

Juniper Networks ScreenOS Release Notes

Release 5.4.0r23
November 2011
Revision 01

Products: NetScreen-5GT Series, NetScreen-25, NetScreen-50, NetScreen-200 Series, NetScreen-500, and NetScreen-5000 Series (NetScreen-5200 and NetScreen-5400 with MGT or MGT2 modules and 2G24FE or 8G SPM).

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Version Summary

ScreenOS 5.4.0 firmware can be installed on the following products: NetScreen-5GT Series, NetScreen Hardware Security Client (HSC), NetScreen-25, NetScreen-50, NetScreen-204, NetScreen-208, NetScreen-500, NetScreen-5200 and NetScreen-5400 with MGT or MGT2 modules and 2G24FE or 8G SPM.

This release incorporates ScreenOS maintenance releases 5.4.0r22, 5.4.0r21, 5.4.0r20, 5.4.0r19, 5.4.0r18, 5.4.0r17, 5.4.0r16, 5.4.0r15, 5.4.0r14, 5.3.0r10, 5.2.0r3b, 5.1.0r4d, and 5.0.0r11.

The ScreenOS 5.4.0 release is interoperable with and provides basic support for all versions of NetScreen Remote and ScreenOS 2.6.1 and later versions.

Documentation Changes

- Some device messages text is changed. Refer to the *ScreenOS Messages Log Reference Guide* for ScreenOS 5.4.0 for details.
- The *ScreenOS Concepts & Examples (C&E) Guide volume 5 chapter 2 section "Configuring CRL Settings"* incorrectly stated that the "default" system setting on the CRL server URL is used if the setting is not specified in the configuration for the particular CA. The revised documentation now correctly states that the "default" system CRL server URL setting is used only when the (CA) certificate of the CA is not loaded in the device. If a CA certificate is loaded in the device, the device looks for the CRL server URL information in the following order:
 1. The CRL server URL in the CRL Distribution Point (CDP) embedded end-entity certificate
 2. The CRL server URL in the particular CA setting



NOTE: This document update is related to cs12624

New Features and Enhancements Introduced in 5.4.0r23

Dynamic Host Control Protocol (DHCP)

The maximum number of DHCP relay agents supported is enhanced from 3 to 4.

New Features and Enhancements Introduced in 5.4.0r22

Address Management

The NS500 group address is enhanced from 512 to 1024 in 5.4 release.

New Features and Enhancements Introduced in 5.4.0r13

Denial of Service Attack Defenses

ScreenOS supports the feature of strict TCP-SYN-check wherein a strict syn check is applied to all the packets in a TCP three-way-handshake before the three-way handshake completes. Users can enable this feature by using the **set flow tcp-syn-check strict** command.

New Features and Enhancements Introduced in 5.4.0r1

The following sections describe new features and enhancements. These features do not affect migration.



NOTE:

- You can use NetScreen-Security Manager (NSM) 2006 with the Forward Support Update software to manage devices running ScreenOS 5.4. To do this, install a schema upgrade on the management server and user interface. The upgrade is available at <http://www.juniper.net/customers/support/>. Refer to the NSM Forward Support for ScreenOS 5.4 Release Notes for installation instructions and the features and platforms supported with this schema upgrade. NetScreen-Security Manager (NSM) 2007.1 and successive versions support devices running ScreenOS 5.4 without need for Forward Support Update software.
- For ISG with IDP platforms the Detector Engine shipped with this ScreenOS version is 3.1.125133.
- You must register your product at <http://support.juniper.net> so that licensed features, such as antivirus, deep inspection, and virtual systems, can be activated on the device. To register your product, you need the model and serial number of the device. At the support page:
 - If you already have an account, enter your user ID and password.
 - If you are a new Juniper Networks customer, first create an account, and then enter your ID and password.

After registering your product, confirm that the device has Internet connectivity. Use the **exec license-key update all** command to make the device connect to the Juniper Networks server to activate the feature.

Four-Port Mini-GBIC

The 4-port mini-GBIC (GB4) interface module is supported on the Integrated Services Gateway (ISG) 1000 and ISG 2000 and provides connectivity to fiber-based and copper-based, gigabit Ethernet LANs only. Connect the module using the appropriate cable type depending on the specific media used: single-mode or multimode optical cable for SX and LX, and CAT-5 cable for the copper transceiver.

Jumbo Frames

Jumbo frames are supported on the ISG 2000 supports. To enable jumbo frames, use the **set envar** CLI command and **set max-frame-size** to any value from 1515 through 9830 inclusive; for example, **set envar max-frame-size=7500**. In this release, Jumbo frames are supported only on the 4-port mini-GBIC IO card. When you enable jumbo frames and restart the security device, only interfaces on the 4-port mini-GBIC IO card, plus the management Ethernet interface, become active. Use the **get envar** command to show the **max-frame-size** setting. Use the **unset envar max-frame-size** command to disable jumbo frames support and return the device to the normal maximum frame size (1514 bytes).

DSCP

Differentiated Services Code Point (DSCP) marking is now supported on the Integrated Services Gateway (ISG) 1000 and ISG 2000.

DSCP Support for Tunnels

Differentiated Services Code Point (DSCP) marking is now supported in VPN tunnels on the Integrated Services Gateway (ISG) 1000 and ISG 2000.

NSRD Support

NetScreen Rapid Deployment (NSRD) now supports configuration of T1/E1 interfaces.

External Antivirus



NOTE: In ScreenOS 5.4.0, ICAP AV scanning is supported on ISG 1000 and ISG 2000 devices only.

External AV scanning including the following features:

- Supports ICAP v1.0 and is fully compliant with RFC 3507
- Supports Symantec scan engine version 5.0 ICAP server

For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 4, Chapter 4, "Content Monitoring and Filtering."*

Internal AV Extended to the SSG Platforms

The integrated Juniper/Kaspersky antivirus (AV) scan engine is supported on the SSG products with high memory. To activate this feature you must obtain a license, and upgrade your device to high memory if you have purchased a base memory device. The following table lists devices and associated memory capacity

Table 1: Memory Capacity of the Devices

Device	Base Memory	High Memory
SSG-5	128MB	256MB

Table 1: Memory Capacity of the Devices (*continued*)

SSG-20	128MB	256MB
SSG-140	256MB	512MB
SSG-520	256MB	1GB
SSG-550	256MB	1GB

Integrated Web Filtering and Anti-Spam Extended Support

Integrated web filtering and anti-spam support is now available on the following platforms:

- NetScreen-Hardware Security Client
- NetScreen-5GT Series
- NetScreen-25
- NetScreen-50
- ISG 1000
- ISG 2000
- SSG 500 Series

For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 4, Chapter 4, "Content Monitoring and Filtering."*

Sophos Anti-Spam to replace Symantec Anti-Spam

Beginning mid-September 2009, Sophos Anti-Spam service is made available to the ScreenOS-based products; NetScreen Hardware Security Client/5GT Series/25/50/204/208, ISG 1000(IDP)/2000(IDP) and SSG 5/20/140/520(M)/550(M). The Sophos Anti-Spam service will replace the Symantec Anti-Spam.

There will be no impact to customers running any version of ScreenOS. No configuration changes are required. The redirection to Sophos servers will be automatic and transparent to the end-user. The security devices will be pointed to the Sophos servers.

DI Signature-Pack Selection Enhancement

A dropdown menu in the WebUI indicates the DI signature packs available. Also, the CLI command is simplified to specify the signature pack name instead of typing the URL.

DHCP Packets Relay Enhancement

You can configure a security device to relay all Dynamic Host Control Protocol (DHCP) responses from multiple servers to a client. For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 2, Chapter 8, "System Parameters."*

Configuring Next-Server-IP

The **Next-Server-IP** field is a DHCP configuration parameter that has traditionally been used as the address of the TFTP server in the bootstrap process. This Next-Server-IP information is returned in the **siaddr** field of the DHCP header and is used to chain several bootstrap servers together, with each serving a specific function. ScreenOS 5.4 supports Next-Server-IP to be configured for Option66 (**siaddr=Option66**), which identifies the TFTP server for supporting diskless PCs.

Get Tech Feature

The Get Tech feature on the Web UI (Help > Ask Support) helps Juniper Networks troubleshoot ScreenOS issues. This feature (available to read-only and read-write admins) allows you to save the complete configuration of your device to a text file on your local drive.



NOTE: This command produces the same output as the **get tech** CLI command.

ICMP Unreachable Handling

For different levels of security, the default behavior for Internet Control Message Protocol (ICMP) unreachable errors from downstream routers is as follows:

- Sessions do not close for ICMP type 3 code 4 messages.
- Sessions do not close on receiving any kind of ICMP unreachable message.
- Sessions store ICMP unreachable messages, thereby restricting the number of messages flowing through to 1.

For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 2, Chapter 5, "Building Blocks for Policies."*

Source Interface Option for DNS Servers

You can now use the **src-interface** option to specify the source interface used when querying each defined Domain Name System (DNS) server. By default, this is set to **none**, which means the device will choose the interface closest to the DNS server.

GPRS

The General Packet Radio Service (GPRS) is enhanced in ScreenOS as follows:

- Support for the following 3GPP R6 Information Elements: Radio Access Technology (RAT), Routing Area Identity (RAI), User Location Information (ULI), Access Point Name (APN) Restriction, International Mobile Equipment ID-Software Version (IMEI-SV).
- GPRS support on the ISG 1000 platform, as well as on the ISG 2000.

- GTP-aware security devices now allow Stream Control Transmission Protocol (SCTP) messages to pass through the firewall.

Combination Support for IE Filtering

ScreenOS is enhanced to concurrently support R6 filtering on Information Elements (IEs), as follows.

- By default, the security device does not perform IE filtering on GTP packets.
- In each command line, attributes are added in the following order of precedence:
 - RAT
 - RAI
 - ULI
 - IMEI
 - MCC-MNC
- Whenever you set an attribute restriction, you must also specify an APN.

For example, if you want the security device to pass GTP messages containing RAT 1 and RAI 567* and MCC-MNC 56789, or to pass messages with RAI 123*, but to default to drop packets with any APN value, the following configuration will accomplish this:

```
set rat 1 rai 567* mcc-mnc 56789 apn * pass
set rai 123* apn * pass
set apn * drop
```

The first line of the configuration causes the security device to pass GTP messages containing RAT 1, RAI 567*, MCC-MNC 56789, and any APNs. The second line of the configuration causes the device to pass messages containing RAI 123* and any APNs. The third line causes the device to drop any APNs. For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 13: General Packet Radio Service*.

Router Discovery Protocol

Internet Control Message Protocol Router Discovery Protocol (IRDP) is an ICMP message exchange between a host and a router (refer to RFC 1256). The security device is the router and advertises the IP address of a specified interface periodically or on demand.

For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 7, Chapter 10, and "Internet Control Message Protocol Router Discovery Protocol."*

IPv6

ScreenOS 5.4.0 introduces dual-stack architecture for Internet Protocol Version 6 (IPv6) on the ISG 2000 device only. IPv6 is not available for the ISG 2000 device with Intrusion Detection and Prevention (IDP).

For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 14: Dual-Stack Architecture with IPv6*.

Password Policy Support

The password policy feature allows you to enforce a minimum length and complexity scheme for administrator (admin) and authenticated (auth) user passwords. The password policy feature is intended for use in a local database, and therefore is useful in environments where the Windows directory or RADIUS are not available to provide centralized password policy enforcement. For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 3, Chapter 1, and "Administration."*

Policy-Based Routing

With Policy-Based Routing (PBR), you can implement policies that selectively cause packets to take different paths. PBR is the first item checked as part of the route lookup process and is transparent to all non-PBR traffic. PBR is configured at the interface level, but you can bind PBR policies to the interface, zone, virtual router (VR) or a combination of interface, zone, or VRs.

For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 7, Chapter 6, "Policy-Based Routing."*

Service Timeout

ScreenOS does not use the port-based service timeout table when the destination port is overloaded with multiple services that have different timeout values set. Instead, to derive the correct service timeout value, ScreenOS does a service lookup within the service group based on the destination port.

SNMP Enhancements

New MIBs are available to permit polling of fault and health status of Security Modules within ISG 1000 and ISG 2000.

For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 3, Chapter 2, and "Monitoring Security Devices."*

Virtual Systems (vsys) Enhancements

Enhancements have been made to vsys in the following areas:

- Virtual private networking (VPN): You can now view IPSec security associations (SAs) and IKE cookies either at the root level for details from all vsys on a security device or within a vsys context for details from a particular vsys. You can also use the policy scheduler within a vsys.
- vsys management:
 - Robust vsys profiles to allow for service differentiation
 - CPU session limits, reserves, and alarms for each vsys
 - CPU overutilization protection in the form of enforceable quotas for CPU load caused by individual vsys

- DHCP: ScreenOS now fully supports DHCP relay for vsys. You can configure DHCP relay for a specific vsys and relay all packets from multiple DHCP servers to a client.

For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 10, Chapter 1, "Virtual Systems,"* and *Volume 2, Chapter 8, "System Parameters."*

SCCP Support

The Skinny Client Control Protocol (SCCP) is supported on security devices in Route, Transparent, and Network Address Translation (NAT) modes.

For more information, refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 6, Chapter 4,* and *"Skinny Client Control Protocol Application Layer Gateway."*

Wide Area Network Support

On some security devices, ScreenOS supports wide area network (WAN) interfaces such as Serial, T1, E1, T3, ADSL, ISDN, and V.92.

Refer to the *Concepts & Examples ScreenOS Reference Guide, Volume 12: WAN, ADSL, Dial, and Wireless.*

Wireless Enhancements

The following wireless enhancements enable you to better manage and secure a wireless local area network (WLAN):

- WPA2
- Wi-Fi Multimedia (WMM) Quality of Service feature
- eXtended Range™
- 802.11a/b/g
- Super A/G

XAuth with Internet Key Exchange Mode Enhancements

You can now monitor the IP address the security device allocates to the client when a remote user accesses the network through Internet Key Exchange (IKE) mode; ScreenOS authenticates the user with XAuth, and records the event details in the traffic log. Allocated IP addresses can come from the local IP pool or a RADIUS server.

Changes to Default Behavior

This section lists changes to default behavior in ScreenOS 5.4.0 from previous ScreenOS firmware releases.



NOTE: If the ScreenOS version is not mentioned in this section, the change in behavior was released with ScreenOS 5.4.0r1.

Changes to Default Behavior Introduced in 5.4.0r21

- **Firewall can block packets with a Routing header**—Firewall has the ability to block packets with a routing header type 0. To avoid blocking all the routing headers, the firewall supports the routing header type filters using the following command:

```
set interface <interface-name> protocol igmp no-check-ttl
```

Changes to Default Behavior Introduced in 5.4.0r19

- **Auth Server Interface Traffic**—When the `set auth-server name src-interface interface` command is issued, the traffic originates as “self” instead of the specified interface.

Changes to Default Behavior Introduced in 5.4.0r18

- **SSL renegotiation**—ScreenOS rejects SSL renegotiation from the SSL client that does not implement RFC5746.
- **High flow CPU after upgrading ScreenOS**—[NS 5000] Under certain conditions, only software sessions were created when there was no destination MAC address entry of the packet in the MAC learning table. As a result, subsequent packets were flooded and the CPU utilization was high.

Changes to Default Behavior Introduced in 5.4.0r16

- **Unable to telnet to firewall**—The telnet console displays `Can't create telnet-cmd:6 task` error message when the SSG devices are managed through telnet. Hence, the tasks on SSG devices have been increased to allow device management.
- **Unexpected Low VPN Throughput**—On NetScreen-5000 series, a new enhancement is added for VPN encryption to be distributed into different chips based on the tunnel's SA index per round robin.

Changes to Default Behavior Introduced in 5.4.0r14

- **SNMP reports the wrong information for Serial and ML interface**—In previous ScreenOS versions, trunked interfaces being polled using SNMP RFC MIBS for the `ifOper` status was showed as UP. After the upgrade, the `ifOper` status was showed as DOWN. For more information, see the JTAC knowledge base number KB 13962 located at <http://kb.juniper.net>.

- **Confirm behavior of remote authentication**—Local authentication is tried only if the remote server is "down" and no response is received in time when the remote authentication is primary. Remote authentication is tried only if the user name does not exist in the local server when the local authentication is primary.
- **Resolution of hostname to IP address of syslog or webtrends**—In previous ScreenOS releases, ScreenOS resolves the hostname to IP address of syslog or webtrends only when the service is enabled. The new behavior is to resolve the hostname to IP address of syslog or webtrends immediately after being configured, the `get dns host cache` command will show a DNS cache entry before the service is enabled.

Changes to Default Behavior Introduced in 5.4.0r11

- **DNS Port randomization**—The ability to enable random port assignment for policy-based DIP pools has been added; both interface-based DIP pools and policy-based DIP pools can now have ports randomly assigned. Interface-based DIP pools have random port assignment by default. Policy-based DIP pools, however, are default set to port translation, so random-port must be manually enabled by an admin. The random-port keyword has been added to CLI syntax for both DIP pool and extended DIP pool:

```
set interface ifname ext ipip/mask dip dip_id ip_low ip_high [random-port]
```

```
set interface ifname dip dip_id ip_low ip_high [random-port]
```

- **VPN (285743)**—The IKE-ID type with numeric IKE-ID from a third-party VPN device is interpreted correctly during Phase1 negotiations.
- **WebUI (262490)**—In the WebUI, managing a device from an untrust interface using a trustee admin now functions properly.

Changes to Default Behavior Introduced in 5.4.0r6

- **WLAN**—The permitted frequency ranges for wireless devices has been reduced to satisfy FCC requirements. For more information, see the JTAC knowledge base number KB 9915 located at <http://kb.juniper.net>.

Changes to Default Behavior Introduced in 5.4.0r1

- **File copy admin restriction change (NSCos67009)**—"save config" to/from tftp server is now restricted to root user only.
"save software" transferring to tftp server is now restricted to root user only.
"save file" is now restricted to root user only.
- **FIPS**—In the past, releases that were not FIPS certified did not allow FIPS mode to be enabled. R3 will allow FIPS mode to be enabled, even though it will not be FIPS certified.
- **Global-Pro command change**—CLI "set global-pro policy-manager primary outgoing-interface" is no longer supported

- **HTTP Brute-Force attack**—S2C HTTP protocol decoding is performed only if you configure server-to-client signature attacks. HTTP:Brute-Force, a server-to-client anomaly attack is detected if you configure a HTTP server-to-client signature attack in the policy. In the following example, HTTP:HIGH:SIGS has server-to-client signature attacks, so add HTTP:HIGH:SIGS along with HTTP:HIGH:ANOM in a policy.
- **Interface limit change (NSCos65098)**—Hard limits (enforced in the code) were removed for “max interfaces per area” and “max interfaces per routing-instance” and made them soft limits instead. i.e. they are only recommended values and not enforced in the code. The device may not function correctly if these limits are exceeded.
- **Log buffer full handling (NSCos68000/NSCos67431)**—After modification: when the log buffer is full and traffic passing through is stopped, the system will wait until the log buffer is empty before resuming traffic, the result is, wait a longer time to resume the traffic. This behavior is only applicable when the “set log audit-loss-mitigation” option is set. By default, this option is unset.
- **MAC address handling (NSCos65912)**—Previously, for ASIC based platforms, when MAC cache is used, if the peers change their source MAC without sending any gratuitous ARP out, we could not update our hardware L2 table. In this case, when we want to send packets to the peer, the old MAC will be used. With this release, new session will use a new MAC address to send packets to the peer even without gratuitous ARP received. Old session will not be affected.
- **Multicast-route handling (NSCos65082)**—Previous behavior: In IGMP proxy, when an admin clears multicast-route (mroute) by CLI (clear vr vr-name mroute), it can't rebuild the mroute even when the new igmp report packet arrived.

New behavior: Every time the system receives a new IGMP report, the system will update the mroute created by the IGMP proxy. If the admin deletes the mroute by CLI, the system can rebuild it when it receives the next IGMP report packet.
- **Multilink Bundle interface configuration (NSCos67022)**—No longer allow adding an ADSL interface into a multilink bundle interface with MLFR encapsulation
- **Root/vsys profile configuration (NSCos66696)**—Previously, the RootProfile can be bound to a nonRoot vsys, while a non-RootProfile can be bound to Root. Now the RootProfile can only be bound to Root vsys while non-RootProfile can only be bound to nonRoot vsys.

Previously, get config always has "set vsys-profile RootProfile xxx" even if the value is the same as the default value; now this line will be shown only when the value is changed, i.e., it is different from the default value.
- **Saved log information handling (NSCos62846)**—"Clear log sys saved" was not clearing the saved information on the SSG5 and SSG20 devices in previous versions. The function is now implemented on these devices in 5.4 R3.
- **WAN interface configuration (NSCos66426)**—In "set/unset interface serialx/0 phy link-down" CLI, link-down option is disabled for wan interfaces

NSM Compatibility

This section provides information about updates required to complementary Juniper Networks products to ensure compatibility with ScreenOS 5.4.0.

Netscreen-Security Manager (NSM) 2007.1 and successive versions support devices running ScreenOS 5.4 without need for Forward Support Update software.

NSM 2006 requires Forward Support Update software to manage devices running ScreenOS 5.4. To do this, install a schema upgrade on the management server and user interface.

The upgrade is available at <http://www.juniper.net/customers/support/>. Refer to the NSM Forward Support for ScreenOS 5.4 Release Notes for installation instructions and the features and platforms supported with this schema upgrade.

Migration Procedures

This section contains procedures to upgrade existing firmware to ScreenOS 5.4.0.

Before you upgrade a security device, you must have the most recent ScreenOS firmware stored on your local drive. Depending on the platform and the firmware your security device is currently running, you also might need intermediate (or step-up) firmware and/or new boot loader firmware. Firmware Upgrade Path illustrates the various firmware upgrade paths to ScreenOS 5.4.0.

Figure 1: Firmware Upgrade Path

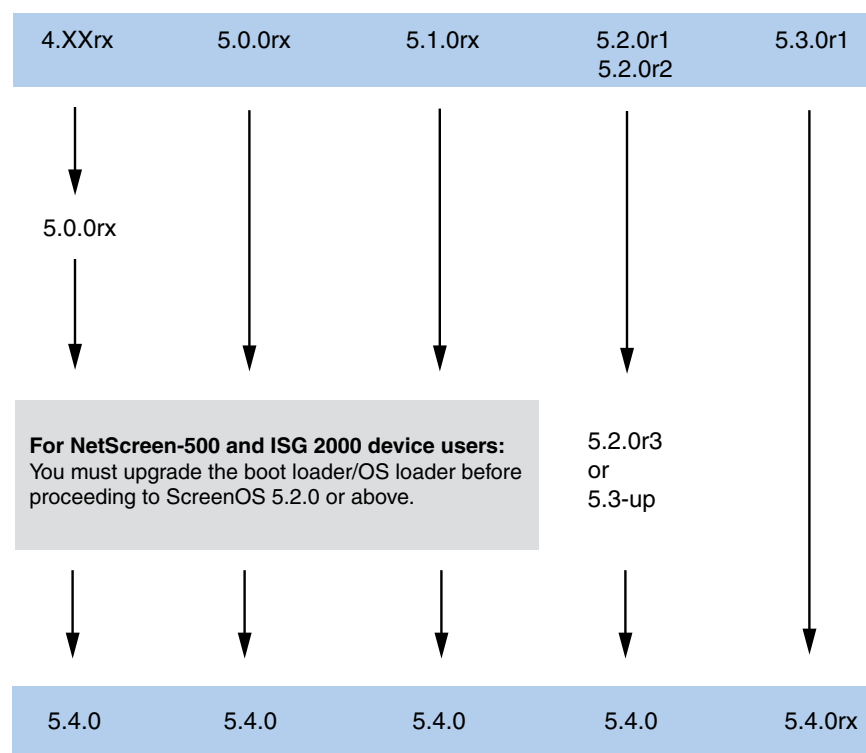


Figure 1 on page 23 lists the recommended upgrade path to ScreenOS 5.4.0 based on device model and firmware version. For example, if you are running ScreenOS 4.0 on a NetScreen-204, you need to upgrade to ScreenOS 5.0r10 or later before upgrading to ScreenOS 5.4.0. If you are running ScreenOS 5.1 on a NetScreen-204, however, you can upgrade directly to 5.4.0. Upgrade Paths to ScreenOS 5.4.0 also lists memory and boot loader upgrade requirements for each ScreenOS version and platform.

Table 2: Upgrade Paths to ScreenOS 5.4.0

Base	Platform Name	Intermediate Firmware Name	Upgrade Requirement
4.0	NetScreen-200 Series	5.0r10 or later	Boot loader upgrade not required.
	NetScreen-25	5.0r10 or later	Boot loader upgrade not required.
	NetScreen-50	5.0r10 or later	Boot loader upgrade not required.
	NetScreen-5000 Series using 5000-M	5.0r10 or later	
5.0	NetScreen-HSC	5.0r10 or later	

Table 2: Upgrade Paths to ScreenOS 5.4.0 (*continued*)

Base	Platform Name	Intermediate Firmware Name	Upgrade Requirement
	NetScreen-5GT Series	5.0r10 or later	
	NetScreen-25	5.0r10 or later	
	NetScreen-50	5.0r10 or later	
	NetScreen-200 Series	5.0r10 or later	
	NetScreen-500	5.0r10 or later	Requires boot loader upgrade.
	ISG 1000	5.0r10 or later	
	ISG 1000-IDP	5.0r10 or later	Requires boot loader 1.0.1 upgrade.
	ISG 2000	5.0r10 or later	Requires boot loader 1.1.5 upgrade.
	ISG 2000-IDP	5.0r10 or later	Requires boot loader 1.1.5 upgrade.
	NetScreen-5000 Series using 5000-M	5.0r10 or later	
	NS-5000-8G		
	NS-5000-2G24T		
	NetScreen-5000 Series using 5000-M2	5.0r9 or later	
	NS-5000-8G		
	NS-5000-2G24T		
	NetScreen-5000 Series using 5000-M2	5.0r9 or later	(See Caution below)
	NS-5000-8G2		
	NS-5000-2XGE		
5.1	NetScreen-HSC	None required	
	NetScreen-5GT	None required	
	NetScreen-25	None required	
	NetScreen-50	None required	

Table 2: Upgrade Paths to ScreenOS 5.4.0 (*continued*)

Base	Platform Name	Intermediate Firmware Name	Upgrade Requirement
	NetScreen-200 Series	None required	
	SSG 500 Series	Factory installed with 5.1r4	
	NetScreen-500	None required	Requires boot loader upgrade
	NetScreen-5000 Series using 5000-M	None required	
5.2	NetScreen-HSC	5.2r3 or later	
	NetScreen-5GT	5.2r3 or later	
	NetScreen-5GT ADSL	5.2r3 or later	
	NetScreen-25	5.2r3 or later	
	NetScreen-50	5.2r3 or later	
	NetScreen-200 Series	5.2r3 or later	
	NetScreen-500	5.2r3 or later	
	ISG 2000	5.2r3 or later	Requires boot loader 1.1.5 upgrade
	NetScreen-5000 Series using 5000-M NS-5000-8G NS-5000-2G24T	5.2r3 or later	
	NetScreen-5000 Series using 5000-M2 NS-5000-8G NS-5000-2G24T	5.2r3 or later	
5.3	NetScreen-HSC	None required	
	NetScreen-5GT Series	None required	
	NetScreen-25	None required	
	NetScreen-50	None required	
	NetScreen-200 Series	None required	

Table 2: Upgrade Paths to ScreenOS 5.4.0 (*continued*)

Base	Platform Name	Intermediate Firmware Name	Upgrade Requirement
	NetScreen-500	None required	
	ISG 1000	None required	
	ISG 2000	None required	Requires boot loader 1.1.5 upgrade
	NetScreen-5000 Series using 5000-M	None required	
	NS-5000-8G		
	NS-5000-2G24T		
	NetScreen-5000 Series using 5000-M2	None required	(See Caution below)
	NS-5000-8G		
	NS-5000-2G24T		

**CAUTION:**

- This release requires the SIMM DRAM upgrade to 1GB on the NetScreen-5000 Series devices. Secure Port Modules (SPMs) affected are 5000-8G2 and 5000-2XGE manufactured before 2/1/2006. If your NetScreen-5000 modules qualify for a memory upgrade, contact Juniper Networks at 1-866-369-5418 or email <mailto:Junipermem@onprocess.com> for a memory-upgrade kit. The memory upgrade is free for qualified users.
- Before upgrading or downgrading a security device, save the existing configuration file to avoid losing any data. During the upgrade/downgrade process, the device might remove part or all of the configuration file.

