Cisco and Nortel Networks VPN compatibility issue with Microsoft Windows® 7 Windows Mobile Broadband mode

Introduction:

With the introduction of firmware update Version L0290VWBB12F.248 for the Pantech UML290 USB modem, Microsoft Windows® 7 Windows Mobile Broadband (WMB) support was enabled. This exposed known compatibility issues with some VPN clients.

Known issues:

- Some VPN solutions will connect, but will not pass data once connected.
  - Certain versions Cisco and Nortel Networks are known to be affected. Please visit Cisco and Nortel Network websites for more information.

- Other VPN solutions may also lack WMB support.

Device Affected: Pantech UML290 with firmware version: **L0290VWBB12F.248**

Operating System Affected: Microsoft Windows® 7

Work around:

Customers using Microsoft Windows® 7 and a VPN client that is incompatible with WMB support will need to configure the Pantech UML290 modem as a LAN instead of a Mobile Broadband adapter. This can be achieved by using the "**UML290 LAN Mode Setting Tool**" according to the instructions outlined below.

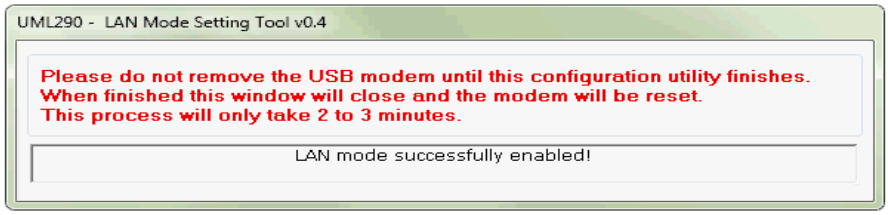
If customers upgrade to a VPN client that is compatible with WMB, they can use the "**UML290 WMB Mode Setting Tool**" to set the device back to working as a Mobile Broadband adapter.

Instructions for the Tools:

1. After upgrading the device to the firmware version specified above, deploy the desired setting tool to the user. (Note: The software update tool reboots the modem when finished so it is important to give the modem enough time to recover prior to running the desired setting tool. **The UML290 Modem must be connected to the computer before the tool is run.**

2. Once the tool is launched, the following sequence of events happens:
   a. The tool will attempt to detect the device.
      Note: If the device is not detected, an error message will be displayed and the tool will need to the launched again to update the setting.

   b. Once the Modem is detected, the tool will automatically apply the setting (LAN or Mobile Broadband adapter, depending on the tool used). The process can take up to 2 to 3 minutes.



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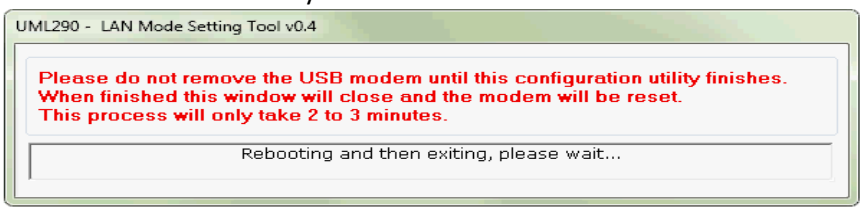
c. After the modem is configured, it will be rebooted automatically. Please allow adequate time for the modem to reboot and be redetected by Microsoft Windows®.

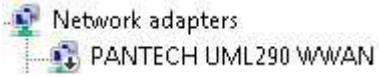


d. After the modem is rebooted, it will be detected by VZAccess Manager and is now ready for normal use.

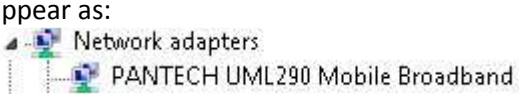
Additional information for support organizations:

To determine if the Pantech UML290 modem is configured for LAN mode or WMB mode:

1. Connect the Pantech UML290 modem to a PC running Microsoft Windows® 7.
2. Launch Device Manager: Go to the Microsoft Windows® 7 Start icon, select "Control Panel", select "Device Manager" if listed, otherwise, select "System and Security", then select "Device Manager" under the "System" section.
3. Look at how the Pantech UML290 modem appears under Network adapters.
   a. If the device is in LAN mode it will appear as:



   b. If the device is configured to use WMB mode, it will have Mobile Broadband in the name and appear as:



Using VZAccess Manager:

The device status area of VZAccess Manager also displays the current modem's operation mode.

Note: Sometimes VZAccess Manager may display LAN mode erroneously when the UML290 modem is actually in WMB mode. This may result in connection errors when attempting a connection. Closing and re-launching VZAccess Manager will allow it to detect the modem in the correct operating mode. To avoid this issue, Verizon Wireless suggests the following sequence of updating:

1. Close VZAccess Manager if it is running on the PC.
2. Install the driver ver: 1.7.14.1124.
3. Uninstall previous version of VZAccess Manager and install the newer version
4. Insert the Pantech UML290 modem to the computer and launch the Firmware upgrade tool for firmware version L0290VWBB12F.248.
5. After the modem firmware is upgrade successfully, launch the UML290 LAN Mode Setting Tool.
6. After the setting has been applied, launch VZAccess Manager and start normal use.

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