

**SR 3-5661194891 : Solaris 11 sshd version Sun\_SSH\_2.0 issue**

**Severity** 3-Standard  
**Escalation Status** Never Escalated  
**Last Updated** Nov 28, 2012 3:10 PM (9 mins ago)

**Status** Review Update  
**Opened** May 2, 2012 2:40 PM (7+ months ago)

**Bug Reference** 15731264

**Attachments** explorer.000403a9.cahto02\_2012.05.03.16.51.tar.gz, idr232.2.p5p, sshd.truss, sshd.truss.failed, sshd.truss.failed\_22222, ssh\_connection, SSH\_Failed\_Connecion.pcapng, SSH\_Failed\_Connecion\_2.pcapng, ssh\_failed\_connection, tcpdump.out, tcpdump.out.failed, tcpdump\_client.2012050401, tcpdump\_client.2012050801, tcpdump\_client.2012050802, tcpdump\_client.out, tcpdump\_client.out.no\_filtering, tcpdump\_client.txt, tcpdump\_server.2012050401, tcpdump\_server.2012050801, tcpdump\_server.2012050802, tcpdump\_server.out, tcpdump\_server.out.no\_filtering, tcpdump\_server.txt, truss.out.gz

**Related SRs** No Related SRs

**Related Articles** 1021281.1, 1452392.1, 1497909.1, 1506900.1  
**Field Service Tasks** No Field Service Tasks  
**Support Identifier** 17071810  
**Serial Number** 0710NNN1DC  
**Primary Contact** Chang-An Hsiao  
**Service Address** 4102 SOUTHPOINT BLVD JACKSONVILLE FL  
United States

**Account Name** Medtronic Inc  
**Alternate Contact**

**System**  
**Product** Solaris SPARC Operating System

**Host**  
**Asset Name**  
**Product Version** 11 11/11  
**OS Version**  
**Project Milestone**

**Operating System** SPARC  
**Project** sshd version Sun\_SSH\_2.0 sends out packets being blocked by network device

**Problem Description** Strange thing is, not all SSH clients fail to connect to server.  
For example, OpenSSH\_3.6.1p2 can connect fine while OpenSSH\_4.3p2 cannot connect at all.

When Solaris 10 was installed, all SSH clients could connect to the server without issues.

**History****Update from Customer**

**CHANG\_AN@YAHOO.COM**- Nov 28, 2012 3:10 PM (9 mins ago)

Thank you for all your help!!!

Best Regards,  
Chang-An Hsiao

**ODM Action Plan**

**Oracle Support**- Nov 22, 2012 2:22 AM (6 days ago)

Who: service request owner Wolfgang Ley  
What: close this service request after the monitoring period (unless there is another update)  
When: by Dec, 7th

**Notes**

**Oracle Support**- Nov 22, 2012 2:21 AM (6 days ago)

Hi,

thanks for the feedback. I will keep this service request open (for monitoring) for another two weeks and will close it on December, 7th (Fri) if there is no further update.

Best regards,  
Wolfgang Ley

**Update from Customer**

**CHANG\_AN@YAHOO.COM**- Nov 21, 2012 4:28 PM (6 days ago)

Hi, Wolfgang:

I updated to SRU 13.4 and it seemed to work as expected.

I will keep watching it for a couple of weeks to see if all behave as expected.  
If so, we can close the ticket in early December.

Thanks!

Have a happy Thanksgiving!!

Regards,

Chang-An Hsiao

**Notes**

**Oracle Support**- Nov 20, 2012 9:20 AM (8 days ago)

Who: customer Chang-An Hsiao

What: install release SRU 13.4 and provide feedback regarding case status (ok to close or any remaining questions/issues?)

When: by Nov, 27th

**Update from Customer****CHANG\_AN@YAHOO.COM**- Nov 20, 2012 9:18 AM (8 days ago)

Thank you very much for the update.

I will try it and keep you posted.

**ODM Action Plan****Oracle Support**- Nov 20, 2012 7:06 AM (8 days ago)

Who: customer Chang-An Hsiao

What: install release SRU 13.4 and provide feedback regarding case status (ok to close or any remaining questions/issues?)

When: by Nov, 27th

**Notes****Oracle Support**- Nov 20, 2012 7:04 AM (8 days ago)

Hi,

the Solaris 11 Support Repository Update (SRU) 13.4 ha been released and is available for you (see MOS document 1506900.1 for the README).