Requirements for Upgrading and Downgrading Device Firmware

This section lists what is required to perform the upgrade or downgrade of security device firmware. You can use any of the following methods to upgrade or downgrade a security device:

- WebUI
- CLI
- Through the boot loader or ScreenOS Loader



NOTE: You can upgrade or downgrade some security devices locally or remotely, but we recommend that you perform the upgrade or downgrade of a security device at the device location. For NetScreen-500 and ISG 2000 devices, both of these operations require console access, therefore you must be at the device location.

To use the WebUI, you must have the following:

- Root privilege to the security device
- Network access to the security device from a computer that has a browser
- New ScreenOS firmware (downloaded from the Juniper Networks website and saved locally)

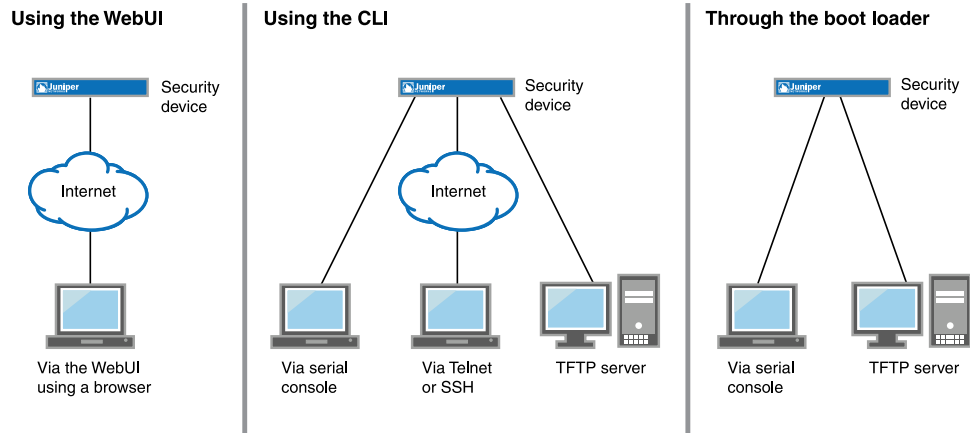
To use the CLI, you must have the following:

- Root or read-write privileges to the security device
- Console connection or Telnet access to the security device from a computer
- TFTP server installed locally and to which the security device has access
- New ScreenOS firmware (downloaded from the Juniper Networks website and saved to a local TFTP server directory)

To upgrade or downgrade through the boot loader, you must have the following:

- Root or read-write privileges to the security device
- TFTP server installed locally that has an IP address in the same subnet as the security device (255.255.255.0)
- Ethernet connection from a computer to the security device (to transfer data, namely from a local TFTP server)
- Console connection from the computer to the security device (to manage the security device)
- New ScreenOS firmware saved to a local TFTP server directory

ScreenOS Upgrade and Downgrade Methods illustrate the three different ways by which you can upgrade or downgrade a security device.



NOTE: For NetScreen-500 and ISG 2000 devices, if a boot loader upgrade is required, you must upgrade using the boot loader.

To upgrade or downgrade a security device, see the step-by-step procedures in [“Upgrading to the New Firmware”](#) on page 30 or [“Upgrading Devices in an NSRP Configuration”](#) on page 36.

Special Boot-ROM or Boot Loader Requirements

Some devices require upgrade of the boot-ROM or boot loader before or during upgrade.

NetScreen-500 Boot-ROM

Installation of this release on a NetScreen-500 device running ScreenOS 5.0 or 5.1 requires the new boot-ROM (ns500.upgrade6M). This makes the upgrade a two-step process. In the first step you install the boot ROM; in the second step you actually install the new image. See Upgrade Paths to ScreenOS 5.4.0.



NOTE: You can upgrade or downgrade some security devices locally or remotely, but we recommend that you perform the upgrade or downgrade of a security device at the device location. For NetScreen-500 and ISG 2000 devices, both of these operations require console access, therefore you must be at the device location.

ISG 2000 Boot Loader

Before upgrading an ISG 2000 device from ScreenOS 5.0 to ScreenOS 5.4.0 firmware, you must upgrade the OS loader to v1.1.5. You can view the OS loader version during the startup process or by entering the `get envvar` command. To upgrade the OS loader, perform the following steps:

1. Download the OS loader from the Juniper Networks support site to the root directory of your TFTP server.
2. Log into <http://www.juniper.net/support>.
3. In the Download Software section, click **ScreenOS Software**.
4. Download the latest OS loader and save it to the root directory of your TFTP server.
5. If necessary, start the TFTP server.
6. Make an Ethernet connection from the device hosting the TFTP server to the MGT port on the ISG 2000 and a serial connection from your workstation to the console port on the ISG 2000.
7. Restart the ISG 2000 by entering the reset command. When prompted to confirm the command—System reset, are you sure? y/[n]—press the Y key.

The following device output appears:

```
NetScreen NS-ISG 2000 BootROM V0.9.0 (Checksum: 8796E2F3)
Copyright (c) 1997-2004 NetScreen Technologies, Inc.
Total physical memory: 1024MB
Test - Pass
Initialization..... Done
```

8. Press the X and A keys sequentially to update the OS loader.
9. Enter the filename for the OS loader software you want to load (for example, load2000v115.d.S), the IP address of the ISG 2000, and the IP address of your TFTP server. The following system output appears:

```
Serial Number [0079112003000031]: READ ONLY
BOM Version [C06]: READ ONLY
Self MAC Address [0010-db58-c900]: READ ONLY
OS Loader File Name [boot2000v090.1d.S]: load2000v115.d.S
Self IP Address [10.150.65.152]:
TFTP IP Address [10.150.65.151]:
Press the Enter key, and the file loads.
Save loader config (112 bytes)... Done
Loading file "load2000v115.d.S"...
rtatatatatata ...
Loaded successfully! (size = 383,222 bytes)
Ignore image authentication!
Program OS Loader to on-board flash memory... ++++++Done!
Start loading...
.....
Done.
```

You have completed the upgrade of the OS loader, and can now proceed to section, Downloading New Firmware.

Downloading New Firmware

You can obtain the ScreenOS firmware from the Juniper Networks website. To access firmware downloads; you must be a registered customer with an active user ID and password. If you have not yet registered your Juniper Networks product, then you must do so at the Juniper Networks website before proceeding.



NOTE: Before you begin a security device upgrade, you must have the most recent ScreenOS firmware. Check Upgrade Paths to ScreenOS 5.4.0 to make sure you have the required intermediate software, if any.

1. To get the latest ScreenOS firmware, enter <http://www.juniper.net/support> in your browser. Click **Support** > **Customer Support Center**, then perform the following steps:
 - a. Log in by entering your user ID and password, then click **LOGIN**.
 - b. Select **Download Software** or pick the actual product you want to download from the Quicklink picker.
A list of available downloads appears.
 - c. Click Continue.
The File Download page appears.
 - d. Click the product link for the firmware you want to download.
The Upgrades page appears.
 - e. Click the link for the ScreenOS version you want to download.
The Upgrades page appears.
 - f. Click the upgrade link.
The Download File dialog box appears.
2. Click Save and then navigate to the location where you want to save the firmware zip file.



NOTE: Before loading the firmware, you must unzip the file.

You must save the firmware onto the computer from which you want to perform the upgrade.

If you want to upgrade the security device using the WebUI, you can save the firmware anywhere on the computer.

If you want to upgrade the security devices using the CLI, you must save the firmware to the root TFTP server directory on the computer. If you do not have a TFTP server installed on your computer, then you can download one from the Internet. If no TFTP server is available, you must use the WebUI to load the new firmware onto the security device.

Upgrading to the New Firmware

This section provides instructions on how to upgrade firmware on the security device using the WebUI, the CLI, and the Boot/OS loader. This section also describes how to save multiple firmware images with the boot loader.



CAUTION: Before upgrading a security device, save the existing configuration file to avoid losing any data.

Check Upgrade Paths to ScreenOS 5.4.0 to determine whether you need to install intermediate firmware or a boot loader upgrade before installing ScreenOS 5.4.0. Use either the WebUI or CLI procedure to first install intermediate firmware (if required), then install ScreenOS 5.4.0 firmware.

Upgrading Using the WebUI

This section describes how to upgrade the firmware on the security device using the WebUI. Instructions include upgrading to an intermediate version of firmware, if required, and upgrading to ScreenOS 5.4.0.

To upgrade firmware using the WebUI, perform the following steps:

1. Log into the security device by opening a browser.
 - a. Enter the Management IP address in the Address field.
 - b. Log in as the root admin or an admin with read-write privileges.
2. Save the existing configuration:
 - a. Go to **Configuration->Update->Config File**, and click **Save to File**.
 - b. In the File Download dialog box, click **Save**.
 - c. Navigate to the location where you want to save the configuration file (cfg.txt), and click **Save**.
3. Upgrade to intermediate firmware, if required.

See Upgrade Paths to ScreenOS 5.4.0 to determine if intermediate firmware is required. If intermediate firmware is required, follow this procedure. Otherwise, proceed to Step Upgrade to the new ScreenOS firmware:

 - a. Go to **Configuration->Update->ScreenOS/Keys** and select **Firmware Update**.
 - b. Click **Browse** to navigate to the location of the intermediate firmware. For example, if you upgrade a NetScreen-5GT running ScreenOS 5.2r1, you must upgrade to ScreenOS 5.2r3 or later, then continue this procedure.
 - c. Click **Apply**.



NOTE: This process takes some time. DO NOT click **Cancel** or the upgrade will fail. If you click **Cancel** and the upgrade fails, power off the device and then power it on again. Restart the upgrade procedure beginning with step 3.

- d. Click **OK** to continue.

The security device restarts automatically. The upgrade is complete when the device displays the login page in the browser.

- e. Log into the security device. You can verify the version of the security device ScreenOS firmware in the Device Information section of the WebUI homepage.
4. Upgrade to the new ScreenOS firmware:
 - a. Go to **Configuration->Update->ScreenOS/Keys** and select **Firmware Update**.
 - b. Click **Browse** to navigate to the location of the new ScreenOS firmware or enter the path to its location in the Load File field.
 - c. Click **Apply**.

A message box appears with information on the upgrade time.

- d. Click **OK** to continue.

The security device restarts automatically. The upgrade is complete when the device displays the login page in the browser.

5. Log into the security device. You can verify the version of the security device ScreenOS firmware in the Device Information section of the WebUI homepage.

Upgrading Using the CLI

This section describes how to upgrade the firmware on the security device using the CLI. Instructions include upgrading to an intermediate version of the firmware, if required, and upgrading to ScreenOS 5.4.0.

To upgrade firmware using the CLI, perform the following steps:

1. Make sure you have the new ScreenOS firmware, or the intermediate firmware if required, in the TFTP root directory. For information on obtaining the new firmware, see the section Downloading New Firmware.
2. Run the TFTP server on your computer by double clicking on the TFTP server application. You can minimize this window, but it must be active in the background.
3. Log into the security device using an application such as Telnet or SSH, (or HyperTerminal if connected directly through the console port). Log in as the root admin or an admin with read-write privileges.
4. Save the existing configuration by executing the command:

save config to { flash | slot1 | tftp }...

5. On the security device, enter the following command and specify the filename of the firmware (if you are installing intermediate firmware, specify the filename of the intermediate firmware):

save soft from tftp ip_addr_your_computer screenos_filename to flash



NOTE: If this upgrade requires intermediate firmware and you have not already upgraded to that firmware, enter the intermediate firmware filename when entering this command.

6. When the upgrade is complete, you must **reset** the security device. Execute the reset command and enter **y** at the prompt to reset the device.
7. Wait a few minutes, and then log into the security device again.
8. Use the **get system** command to verify the version of the security device ScreenOS firmware.

If you upgraded to intermediate firmware in step 1, on the security device enter the following command and specify the filename of the firmware, repeat steps 5 through 8 to install the ScreenOS 5.4.0 firmware.

9. If necessary, upload the configuration file that you saved in step 4 by executing the following command:

save config from tftp to { flash | slot1 | tftp }...

Upgrading Using the Boot/OS Loader

The Boot/OS Loader brings up the hardware system, performs basic and sometimes critical hardware configurations, and loads system software used to run a security device.



NOTE: On the NetScreen-500 device, you cannot use this process to save ScreenOS 5.1.0 or previous versions of firmware to flash memory. You must use the WebUI or CLI to save ScreenOS 5.1.0 firmware to flash memory.

To upgrade firmware using the Boot/OS Loader, perform the following steps:

1. Connect your computer to the security device.
 - a. Using a serial cable, connect the serial port on your computer to the console port on the security device (refer to your hardware manual for console settings). This connection, in combination with a terminal application, enables you to manage the security device.
 - b. Using an Ethernet cable, connect the network port on your computer to port 1 or to the management port on the security device. This connection enables the transfer of data among the computer, the TFTP server, and the security device.
2. Make sure that you have the new ScreenOS firmware stored in the TFTP server directory on your computer. For information on obtaining the new firmware, see section Downloading New Firmware.
3. Run the TFTP server on your computer by double clicking on the TFTP server application. You can minimize this window but it must be active in the background.

4. Log into the security device using a terminal emulator such as HyperTerminal. Log in as the root admin or an admin with read-write privileges.
5. Restart the security device.
6. When you see “Hit any key to run loader” or “Hit any key to load new firmware” on the console display, press any key on your computer keyboard to interrupt the startup process.



NOTE: If you do not interrupt the security device in time, it loads the firmware saved in flash memory.

7. At the Boot File Name prompt, enter the filename of the ScreenOS firmware that you want to load.



NOTE: If Upgrade Paths to ScreenOS 5.4.0 lists an intermediate firmware requirement, enter that filename at this step.

If you enter slot1: before the specified filename, then the loader reads the specified file from the external compact flash or memory card. If you do not enter slot1: before the filename, then the file is instead downloaded from the TFTP server. If the security device does not support a compact flash card, then an error message is displayed and the console prompts you to reenter the filename.

8. At the Self IP Address prompt, enter an IP address that is on the same subnet as the TFTP server.
9. At the TFTP IP Address prompt, enter the IP address of the TFTP server.



NOTE: The Self IP address and TFTP IP address must be in the same subnet; otherwise, the TFTP loader rejects the Self IP address and then prompts you to re-enter it.

An indication that the firmware is loading successfully is the display of a series of “rtatatatatata...” running on the terminal emulator screen and a series of symbols running on the TFTP server window. When the firmware installation is complete, a message informs you that the installation was successful. Repeat these steps if your first firmware upgrade was to an intermediate version.

Saving Multiple Firmware Images with the Boot Loader

After the firmware is downloaded successfully, the console prompts you:

Save to on-board flash disk? (y/[n]/m)

Entering y (yes) saves the file as the default firmware. This image runs automatically if you do not interrupt the startup process.

On some security devices, you can enter `m` (multiple) to save multiple firmwares. You must select a filename at the following prompt:

Please input multiple firmware file name [BIMINITE.D]: test.d

The name in brackets is the recommended name automatically generated after you enter the name in the TFTP server. If you do not enter a name, the recommended name is used.



NOTE: You must enter a name that is DOS 8.3-compatible. The maximum length of the boot filename used by the Loader cannot exceed 63 characters.

Downgrading the NetScreen-500 Device



CAUTION: Before downgrading a security device, back up the existing configuration file. The current configuration file will be lost when downgrading the device.

Perform the following steps to downgrade the NetScreen-500 device from ScreenOS 5.4.0 to ScreenOS 5.0.0 or later. If you need to downgrade the device to a version prior to ScreenOS 5.0.0, downgrade using the boot/OS loader (see Using the Boot/OS Loader).

Using the CLI

To downgrade using the CLI, perform the following steps:

1. Download the firmware from the Juniper Networks website and save it to the root TFTP server directory on the computer.
For information on downloading the firmware, see section Downloading New Firmware.
2. Load the firmware with the CLI. For information on using the CLI to load firmware, see section Upgrading Using the CLI.
3. Enter the `exec downgrade` command if you are downgraded to 4.x releases.

The security device automatically restarts with the firmware you loaded.

Using the Boot/OS Loader

To downgrade using the boot/OS loader, perform the following steps:

1. Download the firmware from the Juniper Networks website, and save it to the root TFTP server directory on the computer.
For information on downloading the firmware, see section Downloading New Firmware.
2. Enter the `exec downgrade` command.

The security device automatically restarts.

3. Load the firmware using the boot/OS loader. For information on using the boot/OS loader, see section Upgrading Using the Boot/OS Loader. The following system output appears:

```
Serial Number [0079112003000031]: READ ONLY
BOM Version [C06]: READ ONLY
Self MAC Address [0010-db58-c900]: READ ONLY
OS Loader File Name [boot2000v090.1d.S]: load2000v115.d.S
Self IP Address [10.150.65.152]:
TFTP IP Address [10.150.65.151]:
```

4. Press the Enter key to load the file. The following system output appears:

```
Save loader config (112 bytes)... Done
Loading file "load2000v115.d.S"...
```

Upgrading Devices in an NSRP Configuration

For security devices in a NetScreen Redundancy Protocol (NSRP) configuration, you must upgrade each device individually. This section describes two different upgrade procedures addressing two different NSRP configurations: NSRP active/passive and NSRP active/active.



NOTE: For upgrading NetScreen-500 and ISG 2000 devices, you must follow the version-specific upgrade sequence (see section Upgrading to the New Firmware).



CAUTION: When upgrading, you risk losing part of the configuration that existed before the upgrade. Before upgrading a security device, we strongly recommend that you back up the existing configuration file to avoid losing any data.

Upgrading Devices in an NSRP Active/Passive Configuration

The following explains the steps to upgrade a basic NSRP active/passive configuration where device A is the primary and device B is the backup. Before you begin, read the section Requirements for Upgrading and Downgrading Device Firmware. Also, make sure that you download the ScreenOS firmware to which you are upgrading each device.



CAUTION: Do not power off your security device while it is upgrading to new firmware. Doing so could result in permanently damaging the device.

To upgrade two devices in an NSRP active/passive configuration, perform the following steps (some steps require CLI use).

1. Upgrade device B to ScreenOS 5.4.0.

WebUI

- a. Make sure that you have the new ScreenOS firmware (and the intermediate firmware if required). For information on obtaining the firmware, see section Downloading New Firmware.
- b. Log into device B by opening a browser and entering the management IP address in the Address field. Log in as the root admin or an admin with read-write privileges.
- c. Save the existing configuration:
 - Go to **Configuration->Update->Config File**, and then click Save to File.
 - In the File Download dialog box, click **Save**.
 - Navigate to the location where you want to save the configuration file (cfg.txt), then click **Save**.
- d. Go to **Configuration->Update->ScreenOS/Keys** and select **Firmware Update**.
- e. Click **Browse** to navigate to the location of the ScreenOS 5.4.0 firmware, or enter the path to its location in the Load File field.
- f. Click **Apply**.
A message box appears with information on the upgrade time.
- g. Click OK to continue.
The security device restarts automatically. The upgrade is complete when the device displays the login page in the browser.
- h. To verify the version of the ScreenOS firmware, log into the security device and go to the Device Information section of the WebUI homepage.

CLI

- a. Make sure you have the ScreenOS 5.4.0 firmware (and the intermediate firmware, if required). For information on obtaining the firmware, see section Downloading New Firmware.
- b. Log into device B using an application such as Telnet, or SSH (or Hyper Terminal if directly connected through the console port). Log in as the root admin or an admin with read-write privileges.
- c. Save the existing configuration by executing the following command: **save config to { flash | slot1 | tftp }...**
- d. Double click on the TFTP server application to run the TFTP server on your computer.
- e. On the security device, enter the following command:
save soft from tftp ip_addr filename to flash
where *ip_addr* is the IP address of your computer and filename is the filename of the ScreenOS 5.4.0 firmware

- f. When the upgrade is complete, enter the **reset** command and then enter **y** at the prompt to reset the device.
 - g. Wait a few minutes, then log into the security device.
 - h. Enter the **get system** command to verify the version of the security device ScreenOS firmware.
2. Manually fail over the primary device to the backup device (CLI only).
 - a. Log into the primary device (device A).
 - b. Issue one of the following CLI commands. The command that you need to execute depends on whether or not the preempt option is enabled on the primary device.
 - If the preempt option is enabled:
exec nsrp vsd-group 0 mode ineligible
 - If the preempt option is not enabled:
exec nsrp vsd-group 0 mode backup

Either command forces the primary device to step down and the backup device to immediately assume the primary device role.
 3. Upgrade the primary device (device A) to ScreenOS 5.4.0.

WebUI

- a. Make sure that you have the ScreenOS 5.4.0 firmware. For information on obtaining the firmware, see section Downloading New Firmware.
- b. Log into security device A.
- c. Save the existing configuration:
 - **Configuration->Update->Config File**, and then click **Save to File**.
 - In the File Download dialog box, click **Save**.
 - Navigate to the location where you want to save the configuration file (cfg.txt), then click **Save**.
- d. Go to **Configuration->Update->ScreenOS/Keys** and select **Firmware Update**.
- e. Click **Browse** to navigate to the location of the ScreenOS 5.4.0 firmware or enter the path to its location in the Load File field.
- f. Click **Apply**.

A message box appears with information on the upgrade time.
- g. Click **OK** to continue.

The security device restarts automatically. The upgrade is complete when the device displays the login page in the browser.
- h. To verify the version of the ScreenOS firmware, log into the security device and go to the Device Information section of the WebUI Home page.

CLI

- a. Make sure you have the ScreenOS 5.4.0 firmware. For information on obtaining the firmware, see section Downloading New Firmware.
- b. Log into security device A.
- c. Save the existing configuration by executing the following command:
`save config to { flash | slot1 | tftp }...`
- d. Run the TFTP server on your computer by double clicking on the TFTP server application.
- e. On the security device, execute the following command:
`save soft from tftp ip_addr_your_computer screenos_filename to flash`
- f. When the upgrade is complete, you must reset the security device. Execute the **reset** command and enter **y** at the prompt to reset the device.
- g. Wait a few minutes, and then log into the security device again. You can verify the security device ScreenOS firmware version by using the **get system** command.
4. Synchronize device A (CLI only).

After you complete the upgrade of device A to ScreenOS 5.4.0, manually synchronize the two devices. On device A (backup), issue the **exec nsrp sync rto all** command from the peer CLI to synchronize the RTOs from device B (primary device).
5. Manually fail over the primary device to the backup device (CLI only).
 - a. Log into the primary device (device B).
 - b. If pre-empt is enabled on device A, no action is needed. If pre-empt is not enabled on device A, issue the following command:
`exec nsrp vsd-group 0 mode backup`

Either command forces the primary device to step down and the backup device to immediately assume the primary device role.

Upgrading Devices in an NSRP Active/Active Configuration

This upgrade section applies to an NSRP configuration where you paired two security devices into two virtual security devices (VSD) groups, with each physical device being the primary in one group and the backup in the other. To upgrade, you first have to fail over one of the devices so that only one physical device is the primary of both VSD groups. You then upgrade the backup device first and the primary device second.

The following illustrates a typical NSRP active/active configuration where device A is the primary device for VSD 0 and the backup for VSD 1, and device B is the primary device for VSD 1 and the backup for VSD 0. Before you begin, see section Requirements for Upgrading and Downgrading Device Firmware. Also, make sure you download the ScreenOS 5.4.0 firmware (and intermediate firmware, if required).



WARNING: Do not power off your security device while it is upgrading to new firmware. Doing so could permanently damage the device.

To upgrade two devices in an NSRP active/active configuration, perform the following steps (some steps require CLI use).

1. Manually fail over the primary device B in VSD group 1 to the backup device A in VSD group 1 (CLI only):
 - a. Log into security device B using an application such as Telnet or SSH (or HyperTerminal if directly connected through the console port). Log in as the root admin or an admin with read-write privileges.
 - b. Issue one of the following CLI commands. The command you need to run depends on whether or not the **preempt** option is enabled on the primary device.
 - If the **preempt** option is enabled:

```
exec nsrp vsd-group 1 mode ineligible
```
 - If the **preempt** option is not enabled:

```
exec nsrp vsd-group 1 mode backup
```

Either command forces device B to step down and device A to immediately assume the primary role of VSD 1. At this point, device A is the primary of both VSD 0 and 1 and device B is the backup for both VSD 0 and 1.
2. Upgrade device B to the ScreenOS 5.4.0 firmware.

WebUI

- a. Make sure you have the ScreenOS 5.4.0 firmware (and the intermediate firmware, if required). Check Upgrade Paths to ScreenOS 5.4.0 for details. For information about obtaining the firmware, see ["Downloading New Firmware" on page 29](#).
- b. Log into security device B by opening a browser and entering the management IP address in the Address box. Log in as the root admin or an admin with read-write privileges.
- c. Save the existing configuration:
 1. Go to **Configuration > Update > Config File**, and then click **Save to File**.
 2. Click **Save** in the File Download dialog box.
 3. Navigate to the location where you want to save the configuration file (cfg.txt), and then click **Save**.
- d. Click **Configuration > Update > ScreenOS/Keys**, and then select **Firmware Update**.
- e. Click **Browse** to navigate to the location of the ScreenOS 5.4.0 firmware, or enter the path to its location in the Load File box.
- f. Click **Apply**.

A message box appears with information about the upgrade time.

- g. Click **OK** to continue.

The device restarts automatically. The upgrade is complete when the device displays the login page in the browser.

- h. Verify the version of the ScreenOS firmware by logging into the device and locating the Device Information section of the WebUI page.

CLI

- a. Make sure you have the ScreenOS 5.4.0 firmware. For information about obtaining the firmware, see [“Downloading New Firmware” on page 29](#).

- b. Log into security device B.

- c. Save the existing configuration by running the following command:

```
save config to { flash | slot1 | tftp }...
```

- d. Run the TFTP server on your computer by double-clicking the TFTP server application.

- e. Enter the following command on the device:

```
save soft from tftp ip_addr screenos_filename to flash
```

where *ip_addr* is the IP address of your computer, and *screenos_filename* is the filename of the ScreenOS 5.4.0 firmware.

- f. Reset the device when the upgrade is complete. Run the **reset** command and enter **y** at the prompt to reset the device.

- g. Wait a few minutes, and then log into the device again. You can verify the device ScreenOS firmware version by using the **get system** command.

3. Manually fail over device A completely to device B (CLI only).

- a. Log into security device A.

- b. Fail over primary device A in VSD 0 to backup device B in VSD 0 by issuing one of the following CLI commands. The command you need to run depends on whether or not the **preempt** option is enabled on the primary device.

- If the **preempt** option is enabled:

```
exec nsrp vsd-group 0 mode ineligible
```

- If the **preempt** option is not enabled:

```
exec nsrp vsd-group 0 mode backup
```

- c. If the **preempt** option is enabled on device A, no action is needed. If the **preempt** option is not enabled on device A, issue the following command:

```
exec nsrp vsd-group 1 mode backup
```

At this point, device B is the primary device for both VSD 0 and 1, and device A is backup for both VSD 0 and 1.

4. Upgrade device A to ScreenOS 5.4.0.

WebUI

- a. Make sure you have the ScreenOS 5.4.0 firmware (and the intermediate firmware, if required). Check Paths to ScreenOS 5.4.0 for software details. For information about obtaining the firmware, see ["Downloading New Firmware" on page 29](#).
- b. Log into security device A.
- c. Save the existing configuration:
 1. Go to **Configuration > Update > Config File**, and then click **Save to File**.
 2. Click **Save** in the File Download dialog box.
 3. Navigate to the location where you want to save the configuration file (cfg.txt), and then click **Save**.
- d. Click **Configuration > Update > ScreenOS/Keys**, and then select **Firmware Update**.
- e. Click **Browse** to navigate to the location of the ScreenOS 5.4.0 firmware, or enter the path to its location in the Load File box.
- f. Click **Apply**.

A message box appears with information about the upgrade time.
- g. Click **OK** to continue.

