

VPN compatibility issue with Microsoft Windows® 7 Windows Mobile Broadband



Description

With the introduction of software Update Version L0290VWBB12F.248 for the Pantech UML290, Windows 7 Mobile Broadband support was enabled, which caused the following issues.

Operating System Affected:

- Windows 7 and Windows 8

Known issues:

- Windows 7 Mobile Broadband support has caused problems with VPN connectivity due to some VPN solutions not being compatible with this new functionality.

List of known VPN clients:

- Cisco VPN client
- Nortel VPN client

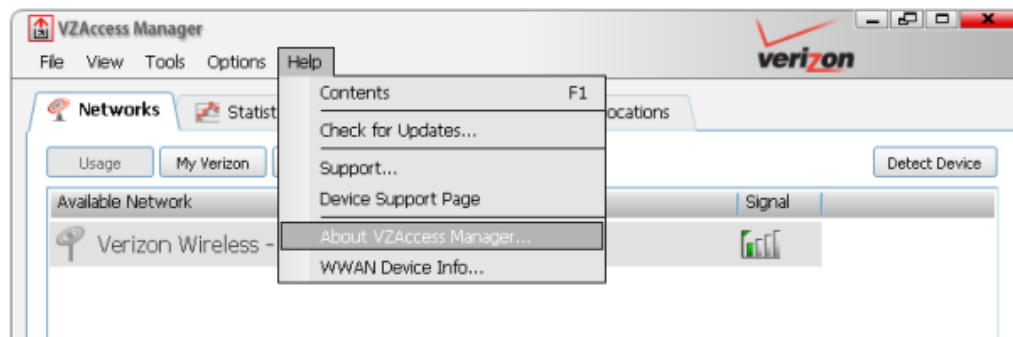
Connection errors such as Unknown Error (Code: 2107)

Work around:

With VZAccess Manager 7.7.7 (2767c) or higher, the modem operating mode can be changed from Windows 7 Mobile Broadband to LAN Adapter mode. This issue is eliminated when the modem is operating in LAN Adapter mode.

Instructions for VZAccess Manager:

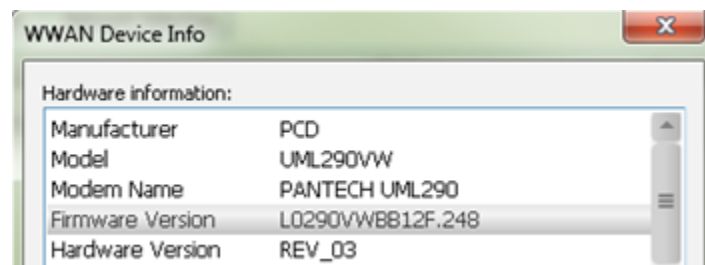
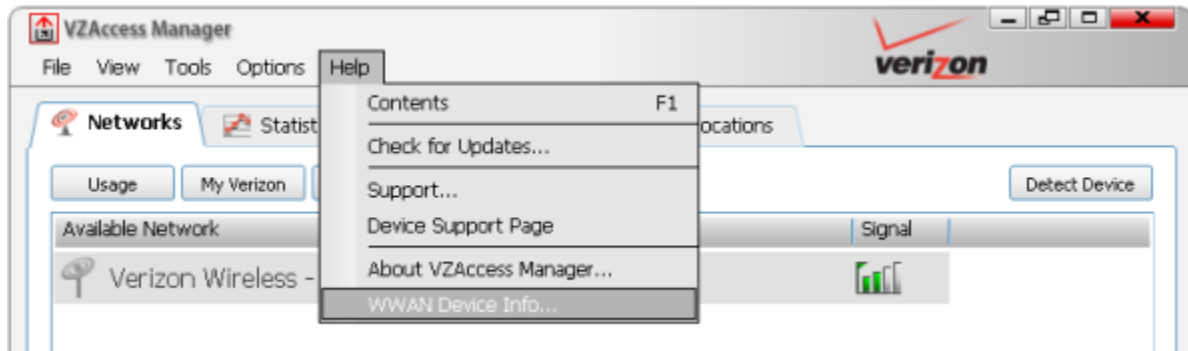
1. Connect your modem.
2. Launch VZAccess Manager and verify the version matches the one referenced above by selecting "Help-> About VZAccess Manager."