I have verified that the tunable now finally works with this SRU. Please update to this SRU (remove the IDR first - if still in place) and then use the /etc/system tunable to allow incoming packets with an invalid small initial window size.

Let me know once you have installed SRU 13.4, rebooted to activate the new SRU and whether this works now. Thanks

Best regards,  
Wolfgang Ley.

**ODM Action Plan****Oracle Support**- Nov 14, 2012 7:27 AM (14 days ago)

Who: service request owner Wolfgang Ley

What: check for release of SRU 13 and provide an update afterwards

When: by Nov, 21st

**Notes****Oracle Support**- Nov 14, 2012 7:26 AM (14 days ago)

I have verified that the tcp\_init\_wnd\_chk tunable works in Solaris 11 SRU 13.4 and in Solaris 11.1

Will wait for the SRU 13 release (targeted for next week) and provide an update afterwards

**ODM Action Plan****Oracle Support**- Nov 14, 2012 5:19 AM (14 days ago)

Who: service request owner Wolfgang Ley

What: check SRU13 availability and check whether bug 15823420 is now included and tcp\_init\_wnd\_chk tunable

When: by Nov, 21st

**Notes****Oracle Support**- Nov 14, 2012 5:18 AM (14 days ago)

It was found that not just two but three variables have been missed in the SRU12 fix.

These remaining variables (including your tcp\_init\_wnd\_chk) have now been fixed under bug 15823420 and it is planned that this fix is included in the SRU13 which is currently scheduled for November, 20th

I will check next week to see if the SRU13 is available and whether the bugfix for 15823420 (old Sun bug number 7205220) is included there

**Notes****Oracle Support**- Oct 22, 2012 2:13 AM (1+ month ago)

Who: Solaris sustaining (Brian Uetterbeck)

What: provide information regarding the new patch for the missing two variables

When: by Nov, 16th

**Update from Customer****CHANG\_AN@YAHOO.COM**- Oct 19, 2012 10:12 AM (1+ month ago)

Thanks!

**ODM Action Plan****Oracle Support**- Oct 19, 2012 8:28 AM (1+ month ago)

Who: Solaris sustaining (Brian Uetterbeck)

What: provide information regarding the new patch for the missing two variables

When: by Nov, 16th

**Notes****Oracle Support**- Oct 19, 2012 8:27 AM (1+ month ago)

Hi,

the bug itself is a problem with certain compiler optimizations from gcc which affect several Solaris tunables.

It was found that 14 different tunables are affected and unfortunately the Solaris 11 SRZ 12.4 only catches 12 of them.

Two tunables have been mised in the Solaris 11 path and unfortunately for TCP window siye tunable was one of them.

Development is working on a new fix to catch the remaining two variables.

I will let you know as soon as I do have more information )e.g. release tiumes for the new patch)

Best regards,  
Wolfgang Lez

**Update from Customer****CHANG\_AN@YAHOO.COM**- Oct 18, 2012 11:24 PM (1+ month ago)

Thanks for the confirmation.

I have rolled back to solaris-1 (Solaris 11 + IDR232) successfully.

Did the engineering forget to put the fix in SRU 12.4? From my experience, SUN/Oracle is usually very good at tracking all bugs in the releases. Kind of a surprise to me.

Thank you very much for following up with engineering so quickly!

Regards,

Chang-An Hsiao

**ODM Action Plan****Oracle Support-** Oct 18, 2012 7:52 PM (1+ month ago)

Who: Solaris sustaining (Brian Uetterbeck)

What: provide new IDR (and new SRU) as the SRU12.4 failed and tcp\_init\_wnd\_chk cannot be tuned via /etc/syste,

When: by Nov, 1st

**Notes****Oracle Support-** Oct 18, 2012 7:52 PM (1+ month ago)

Hi,

if you have rolled back to Solaris-1 then it is safe to remove the other booth environments using beadm.

I will let you know as soon as I do have news from our engineering regarding the broken fix (they already confirmed the problem with SRU 12.4 and are working on a new fix)

Best regards,  
Wolfgang Lery

**Update from Customer****CHANG\_AN@YAHOO.COM-** Oct 18, 2012 9:58 AM (1+ month ago)

Here are the notes about this case I keep for my own reference.