The device restarts automatically. The upgrade is complete when the device displays the login page in the browser.
- h. Verify the version of the ScreenOS firmware by logging into the device and locating the Device Information section of the WebUI page.

CLI

- a. Make sure you have the ScreenOS 5.4.0 firmware. For information about obtaining the firmware, see ["Downloading New Firmware" on page 29](#).
- b. Log into security device A.
- c. Save the existing configuration by running the following command:
save config to { flash | slot1 | tftp }...
- d. Run the TFTP server on your computer by double-clicking the TFTP server application.
- e. Enter the following command on the security device:
save soft from tftp ip_addr screenos_filename to flash
where *ip_addr* is the IP address of your computer, and *screenos_filename* is the filename of the ScreenOS 5.4.0 firmware.
- f. Reset the device when the upgrade is complete. Run the **reset** command, and then enter **y** at the prompt to reset the device.
- g. Wait a few minutes, and then log into the security device again. You can verify the security device ScreenOS firmware version by using the **get system** command.

5. Synchronize device A (CLI only).

CLI

After you complete the upgrade of security device A to ScreenOS 5.4.0, manually synchronize the two devices. On device A, issue the **exec nsrp sync rto all** command from the peer to synchronize the RTOs from security device B.

6. Fail over device B in VSD 0 to device A in VSD 0 (CLI only).

As the final step, return the devices to an active/active configuration.

- a. Log into security device A.

- If the **preempt** option is enabled on device A, no action is needed. If the **preempt** option is not enabled on device A, issue the following command:

```
exec nsrp vsd-group 1 mode backup
```

Now device A is the primary device for VSD 0 and the backup for VSD 1, and device B is the primary device for VSD 1 and the backup for VSD 0.

Upgrading or Migrating the Antivirus Scanner (NetScreen-5GT)



NOTE: For the NetScreen-5GT platform only, two antivirus scan engines are available, as shown in AV Scan Engines.

To migrate to a new antivirus (AV) scanner, follow this procedure:



NOTE: For a new AV installation, you can first upgrade the security device to run ScreenOS 5.4.0, and then install the AV license, or you can install the AV license first and then upgrade the security device to ScreenOS 5.4.0.

1. Save your current configuration.
2. Install your AV license key.



NOTE: To access an AV license key, refer to the Concepts & Examples ScreenOS Reference Guide. You must install the license key before you upgrade to ScreenOS 5.4.0, or you might lose some of your current configuration.

ScreenOS 5.3.0 and later support two scan engines, Juniper-Kaspersky and Trend Micro. Make sure you have the correct AV license key for your scan engine. The two license keys, however, can coexist on your security device.

Table 3: AV Scan Engines

AV Scan Engine	License Key	ScreenOS version
Trend Micro	av_key	ns5gttmav.5.4.0x
Juniper-Kaspersky	av_v2_key	ns5gt.5.4.0x

3. Upgrade to ScreenOS 5.4.0.

There are two versions of ScreenOS 5.4.0, as shown in AV Scan Engines. A single version of ScreenOS does not support both scan engines, however.

Make sure you select the ScreenOS version that supports the AV scan engine that was installed in Step 2.

4. Check the configuration file (especially policies) to ensure it is intact.

Scan Manager Profile

The global **scan-mgr** command controls the embedded scan manager, which is the AV component that interacts with the scan engine. For example, the **set** or **get av scan-mgr** CLI command sets the global commands that control parameters, such as **max-content-size**, **max-msgs**, **pattern-type**, **pattern-update**, and **queue-size**.

In ScreenOS 5.3.0 and later, some of the previously global settings are now configured from within a profile context. For example, global commands such as **timeout** and **max-decompress-layer** are no longer global; they are now set within the profile for each protocol. Commands such as **max-content-size** and **max-msgs**, which configure the embedded scan manager, are global and are now set using the **set av scan-mgr** command.

When you upgrade to ScreenOS 5.3.0 or later, a scan manager profile named **scan-mgr** is automatically generated to migrate the global **scan-mgr** commands. The scan-mgr profile executes the following commands:

```
set ftp decompress-layer 2
```

```
set http decompress-layer 2
```

```
set imap decompress-layer 2
```

```
set pop3 decompress-layer 2
```

```
set smtp decompress-layer 2
```

```
set http skipmime enable
```

```
set http skipmime mime-list ns-skip-mime-list
```

Command Updates shows the updated commands in ScreenOS 5.4.0. Updated commands are now entered from within a policy context.

Table 4: Command Updates

Commands previous to ScreenOS 5.3.0	Commands for ScreenOS 5.3.0 and Later Within a Profile Context
set av http skipmime	set av profile scan-mgr set http skipmime mime-list ns-skip-mime-list set http skipmime enable exit
unset av http skipmime	set av profile scan-mgr unset http skipmime enable exit
set av scan-mgr content { FTP HTTP IMAP POP3 SMTP } { timeout <i>number</i> } }	set av profile scan-mgr set { FTP HTTP IMAP POP3 SMTP } { enable timeout <i>number</i> } } exit
unset av scan-mgr content { FTP HTTP IMAP POP3 SMTP }	set av profile scan-mgr unset { FTP HTTP IMAP POP3 SMTP } enable exit

AV Pattern Update URL

Trend Micro Inc. no longer hosts AV pattern file updates at <http://5gt-t.activeupdate.trendmicro.com/activeupdate/server.ini>. The new pattern update can be found at:

<http://5gt-p.activeupdate.trendmicro.com/activeupdate/server.ini>.

After you upgrade the ScreenOS image, the new image automatically uses the new server URL for AV pattern-update operations; however, the URL in the saved configuration will not change unless you explicitly issued the **save** command.

When you upgrade to a newer release or manually change the AV pattern update URL to the new location, you can verify the pattern update URL is modified during the upgrade process by entering the following command:

```
5gt1-> get av scan-mgr
Embedded AV Management Info:
Pattern Management:
AV Key Expire Date: 12/31/2005 00:00:00
Update Server: http://5gt-p.activeupdate.trendmicro.com/activeupdate/server.ini
```

Addressed Issues

The following operational issues were resolved in the ScreenOS 5.4 releases.

Addressed Issues in ScreenOS 5.4.0r23

NSRP

- **672901**—After failback due to preempt, the new master (with preempt) sometimes lost connection to IC4500 (Infranet Controller).

Other

- **430199**—An application timeout occurs when NSM agent on firewall tries to connect to NSM.
- **544795**—"Unset http skipmime mime-list" command appears during config.
- **561641**—Packet loss under heavy traffic with NS5400 and 2XGE cards.
- **578204**—Firewall forwarded duplicate log information to NSM due to an error in the session byte count.
- **578457**—SCP was not working on Ubuntu 10.10.
- **585768**—SSH connections drop after 45 seconds of inactivity.
- **588234**—The Interface bandwidth was set to 10Meg even though it was hard-coded to 100Meg.
- **596169**—SSG device running PPPoE core dumps when there was no DNS option defined in PPP control packet.
- **600543**—With NSM enabled, the device management was very slow and the device was resetting frequently.
- **602147**—"set arp" command was not supported in Transparent mode.
- **660958**—[SSG550/SSG320] IPv6 log self shows wrong source and destination port numbers.
- **662589**—Firewall experienced core dump and rebooted the system when accessing the Dlog process.
- **664485**—Policy did not compile exactly, when "negate" was used.
- **664502**—H323 messages are still flooding in ISG2000 even after disabling h323 app-screen message-flood.
- **665008**—TCP connection was not established for MSRPC traffic in certain conditions, due to an endian issue.
- **666370**—Incorrect destination port was displayed 20480(0x5000) in the event log for the web management connection when the system configuration was saved through WebUI.
- **674466**—Firewall rebooted and generated a core dump when using a wrong session pointer during the session look up process.
- **674736**—GTP IDReq packets are incorrectly dropped by sanity check due to unknown IE.

- **674637**—The firewall crashes sometimes when a long URL was described in custom category of sc-cpa.
- **676289**—The device crashes while running certain commands through SSH or telnet.

Routing

- **577347**—After double NSRP failover, the routes redistributed into OSPF failed.

VoIP

- **662790**—SIP registration packet was larger than the allowed registration packet size for Avaya 9600 series phone.

WebUI

- **665076**—The maximum number of DHCP relay agents supported for WebUI/NSM was increased from 3 to 4.
- **671222**—The WebUI login might not accept a username of 31 or greater characters even though the username was valid through CLI.

Addressed Issues From ScreenOS 5.4.0r22

Administration

- **582678**—Sometimes creating admin user with special characters might create an invalid user.

ALG

- **586961**—Application with large MSRPC payload did not work with ALG enabled.

Antivirus

- **604069**—When Antispam or Antivirus was enabled, under certain conditions during TCP establishment, the TCP traffic did not flow properly.

Authentication

- **573906**—Firewall used old xauth-ip for p2sa rekey though the xauth-ip was changed. This resulted in repeatedly requesting the user for Xauth authentication.
- **580534**—Auth table entries for the Infranet-auth policies was not maintained correctly for the VPN tunnel sessions.

Management

- **556535**—PBR configuration was lost after the firewall was rebooted.
- **571584**—NSM reported an error in delta config when the command `set interface bgroup0 dhcp server config updatable src-interface ethernet0/0` was set on the SSG5 device.

Other

- **275164**—Firewall reboots unexpectedly because of a buffer issue.
- **554716**—Memory leak was triggered in system memory pool upon SSH login to SSG.
- **558343**—Memory utilization of "sys pool" increased as some of the memory allocated in SMTP parser were not freed when the SMTP sessions were released.
- **561219**—Firewall experienced high CPU while receiving ICMP ECHO request with fixed sequential ID.
- **563425**—Firewall failed sometimes when there was a communication error, such as duplex mismatch with the Infranet Controller.
- **581190**—The device failed when memory was allocated.
- **598551**—Unnecessary debugs enabled that were related to NTP was removed.
- **599609**—The "in packet" and "in ucast" counter increased, though the physical interface was down.
- **600852**—Device failed when accessing a null pointer.
- **606118**—Internal duplicate policy log entries caused the send mail task on the firewall to loop that subsequently caused high CPU usage.
- **610023**—[SSG300/500]Byte count for log-self shows wrong value.
- **610271**—While logging multicast traffic, the policy based traffic log was incorrect.
- **612248**—During high traffic, frequently pressing Ctrl+C on console caused wrong output in the event log sometimes and subsequently the device failed.
- **613108**—After deleting a policy, the "traffic logs" for that policy was not removed and are not cleared manually.

Routing

- **543025**—OSPF summary was not checked when a new OSPF area joined the backbone area that subsequently caused inconsistency in routing table.
- **588275**—Unable to clean up the RIP routes learnt from demand circuit in a VR.

VOIP

- **420306**—H.323 Avaya VoIP call failed because of an ASN.1 decoding error.

VPN

- **600426**—Removing an old NHTB entry caused incorrect VPN removal and resulted in trace error or crash dump that caused the device to reboot unexpectedly.

WebUI

- **573637**—WebUI did not display the list of all interfaces when a long list of interfaces with sub interfaces existed.

- **578196**—Hardware version displayed 0(0) on the WebUI.
- **596093**—Java Script WebUI display error was corrected in Internet Explorer 9.

Addressed Issues from ScreenOS 5.4.0r21

Administration

- **580933**—High task CPU triggered flow CPU utilization alarm.

Antivirus

- **529357**—Management traffic was dropped by the firewall when the antivirus database was getting updated.

Authentication

- **557646**—WebAuth failed to provide the correct login page to the client for connecting through a VPN tunnel.

BGP

- **578920**—System failed due to configuration error for BGP peer group.

CLI

- **574045**—A command was introduced to permit IGMP packets with TTL greater than one and to provide compatibility with other interoperability devices.

DNS

- **580838**—Fragmented DNS packets failed to pass through device if Jumbo frame support was enabled.

Management

- **428710**—Deleting the source interface bound to NSM module resulted in trace errors or crash dump causing the device to reboot unexpectedly.
- **569631**—The admin name and password could not be changed or edited using NSM.

Other

- **539351**—MS-RPC sessions failed because of a cold start sync failure caused by RPC process.
- **554007**—The device sometimes failed because of a particular type of packet.
- **558859**—Firewall experienced a high memory usage and memory leak in the SSL and certificate modules.
- **558980**—Firewall failed when executing **get route ip** command in a multicast environment.

- **569979**—Firewall failed to download a file from Adobe website when the reassembly-for-alg was enabled in the zone with DI.
- **570432**—Incorrect log with IPv4 address was generated while editing an IPv6 address book entry.
- **570628**—Debug messages were displayed in the buffer even when no debugs were running on the firewall.
- **570710**—Firewall did not allow MIP IPs of the same range to be configured in different VSYS.
- **570868**—The firewall rebooted unexpectedly because of an unexceptional read error in an incorrect packet buffer.
- **572707**—Firewall failed because of malfunction while running SPF in the OSPF task.
- **582278**—Firewall dropped the pass through PIM multicast traffic because of an error in a policy lookup process.
- **585314**—SCP to the firewall failed from an UNIX machine and displayed the error "unknown file '--ns_sys_config."
- **590147**—Members of aggregate interface set as down were up after reboot.

VoIP

- **573004**—Resource Module did not free the group resource when SIP or other ALG function returns error for different conditions.

WebUI

- **552566**—With HTTP redirect enabled, the device failed to redirect to HTTPs while accessing IPv6 address using WebUI.
- **567094**—Sometimes the firewall policy with multiple address/service objects change to a single object, if the "policy:can't modified" error was encountered when the policy was configured using WebUI.

Addressed Issues from ScreenOS 5.4.0r20

Authentication

- **536931**—Cross-vsys authentication did not bind to the correct session in both vsys which resulted in a session that was created only in the ingress vsys.

Antivirus

- **548601**—When ASP received out-of-seq TCP packets, it did not send back ACK until all packets were received in sequence.
- **559335**—File download stopped intermittently when AV was enabled because of an error in the TCP proxy connection.

DI

- **538459**—Memory leak in sys memory pool occurred when generating an alarm for some of the signatures.

Management

- **551538**—Sometimes, the **set envvar config=flash** command did not load the existing configuration file upon reboot.
- **552547**—When there were primary and secondary NSM server configured with source interface, the device did not try to connect to the primary and only tried connecting the secondary NSM server.

NAT

- **533403**—When IPv6 was translated to IPv4, NAT-PT process on the firewall added additional fragment header without performing fragmentation, which caused the packets to drop.

Other

- **499157**—High-end platforms reported high task CPU utilization if there were huge number of phase 2 SAs configured.
- **524232**—RTSP ALG erroneously treated two different packets as a pair of translated packet and then dropped the packet.
- **540193**—Firewall failed when the tunnel session was considered as a normal session during the packet processing.
- **542028**—When the firewall failed, coredump information was not saved in the buffer for an unknown reason.
- **547117**—Packets were dropped by anti-spoofing screening option on the backup NSRP firewall.
- **548054**—ISG and NS5000 platforms dropped pass-through ESP fragmented packets with total size around 1700 bytes.
- **548257**—Traffic stopped passing due to session allocation failure in certain condition.
- **552417**—Incorrect calculation of string length caused the device to reboot unexpectedly.
- **555254**—Implemented the support for UDP based fragment on data session when the session was part of the ALG like SIP protocol.
- **558802**—There was a difference with the timeout or timewait behavior when the license key was getting (or got) updated between 6.0 and 5.4.
- **562919**—Firewall failed when the command was executed and redirected to tftp **get igmp group > tftp x.x.x.x get_igmp.log from ethernet2/1.1:1**.
- **564557**—Firewall incorrectly handled the POP3 RSET command.
- **570948**—Firewall failed when it received a last fragment packet size of 64Byte.

Routing

- **441711**—RIPv2 failed to advertise routes to the neighbors after few hours of operation in a hub-and-spoke VPN setup.
- **544754**—Inter-area route was not removed from routing table even though an intra-area route was learnt and existed in the OSPF database.
- **564997**—Firewall sending invalid triggered RIP updates on the interface which is not configured to send the update.

VPN

- **537411**—Firewall rebooted unexpectedly when service in the policy for AutoKey IKE VPN was added, when there were single Phase 1 and multiple Phase 2 VPNs.

Addressed Issues from ScreenOS 5.4.0r19

Administration

- **511835**—Sometimes, the configuration got deleted while configuring the administration setting for custom L2-zone.
- **536897**—Under certain circumstances, the message command rejected due to writing config conflict was printed on the telnet, ssh or console of the device.

Antivirus

- **402935**—The system rebooted unexpectedly when the Antivirus module issued floated point instruction.

CLI

- **541186**—The `set log exclude-id` command did not work for some of the event-types.

DI

- **528641**—Under certain conditions, after DI attack signature update, the configured "action" in attack policies became incorrect.

GPRS

- **544157**—GTP events produced multiple log entries.

HA & NSRP

- **255920**—Sessions on the backup device in an NSRP cluster could not be closed properly when `nsrp session ageout-ack` command was enabled.
- **529696**—Under certain circumstances, with the HA link probe configured, the device sometimes rebooted unexpectedly when the status of the HA link changed.

Other

- **387902**—When the UAC changed the MTU, the SSL task accessed a closed null socket pointer and reset the device.
- **453396**—Under certain conditions the L2TP packets timeout, however the tunnel is not being deactivated and removed properly causing new packets to use an existing tunnel and being black holed.
- **504566**—The device sometimes rebooted unexpectedly if a tunnel session was treated as a normal session.
- **506473**—Radius server was not reachable when the source interface was not the Virtual Security Interface (VSI).
- **512546**—The ASIC shared memory corruption, and oversize frq1 caused unexpected behaviors.
- **526243**—The device rebooted unexpectedly due to CPU deadlock.
- **529690**—ESP pass-through traffic did not consider custom service timeout when the custom ESP service was part of a service group.
- **537316**—The device rebooted unexpectedly during DNS refresh.
- **538766**—The device rebooted unexpectedly due to IPv6 address double free issue.
- **545866**—NS5GT did not reply or respond to ARP queries when interface was configured to 10M/Half duplex.

Routing

- **409691**—OSPF did not form adjacency on vpn tunnel interface over dialer interface.
- **528011**—In specific circumstances, BGP did not send updates on routes that were unreachable.
- **533910**—RIP updates with more than 825 routes were dropped.
- **535615**—OSPF neighbor on the VPN tunnel went down when the OSPF neighbor session incorrectly formed on the loopback interface rather than the tunnel interface.
- **543671**—BGP peering failed when force-reconnect option was enabled under certain configuration conditions.

VoIP

- **530047**—SIP ALG was unable to handle the SIP calls that needed cross vsys policy search.

WebUI

- **535613**—In the WebUI, editing a VIP using a service name with an ampersand (&) resulted in "400 Bad Request" error.
- **536474**—Replacing the NSRP configuration using the WebUI including certain specific CLI sometimes caused unexpected behavior after reset.

Addressed Issues from ScreenOS 5.4.0r18

Administration

- **467398**—Local root user sometimes lost root privilege when the remote admin used the same user name.

Authentication

- **499421**—With edipi enabled, XAUTH user could not inherit the IP information from old XAUTH session when new SA leading to memory leak was rekeyed.
- **511019**—802.1X authentication failed after PC hibernation.

CLI

- **484141**—The system rebooted unexpectedly when the **get sip transactions** command was executed.
- **510473**—Typo in infranet enforcer mode test command resulted in syntax error after reboot.
- **516528**—In certain circumstances, the **set ike dos-protection** command appeared in all the configured vsys instead of appearing only in the root vsys, which resulted in "unsupported command" error during boot up.

HA & NSRP

- **515159**—The backup device used virtual MAC for ip tracking in a PPPoE environment using interface redundancy.
- **519838**—Both firewalls in NSRP cluster sometimes became master.

Management

- **494629**—SNMP trap was not sent to indicate that the CPU utilization had returned to normal level.
- **501026**—The **exec policy verify** command did not work for the group service.
- **501343**—Even though there was no incoming traffic, alarm traffic for policy increased, because self traffic was denied by the deny policy.
- **502845**—The firewall rebooted unexpectedly when the L2TP policy was removed through NSM.
- **505106**—Under certain conditions, the policies were marked as "invalid" because of NSM policy push operation.
- **505456**—Event log displayed "system temperature severely high" message although the temperature of the device was appropriate and the hardware was in good condition.

- **520991**—After reboot, the `unset http skipmime mime-list` command was added to the configuration.
- **526797**—When DNS response was fragmented, the reason for session close in the traffic log became age-out.

NAT

- **512224**—MIP translation between IPv6 addresses failed to translate.

Other

- **431944**—In transparent mode, MPLS pass-through traffic was dropped.
- **494617**—ScreenOS devices managed by NSM version 2009 or above sometimes encountered memory leak issue.
- **503307**—Application-Specific Integrated Circuit (ASIC) hung and stopped passing traffic due to incorrect session pointer.
- **508319**—The device sometimes rebooted unexpectedly when the memory got overwritten by the EAP task.
- **515064**—In certain conditions, it was possible to define a custom service object for protocol 0.
- **519557**—Firewall might drop packets in transparent mode if syn-flood is enabled.

Routing

- **501996**—In case of multiple virtual routers (VRs), sometimes, deleting a multicast route from one VR did not update information in the other VR which caused the device to reboot unexpectedly.
- **511812**—When a BGP neighbor was configured and an outgoing route map was applied, the firewall did not apply the local preference correctly as specified in the policy terms.

VoIP

- **511469**—Limitation on the maximum h245 channel number was 10. This limitation caused problem with certain VoIP applications.

WebUI

- **513085**—In the WebUI, under certain conditions, MIP configuration for IPv6 address was not available.

Addressed Issues from ScreenOS 5.4.0r17

Administration

- **417686**—Socket leak might occur when Internet Explorer (IE) with HTTPS was used for WebAuth management.
- **496029**—While managing the firewall using SSH Secure Shell v.3.2.9, firewall reported "Potential replay attack detected on SSH connection initiated from x.x.x.x."
- **501075**—The VeriSign CA certificate had expired and was invalid. It could be removed from the system as the system already contained a valid VeriSign CA certificate. The valid certificate could be seen with **get pki x list cert** command.
- **504196**—SSH management might disconnect abruptly when large output commands were executed.

ALG

- **498113**—In certain conditions, with RTSP ALG enabled, the RTSP traffic failed through the firewall.

Antivirus

- **498121**—In certain scenarios, with AV enabled, the HTTP slows down due to TCP retransmission.

Authentication

- **503196**—The source interface option for authentication (auth) did not work when LDAP was configured as the AUTH server.

CLI

- **462860**—[SSG 140/300/500, NetScreen-5GT] After reboot, the `unset admin hw-reset` command was not saved.

DHCP

- **495244**—DHCP custom option 43 was sent with an invalid length.

DI

- **454303**—When DI policy was enabled, and the ip-action was set to notify, the packet that matched the DI group specified in the policy got dropped.

HA & NSRP

- **472083**—When NSRP track-ip monitoring was configured within vsys, configdata file had incorrect track-ip information.
- **504713**—NSRP configuration was out of synchronization due to `set tftp source-interface <interface name>` command.
- **510712**—Under certain conditions, the device might reboot unexpectedly due to an arp entry flagged as present in the arp table when it was actually not present.

Management

- **455186**—Firewall running OSPF rebooted unexpectedly after a delta configuration through NSM was performed.
- **470754**—[NetScreen-5000] The redundant interface reported overflow errors when it was not initialized correctly after a system reboot.
- **485725**—Firewall socket issue caused higher task CPU than expected, which caused the management through Web and SSL to fail.
- **503139**—Under certain conditions, during an SNMP walk, the firewall might reboot unexpectedly.

Other

- **404582**—The RTCP packets did not prevent the RTSP session from timing out.
- **485332**—The PIM register message was dropped when the inner packets were fragments.
- **486896**—Event log timestamp was changed because of NTP update.
- **489627**—NS-500 might stop processing the traffic.
- **492544**—In certain situations, TCP-based SIP traffic in the environment could cause the firewall to reboot unexpectedly.
- **494276**—A URL blocked by Websense might not display the corresponding blocked message in the browser in an asymmetric routing environment.
- **498529**—Executing the SNMP get query for BGP related OID might provide an incorrect output.
- **501256**—While saving traffic logs using WebUI, the **Translated Dest** column was empty.
- **502419**—Traffic shaping statistics were not displayed on the NSRP VSI interfaces on the firewall.
- **504084**—The track IP might fail when interface was inactive.
- **505554**—Traffic log for large ping over MTU size was displayed as close-ageout instead of close-resp.
- **506543**—Parsing a folder with the name "quit" abruptly closes the FTP session.
- **512752**—In certain conditions, failure of infranet controller connection causes high CPU condition on the device.

Performance

- **491967**—Policy search was slow with complex and larger number of policy configurations causing high CPU utilization.

Routing

- **435956**—Firewall removed some of the RP sets when it received BSR messages with a tag zero.
- **448691**—BGP routes got stuck in the route table when two neighbors sent the same prefix route, and the routes changed frequently.
- **468697**—Under certain circumstances, with BGP enabled, the firewall rebooted unexpectedly.
- **473625**—Under certain conditions, multicast traffic did not match the longest matching multicast group policy.

- **483854**—OSPF neighbor relationship was lost on active primary connection when the backup link flapped.
- **490700**—Routes redistributed from OSPF to RIP might remain in the RIP database even when they were removed from OSPF.

Security

- **519131**—CVE-2010-0740 "Record of Death" vulnerability in OpenSSL was addressed.

VoIP

- **458341**—SIP ALG did not handle the SIP calls that used multi-part message as expected.

VPN

- **441805**—The ikmpd task caused periodic high task CPU peaks.
- **492884**—Tunnel interface might remain in down state after NSRP failback, as a result the traffic stops flowing through the VPN tunnel.
- **503323**—After deleting a VSYS, the system log erroneously displayed error messages related to deleting a tunnel zone, and SSH PKI key associated with that VSYS.
- **504014**—In some scenarios, VPN Policy with MIP failed to translate Proxy ID.
- **505065**—VPN policy with domain name was not updating the correct proxy-id after reboot.
- **508886**—Netscreen Remote Client for dial up VPN did not failover to redundant gateway when track-ip failed.

WebUI

- **463137**—IRDP could not be enabled on the interface e0/0 using the WebUI.
- **464725**—IPv6 related interface configuration page could not revert to the previous page when **Cancel** button was clicked.
- **493414**—In the WebUI, when the user clicked **Go** or **New** button to open a policies menu, the device rebooted unexpectedly.
- **495940**—WebUI incorrectly displayed the tunnel interface status as inactive.
- **496267**—The tunnel interface erroneously appeared inactive in the WebUI, and ready in the CLI when the VPN monitor was disabled.
- **496418**—WebUI configured as a web bookmark did not open in a new window on an SA Series page.
- **502098**—At times, the device might reboot unexpectedly when changing the vpn name.

Addressed Issues from ScreenOS 5.4.0r16

Administration

- **412072**—After the Ctrl+c and Ctrl+z actions, some event log entries were blank.
- **472816**—Sometimes the **clear socket <socket id>** command could not clear the tcp socket when it was in a certain state.
- **480480**—Under certain conditions, memory leak in the event log module caused high memory utilization.
- **481730**—The **get system** command displayed the hardware version as 0000(0)-(00) on SSG300 and SSG500 devices.

Authentication

- **455865**—After a reboot of the firewall, 802.1x authentication failed.
- **483074**—SecurID authentication would fail when the RSA SecurID server was set up in primary/backup redundancy configuration.

DHCP

- **484087**—The destination IP was incorrectly set to 0.0.0.0 when DHCP relay agent received a DHCP ACK in response to a DHCP INFORM.

DI

- **429953**—DI updates might cause net-pak memory leak.

DNS

- **444576**—DNS proxy was case sensitive for domain names.
- **458316**—A device might reset if a vsys that contained address book objects with DNS names was deleted.

GPRS

- **302891**—GTP Identity Request packets were incorrectly dropped during sanity check if it contained Information Element 163 (Hop Counter).
- **432267**—The MS-time zone GTP Information Element was not removed when **set remove-r6** was configured.
- **438896**—With GTP inspection enabled, a CreatePdpResponse that contains a duplicate TEID for the control or data plane was dropped.
- **448582**—GTP inspection dropped the SGSN Context Response message if the Next Extension Header type was 0xC2 (Suspend Response).
- **449284**—In certain conditions, the firewall failed to allocate GSN, and hence caused the GTP traffic to drop.

