

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



Introduction:

With the introduction of firmware update version 1.48 and driver update version: 3.22.017.001.14 for the Novatel USB551L USB modem, Microsoft Windows® 7 Windows Mobile Broadband (WMB) support was enabled as the default operating mode instead of LAN Adapter mode. This new functionality allows a customer to connect directly via the Windows 7 connection manager interface without the need to use VZAccess Manager if desired. As a result, this exposed known compatibility issues with some VPN clients. The issues only occur on Windows 7 and are related to some Cisco, Nortel and possibly other VPNs, In addition some customers have experienced "Connection failed - Unknown Error (Code: 2107)" (or similar connection errors).

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: Novatel USB551L with firmware version: 1.48 and driver version 3.22.017.001.14

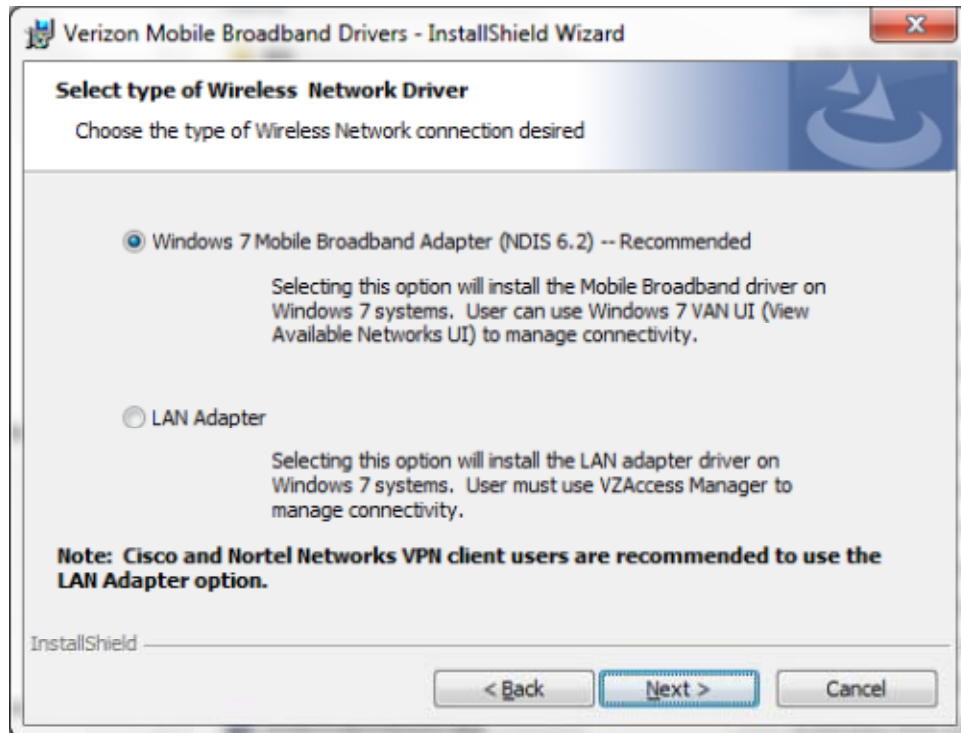
Operating System Affected: Microsoft Windows® 7

Resolution:

Customers experiencing these issues should be following the instructions below to set the default operating mode back to LAN Adapter mode.

- During the installation of the device driver, the user is presented with the option to set the default operating mode to be LAN Adapter or WMB mode.

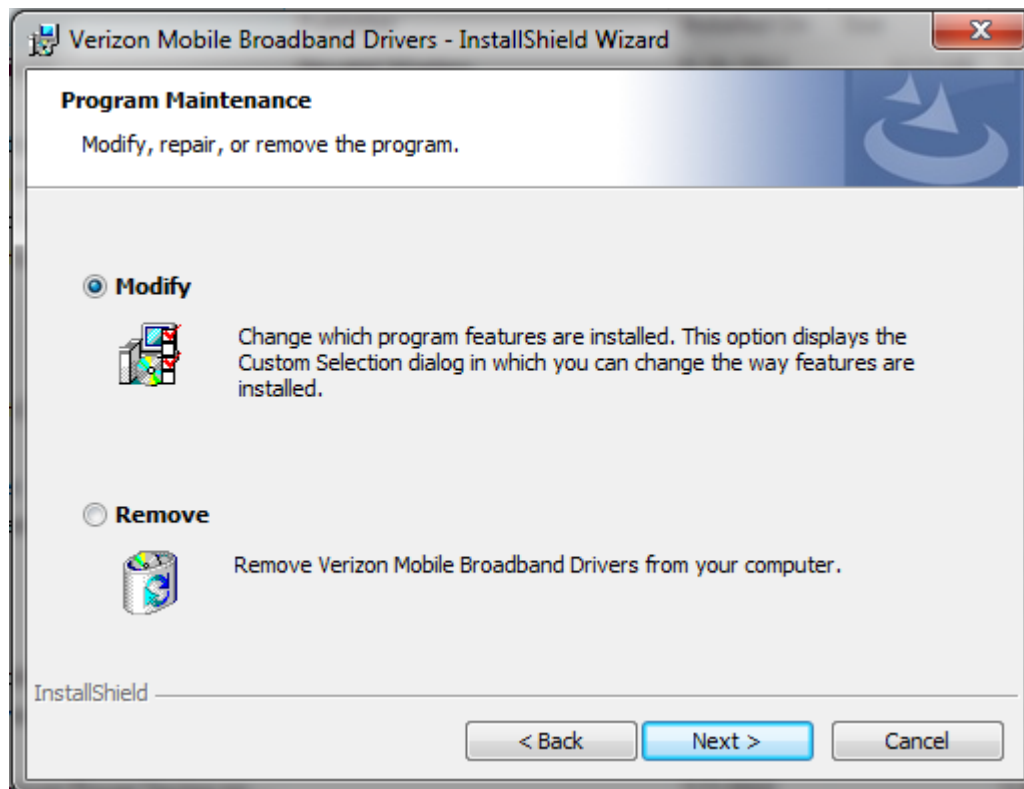
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- If the user needs to change the device operating mode after the driver has been installed, following these instructions to update the driver settings. **Note: Make sure VZAccess Manager is not running and the device is NOT inserted to the PC before proceeding.**
 1. From the PC, Go to Control Panel and choose "Uninstall a program" under the "Programs" menu.
 2. Select the "Verizon Mobile Broadband Drivers" from the list of programs.

Name	Publisher	Installed On	Size	Version
Verizon Mobile Broadband Drivers	Novatel Wireless	6/26/2012	12.5 MB	3.22.017.001.14

3. Click "Change."
4. Then Click "Modify"



5. This brings up the operating mode selection dialog again. Select the desired operating mode and click "Next" to update the driver. After the update is complete, insert the device to the PC. Windows will then load the updated driver.

For customers requiring silent installation:

Note: Make sure VZAccess Manager is not running and the device is NOT inserted to the PC before proceeding.

Use this command line option to install **LAN Adapter** driver silently:

```
Administrator: C:\Windows\System32\cmd.exe
H:\Verizon>VerizonDriverInstaller_v3.18.014.001.14.exe /s /v"NO_MOBILE_BB=1"
```

Use this command line option to install **WMB** driver silently:

```
Administrator: C:\Windows\System32\cmd.exe
H:\Verizon>VerizonDriverInstaller_v3.18.014.001.14.exe /s
```

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Additional information for support organizations:

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