<http://bbs.hsiao.net/viewtopic.php?f=7&t=823>

The bottom 2 posts were added after SRU 12.4 update.

I can keep them on file and add them back if they will be lost due to ZFS root pool.

These are the only changes I had after update process.

Question: Since Solaris-2 and Solaris-3 aren't what I expected to help, is it safe to remove them?

**ODM Action Plan****Oracle Support-** Oct 18, 2012 9:20 AM (1+ month ago)

Who: Solaris sustaining (Brian Uetterbeck)

What: provide new IDR (and new SRU) as the SRU12.4 failed and tcp\_init\_wnd\_chk cannot be tuned via /etc/syste,

When: by Nov, 1st

**Notes****Oracle Support-** Oct 18, 2012 9:19 AM (1+ month ago)

Yes, you can boot from Solaris-1 but please keep in mind that iyou have put your application data on the ZFS root pool (which is not recommended) and selecting the older boot environment will then also cause your changed between Solaris-1 and now to be lost.

Bye,  
Wolfgang.

**Update from Customer****CHANG\_AN@YAHOO.COM-** Oct 18, 2012 9:13 AM (1+ month ago)

There are 4 BEs on the server now.

Solaris -> the one without IDR

Solaris-1 -> the one with IDR

Solaris-2 -> after removing IDR

Solaris-3 -> with SRU 12.4

Can I boot from Solaris-1 to use the BE with IDR for now?

**ODM Action Plan****Oracle Support-** Oct 18, 2012 8:16 AM (1+ month ago)

Who: Solaris sustaining (Brian Uetterbeck)

What: provide new IDR (and new SRU) as the SRU12.4 failed and tcp\_init\_wnd\_chk cannot be tuned via /etc/syste,

When: by Nov, 1st

**Appointment****Oracle Support-** Oct 18, 2012 8:11 AM (1+ month ago)

Thanks for the confirmation.

I also saw cR 7071362 in reader file and thought it is included. Don't know why it was not.

Thanks for following up with development team.

**ODM Action Plan****Oracle Support-** Oct 18, 2012 7:45 AM (1+ month ago)

Who: Solaris sustaining (Brian Uetterbeck)

What: provide new IDR (and new SRU) as the SRU12.4 failed and tcp\_init\_wnd\_chk cannot be tuned via /etc/syste,

When: by Nov, 1st

**Notes****Oracle Support-** Oct 18, 2012 7:43 AM (1+ month ago)

Looks like the fix failed (verified here in the lab). I have asked development to provide a new IDR and will let you knwo as soon as I get anything from there

**Notes****Oracle Support-** Oct 18, 2012 7:34 AM (1+ month ago)

Seems like SRU 12.4 is broken and does NOT contain the fix for CR 7071362 (even though the SRU readme says that this is included).

From a lab system:

root@solaris:~# pkg info entire

Name: entire

Summary: entire incorporation including Support Repository Update (Oracle Solaris 11 11/11 SRU 12.4).

Description: This package constrains system package versions to the same

build. WARNING: Proper system update and correct package

selection depend on the presence of this incorporation.

Removing this package will result in an unsupported system. For more information see <https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&doctype=REFERENCE&id=1372094.1>.  
Category: Meta Packages/Incorporations  
State: Installed  
Publisher: solaris  
Version: 0.5.11 (Oracle Solaris 11 SRU 12.4)  
Build Release: 5.11  
Branch: 0.175.0.12.0.4.0  
Packaging Date: Tue Oct 02 16:17:28 2012  
Size: 5.45 kB  
FMRI: pkg://solaris/entire@0.5.11,5.11-0.175.0.12.0.4.0:20121002T161728Z  
root@solaris:~# pkg info kernel  
Name: system/kernel  
Summary: Core Kernel  
Description: Core operating system kernel, device drivers and other modules.  
Category: System/Core  
State: Installed  
Publisher: solaris  
Version: 0.5.11  
Build Release: 5.11  
Branch: 0.175.0.12.0.4.1  
Packaging Date: Tue Oct 02 15:58:01 2012  
Size: 34.82 MB  
FMRI: pkg://solaris/system/kernel@0.5.11,5.11-0.175.0.12.0.4.1:20121002T155801Z  
root@solaris:~# pkg search /kernel/drv/amd64/tcp  
INDEX ACTION VALUE PACKAGE  
path file kernel/drv/amd64/tcp pkg:/system/kernel@0.5.11-0.175.0.12.0.4.1

