



EXCELERATOR 2.1

Service Pack 2 Release Notes

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About Service Pack 2

Installing Service Pack 2

Installation instructions are included in the README.TXT file located at the root of the Service Pack 2 CD or on the Volera Support Web site.

About These Release Notes

With the exception of [Chapter 4, “Major Issues Previously Addressed in Excelerator 2.1 Service Pack 1,” on page 27](#), the information in these release notes applies only the Excelerator 2.1 Service Pack 2.

All issues and caveats documented in the release notes for Excelerator 2.1 and for Service Pack 1 (PR1) still apply unless otherwise noted.

1

Functionality Changes in Service Pack 2

As you install and begin using Service Pack 2, be aware of the following functionality changes introduced in the service pack.

Table 1

Feature	Description	Implications to Consider
Log Rollover Time Period	<p>The log rollover time increment has changed to allow more granularity.</p> <p>In the browser-based tool, a Minutes option has been added to the Rollover Options > Rollover Every drop-down list.</p> <p>At the command line, the values specified for ComLogRollPeriod and ExtLogRollPeriod values now represent minutes rather than hours.</p>	<p>If you have configured your system to roll log files over by time, and if, for example, your log files were rolling every 1 hour, they will now roll over every 1 minute.</p> <p>You must manually change the rollover settings for each service either in the browser-based tool or at the command line.</p> <p>For example, if you had set ComLogRollPeriod=1, you will need to change the setting to ComLogRollPeriod=60 to keep the same rollover interval.</p>

Feature	Description	Implications to Consider
Log File Naming	<p>The log file naming conventions described in the Excelerator 2.1 Administration Guide apply only to configurations that use log file size to determine when files roll over.</p> <p>For configurations that use time periods to determine when logs roll over, you can now specify rollover periods in day, hour, or minute increments. (The minute option is new.)</p> <p>These three possible increments result in three variations of the same basic file naming scheme as shown below.</p> <ul style="list-style-type: none"> ◆ Day: The filename contains six digits representing the year, month, and day—<i>YYMMDD.LOG</i>. ◆ Hour: The filename contains eight digits representing the year, month, day, and hour—<i>YYMMDDHH.LOG</i>. ◆ Minute: The filename contains eight digits representing the month, day, hour, and minute—<i>MMDDHHmm.LOG</i>. 	<p>If you use file size to determine when log files roll over, there are no changes for you to consider.</p> <p>If you use time periods to determine when log files roll over, refer to the naming scheme described in the Description column for identifying file names on the system.</p> <p>If you use the browser-based tool to specify the rollover period and number, log filenames will reflect the interval you select (day, hour, or minute).</p> <p>If you specify the rollover period at the command line, the number you enter represents the total minutes in each period.</p> <p>To specify an hourly period, enter a number that is evenly divisible by 60.</p> <p>To specify a daily period, enter a number that is evenly divisible by 1440 (24*60).</p> <p>All other numbers you enter will result in rollover times measured in minutes.</p>

Feature	Description	Implications to Consider
User Filtering Bypass	<p>You can now create a bypass list of user IP addresses. Exceleator automatically services all requests from these addresses without filtering and without checking the override list.</p> <p>Caching operations are not affected by this list.</p>	<p>NOTE: This functionality is incorrectly described in the Exceleator 2.1 Administration Guide in connection with the Bypass List on the Filtering tab. The Bypass list on the tab can only contain appliance IP addresses and port numbers.</p> <p>If people on your network require filter-free access, create a client bypass list as follows:</p> <ol style="list-style-type: none"> 1. Create a text file with one IP address on each line and name the file <code>cbypass.cfg</code>. 2. Start an FTP client and access the cache device, logging in as the Config user. 3. Copy the <code>cbypass.cfg</code> file to the default FTP directory on the device, which is <code>etc/proxy/appliance/config/user</code>. <p>Since the system checks for changes to this file every minute, you can add or remove addresses to quickly modify whether users are affected by filtering.</p>

