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## W-SAM Troubleshooting Guide (3.3 GA)

Over the past few releases, W-SAM has been substantially enhanced to secure a variety of client/server applications, protocols, and traffic between the client and the IVE. The increased sophistication has required the implementation of modules and drivers on the client. These requirements have increased the level of interaction between the W-SAM client and other desktop applications, resulting in incompatibilities that sometimes cause W-SAM to function incorrectly. We are making ongoing efforts to reduce such situations, but in the interim, this W-SAM Troubleshooting Guide serves to mitigate known issues and help to get W-SAM functional.

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### W-SAM+NetBIOS

W-SAM with NetBIOS enabled (W-SAM+NetBIOS) has known issues with certain AV and VPN clients (in cases where W-SAM *without* NetBIOS is known to function properly). The first thing to try if you experience any problems after installing W-SAM+NetBIOS is to simply reboot the client. For VPN clients, you may need to release and renew the adapters (`ipconfig /release`, `ipconfig /renew`) after rebooting the client to get W-SAM+NetBIOS to work.

In all cases, uninstalling the AV or VPN client should cause W-SAM to function properly.

Our goal is to overcome any incompatibilities in future releases and to create a comprehensive list of applications known to conflict with W-SAM. At the moment, we are aware that the following applications conflict with W-SAM:

- Norton Personal Firewall
- CyberArmor (firewall from InfoExpress)
- Nortel VPN Client
- Cisco VPN Client
- Netstructure VPN Client (Intel/Shiva)

W-SAM+NetBIOS does not function in situations where the W-SAM client needs to contact the Primary Domain Controller (PDC). In such cases, the symptoms are the inability of clients to authenticate or communicate with their servers. We are aware of the following limitations:

- W-SAM will not be able to map DFS drives
- W-SAM cannot proxy Kerberos authentication
- Internet Explorer may fail authentication with IIS Servers that have Integrated Windows Authentication enabled

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## W-SAM (no NetBIOS)

W-SAM has some known issues with IBM Terminal Emulation clients; "IBM Client Access" and "IBM Personal Communication" software do not work through W-SAM since they are not Winsock-compliant. In some cases, we have seen W-SAM failures when NetBEUI is enabled. The workaround in this case is to disable or remove NetBEUI from your client.

## W-SAM and Winsock Catalog Conflicts

Programs such as New.net and WebHancer install LSP modules into the Winsock catalog. When W-SAM installs its module into the catalog, they do not coexist, resulting in IP Stack corruption. Other known applications that install LSPs are Onflow, MSBB, Ezula ContextPro, Ezula HotText, Ezula TopText, and Cydoor (the executable for the Ezula packages is ezulamain.exe). The prevailing judgment about such applications is reflected in the following statement (<http://www.cexx.org/toptext.htm>):

"Use with extreme caution, or don't use at all! If you must use this software, back up your Registry files (user.dat and system.dat) before installing. Both New.net and WebHancer can mess up your system during their uninstall, leaving you stranded without Internet access."

Many Peer-to-Peer applications such as Kazaa and Morpheus carry spyware. Instructions for removing the New.net and WebHancer spyware from your system are available in separate documents (see Additional Resources section at the end of this document).

## Supported W-SAM Platforms

- W-SAM (with NetBIOS support) works on Windows XP and Windows 2000 only
- W-SAM (without NetBIOS support) works on Windows 98

## Using the W-SAM Diagnostic Tool (wsamdiagtool)

Wsamdiagtool\_3.3.exe is available in the C:\Program Files\Neoteris\Secure Application Manager folder. It provides W-SAM diagnostic information for interpretation by developers, systems engineers, and technical support staff. The primary purpose of this tool is to look for potential causes of W-SAM problems. The tool can identify all LSP modules and TDI drivers in your system and can be used to enable detailed debugging. Please refer to the usage notes in WSAMDiagTool-Readme.doc for additional information.

## Using the W-SAM uninstaller (samclean)

Samclean.exe is used primarily for recovery purposes after a faulty installation of W-SAM. If you have used various beta or pre-release versions of W-SAM, it is a good idea to run samclean.exe before upgrading to a General Availability (GA) release of the IVE firmware. Essentially, you need to copy the

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samclean.exe application to your machine, and then anytime you want to remove W-SAM completely, execute the program. Samclean.exe automatically prompts you to reboot your machine.

Samclean.exe removes the following items:

- W-SAM in the Program Files directory
- The ActiveX control
- All Registry variables

## **W-SAM Install/Upgrade/Downgrade**

When a user signs in to an IVE and runs W-SAM (either manually or through auto-launch), the setup process checks to see if there is an existing version of W-SAM on the client (this is normally indicated by the presence of the C:\Program Files\Neoteris\Secure Application Manager folder).

If W-SAM does not exist, it is downloaded and installed on the client. If W-SAM+NetBIOS has been enabled, the installation process requires a reboot. During a fresh installation, if an LSP module is present on the client, a Winsock catalog conflict may occur. To prevent this conflict, W-SAM checks for the presence of LSP modules during the invocation process and displays a descriptive warning if these are found. It then terminates, and the user is required to remove the LSP modules by uninstalling the responsible applications (instructions for removing the New.net and WebHancer applications are available in documents listed in the Additional Resources section below).

In releases prior to 3.3 GA, W-SAM does not present this warning, and the user may experience loss of IP connectivity either immediately after W-SAM is invoked or after the subsequent reboot. In such a case, the user is advised to run samclean.exe and re-install W-SAM.

If W-SAM does exist but its version differs from that on the IVE, the existing version is uninstalled and the new version of W-SAM is downloaded and installed. This process also requires a reboot.

## **Additional Resources**

- Supported Platforms Document
- Release Notes
- Administration Guide
- W-SAM Diagnostic Tool usage notes (WSAMDiagTool-Readme.doc)
- W-SAM Diagnostic Tool (wsamdiagtool\_3.3.exe)
- W-SAM Uninstaller (samclean.exe)
- Instructions for removing New.net from your system (NewDotNetRemovalInstructions.doc)
- Instructions for removing WebHancer from your system (WebhancerRemovalInstructions.doc)