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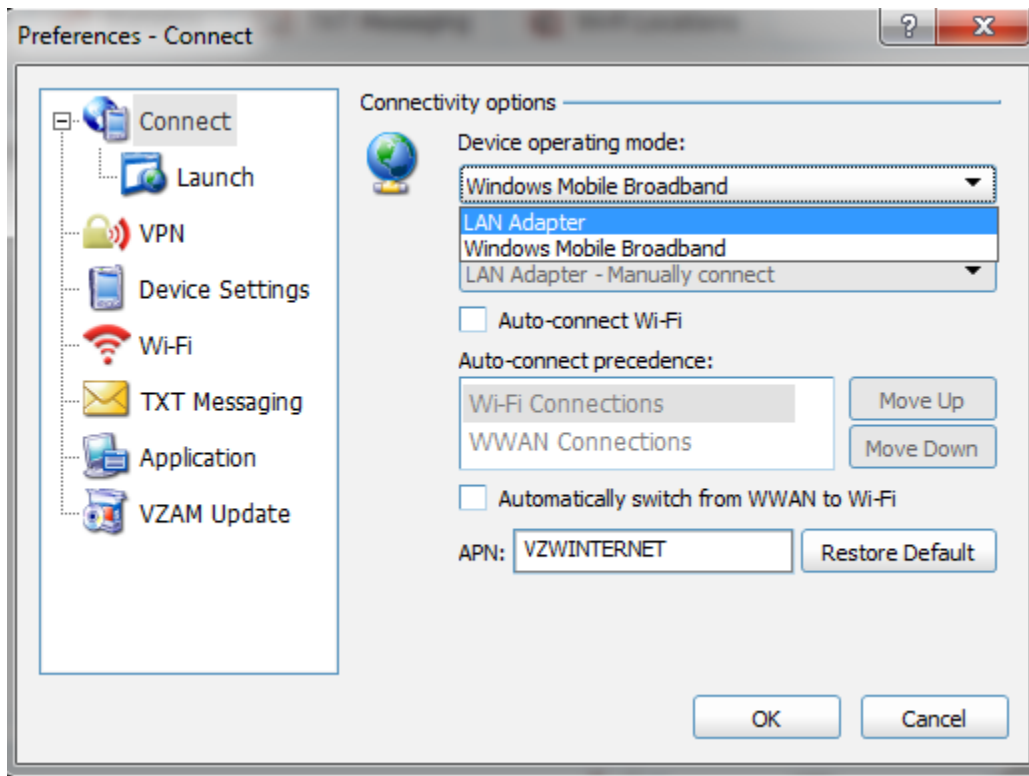


3. Verify that the modem has software version L0290VWBB12F.248 by selecting "Help->WWAN Device info."



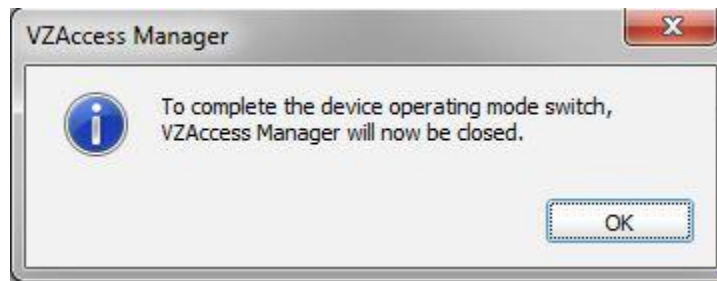
4. After verifying the above, go to "Options->Preferences->Connect". Select "LAN Adapter" in the "Device operating mode" drop down box.

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Click "Yes" to continue and wait for the mode switch to finish. The modem will reboot and be redetected by windows, please be patient.

5. After the mode switch has completed successfully, click "OK" to close VZAccess Manager.



6. Launch VZAccess Manager again and verify that the modem is now operating in LAN Adapter mode.
Note: VZAccess Manager will no longer be using the native Windows 7 Mobile Broadband APIs; instead the modem will appear to Windows as a LAN Adapter resolving certain VPN compatibility and connectivity issues.
7. Establish a connection and test VPN connectivity.