So the SRU 12.4 has been applied on this system. Checking the tcp\_input\_data() function with a disassembler we get:

```
[...]
tcp_input_data+0x3c8: movw 0xe(%rbx),%ax
tcp_input_data+0x3cc: bswap %eax
tcp_input_data+0x3ce: shr $0x10,%eax
tcp_input_data+0x3d1: movl 0x30(%r15),%ecx
tcp_input_data+0x3d5: shll %cl,%eax
tcp_input_data+0x3d7: cmpl 0x5c(%r15),%eax
tcp_input_data+0x3db: jae +0x59 <tcp_input_data+0x436>
tcp_input_data+0x3dd: cmpl $0x1000,%eax
tcp_input_data+0x3e2: jb +0xb <tcp_input_data+0x3ef>
tcp_input_data+0x3e4: movl 0xfffffffffed8(%rbp),%edx
tcp_input_data+0x3ea: jmp +0x6fb <tcp_input_data+0xaea>
tcp_input_data+0x3ef: movq %r12,%rdi
tcp_input_data+0x3f2: call +0x3ea3ce9 <freemsg>
tcp_input_data+0x3f7: movq %gs:0x10,%rax
tcp_input_data+0x400: movslq 0x4(%rax),%rax
tcp_input_data+0x404: movq 0xffffffffffe88(%rbp),%rcx
tcp_input_data+0x40b: movq 0x1b8(%rcx),%rcx
tcp_input_data+0x412: movq (%rcx,%rax,8),%rax
[...]
```

Note the fixed comparison at tcp\_input\_data+0x3dd against the fixed value 0x1000 instead of the tunable.  
So the fix failed and the /etc/system tunable will not work here.

I will contact development and request a new IDR (and of course the real/correct patch in the next SRU)

#### Notes

I will load SRU 12.4 in a lab system to check whether the fix is working

**Oracle Support-** Oct 18, 2012 7:30 AM (1+ month ago)

#### ODM Action Plan

Who: customer Chang-An Hsiao

What: provide the /etc/system and pkg info commands so we can check whether SRU 12.4 and the untbale is correctly installed

When: by Oct, 25th

**Oracle Support-** Oct 18, 2012 2:05 AM (1+ month ago)

#### Notes

The IDR can no longer be used with SRU 12.4. If you do have connection problems even with the SRU 12.4 then they are either new (separate issue not rrelated to this service rrequest) or the tunable in /etc/system was removed, too.  
Please note that SRU 12.4 only fixes the problem that the /etc/system tunable to lower the allowed window size was not working.  
If you have removed IDR 232 and have installed SRU 12.4 then please ensure that the /etc/system tunable is still there.

Can you please provide the output of the following commands:

```
# cat /etc/system
# pkg info entire
# pkg info kernel
```

Thanks.

#### Update from Customer

**CHANG\_AN@YAHOO.COM-** Oct 17, 2012 11:21 PM (1+ month ago)

Can you provide steps to roll back to IDR 232?

**Update from Customer****CHANG\_AN@YAHOO.COM**- Oct 17, 2012 10:06 PM (1+ month ago)

After removing IDR232 and run pkg update to SRU 12.4, SSH stopped working again.....

**ODM Action Plan****Oracle Support**- Oct 15, 2012 10:19 AM (1+ month ago)

Who: customer Chang-An Hsiao

What: install the Solaris 11 SRU 12.4 to get the fix from Oracle to allow the system tunable as a workaround. Provide feedback regarding case status and continue to work with the firewall vendor for the final fix

When: by Oct, 22nd

**Notes****Oracle Support**- Oct 15, 2012 10:19 AM (1+ month ago)

Hi,

during your first tests of the IDR you have chosen to boot the old boot environment to rollback and in this case your updates since then were lost.

Back then I also explained on how to remove the IDR without going back to the old boot archive and I have included this information again in my last update.

Please see the command output "pkg info idr232" for the instructions on the pkg command to be used to remove the IDR. This will create a new boot environment which can then be booted (instead of the old one before the IDR was installed).

Best regards,  
Wolfgang Ley

**Update from Customer****CHANG\_AN@YAHOO.COM**- Oct 15, 2012 10:12 AM (1+ month ago)

Thanks for the update!

When I was testing IDR a few months back, I remember the changes made on the local disk will be lost if I remove the IDR.