- **456358**—The common flags GTP Information Element was not removed when **set remove-r6** command was configured.
- **457093**—For a new GTP tunnel, CreatePdpRequests from an SGSN were dropped if the response was not received before a certain time period.
- **472199**—When R6 IE removal was enabled, GTP CreatePdpRequest packets got corrupted when both the MS-Time zone information element and a private extension were present.
- **485578**—The GTP remove-r6 feature removed the mandatory RAI IE from SGSN Context Request and Identification Request messages.
- **485911**—Support had been added for removing Information Element '184 - Bearer Control Mode' using the GTP remove-R6 feature.
- **486613**—When GTP traffic dropped, the bad system status message appeared in the log.

HA and NSRP

- **312711**—The device reset because of malformed IKE P1 NSRP RTO object.
- **422747**—In Active/Active mode, Fin packet in NSRP data path was not correctly processed when SYN check was enabled.
- **437661**—RIP and OSPF MD5 authentication results in the NSRP configuration were not in synchronization.
- **448011**—Under certain conditions, WSF was not updated in hardware session.

IDP

- **272212**—[ISG-IDP] In some cases, firewall might reset under heavy traffic conditions when IDP profiler was enabled.
- **467521**—[ISG-IDP] In certain conditions, processing of RPC packets caused memory allocation problem which eventually caused the security module to hang.

Management

- **411075**—If the hash value for the SSL certificate used for https management started with a zero, then the delta configuration from the NSM would occasionally reported configuration difference between the device and the NSM.
- **414183**—In certain situations, NTP synchronization in an NSRP cluster caused firewall to send the “device change” flag to NSM.
- **439271**—Task CPU was high if the ping was initiated from the firewall, and the destination was unreachable.
- **439970**—Firewall reported incorrect H.323 port information in NSM protocol distribution.
- **440766**—NSM agent caused negative session count in NSM.
- **447870, 447726**—The device update from NSM failed with the error message: **SetList parse error** seen in gproDDM.log on the NSM.

- **466692**—The SNMP IPv6 IfIndex value was reported as incorrect from the firewall.
- **467669**—When the console page was set, the output was not displayed continuously even after pressing <space> or <return>.
- **468514**—Traffic log was not generated for a source or destination port equal to 1503.
- **468659**—E-mail notifications for logs from the firewall were not formatted correctly.
- **470729, 485946**—Event log message displayed <username> **turn off debug switch for all** when admin exited the CLI.
- **471298**—UDP MSRPC EnDPort mapper (MS-RPC-EPM) traffic incorrectly displayed the traffic log as MSRPC ENDPOINT MAPPER (TCP).
- **480179**—When the SC-CPA server was inaccessible, the device displayed UF-MGR: Internal error: Failed to allocate uf_record event.

NAT

- **419638**—The RTSP ALG failed to allocate an RTSP cookie due to a memory leak.
- **450989**—Unable to access MIP configured on loopback group from different zones on the firewall.
- **480667**—The firewall allocated vsys limit for configuring MIPs to a shared interface in root-vsys instead of global limit.

Other

- **223018**—Traffic reaching the configured sweep option threshold was incorrectly reported as IP sweep.
- **267891, 451716**—A null pointer accessed in the URL filtering caused the device to reset.
- **274187**—Under certain circumstances, the first SYN packet did not match the policy.
- **279407**—Memory leak occurred during Web authentication using external radius server.
- **292133**—When SYN cookie was enabled, the syn-ack packet from some of the mail servers was dropped.
- **305815**—The fragmented ICMP packets that were out of order were dropped.
- **308408**—The ICMP flood protection option in the Screen feature allowed one packet more than the configured threshold.
- **309122**—ARP entry in the ASIC chip was installed with incorrect VLAN ID.
- **387173**—Traffic was blocked intermittently because of an error in handling non-IDP traffic as IDP sessions.
- **389786**—The output for **get counter stat** did not display the "no arp" counter.
- **392411**—When the BRI interface was configured as a backup and the primary interface was disabled, the BRI interface was also disabled.
- **394959**—The device reboots unexpectedly because of a failure in the memory allocation.

- **395323, 400802**—The device was reset when a malformed VPN packet with a destination address as multicast, unexpectedly went through a high availability interface.
- **402919**—Under a high traffic load, the interface counter on the ASIC platform was not accurate.
- **423471**—[NetScreen-5000, ISG] In certain situations, session in transparent mode never aged out.
- **423780**—The firewall might reboot multiple times when HA sync was blocked internally.
- **424182**—The CPU did not decrement the TCP RST-TTL packet resulting in an infinite loop.
- **427463**—New SQL, RTSP, H.323, SIP, SCCP connections failed because of an RM group leak.
- **430552**—In some situations when configuration with redundant interfaces and vsys was loaded from the WebUI or TFTP, it caused the interfaces to become unreachable.
- **437101**—Unable to renew the certificate using the SCEP with samekey option.
- **438488**—The firewall would reboot during the certificate validation process if the certificate was used for IPsec peer authentication and PKI source interface was not defined.
- **442251**—The device fails because of keepalive sent between the firewall and the Infranet Controller.
- **449723**—Firewall might reboot because of incorrect scheduling of SPF algorithm for the OSPF protocol.
- **449822**—Telnet and SSH command tasks resulted in high task CPU utilization.
- **450819**—[ISG] Interface did not get updated with new MTU value when Jumbo frame was enabled.
- **451051**—[ISG] Internal memory corruption caused ISG devices to stop creating new sessions and hence impacted traffic.
- **453836**—Under certain conditions, executing the **get sa** command deleted some SA's and caused the device to reset.
- **456690**—The traffic log did not display IPv6 addresses correctly.
- **459357**—In certain conditions, duplicated URLs were displayed on the redirection page when WebAuth feature was used on the firewall.
- **461492**—[ISG, NS-5000] When SQL IPMP NIC failover on the SQL servers was performed, subsequent traffic did not pass through the firewall.
- **465718**—Under certain conditions, the device might reset when a Dial-Up user tried to connect.
- **466619**—The **set license-key auto-update** command rolled back to unset after a device reboot.
- **472433**—Packet might be corrupted due to ASIC buffer problem.

- **472690**—At times, ICMP flood might generate false alarm.
- **477561**—The guaranteed bandwidth parameter was incorrectly allocated in traffic shaping.
- **479752**—Under certain conditions, the device might fail when running **get config datafile** command.
- **481805**—The bandwidth settings configured on the gigabit subinterfaces were not loaded after reboot.
- **483727**—Under certain conditions, with SIP ALG being disabled, the firewall might reset when processing SIP RM packets.
- **484133**—With unknown protocol protection disabled, traffic with protocol number greater than 137 was dropped erroneously.
- **486445**—The device might fail due to its access to a NULL pointer.
- **489167**—The session was torn down while changing multi-cell policy if RPC was one of the service cell.
- **490176**—An upgrade for SSG140 running a dual boot image using SCP (secure copy) required the device to reboot twice.
- **492250, 498306**—[SSG 300/500] Under certain conditions the firewall would fail when UAC was configured.

Performance

- **282948**—In a multicast environment, the backup device exhibited high CPU utilization.
- **285793**—High CPU utilization was caused by NSM tasks.
- **443567**—When the FTP activity through the firewall was high, the backup firewall in the NSRP cluster would go high in CPU utilization.
- **455350**—MTU was set to 1500 when a tunnel interface causing performance issues was added to the interface.
- **478205**—When large amount of WebAuth transaction takes place at a time, some HTTP SYN packets might drop during TCP 3-way handshake without returning SYN and ACK packets.

Routing

- **260646**—The device would not become the PIM designated router (DR) after increasing the DR-priority.
- **390553**—OSPF MD5 authentication password was displayed as clear text in the event logs.
- **417320**—When an attempt was made to initialize a type 7 LSA, some OSPF routes were lost.
- **427872**—When **OSPF demand** was enabled or disabled, the SPF database was not in synchronization.

- **433987**—Memory leak because of large OSPF LSA might reset the device.
- **459513**—IPv6 static route to null interface could not be configured on the firewall.
- **460330**—The BGP neighbor was idle after the BGP connection was reset.
- **466158**—Capability negotiation error between BGP peers caused BGP to stay in idle state.
- **474158**—Change in RPF source route or change in route towards the RP was not reflected properly to the multicast routing table.
- **480470**—BGP anti-flap processing was removed from the backup NSRP node.
- **485608**—Firewall failure dump was caused by the BGP route updates.
- **490020**—In specific circumstances OSPF converged incorrectly.

VoIP

- **271315**—The SIP ALG did not support LWS.
- **278563, 286621**—Child session for SIP could not be created correctly.
- **313085**—In some scenarios, SIP cancel messages failed through the firewall.
- **442077**—H.323 calls failed when it exceeded 10 OLC channels.
- **443828**—H.323 phone did not function because H.323 ALG was mishandled.
- **484227**—SIP MIME/Multipart messages were modified on the firewall and that caused the SIP packets to drop.

VPN

- **275108, 420545**—The NSP tunnel (internal structure used in IPsec environment) referenced by another module was erroneously deleted causing the device to reset.
- **304277**—When there was heavy IPsec traffic, the ISG firewall dropped packets incorrectly.
- **433589**—Global settings for IKE timers were not propagated to individual IKE gateways.
- **455520**—Tunnel interface was not created when route based VPN configuration was pushed from the NSM.
- **457627**—The system might reset if the IAS error logging functionality was enabled using the **set ipsec access-session log-error** command.
- **459053**—A logically down interface might respond to VPN monitor packets sent by a VPN peer device causing the VPN state to stay up.
- **472606**—Under certain conditions, IPsec replay protection alarms were erroneously reported on the firewall.
- **472618**—NS-Remote IPsec phase one negotiation failed when IKE ID was changed.
- **475831**—Quotation marks (" ") are removed from configuration when the **set vpn vpn_name bind zone "zone_name"** command was used.

- **479107**—The VPN proposals ordered through WebUI of the firewall was ambiguous and could lead to unintended selection of the proposal between the VPN peers.
- **480642**—User could not pair a VPN policy when multiple MIPs were used as destination.
- **480691**—The VPN tunnel down message (for example,VPN <vpn-name> from <IP-address> is down) was not generated in the event log when the NSRP backup device became the master.
- **486043**—Firewall might fail when IKE/CLI and flow module accessed the NHTB table at the same time.
- **502729**—VPN failed to come up if the outgoing interface was a loopback interface.

WebUI

- **291948**—When the device had many event log entries, refreshing the main WebUI page or the report page using Report > System Log > Event action caused high CPU utilization.
- **414084**—The WebUI did not display the contents of **DHCP Service** column.
- **446866**—Global settings for IKE timers were not propagated to individual IKE gateways.
- **450974**—[WebUI] Enabling or disabling the Java or ActiveX component also unsets IP Spoofing.
- **455462**—Using the WebUI, when an aggregate BGP route was added, a new option summary-only was added that was not specified in the WebUI.
- **465697**—In certain conditions, the WebUI management caused the system to reset because of incorrect parameter value.
- **474665**—In vsys, for IKE gateway configuration, option to select shared root interface was not available in the outgoing interface drop box in the WebUI.

Addressed Issues from ScreenOS 5.4.0r15

Administration

- **449176**—The `get log cli file` command does not return any result while connecting to the firewall using Telnet or SSH.

DI

- **439093**—Unable to update attack db for worm sigpack.

GPRS

- **437975**—When GTP inspection was enabled, occasionally a GTP Echo Response might drop and the message "bad state" was displayed in the log.

Management

- **433084**—After modifying multi-cell IPv6 policy, the policy might not function properly.

Other

- **403895**—[ISG 2000] There was no ALG to handle REXEC traffic.
- **425730**—The device reset when adding an interface with no SFP installed to a redundant group.
- **425765**—The device hung due to a FIPS IKE DH test.
- **432666**—The device reboots unexpectedly because of improper handling of RTSP ALG.
- **448711**—The device reboots as the antivirus task exits when an invalid address was accessed.
- **450141**—[SSG 500] FCBS timeout can be set from 1 to 300 seconds using the 'set fragage' command.
- **468821**—Double quotation mark (" ") is not accepted in the middle of a comment or description for the definition of an address, route or group policy objects.

Routing

- **436444**—Device might reset if IGMP v3 source specific report is being sent.
- **444226**—OSPF flaps when it receives the self originated LSA with different checksum.

VPN

- **411673**—DH keys triggered the firewall to reset.

Addressed Issues from ScreenOS 5.4.0r14

The following major bugs have been fixed in this release:

Administration

- **405317**—The device erroneously reports the user was in use by L2TP, but it is not, and prevents editing of the user.
- **410246**—Event log printed incorrect IP addresses when the OSPF RETRANS LIMIT KILL NBR event occurred.
- **412352**—Net-buffer leak caused multiple SSH tasks to compete for the same resource and series of dots appeared on the console.
- **414357**—After a certain time, TCP socket leak caused loss to the management access as a result, the CLI output for the get tcp socket showed sockets in "close" or "closing" state.
- **414839**—The policy logs in the syslog did not show the correct statistics data of the FTP traffic that was sent or received.
- **416873**—After a reboot, some event log entries were not recorded in the syslog file, when the syslog was configured using UDP.
- **429883**—The MSS-based sockets were changed on the new accepted socket.
- **433456**—The original source and destination address are missing from the log to USB flash.
- **445431**—After a reboot, local configuration settings such as manage-IP or hostname are lost.

Authentication

- **393301**—During Web authentication, when an ACK packet was received, the firewall erroneously sent a FIN packet to end the session.
- **424606**—Firewall was not able to connect to Infranet Controller (IC) when the IC name instance was configured instead of Internet Explorer (IP).
- **429374**—Re-authentication for dot1x was not handled as expected.
- **454779**—Authentication fallback to local database failed for trustee administration users.

CLI

- **392417**—The **set tag *number*** command under vsys was not configured correctly.

DHCP

- **422196**—The device was unable to obtain the DHCP address as the device used the wrong option in the offer packet.

DI

- **426280**—The **attack db rollback** command did not work on some platforms. For the other platforms, the result of the command was logged as either successful or failed in event log.

DNS

- **436514**—No sanity check for time-to-live on DNS host caused abnormal condition.

GPRS

- **422979**—When GTP inspection was enabled, ICMP Destination Unreachable packets of the GTP session were dropped.
- **426075**—When GTP inspection was enabled, occasionally a DeletePdpResponse or EchoResponse dropped and the message "**non-existent gsn**" appeared in the log.

HA and NSRP

- **424242**—When performing an NSRP failover, the route pointed to a different tunnel interface. However, the synchronized session continued to point to the old SA tunnel.
- **438794**—Backup NSRP firewall lost synchronized OSPF routes.
- **439450**—On certain occasions, the interface flap messages were triggered incorrectly.
- **447031**—Backup device in NSRP cluster received corrupted HA packet and that caused some bits to be processed incorrectly, and the device to reset.

Management

- **221892, 218168**—The incorrect range in integrated URL filtering SC-CPA cache caused the NSM validation error.
- **294506**—NSM updates did not take effect when the loopback interface was generated into static mroute in the NSM configuration data file.

NAT

- **427480**—NAT DST failed when IP was included in an existing DIP pool.

Other

- **263585**—In certain situations, Network Address Translation (NAT) traffic using H.323 ALG resets the device.
- **397423**—The traffic failed when there was a duplex mismatch between the firewall and some switches.
- **407881**—Some RTSP traffic failed when connected to an odd numbered RTP port.
- **408158**—The device reset due to a corrupted ASIC session pointer.
- **413775**—[ISG] The `set sat sess-close [0|1]` command did not function as expected.
- **416573**—When the debug command was run, the redundant debug information was removed.
- **428914**—[ISG, NetScreen-5000] When Websense was enabled, access to certain websites dropped due to application error.
- **430210**—The device rebooted unexpectedly when a SQL server with TCP fragments was accessed.
- **437164**—Interface flapping occurred on some versions of NS-ISG-SX2 card.
- **440103**—The device reboots when an IP-Classification of an unused zone was deleted.
- **445511**—The device was unstable and a net-pak leak occurred when an internal flag was changed abnormally.
- **448664**—Bandwidth of the ADSL interface was displayed as 0/0kbps.

Performance

- **278298**—UDP flooding was detected and packets were dropped, even when the pps rate was less than the specified threshold.
- **314096**—Heavy H.323 traffic caused the device to reset when a null pointer was accessed.

Routing

- **259054, 278856**—The BGP neighbor was idle after the BGP connection was reset.
- **304116**—Router-id could not be configured.
- **312513**—When the RIP demand-circuit was used on a tunnel interface, the RIP neighbors were lost after NSRP failover.
- **389669**—The firewall failed to announce BGP network prefix when the same was configured as BGP aggregate route.
- **398075**—When connected networks were redistributed into RIPng, the advertised address contained the host part instead of the subnet.

- **398277**—OSPF adjacencies were lost due to an FPGA error.
- **416966**—When a route was displayed by get route command some of the flags were not freed, and the firewall rebooted. The route was frequently added and deleted by changing dynamic routing.
- **430932**—Secondary VPN Tunnel configured with point to multi-point OSPF stopped in ExStart.

Security

- **426286**—CVE-2008-5077 OpenSSL incorrect checks for malformed signatures were addressed.

VoIP

- **421768**—When the H323 ALG was enabled, the H323 RAS admissionConfirm packets were dropped.

VPN

- **395216**—The fragmented packets of cross-chip ASIC VPN traffic dropped.
- **395312**—When Baltimore Unitrust CA was used, the PKI negotiation using the SCEP failed.
- **430028**—The device rebooted when SCEP auto renewal of the same key was performed.
- **432400**—The IKE/IPSec pass-through ALG did not work when the loopback interface was used as source for NAT.
- **439332**—[SSG 5, SSG 20] VPN using AES-SHA dropped unexpectedly due to a hardware specific cache problem.

WebUI

- **280815**—The RP Proxy setting was not removed when its corresponding RP Candidate was deleted using WebUI.

Addressed Issues from ScreenOS 5.4.0r13

The following major bugs have been fixed in this release:

Administration

- **255412**—[SSG 500] Could not upgrade boot loader remotely, because the **save boot from tftp ipaddress filename to destination** command has previously allowed the administrator to upgrade the boot loader remotely using tftp.
- **387163**—Admin login failed if accessing across different vsys.
- **403134**—RFC MIB for ifAlias FW returned an empty space character (" "), instead of a null string.

DI

- **408269**—The Deep Inspection (DI) database failed to update due to memory leakage introduced in the DI update process.

GPRS

- **253539**—The recovery value in a CrPdpRequest packet was not taken into account when GTP inspection was used.
- **270890**—When GTP Sequence Number Validation was enabled, the GTP traffic dropped due to "bad sequence number" after two NSRP failovers.
- **277620**—When the GTP inspection was enabled, packets were dropped and firewall fails to detect the available paths.
- **302910**—GTP CreatePdpRequest packets dropped during retransmission. This problem was observed when the packets use the same teid_data to a different GGSN before sending a DeletePdpRequest.
- **417630**—When GTP inspection was enabled, the CrPdpResponse packet was not inspected when SGSN used a high source port and the GGSN used GTP pooling.

HA and NSRP

- **285992**—The output of the `exec nsrp sync global-config save` command was not sent to the debug buffer get db stream.
- **389495**—In transparent mode, the management traffic to backup firewall that passed through the master firewall, caused packet loop.

IDP

- **408401**—[ISG 1000/2000] The device failed due to access to a null pointer when both the NSRP and IDP features were used.
- **415094**—[ISG-IDP] IDP engine core dump occurred due to buffer overrun condition.

Management

- **234379**—In transparent mode, cross-vsyt management traffic was allowed, even though there was no policy to allow this traffic.
- **391755**—The device lost connectivity to NSM due to an incorrect internal buffer size allocation.
- **414778**—[SSG-5, SSG-20] Access to bgroup0 interface manage-IP failed when bgroup0 interface had a new port binding.
- **415871**—When the `get config datafile` command was issued, a trace dump appeared on the console preventing NSM import.

NAT

- **302566**—When NAT source and destination were configured in the same policy, passive FTP failed.

Other

- **229478**—Interface, hard coded to 100 Mbit/sec, changed to 10 Mbit/sec after reboot.
- **263850**—The data packets were dropped because the FTP ALG did not create the child sessions correctly for the cross-vsyz flows.
- **290501**—When the Compact Flash (CF) card was formatted, if there was no enough space on the CF were not able to execute the set core-dump command.
- **303873**—[NetScreen-500] One interface of the device stopped forwarding traffic.
- **399247**—The set alarm snapshot CPU trigger command did not produce an output in the get alarm snapshot CPU all command.
- **401773**—ISG chassis had problems detecting some mini-GBIC interface status when there was heavy traffic.
- **407396**—The DIP table erroneously showed 100% utilization, even though there were DIP resources available.
- **408134**—The device resets unexpectedly as the HTTP session released when receiving response from Websense server.
- **413449**—In certain situations, the edit duplicated VPN policy caused system crash.
- **417286**—[NetScreen-5000, ISG series] Data corruption caused ASIC chip malfunction and stopped traffic forwarding.
- **431212**—In transparent mode, device rebooted because VLAN interface did not exist on backup.

Performance

- **405001**—[NetScreen-5000, ISG] UDP fragments are dropped due to ASIC chip (PPUC) malfunction.

Routing

- **268031**—The number of OSPF routes unexpectedly reduced due to an internal function failure.
- **300214**—When OSPF LSA database was large and the firewall CPU was busy, OSPF adjacency flap.
- **416416**—Access list was enforced in the Policy based routing after it was deleted.

VoIP

- **310081**—Change in the remote IP address within SCCP payload of the device caused a silent listener of an agent's call to fail.

VPN

- **256589**—When a large number of VPN policies were configured, the device failed to create a VPN policy when the tunnel ID was not specified.
- **303538**—When the physical and tunnel interface were in different zones, VPN monitor reply packets dropped across a route-based VPN.
- **403260**—Proxy-ID in dial-up VPN failed to match with multiple VPN policies.

WebUI

- **403443**—Gateway Tracking could not be configured in WebUI.
- **405079**—Unsetting an object from multi-cell policy using software policy search caused high CPU and packet loss.

Addressed Issues from ScreenOS 5.4.0r12

The following major bugs have been fixed in this release:

Administration

- **309023**—The device cannot be managed using the OpenSSH 5.1p1.
- **310993**—The device fails on creating a zone with a name length of 30 or 31 bytes.
- **313447**—Debug flow buffer is populated with "**NHTB entry search not found: vpn none tif...**" messages.

DHCP

- **263924**—When using a PPPoE interface with a DHCP IP address as the tunnel outgoing interface, the VPN tunnel session still has the old dynamic IP address. This occurs even after the new address has been assigned or the firewall is restarted.

DNS

- **309725**—The WebUI displays incorrect value of DNS cache TTL.

HA and NSRP

- **251157**—The device resets when the NSRP cluster member receives a corrupted HA message.
- **251324**—After the track-ip fails, the primary and backup interface continue to flap until the firewall is rebooted.

- **287173**—The NSRP configuration goes out of sync when a new username and password is added.
- **300517**—The TCP packets for existing sessions are dropped after failover when the set flow tcp-syn-bit-check is configured.
- **300760**—When the password hash of the PPPoE username differs on the two devices, the NSRP displays out of sync.
- **306981**—The NSRP configurations go out of sync when the CLI configuration lines are out of order. The CLI configurations lines go out of order when one of the members is reset.

IDP/DI

- **301944**—The DI HTTP brute search functionality is incomplete.

Management

- **394878**—The collection of Hardware counters is incorrect.

NAT

- **284672**—When the PPORT is not released, then the DIP allocation fails on the backup device of NSRP cluster.
- **303836**—The device does an incorrect translation of the ICMP sequence number when it receives an ICMP response where both the original ICMP ID and the sequence number are 0.
- **307364**—Interface IP address can be unset even when its MIPs are being used by policies. These MIPs are stored in the configuration and are removed only after the device is reset.
- **308572**—Pinging a DIP IP address results in a routing loop with an upstream device.

Other

- **235297**—The source MAC does not cache in session for PIM traffic.
- **251259**—After a POST request, use of URL filter by some http clients generates extra CRLF might cause an out of memory situation.
- **252037**—Device unexpectedly resets after an 802.1q tagged packet traverses the Security Module.
- **256236**—In transparent mode, tcp-ack forwarded through the firewall causes a checksum error when the VLAN1 IP is unset, and syn-cookie is enabled under syn-flood attack.
- **260307**—Under certain conditions, the firewall corrupts the UDP checksums.
- **267767**—Running get dbuf stream prints the message "return due to suspect loop" without any debugs specified.

- **279557**—[SSG Series] The traffic continues to pass even when the WAN serial interface with a backup interface is down.
- **284851**—The firewall authentication might fail when loopback session is invoked.
- **285333**—If a duplex mismatch occurs between the device interface and the switch connected to the device, then the traffic might not pass.
- **286361**—Instead of the primary server, the secondary server receive the external authentication request.
- **290666**—On adding an interface state check in an IPv6 deployment, a null interface might cause the device to fail.
- **298540**—The load-threshold setting for an ISDN interface supports the range 0~100, where a zero value allows for always-up capability.
- **301487**—When using the redundant interface, the snoop functionality is incomplete.
- **301602**—A Linux host is unable to access any web site when the web filtering, anti-virus or the VoIP is enabled.
- **309986**—The event “DHCP server IP address pool changed” is generated when the IP address of the untrust is changed.
- **310435**—When installing the policy tree, access of an illegal memory might cause the firewall to fail.
- **310566**—With SSG5 (Country code of TELEC), the extended channel might be disabled after reset of the device.
- **391368**—The device might reset if the null pointer access prevents the PPPoE control packet being sent out when the PPPoE connection is down.
- **403625**—[NetScreen-5000] The device might reset when redundant interface is configured using the 8G card.

Performance

- **281813**—[NetScreen-5000] Performance on 10Gbps Ethernet is reduced for transit traffic in and out of the same physical port.
- **292576**—When the window scaling factor in SYN ACK packet is not updated in hardware session, an out of sequence error is induced.
- **304334**—The session scan task is ineffective when the CPU is high. This is because of constant ARP changes in the network.
- **315217**—[NetScreen-5000 10 Gig] The hardware sessions that are not load balanced in FPGA on backup device cause performance drop after failover.
- **386735**—When adding interface member to aggregate interface in null zone, if aggregate sub-interface is in non-null zone, packet drops are caused due to loops between ASIC and CPU.

Routing

- **223932**—When the set flow path-mtu is configured, then the multicast packet with the DF bit set, that are more than 576 bytes in size will get dropped.
- **256473**—Traceroute across an intrazone route based VPN fails.
- **264800**—The route table of the device does not include the default route as advertised via the BGP by the upstream router of the ISP.
- **278718**—After rebooting, the static default route on the PPPoE interface is lost.
- **312042**—An administrator can configure a multicast address on the unicast route table.
- **312623**—Firewall is incorrectly calculating checksum for PIM Register packets.

VoIP

- **230295**—The point to point H.323 traffic fails due to invalid TPKT value.
- **276513**—SIP application error, **"Due to stack unable to handle empty display name"**.
- **305658**—The RTP packets are lost when NAT-T is enabled.

VPN

- **257708**—The device might reset when subjected to heavy GRE or IPSec traffic.
- **305067**—Device incorrectly decrypts the VPN packet with certain TTL value.
- **305283**—[NetScreen-5000, ISG 1000/2000] ASIC drops the ESP fragment packet.

WebUI

- **289671**—The WebUI fails if there is a change in the tunnel binding.
- **313278**—When connected through SSL VPN proxy, unable to manage the firewall using the WebUI.

Addressed Issues from ScreenOS 5.4.0r11

The following major bugs have been fixed in this release:

Administration

- **259735**—Incorrect information was shown on the multilink and serial interface SNMP report for MTU, link status, operation status and link speed.
- **267997**—Incorrect information was shown in OID ifIndex when link-up/link-down SNMP trap for redundant interfaces occurred.
- **273937**—WebUI to an interface is accessible, although "IP Manageable" is disabled on the interface.
- **278125**—The device resets when there are multiple policies using the same SRC/DST IP and ports, and one is disabled, and one of the address book objects is modified.