Feature	Description	Implications to Consider
Require Authentication for Request Types	<p>You can now control, by request type, whether the system must enforce authentication for an initial request to a proxy service with authentication enabled.</p> <p>Key points:</p> <ol style="list-style-type: none"> 1. Excelerator's authentication mechanism employs redirection for all authentication profile types except Basic. 2. The HTTP specification allows for redirection of only GET and HEAD requests. Other request types, such as POST, PUT, CONNECT, etc., cannot be redirected. 3. Since most initial requests are either GET or HEAD requests, Excelerator's authentication mechanisms have worked in almost all situations. 4. The authentication mechanisms have not worked for sites that use POST or other request types for their initial requests. <p>What has changed:</p> <ol style="list-style-type: none"> 1. GET and HEAD HTTP requests always require authentication. This behavior is not configurable. 2. Non-HTTP GET and HEAD requests also require authentication by default, however this is optional and can be changed. 3. Other request types do not require authentication by default, but they can be set to require authentication if desired. <p>The net effect is that, if the initial request is a non-redirectable request, and if the default settings have not been changed, Excelerator simply forwards the request to the origin Web server.</p> <p>Invariably, the follow-up request will be a GET or HEAD request type for which Excelerator will require authentication.</p>	<p>To access the Require Authentication on Request Header dialog box, click Cache > <i>any proxy service</i> > Enable Authentication > Authentication Options > Require Authentication Options.</p> <p>Basic Authentication Profiles: Since Excelerator doesn't employ redirection with Basic authentication profiles, requests to services using a basic profile will not generate errors.</p> <p>Therefore, if you use only basic profiles, you can require authentication of any and all request types without causing authentication errors.</p> <p>Other Authentication Profiles: Since Excelerator can only authenticate GET or HEAD request types, any other request types that you enable for authentication will result in Cannot Redirect errors and be effectively blocked.</p> <p>The question to consider, therefore, is whether you want to block initial requests that are not GET or HEAD request types.</p> <p>If your Web site uses initial requests other than GET or HEAD requests, you will want to leave these other request types disabled. Otherwise, initial request to your site will fail and your site will be inaccessible.</p> <p>On the other hand, if your security scheme has assumed the earlier Excelerator functionality (all request types required authentication), you will want to enable authentication for all request types. This assumes, of course, that the first requests to your site are always either GET or HEAD requests.</p>

Feature	Description	Implications to Consider
TCP Idle Server Timeout Settings	The system now interprets TcpIdleServerTimeout values as seconds instead of minutes.	<p data-bbox="818 163 1224 274">Installing service pack 2 does not change the system's settings, only the increment used by the system when interpreting the setting.</p> <p data-bbox="818 302 1224 413">Therefore, a timeout value previously set on the command line to 1 was previously interpreted as 1 minute, but will now be interpreted as 1 second.</p> <p data-bbox="818 440 1170 493">Changes are also reflected in the browser-based tool.</p> <p data-bbox="818 520 1217 604">You will need to manually adjust your system settings to restore the desired timeout values.</p>
TCP Connect Timeout	Different limits were imposed on the TCP Connect Timeout depending on whether it was set in the browser-based tool or from the command line.	The upper limit is now 150 seconds in both management interfaces.

2

Upgrading to Excelerator 2.1 Service Pack 2

Use the information in this section when upgrading to Excelerator 2.1 Service Pack 2.

Excelerator 2.1 Upgrade Path

If you are running a previous version of Excelerator (or Novell ICS), use the following table to determine your upgrade path to Excelerator 2.1. See the [Volera Support Web site \(http://www.volera.com/support/patches\)](http://www.volera.com/support/patches) for more information.

Current product version you're using	Steps to upgrade to Excelerator 2.1 SP2
Any version of Excelerator or Novell ICS earlier than 2.1 (2.1.94)	You must reimage your machine with the Excelerator 2.1 CD
Excelerator 2.1 (2.1.94)	Upgrade using the Service Pack 2 URL that includes online documentation.
Excelerator 2.1 Patch Release 1 (2.1.134)	Upgrade using the Service Pack 2 URL that doesn't include online documentation.

NOTE: If needed, Volera Support can provide an Upgrade CD. Contact Volera Support for more information.

Update Clones Option Both Before and After Upgrading

We strongly recommend that you update the clone image both before and after performing the upgrade. You should wait to update the clone image after the upgrade until you are sure the appliance is behaving as expected.