How do I make sure all the updates, changes I have been making in the past few months will still be there after I remove IDR and install this new SRU 12.4?

Thanks in advance!

Chang-An Hsiao

**ODM Action Plan****Oracle Support**- Oct 15, 2012 7:52 AM (1+ month ago)

Who: customer Chang-An Hsiao

What: install the Solaris 11 SRU 12.4 to get the fix from Oracle to allow the system tunable as a workaround. Provide feedback regarding case status and continue to work with the firewall vendor for the final fix

When: by Oct, 22nd

**Notes****Oracle Support**- Oct 15, 2012 7:50 AM (1+ month ago)

Hi,

the Solaris 11 Support Repository Update (SRY) 12.4 has been released to address the change request

7071362 tcp\_icmp\_source\_quench and other tunables may no longer be field modifiable

which caused the tunable in /etc/system (to workaround the firewall tcp window size issue) not to work.

Please install the released update to get the fix for this service request from our side.

Check if you are currently running with the installed idr. This can be done by using the command "pkg info idr232".

If the idr is installed then please uninstall the idr (the instruction on the required pkg command are included in the pkg info command) and reboot the system afterwards.

Once the IDR is no longer active: Please install the SRU 12.4 by using the command "pkg update".

See MOS document 1497909.1 for information on the SRU 12.4 and MOS document 1021281.1 for general information on SRUs (including how to access and install).

The system needs to be rebooted after the package update. You can use the command "pkg info entire" to verify that the new SRU 12.4 has been installed.

Please keep in mind that this fix was just for the problem that the Solaris tunable to allow incoming insecure tcp window size was not working.

The real fix still needs to come from your firewall vendor to not use such malicious initial TCP window sizes (smaller than the MSS).

Please let me know once you have installed the update and whether there are any remaining questions/issues for Oracle or whether we can close this service request. Thanks.

Best regards,  
Wolfgang Ley

**ODM Knowledge Content****Oracle Support**- Oct 15, 2012 7:44 AM (1+ month ago)

SRU 12.4 has been released to address this issue. KM document is 1497909.1

**Notes****Oracle Support**- Aug 29, 2012 1:49 AM (3+ months ago)

Who: customer Chang-An Hsiao

What: investigate each network hop (each system/router/...) to see which device is changing the initial window size (if this is really not the gateway but the gateway is receiving the smaller initial window size from the Cisco system).

When: by September, 10th

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used. Provide release timeline which is currently not confirmed.

When: by Oct, 19th

**Update from Customer****CHANG\_AN@YAHOO.COM**- Aug 28, 2012 12:01 PM (3+ months ago)

All right.

Thanks for the input.

We will keep looking.

**ODM Action Plan****Oracle Support-** Aug 27, 2012 11:14 AM (3+ months ago)

Who: customer Chang-An Hsiao

What: investigate each network hop (each system/router/...) to see which device is changing the initial window size (if this is really not the gateway but the gateway is receiving the smaller initial window size from the Cisco system).

When: by September, 10th

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used. Provide release timeline which is currently not confirmed.

When: by Oct, 19th

**Notes****Oracle Support-** Aug 27, 2012 11:12 AM (3+ months ago)

Hi,

I cannot comment on your network or the analysis by the gateway vendor.

If the captured packet snoots show that the smaller initial window size is already 1200 when being sent from the Cisco to the gateway then the window size must have been changed somewhere else between the Linux sender and that gateway.

You will have to check each network hop between the Linux client and the Solaris system to determine which system is reducing the window size. The provided capture files on both endpoints (Linux client and Solaris server) clearly show that the window size is being changed and now you would need to find the location of this change in your network.

As this is clearly outside the Solaris system: You would have to talk to your network folks to investigate each hop here. Oracle from the Solaris Operating system support cannot help you here, sorry.

Best regards,  
Wolfgang Ley**Update from Customer****CHANG\_AN@YAHOO.COM-** Aug 27, 2012 11:07 AM (3+ months ago)

Upload to gtr successful for the file SSH\_Failed\_Connecion\_2.pcapng.

**Update from Customer****CHANG\_AN@YAHOO.COM-** Aug 27, 2012 11:07 AM (3+ months ago)

Upload to gtr successful for the file SSH\_Failed\_Connecion.pcapng.