- **279094**—Unsetting PPPoE auth-method will erroneously generate the message "Cannot unset idle-interval to default when auto connect is enabled".
- **288632**—Changing service timeout does not take effect if the service is part of a multi-cell policy after a reboot of the device.
- **292227**—[SSG 140] Device could not load OS after a restart.
- **299556**—Modifying service timeout does not get logged as a configuration change in the event log.

Antivirus

- **286714**—In some cases, the Antivirus pattern files are missing and the new file is not downloaded. The scan engine reports a File Not Found message.
- **293490**—In a Web proxy environment, the URL is printed twice in the event log when the AV is enabled.
- **295023**—With the AV enabled, when a non-written memory page was freed up, the device fails.

CLI

- **271297**—The **get perf session detail** command does not display the correct values.

DHCP

- **253304**—Device fails due to multiple DHCP renew.
- **282543**—In certain situations, the device is unable to send a DHCP client request.

DNS

- **215889**—DNS queries are sent to the dynamically-learned DNS servers, even though the DNS servers have been configured with an admin preference of 255.
- **261613**—Proxy DNS does not work when configured to use outgoing-interface loopback.

GPRS

- **260243**—When the rate limit in a GTP object configuration is disabled, the limit is not actually disabled.

HA and NSRP

- **252645**—Gratuitous ARPs for the secondary IP address on an interface is not functional.
- **258242**—In NSRP active/passive mode, the primary device restarts when the pointer has an invalid value.
- **262695**—NSRP failover may cause some VPNs to fail.
- **264768**—Configurations are out-of- sync due to out of order PBR configurations, including the policy-based-routing commands.

- **268708**—Traffic does not pass after failover of a NSRP pair with devices configured in transparent mode.
- **268809**—When no-session-backup is enabled on a policy, traffic through the serial interface does not pass.
- **274997**—The commands `set sm enable` and `set sm disable` were erroneously being synchronized to another member in an NSRP cluster.
- **280217**—[NetScreen-5000, ISG] When the device is in an active/passive NSRP cluster, under a particular circumstance after a preempt primary device is reset, the traffic using VPN is dropped by the VPN peer.
- **282261**—NSRP failover from the backup to the primary is taking more time than the expected.
- **288925**—NSRP configurations are out of sync after unset multiple objects are applied in a multi-cell policy.
- **295846**—The device in an NSRP cluster reset when the device is trying to update and resolve the DNS entry.
- **301156**—Multicast traffic leak occurs on the secondary device in the transparent mode under high traffic load.

IDP

- **258336**—The device restarts when the Deep Inspection Signature Pack is updated.
- **260215**—When profiling smaller networks, the profiler on an ISG-IDP does not detect new events. The profiler does not update old events.
- **264486**—[IDP] Policy installation does not function due to lack of available memory.
- **276587**—[ISG-IDP] VLAN tagged traffic is incorrectly handled and dropped by ISG with IDP modules when IDP and `tcp-syn-check` is enabled.
- **297722**—IDP may drop sessions in half-connection state if a packet with ACK set is received.
- **298358**—The device resets due to an unspecialized DI attack object in the DI database.

Management

- **252783**—When the command `"clear counter interface"` is performed, the 64-bit counter on an interface does not show correct information.
- **261465**—Custom web filtering profile is not saved in the config file.
- **266159**—[SSG 140] SNMP MIB walk shows SSG 240, instead of SSG 140.
- **273959**—An object cannot be added to an already existing multi-cell policy.
- **291310**—TTY and socket is not released after telnet service timeout on the device have been reached.

NAT

- **267994**—CPU utilization is high after the Virtual IP (VIP) is configured.
- **298064**—Device may reset under certain environment when using the DIP pool.

Other

- **214346**—When obtaining details of an unmapped memory address, the device resets.
- **219085**—When an unsafe procedure call is made while running debug mgcp, the device resets.
- **229408**—When the display information is too large, other tasks will modify the current display content, which may cause a failure.
- **235777**—The command unset admin hw-reset is not saved to the config file after a reset.
- **240577**—The device may reset under certain traffic pattern conditions.
- **240625**—Memory utilization is high due to DI session leak when SYN protection is enabled.
- **252082**—The FTP session for an IPv4 to IPv6 session connects, but the client's FTP session freezes when FTP get, put, and ls commands are entered.
- **254140**—NFS mount fails due to rpcbind service erroneously being added to the RPC mapping table.
- **255301**—Task CPU becomes high when a TCP socket leak causes loss of SSH management and BGP peering.
- **261379**—[ISG] Session may not age normally if the first fin packet is sent quickly after syn-ack packet.
- **265647**—[NetScreen-50] Device failed due to the maximum task number being too low.
- **266875**—Interface MAC did not change correctly when the VSI interface was assigned to the management zone.
- **269121**—GRE keep alive is dropped when the recursion control bit is set.
- **269922**—With IPv6, an incorrect ICMP message is generated when the policy is configured with action reject.
- **270600**—[UAC] Device failed due to policy push from IC without role name.
- **271025**—Memory allocated while checking the Certificate Revocation List (CRL) is not released properly once the check is complete.
- **271349**—With a low-quality connection, PPPoE may stop responding during negotiation.
- **273021**—The connection between the firewall and the external Surfcontrol server was lost randomly several times a day.
- **273879**—Authentication entries in a pending or fail state are not cleared.

- **276077**—Non-RPC MS Exchange traffic is dropped due to incorrect timeout.
- **281722**—A device reset occurred when running debug ike and unset console dbuf.
- **282781**—High task CPU utilization occurs when CTRL+C is typed while displaying traffic logs in a CLI session.
- **283348**—A device running Antivirus, URL Filtering, or VoIP does not function due to an unexpected packet type.
- **283355**—The "Unsupported command - set interface vlan1 nat" message is displayed during startup.
- **285252**—When the traffic shaping is enabled, the MAC address is shifted on the sub interfaces.
- **288625**—A policy modification via Network Security Manager may cause a device reset.
- **288649**—[ISG, NetScreen-5000] Internal buffer leak causes some traffic drop.
- **288938**—The backup interface in a redundant interface setup is erroneously forwarding packets and causes duplicate packets to be sent.
- **289413**—WLAN LEDs are turned off when all wireless interfaces are shut down.
- **289435**—[SSG 140] In transparent mode, the device may not pass through traffic when a host moves from one interface to another interface in the same zone.
- **289724**—SIP calls are not cleaned up properly when the transaction timer expires and results in operation failure.
- **290478**—[NetScreen-5000, ISG 1000/2000] Packet is dropped due to internal congestion control mechanism.
- **296079**—The firewall drops TALK packets (UDP: 517/518) with an application error.
- **296850**—RTSP media flow is disconnected after about a minute.
- **299424**—With FTP-pathname user-defined signatures, the device does not check the filename in FTP out and get commands.
- **302271**—Failed to create multicast session once it timed out due to a down interface.
- **302382**—In certain conditions, the firewall may reset if a session incorrectly references a MAC address without route information.

Performance

- **219454**—Packet drops occurred when the traffic shaping is enabled on policies between the custom L2 zone and a pre-defined L2 zone.
- **259126**—Packet loss and TCP retransmissions occur when performing file transfers across the T1 WAN interface.
- **266111**—Slow performance with the Web traffic when the URL filtering and the SYN Proxy is enabled.
- **268006**—When the VPN is bound to a loopback interface, and traffic shaping is enabled, the VPN traffic drops.

- **283200**—In certain situations, the device tags packet incorrectly and does not allow the traffic to pass.
- **284276**—VPN performance degrades when the DI is enabled on a policy.

Routing

- **225133**—In some scenarios, the device does not check the group address in a bootstrap packet. As a result, the device does not forward the BSR packets. At the same time, the BSR priority is assigned to invalid value (displayed 255 as -1).
- **235311**—Transmission of the multicast data stream might stop for a while when handling a PIM fragment packet.
- **262604**—The first multicast packets in the flow are dropped.
- **274600**—Multicast group does not join due to a corruption in the multicast policy.
- **274788**—Multicast route through GRE tunnel fails after the GRE routers do a failover.

VoIP/H323

- **229190**—The device may fail when the SIP "content-length" parsing is not properly handled.
- **274300**—The event log contains the message, "Can't allocate memory for SCCP call context" due to the timing between session age-out and call completion.
- **281460**—Video does not work properly when using MIP or VIP.
- **288193**—Under certain conditions, the device may reset when processing pinhole for SIP traffic.

VPN

- **204717**—Main mode IKE negotiations may fail when peer is identified by DNS address instead of IP address.
- **235321**—IKE Phase 2 renegotiates before the Phase 2 lifetime expires.
- **254631**—VPN fails after concurrent rekeys.
- **279789**—In some network topologies, VPN monitoring may bring the VPN tunnel down.
- **280101**—Dial-Up VPN traffic was dropped due to a change to the IP address on the dialup client.
- **285748**—[NetScreen-5000] IPSec pass-through packets are being dropped when the device is in transparent mode.
- **286723**—VPN negotiation with enabled Xauth the Phase 2 SA is removed incorrectly.
- **287368**—IP configuration from RADIUS such as the DNS server setting may not be configured properly to the Xauth client.

WebUI

- **227316**—Unable to configure DHCP on an interface from a trustee admin user via the WebUI.
- **266100**—WebUI displays the message, "More than one physical interface in zone V1-Trust". WebUI error appears when binding multiple interfaces to a Layer 2 zone.
- **272946**—Using the WebUI, an IKE gateway on a device in transparent mode cannot be created.
- **276288**—When using the WebUI, configuring an NSRP cluster ID with a value over 63 displays an incorrect error message.
- **281160**—Editing or cloning a policy with traffic shaping enabled generate an error.
- **299090**—In the WebUI, the PCMCIA option for log settings is incorrectly shown as option USB. The PCMCIA option for log setting configured by the CLI (Command Line Interface) is not displayed correctly in the WebUI.

Addressed Issues from ScreenOS 5.4.0r10

The following major bugs have been fixed in this release:

Administration

- **215340**—Some log entries are not formatted properly in the WebTrend output.
- **223139**—Task CPU becomes high when executing some CLI commands with a large configuration, which triggers high overall CPU utilization, and reaches the alarm threshold.
- **224423**—If a timeout is configured in one GTP object, this timeout is used for all GTP objects.

Antivirus

- **226520**—Login banner was not being displayed when logging in via Putty.
- **237473**—Large iso files cannot be downloaded from certain Web sites when the AV keep-alive option is set.
- **237639**—Admin authentication to the device WebUI via Radius fails if the username is 31 characters.
- **237846**—A POP3 connection to a POP3 server was reset after enabling AV.
- **241401**—Device failed after deleting a vsys.
- **261597**—[NetScreen-5GT] Unable to set interface ethernet2 to the Null zone.
- **267372**—The SNMP trap (OID) of the interface status is not correct.

DHCP

- **236408**—Device does not send DHCPREQUEST message via broadcast on T2 time when acting as DHCP client.

DNS

- **240535**—PPPoA learned DNS values overwrite the local DNS settings of the firewall, regardless of preference setting.

GPRS

- **259128**—With GTP inspection enabled, CreatePdpRequest packets could be dropped because the firewall ran out of available GTP paths.

HA and NSRP

- **220773**—After merging configurations via TFTP to the primary device, some of the configuration fails to synchronize to the backup device, resulting in partial configuration loss.
- **236524**—The NSRP backup device in transparent mode incorrectly forwards SNMP requests sent to its manage-ip, and treats traffic as through-traffic instead of self-traffic, which causes the corresponding switch MAC address to flap.
- **238578**—Non-VSD sessions in an Active/Active NSRP configuration incorrectly synchronize between cluster members if the session's egress subinterface differs between cluster members.
- **239624**—Ping packets with a large packets size may be dropped in an NSRP failover.
- **251797**—In certain conditions, when a policy is deleted from the primary device, it does not sync to the backup device.
- **258684**—The tcp/udp/icmp sessions were not cleared on the backup device in transparent mode. Also, the set nsrp rto-mirror session ageout-ack command was not functioning correctly, resulting in sessions on the backup not being cleared.
- **259736**—When an AES algorithm or AH protocol is used, the backup firewall fails to read the correct SA sequence number from the primary firewall, causing a VPN issue after a device failover.
- **260760**—[SSG 5] NSRP failover not working properly when both NSRP interfaces and a secondary path are enabled.
- **262533**—[SSG 140] Alarm LED on the device was not displaying correctly when an NSRP failover event occurred.
- **267734**—The primary ISG does not read the sequence number correctly from the ASIC for AES after failover.

IDP

- **234254**—L2TP negotiation packets could not pass while enabling IDP in a policy.
- **236437**—[ISG 1000/2000] In certain situations, the traffic passing through an inline mode IDP rule may experience excessive delay when other rules are configured for TAP mode IDP.
- **237769**—[ISG 1000/2000] High CPU utilization occurred on a single SM (Security Module) due to uneven session distribution.
- **256820**—QuickTime RTSP streaming video failed when IDP was enabled.

Management

- **203409**—When an SSH or SCP session disconnects from the firewall device, a non-zero value is returned, which causes scripts to fail.
- **212870**—Device may fail due to memory corruption when trying to establish communication to an NSM server.
- **217312**—Updating devices from NSM using supplemental CLIs may cause cluster members to show incorrect status.
- **224382**—Task CPU spikes when the authentication result from the RADIUS server does not arrive on time.
- **226236**—A device was not able to re-establish connection to NSM after a service disruption.
- **227370**—NSM configuration update failed due to bulk CLI flag not being set.
- **232175**—The device failed when updating the configuration via TFTP.
- **235506**—Device failed when loading NSM configlet.
- **241576**—After an ISRAU, only one GTP tunnel is deleted while the other stays active.
- **252781**—64-bit hardware counters for aggregate interface exceed the 32-bit limit, causing inaccurate results.
- **254755**—Unable to upgrade device via Secure Copy (SCP) using PSCP (Putty SCP).
- **258148**—SNMP reports incorrect ifspeed on the serial interface.
- **258279**—Under certain circumstances, when using duplicated DIP IDs among different virtual systems, the existing mapping entries may be removed from both virtual systems when the DIP pool is removed from one virtual system.
- **259773**—[SSG 140] When doing an SNMP get to the device, an incorrect sysObjectId is returned.
- **260188**—The device is only able to send 400 to 500 logs per second to NSM.
- **264713**—Tunnel ID and hardware SA in an existing session do not update properly after VPN change, which causes traffic to stop.

- **266873**—In the event log, when the number of telnet and ssh connections to a device are higher than its display limitation, the log entries of the telnet-cmd number and ssh-cmd number are incorrectly displayed.
- **269298**—Some invalid commands are removed from the CLI command tree.
- **275106**—New policy may not take effect if managed using NSM and CLI.

NAT

- **250756**—In certain cases, NAT translation for ICMP/ICMPv6 causes the device to restart.
- **255984**—Policy-based NAT is unable to perform NAT to pass through ESP packets.

Other

- **221831**—Debug output using debug tag is not being filtered by set ffilter.
- **223845**—An interface assignment to a zone could not be changed when traffic-shaping was enabled.
- **224782**—The transmit and receive counters on an HA interface between two NSRP peers shows a mismatch, due to an incorrect byte count.
- **226075**—[ISG 1000/2000, NetScreen-5000-8G2] Device sending two ESP packets with the same sequence number.
- **226345**—Configuration of service timeout may affect the corresponding port timeout.
- **226997**—An invalid L2 pointer caused the device to fail.
- **227438**—CTS traffic incorrectly detected as "HTTP:Overflow:Content-Overflow" and dropped.
- **228235**—Spam emails were not tagged properly when the source used the DomainKey Signature.
- **228288**—[ISG 2000] TTL of the first fragmented packets were changed from 254 to 6 when it passed through the device.
- **229924**—Passive FTP fails if FTP client is not RFC compliant.
- **229985**—[SSG 140] In unframe mode, the device sent an idle flag that conflicted with an M7i router.
- **231278**—The device failed when the SNMP zone ID and address object were mismatched.
- **233850**—[NetScreen-5000-MGT2 Series using 5000-2G24FE SPM] In some cases when a device is in transparent mode, packets from 5000-2G24FE SPM are dropped incorrectly.
- **233972**—Excessive ICMP packets causing high CPU.
- **234140**—Debug causes device failure because of malformed TCP packets.
- **234715**—The device may fail under certain conditions when receiving MGCP traffic.

- **234773**—When a cable is not connected to an interface with track-ip configured, the device may restart periodically.
- **236565**—L2TP configured in a vsys would not work after a restart.
- **236694**—In rare cases, the device may restart due to an invalid interface reference.
- **238369**—A failure could occur in the GTP function when referencing deleted GTP tunnels, which in some circumstances were not deleted by the system.
- **239575**—When both tcp-syn-check is set and IDP is enabled in the policy, the ACK packet of a 3-way handshake is dropped.
- **241107**—When sending RST to tear down the connection, the reason is logged as Close - AGE OUT.
- **241343**—When a user in the Radius system belongs to multiple groups, and the user is authenticated via the firewall to the Radius server, the firewall may restart.
- **251463**—Device failed when a packet with an invalid ALG port number address was being forwarded.
- **252613**—When a second user attempts to authenticate via WebAuth while the first user is still active from the same IP address and the same authentication group, the device keeps sending authentication requests to the RADIUS server.
- **252624**—NSRP DIP debugging messages are being printed to the console even with no debugs enabled.
- **253020**—On occasion, a device failure occurs when the function to match sessions from IPv6 embedded packets tries to access an incorrect memory location.
- **254619**—A MIB file issue occurred when high-availability(15) was removed from the MIB files.
- **256010**—The device outputs a WebTrends log with an improper format.
- **256071**—TCP sessions established through a tunnel interface with GRE are not removed from the session table, even after application termination.
- **256783**—Device failed due to mishandling of null pointer.
- **257095**—The Antispam list would not display in alphabetical order due to a sorting issue.
- **261134**—With 'set arp nat dst' enabled, the device responds to an ARP request, even though the policy is disabled.
- **262448**—The **exec policy verify** command was not working when empty address groups are used in the policies.
- **262666**—When NTP is enabled, and set ntp server src-interface is used, NTP communication cannot be checked in the policy when the traffic is sent out to an interface other than the one specified in the command.
- **263019**—ARP entry to a non NSRP management zone causes track IP failure after failover in transparent mode.

- **265230**—[SSG 140] The alarm LED on the device incorrectly displays as amber, instead of red, when an attack was detected.
- **265446**—SQL data session times out incorrectly; only half of the service timeout is used.
- **266244**—The IPv6 network advertisement solicitation flag was set incorrectly.
- **267370**—When generating a syslog message, the source port and destination port are incorrectly interpreted from the event log.
- **279652**—In certain conditions, the incorrect policy may be applied to the flow when configured using NSM.

Performance

- **221953**—Access to web sites with multimedia (flash, movie trailers) is slow when Websense is enabled.
- **224073**—[ISG 1000] Packets with 1514 bytes were being fragmented after passing through the device in transparent mode.
- **234153**—High flow CPU utilization caused by packet looping between CPU and ASIC.
- **252920**—The device may experience high CPU utilization in certain conditions.

Routing

- **225134**—When gateway tracking routes are configured, the device may restart while processing traffic that uses the gateway tracked route.
- **228200**—An alternate route could not be added to the routing table and are active after a tunnel failure. This issue will occur when using the set interface tunnel_name protocol rip demand-circuit command.
- **235160**—IPv6 routing suddenly fails due to an exception on one of the PPUs.
- **240158**—The device may fail when one IGMP router interface proxies more than one host interface.
- **269341**—IGMP Join occurs 10 seconds after a unicast route has changed.
- **227948**—When OSPF is configured with Reduce flooding, a rare condition of network changes can cause an incorrect value of "LSAs with no DC-option" counter, resulting in continuous purging of OSPF LSAs.

Security

- **250519**—In some environments, packets are dropped due to the behavior of MAC lookup in a flow process.

VoIP/H323

- **226994**—If both the IDP module and the SCCP ALG are active, IP phones were unable to register using SCCP.

- **256706**—The device was not doing routing and policy lookup for IP addresses with unknown contact bindings from the SIP server.
- **264625**—[ISG 1000/2000] SCCP ALG logging messages in the event log, after the ALG was disabled.

VPN

- **255512**—The unset ike policy-checking command only applied per device, not per VPN.

WebUI

- **220659**—The WebUI Java menu had an incorrect link for the ALG Configuration page causing a "404 page not found" error.
- **228482**—Multicast Routing menu is not displayed inside vsys.
- **235599**—It is possible to erroneously configure a VIP that is the same as Untrust for http (port 80).
- **239316**—When editing an aggregate interface (next to Traffic Bandwidth), "Members" is used instead of "Members."
- **239748**—[NetScreen-5200-MTG2] Counting configured on a policy incorrectly shows a drastic drop in the bytes/sec counter in the WebUI.
- **256041**—In a particular circumstance, the device may fail when an admin edits a VPN configuration using the WebUI.
- **259582**—When adding Antispam to an existing Antivirus Profile via the WebUI, FTP session disconnects occur and result in abnormal behavior of FTP commands (ls, dir).
- **262652**—Retrieve subscription did not work via the GUI.
- **265334**—From the WebUI, if a RIP summary route is set to a metric of 1, it does not get written to the config.
- **266871**—Custom RPC service is deleted from the policy when that policy is edited.
- **268659**—Adding redundant interface or redundant subinterface through the WebUI succeeds, but the WebUI incorrectly produces an error.

Addressed Issues from ScreenOS 5.4.0r9

The following major bugs have been fixed in this release:

Administration

- **233016**—Dropped traffic from the Self MGT zone was not being logged for IPv6 packets.
- **234164**—[SSG 500] The **clear counter all** command did not clear the 64-bit hardware counters.
- **229935**—The **set pak-poll** command appears and disappears frequently in the configuration file.

DHCP

- **257662**—User cannot set a negative integer value for DHCP custom option 2.

HA and NSRP

- **227050**—In an NSRP failover, the state of the XFP gigabit interface is DOWN, but the software shows it as UP.
- **229480**—Unable to manage backup device in NSRP cluster using manage-IP.
- **235941**—NSRP configurations out of sync due to the different ordering of AV parameters between primary and backup devices.
- **251044**—The CLI incorrectly displays the supported NSRP cluster ID range of 1 - 63.
- **237697**—An NSRP cluster is out of sync due to the udp-flood dest-ip setting.
- **253075**—FTP traffic stopped when an NSRP failover occurred.

IDP

- **252958**—Login attempts with FTP brute force signatures were erroneously being logged as accepted.

Management

- **232075**—Time binding attacks are not reporting logs to the NSM server.
- **233109**—User auth sessions are not being cleared, despite being logged off for an extended time.
- **235853**—Some NSM configurations may cause the device to fail, due to task mismatch.
- **226808**—Under a high-traffic volume condition, the traffic log is not sent to NSM.
- **237505**—The ASIC sector memory space has been increased to allow more policies to be configured.
- **239362**—The BGP Established Time was not shown correctly using SNMP walk.
- **239747**—The syslog message incorrectly shows that the action is deny, but traffic is permitted.
- **240098**—The traffic to a VIP address that is the same as the interface IP gets dropped.
- **250913**—In certain conditions, the firewall incorrectly replace a global policy with zones other than global.
- **253762**—The NSM agent sends an incorrect MS-RPC UUID service value back to NSM, causing a configuration update issue.
- **252700**—Unsupported "**Far End**" OIDs were modified so that they return a "**no such object**" response to an SNMP query.

Other

- **219624**—Window scaling factor not taken into account if TCP sequence checking is enabled.
- **225017**—[SSG 5/20] The device may stop passing traffic due to a link-layer buffer problem.
- **225211**—The ISDN Basic Rate Interface (BRI) does not work correctly with certain ISDN vendors.
- **226768**—The limit-session screen option was enforced even when the alarm-without-drop option was enabled.
- **234233**—Xauth server config is lost after reboot if auth-server name contains a space.
- **234503**—When using 802.1x authentication, the NAS-IP-ADDRESS field becomes 0.0.0.0 when the RADIUS server is on the remote side of a route-based VPN using an unnumbered tunnel interface IP.
- **235560**—[Netscreen-5000-MG2-8G2/2XGE] TCP traffic fails due to improper behavior of syn-cookie (after syn-cookie has been triggered).
- **236768**—Device may issue an ACK in response to a RST packet.
- **252224**—The wireless client reports a different link speed than what the device reports.
- **257753**—SQL connection fails due to RM group created too early.

Performance

- **221019**—SYN cookie does not work properly on aggregate interfaces, which causes a high CPU condition
- **233167**—[ISG, NetScreen-5000] High CPU utilization in flow occurs when L2TP traffic passes through the ASIC device.
- **254924**—In some cases, when a packet loops between two devices, the TTL is not decreased accordingly, which causes high CPU utilization.

Routing

- **229973**—Under some conditions, the device fails due to an inconsistency between the routing table and the IP Classification table, resulting in an invalid route.
- **238162**—When using src-interface for some services, the route lookup is done in the default virtual router (VR) instead of the src-interface VR.
- **239971**—[ISG 1000, ISG 2000, NetScreen-5000] IPv6 traffic does not pass on ASIC platforms when in transparent mode.
- **239997**—Deleting an access list entry using the CLI does not check if there is an address and netmask match.

- **240429**—In some cases, multiple multicast routes for the same group are added to the routing table, causing the multicast-route limit to be reached, and no more multicast routes can be added.
- **255472**—In transparent mode, OSPF pass-through sessions time out after 1 minute.

Security

- **230716**—The source and destination session limit drops packets when "generate alarms without dropping packet" is enabled.
- **233964**—A critical parsing vulnerability (CVE-2003-0543 and CVE-2003-0544) was reported in OpenSSL ASN.1.
- **241420**—Using MS-RPC-EPM or SUN-RPC-PORTMAPPER in a service group on a deny policy caused the firewall to not install the ASIC rule properly.

VoIP/H323

- **227486**—In transparent mode, h.323 communication failed due to inability to execute the MAC cache operation.
- **231134**—The system failed in the SIP ALG functions.
- **255168**—With the ALG enabled, the pre-marked DSCP values for H.323 traffic is not retained when passing through the device.

VPN

- **221350**—[NetScreen-5000-MGT2] UDP fragmented packets are dropped in a site-to-site VPN tunnel.
- **226681**—A memory allocation error occurred when trying to establish a dial-up VPN using certificates.

WebUI

- **232471**—The DSCP settings on a policy are lost when the policy is modified.
- **235245**—The configuration shows route preference when configuring using WebUI, but no route preference appears after configuring using the CLI.
- **250313**—When using the WebUI for MIP grouping in a policy, the MIP object can be deleted.

Addressed Issues from ScreenOS 5.4.0r8a

The following major bugs have been fixed in this release:

IDP

- **265110**—[ISG 1000/2000 with IDP] The IDP detector released with ScreenOS 5.4.0r8 may cause issues with the IDP Security Module. To resolve this issue, and to improve coverage and accuracy for HTTP, SIP, NFS, and SNMP protocols, upgrade to 5.4.0r8a, and update to the latest detector version.



NOTE: If you are upgrading to 5.4.0r8a from 5.4.0r8 firmware, perform the following steps:

1. Check the detector version on 5.4.0r8 to see if it is 3.1.101390. To check the detector version run the `get system` command and check the value of `detector.so`.
2. If the detector is version 3.1.101390 after upgrading the firmware to r8a, run the `del file flash:detector.so` command to delete the existing detector from flash memory.
3. Run the `reset` command to reset the firewall.
4. After the firewall restarts, immediately push the latest detector from NSM.

If you are already running detector version 3.1.103797 on r8 then simply upgrade the firewall to r8a and restart.

Addressed Issues from ScreenOS 5.4.0r8

The following major bugs have been fixed in this release:

Administration

- **227374**—[SSG 500] Firewall may fail to start with the correct serial number, resulting in the license keys not being properly loaded.

Antivirus

- **226847**—AV drops SMTP traffic when the SMTP server uses the BDAT command.