To update the clone image, click **System > Actions > Update Clones** in the browser-based management tool.

After the upgrade, if you are unhappy with results for any reason, you can revert back to the previous system image.

To restore a clone image, click **System > Actions > Restore from Clones** in the browser-based management tool.

After you have verified the upgrade is performing as expected, you should then update the clone image to the upgraded version.

Upgrading from the Web

- 1 Determine your update path as explained in **“Excelerator 2.1 Upgrade Path” on page 15**.
- 2 Log into access.volera.com using your userid and password.
For more information, contact Volera Support.
- 3 Browse to **Downloads > Software Updates > Volera Excelerator**.
- 4 Note the download URL for this release.
- 5 Start the browser-based management tool.
- 6 If you have enabled IP access control, you must temporarily disable IP Access Control before upgrading from the Web.
- 7 If filtering services on the device are set to block unrated content, you must temporarily change these settings while completing the upgrade.
- 8 In the browser-based management tool, click **System > Upgrade**.
- 9 Check **Enable Download**.
- 10 In the **Install from URL** field, type:

```
http://www.volera.com/support/patches/filename.txt
```

where filename is the name of the text file noted in **Step 4**.

- 11 Click the Download Time drop-down list > select the time you want the download to occur > check Enable Install.
- 12 Click the Install Time drop-down list > select the time you want the upgrade to be installed.
- 13 Click Apply.

The upgrade process always restarts the appliance, temporarily disconnecting the browser-based management tool.

Upgrading Licenses for Excelerator 2.1

If you are upgrading to Excelerator 2.1 from a previous version of Excelerator, you must remove all previously installed product license(s) and install new Excelerator 2.1 licenses before you can use the product.

Removing Previous Licenses

To upgrade licenses from a floppy disk, complete the following steps:

- 1 To list the licenses installed on a device, enter the following at the system prompt:

```
get license
```

- 2 Remove all license files by entering the following command for each file listed:

```
remove license = licensename
```

where *licensename* is one of the license filenames listed.

- 3 *Do not restart the device* even though the system prompts you to. Restarting will cause all services that no longer have valid licenses installed to be automatically removed from the device.
- 4 To install licenses from floppy disks, see [“Installing Activation Licenses from Floppy Disk” on page 17](#).
To install licenses using FTP, see [“Installing Activation Licenses Using FTP” on page 18](#).

Installing Activation Licenses from Floppy Disk

- 1 Insert an Excelerator 2.1 License diskette in the cache device’s floppy disk drive.

2 At the system prompt, enter:

```
importlicense floppy
```

All licenses on the diskette will be imported into Excelerator, enabling the products to which the licenses apply.

3 Remove the diskette and store it in a safe location.

4 If you have add-on product licenses on other diskettes, install them by repeating the process starting with [Step 1](#).

5 After installing the licenses for all of the services you will run on the device, including Excelerator add-on products, enter the following at the system prompt:

```
restart
```

Installing Activation Licenses Using FTP

If you have not used an FTP connection to manage your cache device, you should review the information in the *Excelerator 2.1 Administration Guide* > Using and Tuning Cache Device Features > FTP Services before continuing.

Complete the following steps:

1 Launch your FTP application and enter a cache device IP address that is enabled for FTP access.

Instructions for enabling FTP access are in the *Excelerator 2.1 Administration Guide* > Using and Tuning Cache Device Features > FTP Services > Setting Up Cache Device FTP Services.

2 Log into the cache device using the Config username.

If you have set a Config username password, enter it when prompted. Otherwise, press Enter.

3 FTP the license files for all the products you will run on the device, including add-on products, from your workstation to the cache device's default directory.

4 Access the cache device system console via Telnet.

5 At the system prompt, enter:

```
importlicense
```

6 Restart the cache device by doing one of the following:

- ◆ At the system prompt, enter:

restart

Or

- ◆ Start the browser-based management tool and click System > Actions > Restart > Restart.

3

Major Issues Addressed in Exceleator 2.1 Service Pack 2

Table 4 summarizes the main issues that have been addressed in Service Pack 2.

