

This document provides instructions on how to disable the encryption in versions 3.3x and 3.4 x of Avalanche Manager.

OVERVIEW

This document contains the following sections:

- Overview of Avalanche Encryption
- Disabling Avalanche Encryption
- Revision History

DISABLING ENCRYPTION IN 3.3X AND 3.4X AVALANCHE MANAGER

This document provides instructions on how to disable the encryption in the Avalanche Manager 3.3x and 3.4x.

OVERVIEW OF AVALANCHE ENCRYPTION

The Avalanche Manager determines if encryption is being used. Once an Enabler connects to Avalanche, the encryption method is then dictated by the Manager and the Manager has the capability to encrypt all communications between the Avalanche Agent and its known mobile units.

If you are using network address translation between the 3.3 x or 3.4x versions of Avalanche Manager and an Avalanche Enabler, the Avalanche Agent will not be able to communicate with your mobile device. You will need to disable encryption to allow the Agent to locate and activate your mobile device.

Prior to versions 3.10-08, Enablers initiated communication using encryption. If you are using an Enabler version prior to 3.10-08, you will also need to disable the encryption on the Enabler or upgrade to a new version.

Note: Encryption was modified to work properly in the Avalanche Manager 3.5 and later versions and the Enabler 3.10-08 and later versions. To upgrade to newer versions, contact Wavelink Customer Support.

DISABLING AVALANCHE ENCRYPTION

If your network uses any form of network address translation between the Avalanche Manager and the Avalanche Enabler, the Avalanche Agent will not be able to communicate your mobile device until you disable the encryption.

Complete the following tasks to disable the encryption:

- Disable encryption between the Agent and the mobile device
- Disable encryption on the Enabler (previous to version 3.10-08)

DISABLING ENCRYPTION BETWEEN THE AGENT AND MOBILE DEVICE

To disable encryption:

- 1. Use one of the following methods to stop the Avalanche Agent service:
 - If you are running the Agent on the same box as the Avalanche Manager Console, select Agent > Stop Local Agent within the Avalanche console menu.



Stopping the Agent

• In the Services panel, stop the Wavelink Avalanche Manager service.

| Services | | | | | | |
|---|----------------------------|--------------------------------|-------------|---------|--------------|----------------|
| Eile <u>A</u> ction <u>V</u> iev | v <u>H</u> elp | | | | | |
| \leftarrow \rightarrow \square | ' 🕼 🛃 è = II ■► | | | | | |
| 🖏 Services (Local) | Services (Local) | | | | | |
| | | | | | | |
| | Wavelink Avalanche Manager | Name 🛆 | Description | Status | Startup Type | Log On As 🔥 |
| <u>Stop</u> the service <u>Restart</u> the service | | 🆏 Task Scheduler | | Started | Automatic | Local System |
| | Stop the service | 🍓 TCP/IP NetBIOS Helper | | Started | Automatic | Local Service |
| | Restart the service | 🍓 Telephony | | Started | Manual | Local System |
| | | 🍓 Telnet | | | Manual | Local System |
| | | 🍓 Terminal Services | | Started | Manual | Local System |
| | | 🎇 Themes | | Started | Automatic | Local System |
| | | 🍓 Uninterruptible Power Supply | | | Manual | Local System |
| | | 🍓 Universal Plug and Play Devi | | | Manual | Local Service |
| | | 🍓 Utility Manager | | | Manual | Local System |
| | | Volume Shadow Copy | | | Manual | Local System |
| | | 🍓 Wavelink Avalanche Manager | | Started | Automatic | Local System |
| | | 🦓 Wavelink Avalanche RAPI G | | | Manual | Local System 📒 |
| | | 🖏 WaveLink TermProxy Service | | Started | Automatic | Local System |
| | | 🖏 WebClient | | Started | Automatic | Local Service |
| | | Windows Audio | | Started | Automatic | Local System 🚩 |
| | | < | | | | > |
| | Extended / Standard / | | | | | |
| | | | | | | |

Stopping the Agent in the Services Panel

2. Use the File Explorer to navigate to the location of the Agent.

The default location is C:\Program Files\Wavelink\Avalanche\Services.

- 3. Open the Avalanche.properties file with a plain text editor.
- 4. Create the following entry on a new line: DefaultEncryptionMethod=0.



Modifying the Avalanche.properties File

- 5. Save and close the file.
- 6. Use one of the following methods to stop the Avalanche Agent service:
 - If you are running the Agent on the same box as the Avalanche Manager Console, select Agent > Connect to Agent within the Avalanche console menu.