HA and NSRP

- **190653**—Local management options on the backup device in an NSRP Active/Passive cluster are overwritten by the primary device after NSRP sync.
- **226959**—[SSG 520M] The ALARM LED always shows RED when NSRP is configured on the firewall. There is no effect on the firewall's performance.
- **223728**—Packet drops occurred after an NSRP failover and failback.
- **227366**—FTP traffic is lost after an NSRP failover occurs.

- **231510**—Enabling NSRP secondary path using the WebUI does not get saved to flash.
- **234080**—NSRP configuration was out of sync because the command lines in the configuration were in a different order.

Management

- **218452**—Certificate fails to renew CRL if the CA server's publication interval is less than 12 hours.
- **224163**—The SNMP packet 64-bit counter values are not reporting correctly.
- **224421**—The set ike p1-max-dialgrp-session command does not work properly because the concurrent p1 dialgrp sessions number is counted incorrectly.
- **227364**—Traffic log information is changed when adding or removing more specific policies.
- **227488**—Issuing the get tech command via telnet or SSH causes task CPU to spin in a loop, creating high task CPU.
- **229295**—If GTP inspection was used, GTP UpdPdpRequest packets failed the sanity check and were dropped if the TEID was zero.
- **234363**—[ISG 1000/2000, NetScreen-5000] Large policy installs via NSM to ASIC platforms may cause OSPF adjacencies to drop.
- **234463**—With certain protocols, e.g. telnet and ftp, the first pass through connection could stop responding when using the policy pass-through auth and external auth-server.
- **234662**—Device failed when trying to update a policy configuration using NSM.
- **234722**—In NSM, Active Sessions statistics showed IP addresses being reversed.
- **235630**—High CPU load during NSM policy update might cause other processes to fail temporarily.
- **235940**—Unsetting a custom syn-flood destination threshold did not go back to the default value.
- **236281**—When downgrading from 6.0 to 5.4, the following console message occurs: "The device is storing the firmware into reserved flash sectors". It is important to not power off the device during this operation; doing so could result in a loss of firmware.
- **238777**—When deleting 2000 policies from an ISG 2000 using NSM, the update will fail after about 130 policies are removed.

Other

- **225869**—[ISG 2000] A failure occurred because of an array error in a route table lookup.
- **232036**—64-bit out bytes and out ucast counters are incorrect for the serial interface.
- **235905**—When using MLPPP or T3, the serial interface encounters timing slips.

- **237811**—Traffic fails to pass when using the NAT interface, due to DIP allocation failure.
- **238612**—Packet drop occurs due to a DIP allocation failure.

Routing

- **214163**—ASIC is overburdened with processing RIP packets when a large number of RIP tunnels are being built up during the failover.
- **231865**—TCP traffic cannot pass when there are no ARP entries in the ARP table. The TCP traffic will succeed when ARP entries exist.
- **235835**—Static routes redistributed into RIP updates with the wrong next-hop.
- **236497**—In some cases, the device was not clearing out redistributed routes from the RIP database, even though the sending routing protocol has been disabled.

VoIP/H323

- **223896**—A SIP auth request is dropped when MIP is configured on a SIP Proxy.
- **230195**—The firewall failed unattended, due to SIP ALG.

VPN

- **230340**—A VPN with a VLAN tag configured in a vsys, after a VPN rekey, caused problems with VPN traffic from a remote peer that used an old key, which fails to match the correct hardware session.

WebUI

- **225149**—WebUI management using HTTPS (SSL) fails unexpectedly.

Addressed Issues from ScreenOS 5.4.0r7

The following major bugs have been fixed in this release:

Administration

- **225013**—The types filed in the traffic log, byte_recv and byte_sent, should be displayed as an unsigned value in the log, but when something larger than 2147483647 occurred it printed as a negative value.
- **226764**—When configuring an authentication server for SSID, the name of the authentication server is saved without quotes. If the name contains spaces, the corresponding command line fails after the device is reset.
- **227726**—Time stamp in event log/traffic log changes to Year 2035 incorrectly.

Antivirus

- **227667**—Tagged VLAN traffic might be dropped when AV is enabled.

DNS

- **224598**—In DNS, the policy doesn't refresh the Address Book entry with the domain name when the IP changes so the policy still uses the old IP address.
- **231728**—[SSG 140] DNS information from PPPoE does not update to firewall's DNS host setting.

HA and NSRP

- **218161**—It was not possible to use an aggregate interface as a secondary-path for NSRP and the interface was not available as a choice when using the CLI.
- **222057**—[NetScreen-5000] A memory leak can cause an NSRP Split Brain.
- **223776**—The backup firewall sends frames with a Virtual MAC address after restart.
- **223900**—The RTSP ALG generated many sess_ch messages on the primary device in a cluster, which gets synced to backup. This caused high CPU on the backup firewall.
- **224084**—When an administrator is authenticated using Radius in a clustered environment, some commands may not be synchronized via NSRP.
- **224721**—The primary configuration will be overridden by the configuration of the backup, including manage-ip and hostname.
- **225274**—The console on the backup device in an NSRP cluster showed the message **###Port-xlate dip out**, which was due to a failure of session sync.

IDP

- **225502**—[ISG with IDP] The IDP drops legitimate HTTP traffic for very large HTTP downloads.

Management

- **223336**—Event log entries get lost when NSM connectivity is lost then restored.
- **208408**—WebUI showed **Deny** when FTP-PUT/GET was in the service group, however traffic was still passing.
- **222603**—Unable to set the administration password for a vsys when a root system administrator was authenticated using RADIUS.
- **224786**—The **scio subs status** command does not display CPU usage.
- **225131**—The device might reset while running L2tp debug.
- **225140**—With a specific deny policy in place for syslog traffic, syslog traffic can still be allowed through the firewall at times.

- **226998**—Double quote was missing for the firewall name in WebTrends traffic log message.
- **227315**—After adding 10/100/1000TX interfaces to an aggregate interface, the counter of the aggregate interface was wrong.
- **227607**—Session ID was not displayed in the policy log.
- **227963**—Using the WebUI, Black or White list entries cannot be displayed or edited.

Other

- **216913**—High task CPU causes transmits being dropped.
- **221755 (cs12527)**—IP spoofing is incorrectly detected when an interface bound to an IP spoofing enabled zone is still initializing due to firewall restart or interface flap.
- **226344**—The device incorrectly identifies DHCP relay packets as IP Spoofing and drops the packets.
- **226765**—[ISG 2000] The default value of max number for TCP ooo segment is set to 256.
- **227229**—The devices maintaining hardware sessions might drop packets for UDP based applications, if the frequency of the traffic and the time-out is configured to be the same.
- **227670**—The FTP connection fails under rare circumstance when an FTP retransmission packet is received.
- **228350**—Some resources were going into a dead loop, causing the device to fail.
- **231303**—Service timeout might become incorrect when predefined service was overloaded by custom service.

Performance

- **225627**—With URL filtering enabled, firewall randomly generates high amounts of TCP keep alive traffic to hosts browsing the internet behind the trust interface. This causes high CPU on the intermediate router.
- **225930**—On lower-end devices with certain configurations, such as those with multiple AV policies, the device could experience high CPU.

Routing

- **224949**—OSPF neighbor may get stuck in Ex-start state when Opaque LSA's are received.
- **226284**—Certain BGP prefix routes were lost when advertising.

VoIP/H323

- **217205**—The SIP stack was not able to properly handle messages that contained the "#" character in the user name part of the URI or phone extension.
- **222866**—Certain MGCP traffic types can cause the device to reset.

- **223138**—The device would reset with certain MGCP configuration changes.
- **226740**—Timed out sessions were not being cleared from the session table since RTSP ALG returned an incorrect value.
- **233533**—RTSP ALG sessions timed out, but did not get removed from the session table.

VPN

- **223729**—PPP always referenced the L2TP Tunnel auth setting for query config. This resulted in set l2tp auth server query-config as a valid command; however set l2tp default auth server query-config fails to work.
- **225567**—[NetScreen 50] Cannot establish L2tp tunnel with a Juniper E320.

WebUI

- **221670**—When saving traffic logs using the WebUI, the saved file is empty.
- **224461**—In the WebUI there was an issue with the configuration of serial interfaces. The error message **unknown keyword** would appear.
W/A: Configure using the CLI.
- **227556**—The device might restart when upgrading software via the WebUI.
- **227729**—System may fail when doing a save self log from the WebUI.

Addressed Issues from ScreenOS 5.4.0r6

The following major bugs have been fixed in this release:

Administration

- **222606 (cs12730)**—When entering a vsys via telnet, an incorrect log entry is generated.
- **223571 (cs13036)**—[NetScreen 5000] Device may show strange interface counter values.
- **225871 (cs13677)**—A duplicate redundant interface status changes reported when a member of a redundant interface was changed to up. ScreenOS updated the redundant interface status again, which caused the duplicate message.
- **226225 (cs13738)**—Due to incorrect internal indexing, deletion of a multicast policy may fail with the error message: **unset multicast policy error, entry not found!**.
W/A: Reset the device and delete the multicast policy.

Antivirus

- **225135 (cs13488)**—Sometimes HTTP traffic using the proxy server will be slowed down or dropped when AV is enable.

CLI

- **221902 (cs12566)**—Read-only admin could not issue "get" commands.

HA and NSRP

- **221071 (cs12353)**—Local config is missing in the NSRP backup after NSRP synchronizes configuration and the device resets.
- **223996 (cs13176)**—The get nsrp track-ip show command displays incorrect information if track-ip with arp and with a non-default interval.
- **224082 (cs13209)**—With NSRP track IP, if the interface is brought down then up, the NSRP member cannot fall back to the master or backup mode.
- **224714 (cs13395)**—Using the exec nsrp vsd-group 0 mode backup command caused the upgraded cluster member to fail.
- **226514 (cs13786)**—[ISG 2000] The primary device in a cluster failed because of the Watch Dog timer.

IDP

- **222054 (cs12603)**—[ISG 1000/2000] Devices with an IDP blade and with an IDP policy, CRC errors appeared in the switch interface that directly connects to the ISG 1000/2000 device when traffic passed through.

Management

- **208197 (cs09776)**—The firewall stopped sending mail alerts for traffic and event alarms because it has referred the wrong record.
- **224086 (cs13213)**—[SSG 550M] Power failure events are not reported from the event log or from the chassis status.
- **224385 (cs13306)**—When TCP Sequence check is enabled on the firewall, certain traffic patterns may cause a device failure.
- **225405 (cs13556)**—Policy push fails on vsys device when schedule attack DB is enabled.
- **225811 (cs13659)**—High CPU occurred after a policy push from NSM.
- **226338 (cs13768)**—A device failure occurred under certain circumstances when managing the box using SSHv1 and abruptly interrupting the connection.

Other

- **223635 (cs13058)**—Firewall may reset due to the creation of invalid software session ID.
- **223998 (cs13178)**—The device may fail during debugs if an invalid URL request is made.
- **224099 (cs13226)**—Firewall may reset due to ARP processing in the flow.
- **224456 (cs13328)**—The DIP resource is not released if the session is initiated from the server side.
- **224565 (cs13350)**—After adding a UAC device in the network, the firewall reset.
- **225068 (cs13473)**—EAP users not authenticated through Wireless using 802.1x.
- **226296 (cs13765)**—GTP MMS traffic was dropped because the create_PDP request/response was not expected to modify the exiting tunnel with a new SGSN address for the GTP-U plane.
- **230858**—[NetScreen-5000] Device failed to start with 5.4r5 if a CF card was inserted.

Routing

- **225067 (cs13472)**—Rapid OSPF Adjacency changes caused a memory leak and caused a device reset.

Security

- **221225 (cs12388)**—When DI is enabled on a policy and there is asynchronous traffic flow through an Active/Active cluster, NSRP data-forwarding traffic is denied.
- **225457 (cs13574)**—An FTP connection was not completing the login phase when AV was enabled.
- **225926 (cs13684)**—The device may reset when using URL filtering causing an out of memory situation.

VoIP/H323

- **225066 (cs13471)**—H.323 was not working in a MIP policy based NAT.

VPN

- **220344 (cs12203)**—IKE P1 continued to use the old IP address after dynamic-dns, NAT-T peer had changed IP.
- **221601 (cs12484)**—In a hub and spoke VPN, ping with size 1704 bytes from spoke to spoke sites, after decryption in a NetScreen-5200 (Hub site), NS fails to send 2nd IP Fragment with IP length equal to 1500 bytes but is okay with 1499bytes.
- **222721 (cs12752)**—Under certain circumstances, for example, when editing VPN policies, the proxy-id of dial-up VPNs could be incorrectly reset to a non proper value.

This caused the IKE key renewal to fail then VPN clients, such as NetScreen-Remote, would prompt indefinitely for new authentication.

WebUI

- **220039 (cs12131)**—When configuring HTTP options from the WebUI in "Screening > DI Service Limits > HTTP" many duplicate entries in the configuration file are being added. The new changes are not taking effect and will not alert or block.
- **225076 (cs13483)**—Enabling authentication on a policy does not display the auth icon if server type is "default". The policy works as configured and is shown properly in the CLI. Only the display of the icon on the policy GUI is incorrect.
- **229794**—[NetScreen-5GT-WiFi] Wireless SSID settings could not be viewed or edited in the WebUI.
W/A: Use the CLI to edit SSID settings.

Addressed Issues from ScreenOS 5.4.0r5

The following major bugs have been fixed in this release:

Administration

- **cs10996**—The save config to tftp CLI command did not save the set alarm threshold CPU CLI command to the config file.
- **cs13187**—On SSG platforms, the syslog traffic log may report a wrong port number.
- **cs11896**—In some cases, during an IKE P1 initiation event, a log/syslog is not generated.
- **cs12613**—The SNMP counter does not update until get count stat is issued from the CLI.

Antivirus

- **cs12445**—In certain situations, POP3 AV inspection may drop traffic.

CLI

- **cs12128**—[ISG 2000] NSRP cluster primary device failed when pasting commands via the CLI.
- **cs11617**—[NetScreen-5GT] In the default configuration, a blank line could have appeared after the set hostname CLI command.

DHCP

- **cs12646**—Device changes the DHCP relay agent IP when it is configured as a DHCP relay.
- **cs12385**—When using bgroups and DHCP, an update of DNS does not always work properly.
- **cs13154**—In certain environments where DHCP packets need to traverse the firewall in transparent mode, the device may fail.

HA and NSRP

- **cs12605**—In an NSRP configuration, GTP messages could be misinterpreted, causing the device to reset.
- **cs12550**—On the ISG platform, the backup firewall in NSRP cluster may restart.
- **cs12186**—The backup firewall in a transparent (L2) NSRP cluster is unable to ping the HSRP VIP address.

IDP

- **cs12584**—[SSG 520/550] The wrong attack-db version may be reported.
- **cs12722**—Under certain conditions, "invalid ip action mode 1" is seen in the event log and console.
- **cs12223**—On SSG platforms, updates to attacks.sig on the primary are not updated on the backup via NSRP HA.

Management

- **cs12055**—Unable to manage the device via http using the tunnel interface manage-ip.
- **cs12364**—In the WebUI, **Reports > System Log > Self** showed the wrong port numbers.
- **cs11688**—[ISG 2000] The interface statistics displayed the "out ucast" as a value of 2^{64} ; this value does not increase or change.
- **cs13114**—Using SSH V2 to the firewall times out, even when admin authentication timeout has been set to 0.
- **cs11794**—Some WebTrend log entries were not formatted properly.
- **cs12287**—[ISG 1000/2000] Device reports very high number of CRC, overrun, and out bytes.
- **cs12684**—Under certain conditions, management to the backup ISG firewall in NSRP cluster fails, except for console access.
- **cs12238**—In some cases, the device is keeping vlink info in a datafile, even though it is not in the config, which causes errors with NSM.
- **cs09589**—In an NSRP Active-Active environment, the device does not send WebTrend logs when it is configured with the "Use Trust Zone Interface" as the source IP for the VPN option.
- **cs13221**—Could not configure a wireless interface from NSM. Exception on NSM reports "unset interface wireless0/0 shutdown did not get updated to the device."

Other

- **cs11222**—Under certain conditions, the "FLASH" LED is not illuminated.
- **cs12949**—Device failure occurred on the primary firewall in an HA environment within a minute of upgrading both firewalls to 5.4r3. Disabling the HA link stops the failure.

- **cs12567**—When using SecurID, if a user inputs the wrong passcode 3 times, SecurID will prompt for the next code; however, even after entering the correct code on the SecurID token, it fails.
- **cs11061**—Unable to configure PPPoE or PPPoA if the firewall is in transparent (L2) mode.
- **cs12050**—Changing the interface duplex setting did not take effect until there was a change in link status.
- **cs12715**—When using IPV6, passive FTP does not work correctly.
- **cs12682**—When modifying a multi-cell policy, with custom timeout service object, all of the matching sessions were removed from the session table.
- **cs12983**—An ISG firewall stopped passing traffic when URL-filter and IDP were used.
- **cs12183**—When configuring NTP through the WebUI, if the NTP backup1 and backup2 IP addresses were not configured, an IP address value of 0.0.0.0 was automatically entered when “apply” was selected.
- **cs11840**—Active FTP data session failed if syn-flood was triggered in a zone with ECMP routing.
- **cs12231**—Some pages did not load when Web Filtering was enabled.
- **cs12332**—When in transparent mode (L2), IPv6 did not pass through the device.
- **cs12440**—Traffic shaping on MLPPP dropped all traffic.
- **cs13083**—When using the GTP feature in ScreenOS, the PDP Request filtering checks the Access Point Name in the Information Element, which is sometimes not supplied.

Performance

- **cs10867**—[cs10867—[NetScreen-5GT] An interface set to 10mb/full fixed was found to be operating in half-duplex mode.
- **cs12838**—[SSG 500, ISG 1000/2000, NetScreen-5000] During heavy traffic, SSG devices showed high CPU (99%) usage and the following warning message were displayed on the console:
"WARNING: insertion in tree failed when free a port. It's Possible that the Node Pool was exhausted!"

Routing

- **cs12505**—Configuring PBR Action-Group for 'next-hop only' option does not work from the WebUI.
- **cs12307**—When configured for OSPF, routes across a GRE tunnel appeared inactive in the route table.
- **cs12818**—The primary firewall stopped advertising BGP routes after a physical interface was found to be going up and down continuously.

- **cs12501**—cs12501—When OSPF cost value was above the limit, the route was incorrect in the route table.
- **cs11355**—[ISG 1000/2000] The devices did not terminate a TCP session immediately when a client sends an RST packet with an incorrect sequence number, and 'set flow check tcp-rst-sequence' and 'set flow tcp-rst-invalid-session' commands are enabled.

Security

- **cs11679**—[SSG 500] DI attack detection stopped after several days.
- **cs12630**—Default SCREEN options for custom zones starting with "untrust" is not consistent.

VLAN

- **cs12453**—Traffic shaping fails to forward packets on redundant sub-interfaces.
- **cs13057**—Cannot create sub-interfaces in two different zones and VR's with the same IP address.

VoIP/H323

- **cs12427**—The firewall did not correctly NAT an H.245 IP address.
- **cs11767**—In some cases, RTSP packets are dropped inadvertently.
- **cs12737**—CallProceeding messages are not decoded correctly, causing H.323 VoIP calls to fail.

VPN

- **cs12441**—In some cases when using NSRP, the modem password is not synchronized properly.
- **cs12817**—Under certain situations, VPN monitoring with source interface and destination IP would fail to bring up the VPN tunnel.
- **cs12433**—When a device is added to NSM and the connection from the device to the NSM server is over a VPN, the device fails to connect the first time. On the NSM server, the status is "Waiting for first connect" and on the device "get nsm" displays the status as "Connected & UP".
- **cs11413**—A memory leak occurred on an SSG 500 due to PKI online CRL.
- **cs12636**—VPN monitor status in the event log did not appear upon the first successful connection.
- **cs12156**—[SSG 5] VPN to a third party VPN device had problems with Phase 1 re-key.
- **cs12968**—The `get sa` command shows A/I on the backup firewall in NSRP lite, I/I expected.

WebUI

- **cs12643**—Custom URL for Web Filtering via WebUI had a 50 character limit.
- **cs12558**—The eBGP and iBGP route preference would swap when saving VR settings in the WebUI.
- **cs12755**—In an NSRP environment, you could not use the WebUI to assign priority when you create a second redundant interface.
- **cs12766**—Traffic log on SSG platforms showed random ports in the WebUI.
- **cs13184**—In some cases, the firewall restarts when a sub-interface is being created on a redundant interface via the WebUI.
- **cs12792**—Using the WebUI when clicked on a policy with DI configured, then clicking cancel, the DI configuration is erased.
- **cs12804**—Creating a new address object in the WebUI resulted in a subnet mask set to "/0", which is not valid.
- **cs12937**—When a single quote (') is used in the user group name the remove key is not available from the WebUI.

Addressed Issues from ScreenOS 5.4.0r4

The following major bugs have been fixed in this release:

Administration

- **cs12008**—In transparent mode, the CLI/WebUI incorrectly displayed the option to configure Route/NAT mode for a VLAN1 interface.
- **cs11548**—When setting an admin password through the WebUI, it could not contain the quotation character (") W/A: In previous releases use the CLI if using quotations (") in the admin password.
- **cs12112**—The firewall device did not send Node-Type P-Node (Peer-to-Peer) as a DHCP custom option; instead, the default type of Hybrid was always sent.
- **cs11769**—When using NSM and importing a NetScreen-5000 device with a 2xGE line module, the following error message is displayed: "Invalid enum value".
- **cs12230**—If the "get config" command does not match the "get config datafile" command, an NSM verify failure occurred.
- **cs10932**—If the HTTPS port is changed to a port number other than 443, the HTTP redirect is sent to the wrong port.
- **cs12284**—[SSG 500] The predefined service for RADIUS is set to dst port 5127-5383, which was incorrect.
- **cs12493**—The "get service syslog" command displayed the same information twice.
- **cs11980**—In some cases, while using NSM, the NSM agent part of ScreenOS was updating its datafile incorrectly.

Antivirus

- **cs12117**—With AV enabled, POP3 mail failed if the POP3 username contains “capa” (example: capa@test.com).

CLI

- **cs12571**—The get config command failed under certain circumstances with the console message: "Config generation failed due to writing config conflict."
- **cs11379**—[SSG] The device was unable to configure a serial interface with unframed E-1 options.
- **cs11925**—The get route ip command incorrectly displayed some routes twice. This is a display issue only and did not affect functionality.

DHCP

- **cs12061**—An ISG device with an IDP module configured for transparent mode, dropped DHCP discovery packets.

HA and NSRP

- **cs11838**—In an Active/Active NSRP configuration, the packet forward received count was not correct.
- **cs11872**—In an NSRP configuration, when creating a sub-interface on a physical interface in the null zone, the MAC assigned to the sub-interface was that of the physical interface and not the virtual MAC.
- **cs12180**—In an NSRP configuration, the set nsrp rto-mirror session ageout-ack command did not work properly.
- **cs11566**—The secure ID node secret was not being copied to the secondary device correctly, thus causing problems with authentication after NSRP failover.

Management

- **cs12371**—In some cases, SSH from a Linux machine to a firewall device failed.
- **cs11890**—Inconsistency between config-file and datafile on NSM agent of the firewall caused errors on the NSM station.
- **cs11485**—The traffic syslog records contained an incorrect character in the leading digit for the send/recv byte count when reporting multi-megabyte sessions.
- **cs07434**—The counter statistics returned from an SNMP query displayed incorrect values for the Ethernet2 interface.

Other

- **cs11804**—When “seq-number-validation” was enabled for GTP, the following error would occur: “sourceIP is not valid GSN”.
- **cs12239**—In some cases, LDAP CRL download caused the device to reset.
- **cs11920**—Management traffic from a trust subnet failed when used with source-based routing.
- **cs11422**—When NTP was enabled and set to an IP address, rather than a FQDN, the device was performing unnecessary DNS lookups for the IP.
- **cs12046**—When SQLNETv2 traffic passes through an IPSec tunnel in a NetScreen?-25, the session create for SQLNETv2 data channel was incorrect.
- **cs12259**—[NetScreen-5000] The device dropped protocol 253 packets even though the screen option “unknown-protocol” was disabled.
- **cs12119**—The state of the interface is taken at the wrong time during startup, which caused interface monitoring to not work properly.
- **cs11876**—[SSG 500] When in transparent mode the device incorrectly identified particular MAC addresses as multicast only, thus dropping the packet.
- **cs11585**—When using 802.1X on the trust interface and a radius server is on the untrust side, the negotiation between the NetScreen device and the radius server did not complete because of a radius malformed packet.

Performance

- **cs11909**—CPU usage was higher when adding ICMP-ANY as a multi-cell service in the policy.
- **cs11897**—On occasion, high CPU or packet loss would occur for a period of time after modifying a service timeout or the service name.
- **cs12409**—In a high traffic environment with “in overrun” counter increasing, the ISG exhibited packet loss.

Routing

- **cs11806**—Creating more than four Equal Cost Multipath (ECMP) routes would result in the error: “exceeds ecmp limit (4)”.
- **cs12391**—After a route failure, the aggregate BGP route did not populate the route table after the network is restored.
- **cs11312**—Internal marking of a host route timestamp would sometimes cause a stale route, resulting in the CPU utilization to increase.
- **cs11285**—In some cases, the device was not sending RIP updates even though a route-map was assigned to the protocol instance.

- **cs12376**—In some cases, multicast traffic may have problems going to specific groups. This happens when the incoming-interface of multicast route-entry added in the out-interface list.
- **cs11614**—In some cases, RIP would clean stale routes incorrectly in the routing table.

VoIP/H323

- **cs12874**—In some cases, specific MGCP traffic would cause the device to reset.
- **cs11662**—An SSG device configured with MLPPP did not pass voice traffic.
- **cs11165**—In rare cases, timing and sequencing of hanging up and answering a VOIP call would cause the device to reset.
- **cs11984**—Under certain conditions, unsetting the Media Gateway Control Protocol (MGCP) ALG would cause the device to reset.
- **cs11911**—In some environments, a Media Gateway Control Protocol (MGCP) connection may have failed to pass through a firewall device.
- **cs11845**—During an upgrade to 5.3, the **unset alg sip** command was not recognized.
W/A: In previous releases you can manually disable alg sip using the **unset alg sip enable** command.

VPN

- **cs11409**—PKI SCEP enrollment was not working with some certificate authorities.
- **cs11837**—The tunnel interface goes into ready state when the VPN is down.
- **cs11217**—In some situations, enabling SurfControl web filtering in a VPN environment would result in permitted web sites displaying a blank page.
- **cs12272**—When IKE-NAT service was referenced in a policy and the traffic matching the policy required DST-IP translation, the source IP in the packet was incorrectly set to 0.0.0.0.
W/A: In previous releases you can change the policy to another service, such as udp500 or ANY.

WebUI

- **cs12894**—On occasion, logging into the WebUI interface would fail. The user could see the login screen but when entering the user name and password the screen would freeze after clicking the login button.
- **cs11357**—[ISG 2000] Bandwidth of aggregate interfaces were reported incorrectly in the WebUI.
- **cs11961**—If the custom SurfControl URL profile name contained a space, the administrator was unable to delete categories through the WebUI.
W/A: In previous releases you can use the CLI to delete the categories.
- **cs11969**—After configuring a custom SSL port, the SSG device randomly changes the SSL port.

w/A: In previous releases you can upload and replace a saved configuration file without the custom SSL port specified.