Table 4

Defect #	Summary	Issue Addressed
	Various TRAPS and ABENDS	Various TRAPS and ABENDS have been addressed.
	Included Novell SNMP security fix	
268508	Gateways disappearing	Setting the default gateway was also removing all other gateways. This has been fixed so that only the default gateway is affected by the command.
269019	MAX-AGE header handling	When multiple MAX-AGE headers were received, the last value was honored instead of the most restrictive. The most restrictive value is now honored.
275043	Logging not automatically restarting	If the log volume filled to capacity and log files were subsequently removed, logging did not automatically restart. Logging now automatically restarts after log files have been removed.
275047	Log rollover time and file naming	See “Log Rollover Time Period” on page 9 and “Log File Naming” on page 10.

Defect #	Summary	Issue Addressed
272814 276232	Service settings not set after an upgrade	When new settings were added in an upgrade, default values for the new settings were not being set. Default values are now set for all new service settings.
275100	CONTENT-RANGE header not included in Status Code 416	Status Code 416 messages did not include a CONTENT-RANGE header of the format 'Content-Range: bytes */number.' The range header is now included.
275102	HEAD requests that include Range should return a 206 response	HEAD requests that included Range did not return a 206 response. A 206 response is now sent.
275106	TcpIdleServerTimeout settings	See "TCP Idle Server Timeout Settings" on page 13.
275163	Log roll size maximum	The log roll size limit has been changed from from 100 MB to the size of the log volume (1 GB in Excelerator 2.1). You can use this larger value when calculating log file rollover times as explained in the <i>Excelerator 2.2 Administration Guide</i> .
275262	Authentication options in the Japanese version	English strings have been added to the Authentication Options dialog box in the Japanese version of Excelerator 2.1.
275289	NDS authentication failing	User name length was being calculated incorrectly. This has been fixed.
275299	Retention of log files	In prerelease versions of service pack 2, when log files were set to roll by time and the setting was less than 1 hour, the minimum file retention feature was not working. This has been fixed.
275311	Byte range support	If a browser made a byte-range request for only the first byte, Excelerator vended the entire document. First-byte requests are now filled as requested.

Defect #	Summary	Issue Addressed
275390	Authentication fails with Netscape Browsers	Cookie-based authentication was failing with the Netscape browsers. This has been fixed.
275398	Internet Explorer 6 blocks Exceleator cookies	Internet Explorer 6 was blocking Exceleator cookies. This has been fixed.
275486	Vending of partial objects with status code of 200	When a large object is being filled from an origin server and the connection is lost due to network failure or the origin server is brought down, the cache keeps the partial object and issues a status 416 to the originally requesting client. However, subsequent client requests were incorrectly receiving a 200 status code (indicating a complete object) along with the partial object. This has been fixed so that partial objects are always accompanied by a 416 status code.
275503	Log rolling settings changing if log volume fills	When logging restarted after resolution of a disk full condition, the log rolling settings were being changed. This has been fixed so that the original log rolling settings are retained.
275510	Zero length log files created when log volume is full	If log files were set to roll by time and the log volume filled up, logging stopped temporarily, automatically restarted, and then created 0 byte log files. This has been fixed so that the system now checks for free space on the volume before restarting the logging function.
275526	Not able to purge Windows Media objects	This has been fixed so that Windows Media objects can now be purged.
276062	Error page shows IP address and not host name	The <ERROR_INFORMATION> tag found in transerr.htm was showing the IP address rather than the host name. This has been corrected so the host name is displayed.

Defect #	Summary	Issue Addressed
276331	Header information is displaying in browsers	<p>The system was expecting on a carriage return, line feed (CR LF) at the end of headers, but some Web servers send CR CR LF. This caused header information, for example cookies, to be displayed in the main browser window.</p> <p>This has been fixed so that CR LF and CR CR LF are both recognized as signaling the end of a header.</p>
276342	Handling of wild cards by the filter override mechanism	<p>The Override list mechanism was handling some list entries incorrectly.</p> <p>URLs for the same site with different levels of specificity were being treated as duplicates of each other.</p> <p>Configurations where multihomed sites were supposed to be filtered differently were sometimes resulting in all sites being blocked.</p> <p>These problems have been resolved.</p>
276422	Bad gateway reported when a partially qualified DNS cache entry expires	<p>The system was failing to follow the normal resolution sequence for partially qualified DNS names when the name's previously resolved DNS entry had expired in cache.</p> <p>This has been fixed so that the resolution sequence is always followed.</p>
276609	Byte range requests cause the device to download objects multiple times	<p>Byte range requests were causing lost bandwidth and slower response times.</p> <p>This has been fixed.</p>
288227	Ipaclist settings not being exported in .NAS files	<p>The following entries were not being saved in .NAS files:</p> <ul style="list-style-type: none"> ◆ ipaclist source = <empty> ◆ ipaclist dest = <empty> <p>The entries are now being saved correctly.</p>
292655	Excelerator GUI is extremely slow when importing .NAS files	.NAS file import speed has been dramatically increased.