Connecting to the Agent

•

In the Services panel, start the Wavelink Avalanche Manager service.

| 🖏 Services | | | | | | |
|---|---|--------------------------------|-------------|---------|--------------|----------------|
| Eile <u>A</u> ction <u>V</u> iew | v <u>H</u> elp | | | | | |
| $\leftarrow \rightarrow \blacksquare \textcircled{2}$ | 🕼 🛃 😫 🕨 🗉 🗉 🖦 | | | | | |
| Services (Local) | 🖏 Services (Local) | | | | | |
| | Wavelink Avalanche Manager | Name 🔺 | Description | Status | Startup Type | Log On As 🔥 |
| | | 🍓 Task Scheduler | | Started | Automatic | Local System |
| | Stop the service Restart the service | n TCP/IP NetBIOS Helper | | Started | Automatic | Local Service |
| | | 🆓 Telephony | | Started | Manual | Local System |
| | | 🆏 Telnet | | | Manual | Local System |
| | | 🍓 Terminal Services | | Started | Manual | Local System |
| | | 🍓 Themes | | Started | Automatic | Local System |
| | | 🆏 Uninterruptible Power Supply | | | Manual | Local System |
| | | 🍓 Universal Plug and Play Devi | | | Manual | Local Service |
| | | 🍓 Utility Manager | | | Manual | Local System |
| | | 🍓 Volume Shadow Copy | | | Manual | Local System |
| | | 🍓 Wavelink Avalanche Manager | | Started | Automatic | Local System |
| | | 🏶 Wavelink Avalanche RAPI G | | | Manual | Local System |
| | | 🍓 WaveLink TermProxy Service | | Started | Automatic | Local System |
| | | 🏶 WebClient | | Started | Automatic | Local Service |
| | | 🆏 Windows Audio | | Started | Automatic | Local System ⊻ |
| | | < | | | | > |
| | Extended Standard | | | | | |
| | · · · · · · · · · · · · · · · · · · · | | | | | |

Starting the Agent from the Services Panel

DISABLING ENCRYPTION ON THE ENABLER

You can disable the encryption on the Enabler using one of the following methods:

- Modify the _devprop.prf file
- Disable encryption through the Avalanche Manager

To modify the _devprop.prf file:

1. Navigate to the location of the Agent with the File explorer.

For Windows Enablers, the default location for the _devprop.prf file is C:\Program Files\Wavelink\Avalanche\Enabler.

For CE Enablers, the default location for the _devprop.prf file is C:\Application\Avalanche\Config.

- 2. Open the devprop.prf file in a plain text editor.
- 3. Create the following entry on a new line: Encryption=0.



Modifying the DEVPROP.PRF File

- 4. Save and close the file.
- 5. Download the file to the mobile device using ActiveSync and place in the cpersistentdrive>\Avalanche\Config folder for that Enabler.
- 6. Warm boot the device to re-initialize the Enabler.

To disable encryption through the Avalanche Manager

- 1. Double-click a mobile device in the List View of the Management Console.
- 2. In the *Avalanche Client Controls* dialog box, select the Properties tab.
- 3. Click Add Property.

The Add new client property dialog box opens

| 🕼 Add new client property 🛛 🛛 🔀 | | | | | |
|---------------------------------|------------|--|--|--|--|
| Key: | Encryption | | | | |
| Value: | 0 | | | | |
| | OK Cancel | | | | |

Adding a New Client Property

- 4. Type Encryption in the Key text box.
- 5. Type 0 in the Value text box.
- 6. Click OK.

The new property appears in the Properties tab of the Avalanche Client Controls dialog box.

| Avalanche Client Controls | | | | × | | | |
|--|---|----------------------------------|------------------|-----|--|--|--|
| Avalanche Clients are mo. central management of a d Control Properties | bile devices that are managed clients software and configurati | by Avalanche. Av on settings. | alanche provides | | | | |
| Property | Value | Changeable | Change Pending | -1 | | | |
| EnablerVer | 3.50-00 | | | | | | |
| ModelName | LXE MX5X | | | | | | |
| OsType | Windows CE | | | | | | |
| OsVer | 4.20 | | | | | | |
| Processor | ARM | | | | | | |
| ProcessorRevision | 0006 | | | | | | |
| ProcessorType | XScale | | | | | | |
| RadioType | DS | | | - H | | | |
| RealTimeStatsInterval | 300 | Yes | | | | | |
| RogueScan | 1 | Yes | | | | | |
| RogueScan.APDelay | 3600 | Yes | | | | | |
| RogueScan.AgeOut | 24 | Yes | | | | | |
| RogueScan.DeviceIdle | 10 | Yes | | | | | |
| RogueScan.DeviceTime | 100 | Yes | | | | | |
| RogueScan.Filter | 1 | Yes | | | | | |
| RogueScan.Supported | 0 | | | | | | |
| Series | С | | | | | | |
| SetClock | 1 | Yes | | | | | |
| TerminalID | 6 | On Control page | | -11 | | | |
| Encryption | 0 | Yes | Yes | - | | | |
| Add Property D | elete Property Apply C | hanges D | iscard Changes | | | | |
| Current Activity: | | | | | | | |
| Control Status: | | | | | | | |
| | | | | | | | |
| Close | | | | | | | |

Avalanche Client Controls

The new encryption property downloads to the mobile device at the next update.

REVISION HISTORY

• 05/13/2005. Document created.



Wavelink Corporation 11332 NE 122nd Way, Suite 300 Kirkland, WA 98034 Main: 425.823.0111

www.wavelink.com