Addressed Issues from ScreenOS 5.4.0r3

The following major bugs have been fixed in this release:

Administration

- **cs11171**—If using the commands `set/unset global-pro policy-manager prima outgoing-interface` and/or `set/unset global-pro policy-manager sec outgoing-interface`, upon restart they are always changed to the set configuration, even if manually unset.
- **cs09504, cs07271**—When using RADIUS Authentication, after the third firewall login try, an error occurred when the device was reset.
- **cs10141**—[NetScreen-5GT] In some cases setting a VIP via the WebUI could cause the device to reset.
- **cs10349**—The NTP maximum adjustment incorrectly calculated the difference between the local clock and the time received through the NTP update, which resulted in an inaccurate clock reading.
- **cs10889**—The number of MIPs on a NetScreen-200 was incorrectly set to 100; the limit has now been corrected.
- **cs10884**—By default, the V1-Null zone is shared, whereas all other Layer-2 zones are not shared.
- **cs11484**—[NetScreen-5GT] Device only allows 3 secondary IP's to be configured, although it should allow 4.
- **cs11297**—[NetScreen ISG 1000] There are invalid characters included at the end of the output when issuing the `get log system save CLI` command.
- **cs09635**—When using NSM, adding an aggregate interface in some cases caused the NSRP primary to reset.
- **cs07098**—Message guide error (00034) Message: SSH: Maximum number of SSH sessions () exceeded is incorrectly documented. The error "SSH: Max number () of session reached" is posted to the system log.
- **cs10950**—NetScreen-5GT was added to the 5.4.0 MIB files and duplicate entries were removed.
- **cs11009**—The NS Device did not send an accounting start message out for L2TP.
- **cs11457**—In some cases SNMP query of OID `nsPlyMonPackPerMin` is incorrect.
- **cs11095**—Syslog logging incorrectly duplicated source and destination port.
- **cs08725**—The non-vsyt traffic log shows [No Name] on the syslog message.
- **cs10061**—Modifying the timeout value for a pre-defined service used in an ANY policy and configuring a timeout value for a custom service.

CLI

- **cs11400**—[NetScreen-5x00] In some cases, it can take more than 10 minutes to load a large configuration file.

DNS

- **cs10969**—The device sometimes restarts due to incorrectly handling a DNS server response.

HA and NSRP

- **cs08488**—A serial failover can cause the ISP's DNS to be injected into the devices internal DHCP scope.
- **cs12182**—Radius shared secret does not synchronize between the primary and secondary in an NSRP cluster.
- **cs11184**—In some cases in an NSRP environment, both device were recognized as primary, causing traffic to be affected.
- **cs10761**—In an NSRP configuration in which the aggregate interfaces were configured for specific duplex setting, executing the configuration sync CLI command on the secondary device could cause the duplex settings to be modified.
- **cs10590**—The command "set interface phy full 100mb" is changed "set interface phy full* 100mb" after NSRP configuration is synced. As a result, this command is removed after restart.
- **cs04112**—In an NSRP environment, sometimes the interfaces used the physical MAC address instead of the virtual MAC address.
- **cs08853**—In an NSRP environment, configuring Radius auth-server from CLI, WebUI, or NSM and executing "exec nsrp sync global config check-sum" results in the error "Warning: configuration out of sync".
- **cs04844**—When passing heavy VPN traffic in Active/Active mode, the device dropped all fragmented packets.

Management

- **cs11631**—In a single ARM VPN configuration, telnet is allowed on the interface, even when telnet is disabled.
- **cs05878**—When using NSM, importing a deny policy will fail.
- **cs10475**—With SSH v1 enabled, SSH or WebUI management of the device could fail after several days. This is due to the resources not getting released correctly. Workaround: Enable SSH v2 instead of v1.
- **cs07029**—The device had high CPU usage when syslog and policy logging were enabled.
- **cs11960**—After an upgrade, loss of communication between the firewall and NSM server could occur.

- **cs10985**—If a policy has the service MS-RPC-ANY, no other services can be added to the policy.
- **cs10113**—When multiple interfaces were bound to the Trust security zone, the device would send the Webtrends log to the last source interface created.
- **cs12260**—[SSG 550] In 5.4.0r2, when using the "get chassis" command, all the fans are reported incorrectly as being down.
- **cs12091**—Secondary SSG 5/20 devices using bgroup in NSRP loses configuration after sync and reset.
- **cs08870**—In some cases the NSM agent would fail to upgrade a device to 5.2r3.
- **cs10111**—NSM Active Sessions tab does not provide a consistent list of sessions.
- **cs11015**—When pushing a config to create a new VPN on a vsys, NSM sends an unknown 'exec password' CLI to the vsys, causing config push failure.
- **cs09856**—Memory resources were not being reclaimed when administration was closed before an internal process was finished.
- **cs11875**—[NetScreen-5200 M2 Management board] The out-of-band modem port does not function correctly.
- **cs10454**—[ISG 2000] The SNMP MIB iftype returned a value of other for the gigabit interface.
- **cs07702**—[ISG 1000 and ISG 2000] The MGT interface reports up and down status changes even though there is no physical connection, which is caused by noise. W/A: Physically connect the MGT interface.

Other

- **cs07232**—Incorrect handling of MSRPC messages occasionally caused a boot loop and the device to reset.
- **cs11681, cs11358**—In some cases Xauth was not working when using LDAP due to a cookie matching issue.
- **cs07062, cs07122**—In some cases telnet administration to the device will disconnect when an operation takes a long time (such as a paste of a config).
- **cs11329**—Application ignore is not available for SUN-RPC ALGs.
W/A: Run the **unset alg sunrpc** or **unset alg msrpc** command.
- **cs11262**—When using a 10/100/1000 card there is no option for hard setting the physical interface to 1000mb.
- **cs10555**—When using multicast, intermittently, mroute is not formed, however the PIM join is being sent from the device to the RP.
- **cs11543**—When upgrading from 5.0.0 to 5.3.0 and above, service groups with multi cell policies may not be recognized upon restart. This will cause the configuration of the device to be lost.
- **cs07583**—Incorrect handling of MSRPC messages occasionally caused a boot loop and the device to reset.

- **cs11320**—In some cases, multicast resources are reclaimed incorrectly.
- **cs09841**—[NetScreen-5GT Series] The device incorrectly interpreted the 802.1q tag of the incoming packet and placed the packets into the wrong interface buffer queue, therefore ARP works incorrectly.
- **cs10803**—In some cases sun-rpc-mountd service was not working properly.
- **cs08779**—Event log does not show the IP address of the Radius Server.
- **cs11336**—cs11336—When issuing the get vsys command, the output is aligned incorrectly with the column header.
- **cs10839**—Customer upgrade to 5.4.0r1.0 code, syslog truncates "Dst=" IP in traffic log.
- **cs09474**—An issue in the dlog process (process that controls syslog and logging on policies) caused a failure on the primary firewall.
- **cs07816**—In some cases, CPU utilization may show a spike due to ARP not aging out correctly.
- **cs07800**—Incorrect handling of MSRPC messages occasionally caused a boot loop and the device to reset.
- **cs07466**—[NetScreen-500] In some cases when passing specific GPRS traffic the device would reset.
- **cs08697**—In some cases FTP was opening to many pports.
- **cs11643**—In some cases custom L2 zones could cause login errors due to unwanted fragmentation.
- **cs10100**—Interface counter for fragmented packets is not updated correctly.
- **cs11166**—Traffic is interrupted when a vsys element is removed, even though the element which is changed has nothing to do with the traffic other than using the same physical interface.
- **cs10853**—In some cases when using Transparent mode with custom L2 zones, packets would be dropped.
- **cs10630**—Embedded ICMP packets dropped due to unnecessary and incorrect parsing for tcp seq checking.
- **cs10907**—After a restart, the source interface for Websense reverts back to default interface.
- **cs10407, cs10163**—[ISG 2000 and ISG 1000] With sub interfaces and DI enabled, traffic can be blocked and DNS lookups could fail.
- **cs09683**—In some cases, multicast prune messages were sent incorrectly during a switchover from Shared Tree to Shortest Path Tree (SPT).
- **cs09478**—Random high task CPU occurred after GPRS Tunneling Protocol (GTP) was configured.

- **cs09431**—[NetScreen-5000 Series using an 8G or 24FE SPM] In some cases, both devices in an NSRP environment tried to become the primary device. This action occurred because an internal queue was incorrectly re-initialized.
- **cs09399, cs08119**—With MSRPC ALG enabled, a device reset with an error when very large actual_count MSRPC messages occurred.
- **cs11249**—When using transparent (L2) mode, arp entries were not correctly stored in the table.
- **cs08570**—SQLv2 traffic did not pass through the device when ALG was enabled.
- **cs07887**—NetScreen-25 sometimes fails to ping to local interface. It might also cause a failure in getting ICMP response from local subnets.
- **cs06741**—When using a NetScreen-5000 with a 24FE line interface module, in some cases MSRPC traffic could cause traffic to stop.
- **cs08760**—Outbound hardware counters stay at zero in DMZ-Dual Untrust port mode.
- **cs10912**—When using a NetScreen-5000 with aggregate interfaces the first UDP packet is lost.
- **cs07003**—In some configurations, sessions could be dropped if there is no policy in the direction of the session.
- **cs11189**—Firewall is restarting because of URL filtering.
- **cs10921**—When upgrading to 5.4r1 and 5.3r4, the session table is maxing out with very little traffic change. Some of the sessions which are across two different Interfaces are not closed even after receiving a FIN.
- **cs07588**—cs07588—Incorrect handling of MSRPC messages occasionally caused a boot loop and the device to reset.
- **cs05474**—Manually setting the GE copper interface to 1000/full did not save.
- **os66651**—Update internal Daylight Savings Time (DST) tables for the new USA 2007 schedule.

Performance

- **cs11014**—In some configurations, in which there are many policies, the device could encounter high memory usage. Restart the device to recover from the situation.
- **cs08157, cs07605**—[NetScreen-5200 using 5000-M management module] Sometimes, the device gradually ran out of memory.
- **cs09453**—Due to an error in internal software session link list, high CPU occurred on ISG.
- **cs06223**—With TCP_SYN_Check disabled, and a large number of TCP RST packets received the device experienced periods of high CPU and telnet access was unavailable.
- **cs11948**—When using an NetScreen-5000 MGT2 w/2XGE interface modules in transparent (L2) mode, the CPU usage would increase due to UDP fragmented packets.

- **cs11091**—Due to a packet matching multiple signatures, multiple times, processing was not unique. This resulted in a packet loss on the IDP module and the CPU utilization to increase.
- **cs09795**—Traffic failed to pass through the device after the ISP central office reset the PPPoA connection.
W/A: Manually disconnect and reconnect the PPPoA connection on the firewall.
- **cs11787**—[NetScreen-5000, ISG 2000] Task CPU could temporarily increase while waiting for an administrator to respond to a CLI prompted question (such as "Configuration modified, save [y]/n").
- **cs08614**—Under certain conditions, policy push through NSM would cause performance problems.
- **cs12109**—Load sharing when using aggregate interfaces was not properly working.
- **cs11155**—[NetScreen 5x00] IP-over-IP fragmented traffic across two different device modules is handled incorrectly affecting performance and causing the CPU utilization to increase.
- **cs08776**—Slow performance occurs when media files are transferred using HTTP from an Apple Mac client.
- **cs08494**—ISG with a Security Module could encounter performance problems when a policy is pushed. This happens when CPU0 is made unavailable while a policy is being installed. Device performance remains stable if the Security Module is disabled.
W/A: Contact JTAC for a patch.

Routing

- **cs06031**—PPPoE does not insert default routes into the routing table.
- **cs07627**—In a route based VPN multi-VR environment, the security device incorrectly performed a route lookup in the wrong VR.
- **cs08109**—The firewall accepts the default route on the serial interface through the PPP connection and might result in leaking of data through this default route if no other route is available to traffic on the firewall.
- **cs08940**—The **get vr mroute** CLI command would sometimes incorrectly display the same source for multiple interfaces.
- **cs09820**—In a vsys configuration using IP-classification, the device incorrectly handled a vsys route lookup.
- **cs10713**—Unable to re-connect to PPPoE when the ISP has provided a new IP address and an incoming DIP is configured in a policy for SIP.
- **cs10749**—[ISG 2000] For VLAN tagged interfaces, the device is not passing traffic when DI is enabled on the policy.
- **cs10822**—RIP routes show default metric of 10 no matter what it was configured as.

- **cs10859**—Upstream router was not receiving ARP reply when an interface was in a logical down state.
- **cs10883**—cs10883—In a Win2003 environment, TFTP through the firewall would fail due to the ALG handling.

Security

- **cs11204**—Some standard traffic is incorrectly identified and dropped when Syn-cookie is enabled in Transparent (L2) mode.
- **cs11423**—The device resets when DI is enabled and a certain type of server message block (SMB) protocol is going through the device.
- **cs07048**—Syn-flood protection double counts the number of proxy sessions causing false alarms at times.
- **cs10976**—Security module failed while doing an update due to a bad internal pointer.
- **cs04592**—The ip-spoof feature "drop-no-rpf-route" was not working correctly.
- **cs08754**—In Transparent mode, the Syn Cookie feature did not work correctly.
- **cs11469**—In some cases with URL filtering using Websense, slowness may be caused due to URL request queue getting full on the firewall.

VoIP/H323

- **cs10962**—When sending a SIP message, the device is adding an extra ">" to the end of the header.
- **cs10556**—The firewall does not correctly NAT an H.245 IP Address.
- **cs11150**—Packets with a destination port of 2000 were inadvertently being dropped.
- **cs09708**—In some cases and configurations, specific VOIP and H323 traffic would cause the device to fail.

VPN

- **cs12168**—Certificate renewal does not propagate to the secondary device in an NSRP cluster.
- **cs12620**—When using the Infranet Controller the redirect URL field was not working correctly. The client was redirected by the enforcer but the redirect URL field is left blank.
- **cs11699**—Infranet authentication Controller with ISG 1000 redirect not working.
- **cs09081**—Changing the tunnel binding for multiple tunnels through the WebUI may cause the device to reset with an error.
- **cs11117**—The device will not allow the setup of a user group VPN within a vsys with shared interfaces.
- **cs10155**—[NetScreen-5GT WLAN] In some environments, policy-based VPN tunnels using certificates would not connect.

W/A: Configure the VPN tunnel to use pre-shared keys.

- **cs08518**—Rekey option incorrectly tries to initiate VPN through an interface that is down.
- **cs09981**—SA lifetime was incorrectly interpreted causing the VPN tunnels to rekeying around every 6 minutes.
- **cs08733**—In some cases using PKI for VPN tunnel negotiation caused the device to reset after about 30 days.
- **cs08905**—Memory resources were improperly reclaimed after VPN phase2 negotiations.
- **cs09123**—Dial-up VPN peers with Source Interface-Based Routing (SIBR) and Src-NAT were unable to communicate with each other.
- **cs11700**—IKE user with Distinguished Name and Xauth are disabled after restart.
- **cs06358**—Large packets going into a policy based VPN tunnel were first fragmented and then encapsulated.
- **cs11358**—In some cases Xauth was not working when using LDAP due to a cookie matching issue.
- **cs11772**—In some cases when a MIP is configured on a tunnel interface associated with a VPN, the VPN will fail to negotiate Phase 2 correctly.
- **cs11761**—When using DHCP on the outgoing interface, VPN traffic stops, if the outgoing interface is assigned a new IP address.
- **cs05200**—When configured as route based VPN hub and spoke, packets from NetScreen device contained incorrect ESP sequence numbers.
- **cs04801**—The device could fail when a VPN tunnel is removed in an NSRP environment.
- **cs11236, cs11483**—After a device was upgraded to 5.3r4 and later, XAuth with RADIUS did not work. The following message could be posted to the event log:
Phase 1: Aborted negotiations because the time limit has elapsed.
- **cs11294**—In the case where the serial backup interface took over while the DSL interfaces had gone down, and the option Dead Peer Detection is enabled, when the DSL interface is restored retransmission messages are posted in the log.
- **cs04993**—After a device is restarted, the OCSP configuration for a CA-certificate could change to use CRL; resulting in the VPN failure.
- **cs11086**—In some cases, when an existing dynamic VPN policy was deleted, the device would reset.

WebUI

- **cs10817**—With every update, NSM tries to set the interface physical parameters resulting in the following failure:
Error Code:
Error Text: Exception caught during Update Device:
The following parameters did not get updated to the device: "set int ethernet2/1 phy manual".
- **cs10736**—When the Policy Verification is performed on an IDP policy, this verification fails with the following error:
Error Code:
Error Text: Error in IDP validation:
Error Details:
error(s) found during validation.
Invocation compiler error



NOTE: This is only a validation error, the update to the device works fine.

- **cs10411**—Unable to bind ethernet0/3 to a zone other than HA.
- **cs10825**—ISG 2000 restarts when URL Filtering is enabled.
W/A: Contact JTAC for a patch.
- **cs07175**—When using NSM, an unknown command sent to the vsys during a config push would cause a config push failure.
- **cs11356**—Disabling or enabling logging on a policy, using the WebUI, resets the sessions using that policy.
- **cs11029**—[ISG 2000] Device would not change redundant VSI sub-interface settings using WebUI.
- **cs09690**—[NetScreen-5GT] The WebUI Report for active users was calculated incorrectly for NAT users.

Addressed Issues from ScreenOS 5.4.0r2

The following major bugs have been fixed in this release:

- **os55174**—Not all error messages visible from CLI are available through the NSM interface.
- **os57620**—When an interface had both IPv4 and IPv6 address configured, if either address was used, the other IP address could not be unset from the interface.
- **os59154**—The VoIP ALG with HA under a very high load could experience a resource leak.
- **os63007**—For ISRAU with multiple GTP tunnels, not all tunnels were properly created.
- **os63351**—Enabling or disabling SIP ALG with outstanding calls could cause the device to restart.

- **os63487**—In WebUI, the allowed MTU range for VSIs was incorrect.
- **os63498**—ScreenOS did not block the configuration of an interface in the MGT zone even though the interface also had VSI configured.
- **os63513**—Unsetting the sub-interface could cause device failure if there was heavy traffic through a sub-interface with traffic shaping enabled.
- **os63523**—[NetScreenS-5400 using 5000-M2 and 5000-8G2 and 5000-2XGE] TCP traffic on the device did not always pass if the traffic crossed the ASIC chip and was through a VPN tunnel.
- **os63532**—A device with high AV traffic for a long time, the AV subsystem could run out of memory and continuously restart the AV process which could cause device failure.
- **os63543**—A GTP session could be incorrectly aged out after NSRP failover if the teid-id was configured.
- **os63612**—Repeated login from the same XAUTH user could cause the device to retransmit the account start message to the RADIUS server.
- **os63626**—RTO sync of GTP tunnel objects created new tunnels instead of replacing them.
- **os63632**—Unsetting the custom L2 zone, while there was still a VLAN port associated with it, could cause system failure.
- **os63638**—os63638—Internal BIOS changes on the SSG-140 before public release did not properly initialize onboard interfaces with ScreenOS 5.4.0r1.
- **os63861**—[SSG 20 ADSL mini-PIM with PPPoA enabled] Some websites could not be displayed.
- **os63911**—[SSG 20] For ISDN interface set as primary interface, track-ip could not dial up when the interface is down.
- **os64355**—[SSG 5 and SSG 20] Asymmetrical VPN performance was impacted by decryption and encryption.
- **cs07991**—The NSM Logviewer incorrectly displayed sessions with multiple attacks as accepted even though they were dropped.
- **cs09404**—[ISG 2000 and ISG 1000] When many sessions were synchronized between the active and backup NSRP devices, sometimes performance dropped and the device restarted.
- **cs09764**—When using the mtrace command, replies were not correctly reporting.
- **cs09777**—After an NSRP failover, in some cases the primary device had problems reconnecting with the NSM server.
- **cs09849**—Sessions on an NSRP backup device were not being properly removed.
- **cs09968**—[ISG-1000] After the IDP was enabled via a policy push, the device stopped forwarding packets. This was caused by a combination of fragmented packets (TCP & UDP) with a TTL value of 1.

- **cs09981**—SA lifetime was incorrectly interpreted, causing the VPN tunnels to re-key approximately every 6 minutes.
- **cs10163, cs10407**—[ISG 2000 and ISG 1000] With subinterfaces and DI enabled, traffic could be blocked and DNS lookups could fail.
- **cs10180**—The DNS refresh schedule was unreliable.
- **cs10310, os62872**—After entering the `unset alg sip enable` CLI command, when viewing the system configuration, the command `unset sip alg enable` is displayed twice.
- **cs10378**—Configuring custom group services with multiple MS-RPC service types could cause the device to restart.
W/A: Use the `ms-rpc-any` service in a custom group service or create individual policies.
- **cs10425**—No SNMP traps are sent to x.x.x.255 even though the host address could be configured.
- **cs10427**—[DHCP relay] The broadcast flag was always set to 0 regardless of the original request.
- **cs10446**—In some cases, the device intermittently blocked spanning tree frames.
- **cs10454**—[ISG 2000] When using a standard SNMP walk, the value `other` was returned for the Gigabit interfaces.
- **cs10462**—In some cases, the SIP B2BUA feature did not work consistently.
- **cs10465**—A backup device was not synchronized when the `unset vr trust-vr nsrp-config-sync` CLI command was configured on a shared virtual router (VR); the `exec nsrp sync global save` CLI command was issued, and the device was restarted.
- **cs10505**—[IPv6] The device reset if the wrong buffer was retrieved.
- **cs10582**—After upgrading from ScreenOS 5.0, the `set nsrp monitor int mgt` CLI command became invalid.
- **cs10610**—Large numbers of TTL packets with value zero caused high CPU usage on the security device.
- **cs10621**—FTP transfers could fail when `reassembly-for-alg` was enabled.
- **cs10624**—Packets were not sent out when the dial-up VPN was configured on the loopback interface in a `vsys`.
- **cs10658**—In some configurations, retrieval of Certificate Revocation List (CRL) information through an LDAP server failed.
- **cs10662**—[SSG-520/550] WebUI was showing discrepancy for serial interface counters compared to CLI output.
- **cs10702**—When using a GRE tunnel, fragmented traffic was sometimes dropped.
- **cs10802**—Inconsistency configuring static route (with tag) redistributed into OSPF, using `match tag route-map`. For example, with tag 1 in the static route configuration, the command line allowed input only of the number 1, not 0.0.0.1; but when applying or using the tag (in `route-map`), the command line allowed both 1 and 0.0.0.1 when defining the `route-map`.

- **cs10809**—[SSG devices] Anti-Spam service did not work.
- **cs10817**—With every update, NSM tried to set the interface physical parameters, resulting in the following failure:
Error Code:
Error Text: Exception caught during Update Device:
The parameters in the following CLI command were not updated to the device: set interface ethernet2/1 physical manual.
- **cs10839**—When customer upgrade to 5.4.0r1.0 code, Syslog truncated Dst= IP in the traffic log.
- **cs10869**—In some cases, parts of a VPN remote user configuration was removed upon restart, causing connection problems.
- **cs10879**—When using the WebUI, with a GRE tunnel configured, clicking the apply button without entering any information removed the GRE next-hop tunnel association.
- **cs10920**—In some cases, UAC using 802.1x to connect caused the device to reset.
- **cs10968**—A configuration save took much longer than in previous releases.
- **cs11099**—With upgrade to ScreenOS 5.4.0r1, NTP task caused high CPU usage (~80%) when there was no traffic on the device.
- **cs11358**—In some cases, due to a cookie matching issue, Xauth did not work when using LDAP.

Known Issues

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by W/A.

Known Issues in ScreenOS 5.4.0r23

NAT

- **611751**—MIP for GRE over IPsec does not work, if the MIP is not in the same IP subnet as the tunnel interface.

NSRP

- **660420**—The backup device in an Active or Passive NSRP cluster sometimes fails to create the session.

Other

- **607132**—Traffic might be affected by flow control mechanism on the interface.
- **674245**— "Packet Too Big" message from ICMPv6 is dropped due to no session.
- **676984**—Authentication in NSRP from an Infranet Controller can sometimes lead to duplicate authentication entry and might reboot unexpectedly.

- **677385**—Transparent or L2 mode firewalls sends a SYN+ACK response packet to client with an all-zero MAC address.
- **677467**—Open SSH 5.8 client with pty-req greater than 256 bytes fails with "PTY allocation request failed" error.
- **681955**—Syn-cookie may not get triggered sometimes for the traffic that traverses custom L2 zones.
- **683501**—The MSS option and length are incorrectly built when using SYN proxy.
- **685029**—For IPv4 traffic with IP Protocol 58, traffic log displayed ICMPv6 in the service field.
- **687205**—"Config datafile" for NSM might not include routes from shared DMZ VR (for vsys) to other vrouters.
- **687653**—Sometimes tftp fails due to save config (from device).
- **688938**—In a multiple VSYS environment, event Log messages on the Syslog server is showing a wrong VSYS as the origin of the message, as the message belongs to a different VSYS.

VPN

- **592488**—Connection to VPN fails when the external IP changes on the NAT device that resides in-between VPN end points.
- **673075**—IKE DPD messages are generated from the NSRP backup device even after the NSRP failover occurs.

WebUI

- **678280**—Unable to modify WEB filter custom message on screenos firewall through NSM GUI for integrated SurfControl CPA.

Known Issues from ScreenOS 5.4.0r22

Other

- **544795**—"Unset http skipmime mime-list" command appears during config.
- **561641**—Packet loss under heavy traffic with NS5400 and 2XGE cards.
- **578457**—SCP is not working on Ubuntu 10.10.
- **585768**—SSH connection drops after 45 seconds of inactivity
- **588234**—The Interface bandwidth is set to 10Meg even though it is hard-coded to 100Meg.
- **596169**—SSG device running PPPoE coredumps when there is no DNS option defined in PPPoE control packet.
- **602147**—"set arp" command is not supported in Transparent mode.
- **660958**—[SSG550/SSG320] IPv6 log self shows wrong source and destination port numbers.

- **664485**—Policy might not compile exactly, when "negate" is used.
- **666370**—Incorrect destination port is displayed 20480(0x5000) in the event log for the web management connection when the system configuration is saved through web-UI.

Routing

- **577347**—After double NSRP failover, the routes redistributed into OSPF fails.

VPN

- **590496**—Firewall does not respond to notification message when phase 2 proposals mismatch in IkeV2.
- **591501**—After reboot, the configuration pertaining to IKEv2 for EAP authentication was not preserved if the definition of the IKEv2 gateway name contained blank spaces.

WebUI

- **665076**—The maximum number of DHCP relay agents is increased from 3 to 4.

Known Issues from ScreenOS 5.4.0r21

ALG

- **566302**—PPTP fails sometimes because of route lookup failure in cross-VR design for child GRE session.

Other

- **554716**—Memory leak triggers in system memory pool upon SSH login to SSG.
- **561219**—Firewall experiences high CPU while receiving ICMP ECHO request with fixed sequential ID.
- **580534**—Auth table entries for the Infranet-auth policies is not maintained right for the VPN tunnel sessions.
- **600852**—Device fails when accessing a null pointer.

Routing

- **588275**—Unable to clean up the RIP routes learnt from demand circuit in a VR.

VoIP

- **420306**—H.323 Avaya VoIP call fails because of an ASN.1 decoding error.

VPN

- **573906**—Firewall uses old **xauth-ip** for **p2sa rekey** though the **xauth-ip** has changed. This results in repeated Xauth authentication.

WebUI

- **578196**—Hardware version displays 0(0) on the WebUI.
- **582678**—Sometimes creating admin user with special characters might create an invalid user.

Known Issues from ScreenOS 5.4.0r20

CLI

- **568937**—The tunnel interface description command is not displayed in the "get configuration" output, and the configuration is lost after the firewall is rebooted.

Other

- **522601**—Firewall fails while processing the packet for Ichat ALG.

Known Issues from ScreenOS 5.4.0r19

None.

Known Issues from ScreenOS 5.4.0r18

Other

- **532937**—The firewall incorrectly allows the user to configure an IPv6 MIP and also the DIP with the same address.
- **536064**—The device restarts unexpectedly when the hash table index is corrupted during cache aging out phase.

VoIP

- **529845**—With SIP ALG enabled, the firewall sometimes experiences high CPU.

Known Issues from ScreenOS 5.4.0r17

Other

- **488614**—The `set zone <zone name> tcp-rst` command does not work for SSH on high-end platforms.

VoIP

- **517439**—URI of SIP message is modified incorrectly when using NAT with SIP ALG.

Known Issues from ScreenOS 5.4.0r16

Other

- **495788**—[SSG 140] Crash dump information is not saved in the flash memory.

VPN

- **494667**—Incorrect proxy-id with VPN Policy having MIP and overlapping source and destination address.

Known Issues from ScreenOS 5.4.0r15

VoIP

- **393342**—The CPU rate is high because of "policy not found" error in SIP ALG.

