

Re: Avaya VPN Remote Client Died After Installing SP2 On XP Pro

Source:

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On Tue, 7 Sep 2004 14:43:03 -0500, "markneff"

<markneff(remove)@verizon.net> wrote:

>My Avaya VPN Remote Client software quit working after I installed SP2 on my
>XP Pro OS. I have tried it with the new firewall turned off, and with the
>new firewall turned on with exceptions, neither of which work. The Avaya
>log shows error message: "PANIC failed to initialize". The logging built
>into the firewall in the advanced settings always shows dropped packets on a
>variety of ports. I have been adding the ports in both ICMP and TCP flavors
>to the exception list using the built-in log as a guide after every attempt
>to connect. So far, I think I have added about 50 to 60 ports. I have also
>used Port Reporter and a third party port monitor program to try to zero in
>on what ports should be unblocked, but to no avail. I have also added the
>Avaya client and service programs to the firewall exceptions list. Noting I
>have tried has worked. One common behavior throughout has been that it
>appears to connect and get through the authentication process, but always
>times out while it is trying to create secure tunnels. I have a number of
>co-workers who are experiencing the same thing. Any help would be greatly
>appreciated.

Mark,

one obvious way to go is to ask the manufacturer of that VPN client. They should know by now.

Hans-Georg

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No mail, please.