**Update from Customer****CHANG\_AN@YAHOO.COM-** Aug 27, 2012 11:06 AM (3+ months ago)

After providing 2 wireshark captured files to the vendor, I finally got the following response:

-----  
From both captures we can see that the TCP ACK (last packet in the 3-way TCP handshake) from Cisco router to BHR (WAN interface) has a Window size of 1280 (Derived by multiplying Window Size=5 by Window Scale=256 specified in the initial TCP SYN from Cisco router).

Capture1 (SSH\_Failed\_Connection.pcapng):

Packet 174 - TCP ACK from 144.15.223.8 (Cisco router) to 71.177.129.27 (BHR) has a Window size of 1280.

Capture2 (SSH\_Failed\_Connection\_2.pcapng):

Packet 43 - TCP ACK from 144.15.223.8 (Cisco router) to 71.177.129.27 (BHR) has a Window size of 1280.

In this case, the BHR is not changing the TCP Window size (in the TCP ACK from SSH Client to SSH Server) and causing the SSH connection to fail.

-----  
I will upload the two captured wireshark files for your reference shortly.**ODM Action Plan****Oracle Support-** Aug 17, 2012 6:11 AM (3+ months ago)

Who: customer Chang-An Hsiao

What: followup with the vendor of the gateway/NAT box to clarify which additional data is required from them to fix the issue (and how/where to collect this)

When: by August, 31st

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used. Provide release timeline which is currently not confirmed.

When: by Oct, 19th

**Notes****Oracle Support-** Aug 17, 2012 6:09 AM (3+ months ago)

Hi,

I just got the information from our engineering that the official Solaris 11 patch will be delayed and will not be included in the Support Repository Update (SRU) 11 but in a later release.

I do not have a confirmation about the new target SRU release number or date but will let you know as soon as I do have this data.

Please continue to use the IDR until the official patch (to enable the insecure tunneling as a workaround for your gateway issue) will be released.

The final fix for your issue still need to come from the gateway vendor and our work here is just allow a possible tuning as workaround.

Best regards,  
Wolfgang Ley**ODM Action Plan****Oracle Support-** Jul 30, 2012 9:37 AM (4+ months ago)

Who: customer Chang-An Hsiao

What: followup with the vendor of the gateway/NAT box to clarify which additional data is required from them to fix the issue (and how/where to collect this)

When: by August, 17th

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used

When: by Sep, 18th

**Notes****Oracle Support-** Jul 30, 2012 9:35 AM (4+ months ago)

Hi,

my understanding was that the vendor is asking for a direct packet capture on thir firewall/NAT box. In that case you would have to go to that box, attach an additional cable to a free port on that box and reconfigure the box to log packets to that monitoring port. However: All I can do is to help you with Solaris and the tourbleshooting there. I do not know your firewall/NAT box and neither the options on how to setup monitoring there. You really will have to work with the vendor to get help with the data collection requested by them. They are the only one who can help you with their requests as they know their product, their capabilities and what data they would like to have (and how to collect this data).

All I can do is to offer help with snoop (Solaris ) and eve tcpdump on the Linux side. We have already done this, we have analyzed it and it shows the failure where the NAT box is changing the used window size. If this is not sufficient for the vendor and the vendor requests additional data then please work with the vendor to clarify which data needs to be capturd where and how. I cannot help here, sorry.

Best regards,  
Wolfgang Ley.

---

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jul 30, 2012 9:25 AM (4+ months ago)

I have been asking about their product's capability but I didn't get anything yet.

I had Wireshark installed a few months ago and wondered if we were talking about the same thing.  
It is.

My question to them is their setup will not help at all.  
Anything sitting between wall jacket and MI424WR will NOT get an IP address/gateway IP and therefore can not capture anything.

I will see what they come back with.

Regards,  
Chang-An Hsiao

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**ODM Action Plan****Oracle Support**- Jul 28, 2012 4:26 AM (4+ months ago)

Who: customer Chang-An Hsiao

What: continue to work with the firewall vendor to get the final fix from there. Use the provided IDR and the tunable as workaround until the firewall fix is available

When: by August, 10th

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used

When: by Sep, 18th

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**Notes****Oracle Support**- Jul 28, 2012 4:26 AM (4+ months ago)

Hi,

the instructions ar for the configuration changes on the firewall/gateway to enable port mirroring (which would sent a copy of each packet to a second port where it can be recorded).