Known Issues from ScreenOS 5.4.0r14

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

Other

- **432666**—The device reboots unexpectedly due to improper handling of RTSP ALG.
- **437660**—Firewall reboots due to MGCP traffic.

Known Issues from ScreenOS 5.4.0r13

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

Administration

- **432014**—The authorized user with read and write privileges is able to issue the **set admin password** command due to which some user privileges are lost.
- **cs10664**—When adding an interface to a security zone, then adding a second interface, the default interface for the zone changes to the newly added one. If you then remove and add the first interface the default interface follows the latest one added (first interface) until a reset; in which case it will then revert back to the second interface.

Other

- **cs12459**—Issue with FTP downloads when AV is enabled.

Performance

- **297405**—Inter-vsys traffic is dropped if it does not pass through an ALG or ICMP.

Known Issues from ScreenOS 5.4.0r12

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

None.

Known Issues from ScreenOS 5.4.0r11

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

None.

Known Issues from ScreenOS 5.4.0r10

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

None.

Known Issues from ScreenOS 5.4.0r9

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

None.

Known Issues from ScreenOS 5.4.0r8

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

None.

Known Issues from ScreenOS 5.4.0r7

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

None.

Known Issues from ScreenOS 5.4.0r6

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

None.

Known Issues from ScreenOS 5.4.0r5

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

None.

Known Issues from ScreenOS 5.4.0r4

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

WebUI

- **cs12797**—In some situations, when accessing the firewall's WebUI interface, the home page in WebUI takes a long time to load.
- **cs13255**—When enabling RIP on a tunnel interface through the WebUI and then clicking apply, the entry looks fine, but once you click OK, the tunnel interface's RIP information is removed.

Known Issues from ScreenOS 5.4.0r3

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

Administration

- **cs12503**—In ScreenOS 5.4, when saving the policies report using the WebGUI the saved file is empty. The WebUI will prompt for a filename, the device creates the file, but there is no information in it.
- **cs11301**—[SSG 550] Webtrend output log is not consistent with other devices.
- **cs11725**—When configuring a device using NSM, in some cases the VPN peer ID is not populated correctly.
- **cs12230, cs11890**—If the "get config" does not match the "get config datafile" this causes an NSM verify failure.

HA and NSRP

- **cs11602**—After issuing an update, the NSM UI displays one of the NSRP cluster devices as "Managed, Device Changed". The status change occurs when using supplemental CLI to set commands that are un-managed from NSM.

Other

- **cs12194**—[ISG 2000] In an A/P NSRP environment, in some cases FTP data transfer fails after failover.

Security

- **cs12665**—[NetScreen-5000] In some cases the syn-cookie feature did not work properly on a 10G interface.

VoIP/H323

- **cs06688**—Transmitting H323 from a Tandberg device through an ISG 2000 may fail due to a packet size limitation; the current limit is 1400. [Reported in 5.2]
- **cs11592**—The SIP error packet is not processed by stack. The SIP stack of 5.4 needs to be enhanced to handle messages that contains "#" character in the user name part of URI.
- **cs11375**—When establishing a NetMeeting voice (H323) session from a client behind a NetScreen-5GT in NAT mode could fail.

WebUI

- **cs08811**—The WebUI incorrectly creates an RP-candidate after enabling PIM instance on an interface. If using NSM this also affects NSM pushing of a configuration.

Known Issues from ScreenOS 5.4.0r2

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by W/A.

Administration

- **cs03723**—It is not possible to create a configlet for a device in transparent mode.

Management

- **cs11121**—In the event log, the following system log message is at start up:
system alert 00062 SCCP ALG enabled on the device.
system alert 00062 SCCP ALG registered line break to tcp-proxy.

Other

- **cs10159**—RTSP traffic is dropped when using a MIP.
W/A: Disable the RTSP ALG.
- **cs11001**—Traffic is dropped even when a policy is set to allow it.
- **cs11207**—The exclamation point character (!) is not supported as a negative policy delimiter.

Performance

- **cs10105, cs10471**—The bandwidth option on WAN interfaces does not work properly.

Routing

- **cs10252**—In some cases, disabling an OSPF process once it has been established causes the device to reset.
W/A: Enable SSH v2 instead of v1.
- **cs10821**—RIP redistributes static routes pointing to a VSI interface regardless of the VSI interface state.

WebUI

- **cs11046**—[NetScreen-5000] There is no Asynchronous VPN button in the WebUI.

Known Issues from ScreenOS 5.4.0r1

The following are known deficiencies in features at the time of this release. Whenever possible, a workaround is suggested following the problem description, preceded by **W/A**.

- **os63870**—[SSG 5 and SSG 20] A print message is continuously displayed when the NSRP state is changed from M to B.
W/A: In Transparent mode, HA interface is only supported in Null security zone.
- **os64434**—[SSG 5 and SSG 20] The set interface ml1 and set interface ml00001 CLI commands will create two ml1 interfaces, and the user can only delete one of them.
- **cs08159**—Error message IP address conflict is displayed when changing the Managed IP on an untrust interface.

- **cs08252**—Boot-Rom TFTP will use source port 0 when upgrading. This operation will fail if only allowing the predefined TFTP service because it is defined as ports 1-65535.
- **cs08773**—An existing SSH session pauses while a new SSH session is authenticated.
- **cs09394**—The DNS settings on a device do not appear if the device obtained an Untrust IP address with DHCP.
- **cs09534**—[ISG 1000 and ISG 2000 acting as GPRS gateway] Version 1 Update PDP context requests are unchecked, and the firewall passes them even if there is no active context or tunnel.
- **os55631**—In the scenario of SIP Proxy in a different zone from the endpoints, the get sip call CLI command might display two entries when they are in fact for the same call.
- **os56461**—Source-based routing is unsupported by all VoIP ALGs.
- **os56484**—The ARP table is not updated when changing a zone for a SIP phone in Transparent mode.
- **os57066**—[External AV] When the ICAP AV scanner is used in the presence of virtual systems, the ICAP status can be viewed from the vsys context but not the virus status. All statistics including virus status are only visible from the root level.
- **os57729**—SIP ALG for inter vsys traffic is unsupported.
- **os57762**—H.323 ALG for inter vsys traffic is unsupported.
- **os57899**—[External AV] When 10 or more viruses affect a single transaction, the device reports only the first 10. The get event CLI command reports a maximum of 10 viruses and the counter associated with the transaction increments by 1.
- **os58177**—[Embedded AV] RAR files might not be scanned because the scanner tries to allocate large amounts of memory when trying to scan this type of files.
- **os58369**—[AV] Internet Explorer issue exists. The browser might freeze when uploading large (64MB) text files.
- **os58552**—[Embedded AV] WebUI connection, you cannot select standard, extended, or in the wild when configuring scanning.
W/A: Use the CLI.
- **os58602**—The device returns a non-zero value when exiting from an SSH or SCP session.
- **os58624**—In some cases, an accounting-ON message is unsent.
- **os58754**—SCCP ALG for inter vsys traffic is unsupported.
- **os58785**—Calls will fail if the caller is using a custom service instead of the SIP service. The ALG cannot find a matching policy because it is searching for port 5060 in a service definition.
W/A: Include port 5060 in the destination port range when defining a custom service for SIP.
- **os58845**—[NetScreen-5000 Series using 5000-M2 and 5000-8G2 or 5000-2XGE] The device could experience a 20-to-25% performance drop in TCP-connection rate compared to the 5.0 release.

- **os58915**—VPN wizard support for IPv6 is unavailable.
- **os59351**—There is no support for using the same user group in both an IPv4 and an IPv6 IKE gateway.
- **os59450**—Because an ISDN interface is a slow link and AV requires the files to be buffered for scanning, for files larger than 1MB, it takes a long time to buffer the file. As a result, files greater than 1MB sent over an ISDN link might be unscanned.
- **os59754**—SIP calls will fail if placed across a policy-based VPN that performs NAT.
W/A: Re-architect to avoid NAT in tunnels or use route-based VPNs in NAT mode.
- **os60122**—[IPv6] The DNS lookup table is unsupported.
- **os60181**—[NetScreen-5000 Series using 5000-M2] The management module incorrectly reports bandwidth of 0Mbps for the HA link.
- **os60233**—[NetScreen-5000 Series using 5000-M2 and 5000-8G or 5000-2G24FE] The device could experience a session setup rate up to 30% lower than ScreenOS 5.3.
- **os60674**—[ISG 1000/ISG 2000 with GTP license] Version 1 Update PDP context requests are not strictly checked.
- **os60680**—When sending an unnamed file with container violation, the email notification and event log displays the filename as TRAFFIC.
W/A: Name the file to avoid further confusion.
- **os61042**—[WebUI] The bandwidth for redundant interfaces is displayed incorrectly.
- **os61446**—Due to changes in zone accounting, the user could configure more zones than in previous releases.
- **os61462**—[WebUI] If an error is encountered when generating a key pair, no error is reported.
W/A: Use the CLI to generate a key pair which will display a detailed error message.
- **os61541**—When free space on the flash is small and a new image needs to be saved, other flash activity can cause the upgrade to fail.
- **os61980**—In H.323 NSRP stress testing, with session age out ACK enabled, some sessions do not age out if the primary device is operating correctly.
W/A: Clear the session to recover. Turn off session age out ACK with the **unset nsrp rto session ageout-ack** command.
- **os62075**—The maximum number of management VLAN interfaces that can be configured on a device is 128.
- **os62477**—SSHv2 sessions time out after 25 minutes.
- **os62720**—In some cases, the device fails while editing a policy.
- **os62756**—In some cases, a NetScreen-Security Manager policy push caused one of the security modules to fail. Traffic throughput was affected until a clear session all was performed.
- **os63287**—When switching between Transparent mode and Route mode, some error messages might be displayed upon restart for commands that are unsupported.

- **os63138**—[ISG 2000] For a device with a high number of policies configured, an optimized tree search must be enabled to avoid performance issues.
W/A: Use the **set policy swrs** command then restart the device.
- **os63290**—In Transparent mode vsys, when a VLAN interface is unset, the ARP table is not flushed.
W/A: Use the clear arp all command to manually clean the ARP table.
- **os63527**—During internal H.323 stress testing, NSRP failover issues occurred.
- **os63974**—Multilink PPP (MLPPP) does not accept frames with compressed headers.
W/A: If possible, disable header compression on the peer MLPPP device.

Errata

This section lists outstanding issues with the documentation.

Concepts and Examples ScreenOS Reference Guide

- *Configuring a DHCP Server* section in the ScreenOS 6.1.0, *Concepts & Examples ScreenOS Reference Guide: Vol 2, Fundamentals* has the following incorrect information.

WebUI

> Addresses > New: Enter the following, then click **OK**:

Reserved: (select)

IP Address: 172.16.10.11

Ethernet Address: 1234 abcd 5678

CLI

DHCP Server

```
set interface ethernet0/1 dhcp server option domainname dynamic.com
```

```
set interface ethernet0/1 dhcp server option lease 0
```

```
set interface ethernet0/1 dhcp server option dns1 172.16.10.240
```

```
set interface ethernet0/1 dhcp server option dns2 172.16.10.241
```

```
set interface ethernet0/1 dhcp server option smtp 172.16.10.25
```

```
set interface ethernet0/1 dhcp server option pop3 172.16.10.110
```

```
set interface ethernet0/1 dhcp server ip 172.16.10.10 to 172.16.10.19
```

```
set interface ethernet0/1 dhcp server ip 172.16.10.120 to 172.16.10.129
```

```
set interface ethernet0/1 dhcp server ip 172.16.10.210 to 172.16.10.219
```

```
set interface ethernet0/1 dhcp server ip 172.16.10.11 mac 1234abcd5678
```

```
set interface ethernet0/1 dhcp server ip 172.16.10.112 mac abcd1234efgh
```

```
set interface ethernet0/1 dhcp server service
```

```
save
```

To successfully configure the example, make the following corrections to the above WebUI and CLI:

Do not perform the following in the WebUI:

> Addresses > New: Enter the following, then click **OK**:

Reserved: (select)

IP Address: 172.16.10.11

Ethernet Address: 1234 abcd 5678

Remove the command **set interface ethernet0/1 dhcp server ip 172.16.10.11 mac 1234abcd5678** from the CLI.

- ScreenOS releases prior to 6.2.0 support VLAN retagging option only on NetScreen-5200 and NetScreen-5400 devices. VLAN retagging is not supported on

ISG and SSG series. This limitation is not included in the release 6.0.0 *Concepts and Examples ScreenOS Reference Guide*.

- The following information is not available in the *Dialup Virtual Private Networks* chapter in the *Concepts & Examples ScreenOS Reference Guide*:

When creating a VPN policy with address group and service group, the proxy ID is 0.0.0.0/0.0.0.0/0/0. While creating a second VPN policy with different address group and service group using the same VPN tunnel, the following error message appears:

The new policy id <#> has identical IKE id as that of policy id <#>.. vpn invalid or not exist.

To resolve this error, create a new VPN tunnel using a different IKE gateway with different dialup user and IKE ID. The new VPN tunnel creates a new VPN ID. Create the second policy with a different address group and a service group using the new VPN tunnel. Therefore, the proxy ID check refers to the new tunnel.

- The following information in the *ntp Through RIPng* chapter of the 6.2.0 and 6.3.0 *ScreenOS IPv6 CLI Reference Guide: Command Descriptions* is incorrect and redundant:

av

```
set policy { ... } av name_str
set av name_str
unset policy { pol_num | id pol_num } av name_str
unset av name_str
```

av name_str	Sends HTTP or SMTP traffic to which the policy applies to the specified antivirus (AV) scanner, which examines the data for viruses. If it finds a virus, the AV scanner quarantines the infected data for further study and returns the SMTP or HTTP file—without the infected data—to the security device, which then forwards the file to the intended recipient
--------------------	---

Example: The following command instructs the security device to forward SMTP traffic originating from the remote mail server r-mail in the Untrust zone and destined for the local mail server mail1 in the DMZ zone to an AV scanner named av1:

```
set policy id 1 from untrust to dmz r-mail1 mail1 smtp permit av av1
```

ScreenOS 6.2.0 and ScreenOS 6.3.0 IPv6 policies do not support **av**.

- The following information is not available in the *Reconnaissance Deterrence* and *Advanced Virtual Private Network Features* chapters in the *Concepts & Examples ScreenOS Reference Guide*:
 - The **set flow tcp-syn-bit-check** command checks the SYN bit but does not refresh the session. The **set flow tcp-syn-bit-check** command enables the PPU to perform the SYN check and sends the packet to the CPU for session creation.
 - The **set flow tcp-syn-check** command does a SYN check and refreshes session after a three-way-handshake refresh.
 - The **set flow tcp-syn-check-in-tunnel** command enables SYN Check for tunnel traffic. The **set flow tcp-syn-check-in-tunnel** command causes the PPU to check the SYN bit. If you disable this command, all SYN packets, tunnel and non-tunnel will be sent to the CPU for processing.

- The following information is not available in the *Denial of Service Attack Defenses* chapter of the *Concepts & Examples ScreenOS Reference Guide*: The threshold is set only for the average CPU. As the management traffic uses the average CPU for threshold, there is no recommended value to prioritize.
- The following information is not available in the *NetScreen Redundancy Protocol* chapter of the *Concepts & Examples ScreenOS Reference Guide*: When the state of some of the Virtual Security Device (VSD) ID changes to backup, the VSD group id sessions will be cleared automatically if the clear-on-inactive option is set.



NOTE: Setting the clear-on-inactive option is not recommended. It will cause inconsistent session numbers on master and backup box.

- The following information is not available in the *Content Monitoring and Filtering* chapter of the *Concepts & Examples ScreenOS Reference Guide*:

The antispam profile includes public-based blacklists and whitelists. E-mails are checked based on the SMTP message. For example, IP address, server name, and E-mail address.

Mails that pass the following sequential checks are permitted:

A -> B -> C -> D -> E -> F -> G -> Pass

- IP address—*A*: local Whitelist (IP) -> *B*: Local Blacklist (IP) -> *C*: SBL Blacklist (IP)
- Server Name—*D*: Local Whitelist (Server Name) -> *E*: Local Blacklist Server Name)
- E-mail Address—*F*: Local Whitelist (E-mail Address) -> *G*: Local Blacklist (E-mail Address)

Antispam checking sequence differs in the following modes:

- Drop mode
 1. When the element matches at whitelist, skip the following procedure in the message and go to next message check.

For example, if the IP address is checked at the local whitelist *A*, it skips the remaining IP address checks, and goes to the local whitelist check *D*.
 2. When the element matches at blacklist, the E-mail is dropped and will not be checked further.
 3. In event log, the direct drop reason (such as E-mail address, hostname, and SBL) is displayed when it is dropped.

Example:

```
2008-02-05 13:12:22 system warn 00563 Anti-Spam: SPAM FOUND !
<test@juniper.net> (x.x.x.x)
Deny reason: Match local blacklist.
```

```
2008-01-22 18:56:58 system warn 00563 Anti-Spam: SPAM FOUND ! (x.x.x.x)
Deny reason: Match sbl server
blacklist.
```

- Tag mode
 1. E-mail is checked all through the process in the order mentioned above (not dropped on the way).
 2. At first, the E-mail is marked as non-spam and when it matches at whitelist/blacklist, it is marked as non-spam/spam.
 3. When the E-mail does not match at whitelist/blacklist, the status is not changed.
 4. Because of the preceding rule, the third E-mail address check is prioritized to ascertain the Pass/Drop condition.

Priority Order:

- If the E-mail address matches in whitelist/blacklist, it is passed/tagged in spite of the result of first and second message check.
 - Secondly, the server name check is prioritized if E-mail address is not listed in whitelist/blacklist.
 - Thirdly, the source IP address check is prioritized.
5. As all the SMTP messages are checked in Tag mode, the E-mail address in the event log is displayed as tagged reason.

Example:

```
2008-01-31 21:31:31 system warn 00563 Anti-Spam: SPAM FOUND !
<test@juniper.net> (x.x.x.x) Tag
email subject reason: Match local blacklist.
```

Alternatively, you can configure local whitelists and blacklists. In this case, by default the system checks first against the local database of whitelists/blacklists. If it does not find the IP, the firewall proceeds to query the SBL server located on the Internet.

- The NSRP Clusters section in the *NetScreen Redundancy Protocol* chapter in the *Concepts & Examples ScreenOS Reference Guide* incorrectly states that the following interfaces are non-propagating commands.
 - **set/unset interface interface manage-ip ip_addr**
 - **set/unset interface interface phy ...**
 - **set/unset interface interface bandwidth number**
 - **set/unset interface redundant number phy primary interface**

However it depends on the interface used example Layer 2 interface, VSI interface and tunnel interface are considered as global interfaces and the configuration of these interfaces are propagated.

ScreenOS Help

- The ScreenOS 5.4.0 Help contains some incorrect links and references. The correct information is as follows:

In the side navigation pane of the ScreenOS Help page, some of the links are named incorrectly. The correct information is as follows:

Under **Wireless > General Settings**, the **WLAN General Settings** link which refers to the “Wireless General Settings” Help page should read as **Wireless General Settings**.

Under **Wireless > Advanced Settings**, the **Advanced WLAN Settings** link which refers to the “General Advanced Wireless Settings” Help page should read as **Advanced Wireless Settings**.

In the side navigation pane of the ScreenOS Help page, under **Vsys**, source file names appear instead of the link title. The correct information is as follows:

1. **vsys_profile_list_cnt.htm** should appear as **Vsys Profile List**.
 2. **vsys_profile_edit_cnt.htm** should appear as **Vsys Profile Configuration**.
- The following note is incorrect in the **SCREEN Options** page in the ScreenOS 6.3.0 online Help:



NOTE: The following options are available for physical interfaces only: SYN Attack, ICMP Flood, UDP Flood, and Port Scan Attack.

The correct information is:



NOTE: The SYN Attack, ICMP Flood, UDP Flood, and Port Scan Attack options are defined in the zone level. For high-end platforms, the ICMP or UDP flood attack option defined at the sub-interface level is applied only to physical interface and not to the sub-interface level. Only the SYN flood/Port Scan attack option is applied to the sub-interface level.

Limitations and Compatibility

This section describes limitations and compatibility issues with the ScreenOS 5.4.0 release.

Limitations of Features in ScreenOS 5.4.0

This section describes the limitations in various features in ScreenOS 5.4.0 that are not fully functional at the present time, and will be unsupported for this release. They apply to all platforms, unless otherwise noted.



NOTE: Transceiver Compatibility—Juniper Networks strongly recommends that only Juniper-provided transceivers be used on interface modules. Different transceiver types (long-range, short-range, copper, and so on) can be used together on multi-port SFP interface modules as long as they are Juniper-provided transceivers. Juniper Networks cannot guarantee that the interface module will operate correctly if third-party transceivers are used. Please contact Juniper Networks for the correct transceiver part number for your device.

- **ISG and NetScreen 5000 series Multicast Hardware Support**—Multicast sessions can be handled by the ASIC only if there is a single output interface per virtual router. The mcast group address can be pushed to ASIC so frames are forwarded in hardware. To use this feature run the set/unset flow multicast install-hw-session command.
- **500 NSM with DI enabled**—Users might experience issues when downloading configuration files larger than 1.7 M.
- **5000 Series vsys capacity**—Virtual Systems Capacity for NetScreen 5000 Series Device describes the number of virtual systems ScreenOS supports for each 5000 Series device.

Table 5: Virtual Systems Capacity for NetScreen 5000 Series Device

ScreenOS	NetScreen-5200 using 5000-M	NetScreen-5200 using 5000-M2	NetScreen-5400 using 5000-M	NetScreen-5400 using 5000-M2
4.0x	500	N/A	500	N/A
5.0x	500	500	500	500
5.1x	500	N/A	500	N/A
5.2x	500	500	500	500
5.3x	500	500	100	500
5.4.x	500	500	100	500

- **Limitations of the AV scanner**—The following lists basic troubleshooting items and limitations of the AV scanner:

- The AV scanner sometimes aborts a session. Refer to AV Scanner Symptoms and Solutions for symptoms and solutions.

Table 6: AV Scanner Symptoms and Solutions

Symptom	Solution
Device runs out of packets	Change the max content size option to a smaller value. For example, set av scan-mgr max-content-size <number in KB>
Excessive use of av resources	Increase user resource limit. For example, set av all resource <number in percent>
Memory allocation failure when processing an AV session	Restart your device

- Default route is required for AV to function in transparent mode.
- If a virus is found in an element on an HTML page, the contents of the element is replaced by white space.
- The maximum size file inspected by the integrated AV feature defaults to 10MB. If AV and Deep Inspection (DI) are enabled, we recommend reducing the maximum size file to 6 MB. If AV, DI, and Web filtering are all enabled, it is advisable to reduce the maximum size file to 4MB.
- The default values for Maximum Concurrent Messages and Maximum Queue size indicate that the AV scanner can examine a total of 16 concurrent messages at any specific time. The 17th message is dropped or passed as configured.
- **DI Subscription Service**—For customers that have purchased the Deep Inspection (DI) subscription service on NetScreen-5XT and NetScreen-5GT devices with ScreenOS 5.3 or later, we provide signature updates which include “critical” level signatures only.
- **AV Subscription Service**—For customers that have purchased the Antivirus (AV) subscription service on NetScreen-5GT devices, we do not support extended-scanning with Kaspersky. Customers using Trend Micro on NetScreen-5GT receive only “in-the-wild” signatures via the pattern file update.
- **Dead Peer Detection (DPD)**—When DPD detects a dead peer, the device should deactivate any existing VPN with that peer. However, if a tunnel interface is bound to the VPN, the device does not make any state changes on that interface, or on any Phase 2 tunnel associated with the interface. Consequently, DPD only works correctly when the VPN is not bound to a tunnel interface.
- **NSRP cluster synchronization**—Under very special circumstances it is possible for two members of an NSRP cluster to be out of synchrony regarding sessions and state. If a session for which an ALG exists (for example, H.323) starts and immediately terminates, and a failover of the NSRP cluster occurs before the session state synchronization completes, a session might exist on one member of the cluster and not the other. The extraneous session will age out on the device at the normal scheduled interval.

- **Transparent Mode vsys**—When implementing transparent mode vsys, or if changing device configuration from one using transparent mode vsys to one using Layer3 interfaces and security zones, the administrator must issue the CLI command **unset all** and restart the device, then create or import the desired configuration.
- **IPv6 Functionality**—IPv6 functionality is modified as follows:
 - MIP on policy-based VPN is not supported, include MIP on physical or tunnel interface.
 - Policy-based traffic count is not supported.
 - Screen component-block is not supported.
 - Screen syn-ack-ack proxy is not supported.
- **NSRP**—NSRP is not supported on WAN interfaces. Devices with WAN interfaces can use NSRP, but the WAN ports do not automatically failover as the Ethernet ports do.
- **Fragmentation support on multilink frame relay**—Frame Relay fragmentation (FRF.12) is not supported in this release.
- **Frame Relay and Cisco HDLC encapsulation**—With this type of encapsulation, ScreenOS devices can only be a spoke in a hub and spoke environment. With industry standard encapsulations, such as IETF, there are no restrictions.
- **Flood Screens**—On ISG 1000, ISG 2000, NetScreen-5000 Series devices, the UDP and ICMP flood screens apply to the physical interface and therefore require that the zone be bound to a physical interface. The following limitations apply:
 - When zones are bound to a sub-interface, the ICMP and UDP flood screens are not enforced unless the zone is also bound to a physical interface.
 - When ICMP and UDP flood screen options are configured for different zones and on the same physical interface, the flood threshold is applied based on the last configured zone threshold.
 - When ICMP and UDP flood screen options are applied to a zone tied to multiple physical interfaces, the entire threshold value is applied to each of the physical interfaces.
 - For reference, the High Availability (HA) zone does not allow any screen features to be configured.
- **UDP and ICMP Flood Screening**—ScreenOS 5.x.0 does not support UDP and ICMP flood screening for aggregate interfaces in ISG and NetScreen 5000 series. [428057]
- **Configuration file downloads through WebUI without authentication**—Using the WebUI firewall downloads the configuration file without authentication. For more information, see the JTAC knowledge base number KB 12943 located at <http://kb.juniper.net>.
- **HA pair on ISG2000 devices**—Currently ScreenOS does not support redundant or aggregate interfaces in an active-active HA pair on ISG2000 devices. Packets received on the backup device cannot pass through the cluster in an active-active ISG2000 pair.

Compatibility Issues in ScreenOS 5.4.0

This section describes the known compatibility issues in ScreenOS 5.4.0 with other products, including but not limited to specific Juniper Networks appliances, other versions of ScreenOS, Internet browsers, Juniper Networks management software and other vendor devices. Whenever possible, information for ways to avoid the issue, minimize its impact, or in some manner a work around (starting with “W/A:”) has been provided for your convenience.

- **Compatible web browsers**—The WebUI for ScreenOS 5.4.0 was tested with and supports Microsoft Internet Explorer (IE) browser versions 5.5 and above, and Netscape Navigator 6.X for Microsoft Windows platforms, and Microsoft Internet Explorer version 5.1 for MacOS 10.x. Other versions of these and other browsers were reported to display erroneous behavior.
- **Upgrade sequence**—Juniper Networks recommends that you follow the upgrade instructions described in section Migration Procedures. If you upgrade directly from ScreenOS 5.0.0 or ScreenOS 5.1.0 to ScreenOS 5.4.0, you risk losing part of any existing configuration. For NetScreen-500 and ISG 2000 devices, you must upgrade to an intermediate firmware and upgrade the boot loader before upgrading to the ScreenOS 5.4.0 firmware. Refer to Upgrade Paths to ScreenOS 5.4.0 for intermediate software and boot loader upgrade information.
- **WebUI upgrade**—When upgrading from ScreenOS 5.2.0 to ScreenOS 5.4.0 using the WebUI, you must upgrade the device to ScreenOS 5.2r3 and then upgrade the device directly to ScreenOS 5.4.0. Refer to section Upgrading to the New Firmware for instructions on how to perform the upgrade.

Getting Help

For further assistance with Juniper Networks products, visit

www.juniper.net/customers/support.

Juniper Networks occasionally provides maintenance releases (updates and upgrades) for ScreenOS firmware. To access these releases, you must register your security device with Juniper Networks at the above link.

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