Defect #	Summary	Issue Addressed
292839	In Filtering, the Bad URLs message is not clearing	<p>If a filter list contains invalid URLs, a Bad URLs message displays.</p> <p>This message was not being cleared for subsequent lists that contained no invalid URLs.</p> <p>The message is now cleared for each download.</p>
293648	Can't completely remove a filtering service while download it	<p>If during a filter service download, the administrator decided to delete the service, it was not completely removed until the system was restarted.</p> <p>This has been fixed so that a system restart is no longer required.</p>
293689	Windows update breaks through hierarchy	<p>Users were not able to perform a Windows update through a proxy hierarchy.</p> <p>Windows updates are now supported through hierarchies.</p>
294145	Logging commands for Windows Media services were not getting exported to the .NAS file	Logging commands for Windows Media services are now saved in .NAS files.
294231	Adding several filter overrides causes out of memory condition	This has been fixed.
294419	ftp:// download drops file extensions when using forward authentication	The FTP handling code has been changed to work around several Internet Explorer issues.
294666	Browser-based tool doesn't allow a dash (-) in MMS reverse excelerator DNS names.	Dashes are now allowed.
294716	HTTP version is missing in the common log for the request field	This has been fixed.
294770	ASF play lists with more than 9 entries do not work	The system can now handle more than 9 entries in ASF play lists.
294811	Creating SSL certificates results in error 641	This has been fixed.

Defect #	Summary	Issue Addressed
295112	Override list does not work as it did in prior versions	Previous functionality has been restored.
295127	High utilization after log volume fills up	This has been corrected.
295237	Adding or removing entries from the Override list causes a page fault	This has been addressed. Adding and removing entries no longer causes problems.
296340	TCP connect timeout settings in GUI and CLI are not consistent	The same limit - 150 seconds - is now enforced in the GUI and at the CLI.
296341	Unable to use the underscore (_) in certificate name from GUI	Underscores are now allowed in certificate names.

4

Major Issues Previously Addressed in Excelerator 2.1 Service Pack 1

Table 5 summarizes the main issues that were addressed in Service Pack 1 (PR1). All items in the table also apply to to Service Pack 2.

Table 5

Defect #	Summary	Issue Addressed
270136	View user can change RealProxy8 settings	The View user was able to start and stop the service and launch the RealProxy Configuration tool.
272734	Basic authentication allows unexpected access	Basic authentication was tracking user authentication in a way that didn't require reauthentication when the username and password changed during a session.
272811	Rewriter not ignoring case in scheme and hostname	The Rewriter should ignore case when rewriting URLs. However, if Excelerator's DNS name was www.foo.com and the Web server's DNS name was www.bar.com in some cases and www.BAR.com in others, only the lower-case version was being rewritten.
273178	MMS in UDP overrunning a network card	If network bandwidth had not been limited administratively, MMS in UDP packets could have potentially overrun an appliance network card.
273249	Internet Explorer 5.5 doesn't allow authentication	Users attempting to authenticate through an LDAP or Mutual Authentication service received the following error: 403 Forbidden, Description: Your browser must support cookies.
273665	Expired NDS user accounts not blocked	NDS users authenticating through an LDAP authentication service were not denied access when their passwords had expired.

