

K84747528: BIG-IP Edge Client and Helper Components do not work properly with Windows 10 Redstone 4 (RS4)

Known Issue

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Known Issue

BIG-IP Edge Client and Helper Components do not work properly with Windows 10 Redstone 4 (RS4)

This issue occurs when all of the following conditions are met:

- The client system is running the Windows 10 Redstone 4 (RS4) operating system.
- You use the BIG-IP Edge Client or f5vpn browser-based VPN to establish a network access session with the BIG-IP APM system.

F5 has discovered an interoperability problem with the April 30, 2018 Windows 10 RS4 release and the BIG-IP Edge Client. This problem is due to an unexpected change in the Windows Remote Access Services (RAS) API which will be corrected in the Tuesday cumulative patch update from Microsoft, scheduled for May 8, 2018.

Impact

The BIG-IP Edge Client or f5vpn helper component cannot create the VPN connection and the tunnel fails.

Symptoms

As a result of this issue, you may encounter one or more of the following symptoms:

- Windows 10 RS4 users are unable to establish network access connections.
- The following error message may appear in the primary VPN components log file (**logterminal.txt**), at debug level:

An incorrect structure size was detected.

- The BIG-IP APM webtop shows the following error message:

Network access connection devices were not found

Resolution

Status

F5 Product Development has assigned ID 707738 to this issue. F5 has confirmed that this issue exists in the products listed in the **Applies to (see versions)** box, located in the upper-right corner of this article. For information about releases, point releases, or hotfixes that resolve this issue, refer to the following table.

| Type of fix | Fixes introduced in | Related articles |
|----------------------|----------------------|---|
| Release | None | None |
| Point release/hotfix | None | None |
| APM Clients | 7.1.6.1 ¹ | K13757: BIG-IP Edge Client version matrix |

¹In BIG-IP APM 13.1.0 and later, the APM client components can be updated independently from BIG-IP software. For more information, refer to [K52547540: Updating the BIG-IP Edge Client for the BIG-IP APM system](#).

Workaround

If you are using the Edge Client, F5 recommends against upgrading to the Windows 10 RS4 until the appropriate cumulative point release/hotfix for the update is available.

If the upgrade has already taken place, the following options are available:

BIG-IP 13.1.x and later

You can download APM Clients 7.1.6.1, available from F5 [Downloads](#).

Clients that connect to the updated BIG-IP APM system receive the updated package that works around this Windows defect. New BIG-IP Edge Client packages generated from the BIG-IP Configuration utility also contain the updated package.

BIG-IP 13.0.x and earlier

F5 is targeting fixes in pending point releases/hotfixes for supported versions. You can work around this issue by upgrading to a version listed in the **Fixes introduced in** column of the previous table. If the table does not list a fixed version, then no upgrade candidate currently exists. If a fix is not yet available, contact F5 Technical Support.

Supplemental Information

- [F5 Support](#)
- [K52547540: Updating BIG-IP Edge Client for the BIG-IP APM system](#)
- [K4918: Overview of the F5 critical issue hotfix policy](#)
- [K167: Downloading software and firmware from F5](#)
- [K17465: Determining if a Known Issue is resolved for a specific BIG-IP version](#)