication and Secure Excelsator Are Unexpectedly Disabled

If you are using the Velocity CDN management suite and either the Enable Authentication or the Enable Secure Excelsator check box is unchecked after applying changes, there is probably a port conflict with the management suite.

Unfortunately, port conflicts with the management suite are not reported in the Excelsator browser-based management tool.

Check to ensure that each service, including the management suite server, is using a unique address/port combination for SSL communications.

### Blank Settings Cause Traps

When using the command line interface, you must never set **vcdn loggingurl** and **vcdn monitoringurl** to null values. This will cause the Excelsator device to hang.



# 5

## Browsers

This chapter contains information regarding the interaction between Excelerator and the browsers used to administer it and access its proxy services.

### General

#### Browser Access Requires Appliance Recycling after Initialization

Whenever you initialize an appliance with network IP address information, access through the browser-based management tool is suspended until the appliance has been shut down and recycled, and its power switch has been toggled off and on.

This applies to the initialization of both new appliances and appliances you have reimaged.

### Internet Explorer

#### Browser-Based Tool Buttons Can Disappear

Occasionally some buttons on the browser-based management tool disappear.

To make them reappear, resize the window.

#### Error 302

Users receive a 302 error when they request access to an FTP site through an HTTP forward proxy service (FTP in HTTP) if authentication is enabled for the HTTP forward service.

#### Diagnosis

This appears to happen because IE doesn't follow the redirect commands as expected.

#### Work-Around

Users are presented with a series of links that will take them to the FTP site and allow the authentication process to complete. They can then download the data as expected.

#### FTP Authentication Fails (Websense)

If Websense is integrated with Excelerator and the proxy receives an HTTP get request for an FTP object, Internet Explorer receives the 401 (authentication required) message but fails to display the authentication dialog.

HTTP get requests for HTTP objects are authenticated as expected.

## **FTP Authentication Is Bypassed (Websense)**

If Websense is integrated with Excelerator and Internet Explorer (IE) is configured with the folder view of FTP sites, IE will bypass the proxy and the authentication challenge and allow access to the site.

This is a known Websense issue (base reference #518).

## **Images Might Not Display**

In some cases when authentication through the appliance is enabled, Internet Explorer 5.x fails to display certain images.

Clicking Refresh usually causes the images to be displayed.

However, if LDAP authentication is used and the browser is earlier than version 5.5 with SP2 installed, clicking refresh will not fix the problem. Users will need to upgrade to a later version of the browser to view images.

## **WinZip Error when Viewing Certificate Signing Request**

If you are using Internet Explorer when trying to view a certificate signing request (CSR), you might receive the following WinZip error message: Warning: Boundary expected on Multipart message but found EOF.

To stop this error from occurring, disassociate Base 64 files (.B64) in WinZip.

## **Using the HTML Annotator with Internet Explorer**

In Home > Add Ons, both the Service-Based Rewriters and Access Control Policies add-ons employ drop-down lists. If you select a drop-down option and then move outside the list before releasing the left button on the mouse as you would in a drag operation, the browser will crash. This seems to be a problem with only Internet Explorer browsers.

## **Netscape**

### **Netscape Is Not Supported for Excelerator Administration**

Netscape browsers do not properly display the browser-based management tool and associated documentation. We recommend using another Java-capable browser.

### **Persistent Connection Feature Causes Display Problems**

If Enable Persistent Connections to Browsers is checked in the Cache > Tuning tab, the content from some Web sites doesn't display properly.

This is related to a problem with the Netscape browser's persistent connection support.

When this occurs, users can usually display the content properly by reloading the page.

Alternatively, you can disable persistent connection support with browsers on the appliance.



## Opera 4.02

The browser-based tool does not fully load in the Opera 4.02 browser.

The development team hopes to address this issue in a future product release.



# A

## Upgrading to Excelerator 2.3

Due to extensive upgrades in the underlying system files, there is no upgrade path to Excelerator 2.3. Therefore, you cannot upgrade an appliance or cache device from a previous version of Novell ICS or Excelerator 2.x to version 2.3. Instead you must perform a new installation.

For more information, see the installation instructions in the *Volera Excelerator 2.3 Getting Started Guide*.



# B

## New Features in Excelerator 2.3

Table 1 outlines the new and enhanced features in the Volera™ Excelerator 2.3 product release. For specific feature information, see the *Volera Excelerator 2.3 Administration Guide*.

Table 1

Feature	Summary
Domain-Based Acceleration	<p>You can create a single acceleration service for all the Web servers in a single domain.</p> <p>For more information, see “Domain-Based Acceleration” in the <i>Volera Excelerator 2.3 Administration Guide</i>.</p>
Extended Logging Enhancements	<p>The information that can be collected in extended log files has been expanded.</p> <p>For more information, see “Extended Logging Enhancements in Excelerator 2.3” in the <i>Volera Excelerator 2.3 Administration Guide</i>.</p>
Filter Service Bypass	<p>N2H2 Filtering functionality has been enhanced so that access can be granted temporarily to sites that are otherwise blocked. This is especially useful for school situations, wherein a teacher can grant temporary access for students to sites that are normally blocked.</p> <p>For more information, see “Bypassing an N2H2 Filtering Service” in the <i>Volera Excelerator 2.3 Administration Guide</i>.</p>
NTLM authentication multiple domain support	<p>NTLM authentication profiles now support multiple domains.</p> <p>For more information, see “NTLM Authentication Multiple Domain Support” in the <i>Volera Excelerator 2.3 Administration Guide</i>.</p>
Telnet security	<p>You can now disable and re-enable Telnet access to a cache device.</p> <p>For more information, see “Disabling Telnet Access” in the <i>Volera Excelerator 2.3 Administration Guide</i>.</p>
Adapter-Specific Settings	<p>You can now set vendor-specific network adapter settings from the command line. Settings are passed through to the driver loading instructions in system configuration files.</p> <p>For more information, see “Applying Adapter-Specific Settings” in <i>Volera Excelerator 2.3 Getting Started Guide</i>.</p>
NTLM Authentication Profile Fail-Over	<p>NT Domain authentication is now used by default when a browser doesn’t support NTLM authentication.</p> <p>For more information, see the graphic in “How NTLM Authentication Works” in the <i>Volera Excelerator 2.3 Administration Guide</i>.</p>