Defect #	Summary	Issue Addressed
273681	Rewriter configuration is getting erased	Restoring factory settings caused the rewriter configuration file to be reset and to have no content.
273813	Browser If-Modified-Since requests incorrectly handled	If an If-Modified-Since header from a browser had a newer date than the target cached object, Excelerator revended the object rather than replying that the object in the browser's cache had not been modified (304). This affected network bandwidth usage only and did not impact the freshness of the browser's cache.
273834	MMS in UDP failing after extended cycles	After playing MMS-UDP streams repeatedly under a heavy load, the player would eventually freeze momentarily, then begin playing audio only.
273923	set forward dnsname= cannot be cleared	After the dnsname had been set at the command line, it could not be cleared.
273932	Custom Cache Control Headers not deleted	The browser-based management tool was failing to delete Custom Cache Control Headers as requested.
274039	Enabling basic authentication prevents browser-based management	If a browser attempted to connect to an Excelerator through an Excelerator forward proxy service that had authentication enabled, the authentication routines became confused and didn't allow access to the management GUI.
274055	Log Push feature allows full path names	Excelerator allowed administrators to specify full path names for log locations, contrary to product design.
274282	Filtering overrides persist after list removal	URLs that were specified to be always allowed or always blocked, etc. in a filter override list were still allowed or blocked after the list was deleted.
274311	IP Access Control not activating properly	Clicking Apply after enabling IP access control was not immediately activating the access restrictions specified.
274356	Adding a DNS name breaks transparent authentication	Internet Explorer returned the following error: The page cannot be displayed or 403 Forbidden, Description: Request is not for this web site.
274357	Log files stay open when push fails	If the target FTP server could not receive log files that Excelerator was attempting to push, the system was incorrectly keeping the files open, thus preventing future push attempts.

Defect #	Summary	Issue Addressed
274386	VCDN CLI help not visible	The VCDN command line help was not enabled.
274404	Rewriter appending port 80 to absolute links	With Secure Excelerator enabled, the rewriter was appending port 80 (rather than Secure Excelerator's listening port) to rooted absolute URLs of a child path-based multihoming server.
274446	SNMP help not visible	The SNMP command line help was not enabled.
274557	Basic authentication forces reauthentication to each URL	When basic authentication was enabled for a Transparent proxy service, it was forcing the user to reauthenticate for each unique URL.
274627	Host name in absolute URL not correctly detected	When both an absolute URL and a host header were present in a request, the host name in the URL was not overriding the name in the host header as specified in RFC 2616, section 5.2.
274743	Tandem basic authentication requests not handled correctly	If an Excelerator service with basic authentication enabled accessed a second Excelerator that also had basic authentication enabled, the parsing process became confused, resulting in incorrect request processing.
274813	LDAP authentication breaks image downloading	In some configurations, browsers were denying Excelerator set-cookie requests, resulting in looping authentication requests and preventing object filling.
274843	Prolonged timeout of TCP live streams	TCP live stream filling was not responding to stop requests in a timely manner.
274845	Excelerator ignores byte range requests	Byte range requests from download managers to Excelerator were being ignored when Load Balancing was not enabled in an Accelerator service definition.
278651	Upgrade fails when forward proxy authentication is enabled	The Excelerator upgrade mechanism attempted to use the forward proxy service when authentication was enabled, resulting in an aborted upgrade.
280982	Live streams do not continue	Incorrect handling of certain TCP Continue packet fields was causing high-bitrate live streams to not continue playing after the first time through.

Defect #	Summary	Issue Addressed
281629	Read ahead is pre-populating embedded links	<p>Depending on the syntax used in HTML link tags and if Read ahead was enabled, Excelerator was following the links and pre-populating (downloading) their objects as well.</p> <p>This was contrary to product design.</p>
283171	Browser refresh setting conflicts	<p>The global browser refresh setting in Cache > Tuning was preventing recognition of per-service settings (for example, Cache > Web Server Accelerator > Advanced Options).</p> <p>The global setting was a hold-over from earlier Excelerator versions in which per-service settings were not available. It has been removed.</p>
283229	FTP authentication failure	Excelerator was incorrectly normalizing case in FTP usernames resulting in authentication failure when the case was changed.
285749	Authentication failure on non-redirectable requests	<p>If authentication was enabled for forward or transparent services, and the first request from a site was a non-redirectable request, users received a 409 error.</p> <p>An authentication bypass feature has been added for specifying which request types can bypass authentication.</p>