If this setup is possible on your gateway device then you would need to attach some other system on the new setup port mirror to capture the data (copy of the packets) there.

If you connect a Solaris system then you would use the snoop command on the host connected to that extra port. if you do use a Windows system then you may need the tool wireshark to do this kind of packet capture.

The wireshark tool is freeware and can be downloaded from <http://www.wireshark.org/>

Best regards,  
Wolfgang Ley.

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**Update from Customer****CHANG\_AN@YAHOO.COM**- Jul 27, 2012 11:12 AM (4+ months ago)

Thanks for the IDR update.

I will see if the vendor's engineer is willing to talk.

Following is what I got from vendor's level 1 tech support:

-----  
Good Morning,

If your WAN port connection is Ethernet, you set up will be:

Wall jacket->hub or port mirroring switch->MI424WR WAN Port.

Then using Wireshark, find the WAN port address assigned to your MI424WR. Launch the program that we need to packet capture.

If your WAN port connection is Coax, obviously these steps will not work.  
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Do you know what he meant bu wireshark? Is it a network device as you mentioned below?

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**ODM Action Plan****Oracle Support**- Jul 26, 2012 2:12 AM (4+ months ago)

Who: customer Chang-An Hsiao

What: continue to work with the firewall vendor to get the final fix from there. Use the provided IDR and the tunable as workaround until the firewall fix is available

When: by August, 10th

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used

When: by Sep, 18th

**Notes****Oracle Support-** Jul 26, 2012 2:11 AM (4+ months ago)

Just an update regarding the provided IDR: The final Solaris 11 patch is currently scheduled for release on September, 18th. So this may take a while and please continue to use the provided DIR until this patch release.  
I will provide an update if this schedule changes.

Best regards,  
Wolfgang Ley

**Notes****Oracle Support-** Jul 26, 2012 2:08 AM (4+ months ago)

Hi,

we already have the packet capture on the ssh client side and on the ssh server side (which is on the endpoint systems and not directly in front and behind the gateway). If this is not sufficient and the gateway vendor asks for a packet capture in front and behind of the gateway then the vendor should explain if/how this device is offering such a port monitoring feature on his inbound and outbound ports. If there is no such feature then a separate network analyzer may be needed.

My analysis of the problem is very clear (see previous provided notes) and we can see the problem in the packet captures. I am happy to explain this again in a conference call directly to the vendor but I am unsure if this would change anything (or help here).  
My core working hours are 09:00 - 16:00 UTC (GMT+0). Please keep this in mind when trying to arrange a call with the vendor (or when forwarding this information to the vendor for his planning).

Best regards,  
Wolfgang Ley.

**Update from Customer****CHANG\_AN@YAHOO.COM-** Jul 25, 2012 1:13 PM (4+ months ago)

The vendor still asking me to capture packets in front of the device's WAN port that is not feasible for me to do. The device acts as a gateway router and obtains an IP from the ISP. No other device will be able to obtain an IP between ISP and this device. I tried a few other gateway routers in front of the device but none could get IP addresses.

It would be perhaps easier if you two can communicate and exchange findings directly.  
I have asked the vendor to schedule a time of the engineer so that you can possibly talk to him directly.  
I am not sure if they will schedule a time or not but I just want to check with you first.

Regards,

Chang-An Hsiao

**ODM Action Plan****Oracle Support-** Jul 5, 2012 10:41 AM (4+ months ago)

Who: customer Chang-An Hsiao

What: continue to work with the firewall vendor to get the final fix from there. Use the provided IDR and the tunable as workaround until the firewall fix is available

When: by August, 3rd

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used

When: by August, 3rd

**Update from Customer****CHANG\_AN@YAHOO.COM-** Jul 5, 2012 10:31 AM (4+ months ago)

I agree with you.

I had sent them the responses and questions.

Let's see what they come back.

Regards,  
Chang-An

**ODM Action Plan****Oracle Support-** Jul 4, 2012 1:10 AM (4+ months ago)

Who: customer Chang-An Hsiao

What: continue to work with the firewall vendor to get the final fix from there. Use the provided IDR and the tunable as workaround until the firewall fix is available

When: by August, 3rd

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used

When: by August, 3rd

**Notes****Oracle Support-** Jul 4, 2012 1:09 AM (4+ months ago)

Hi,

regarding number 1):

I agree that it is highly unlikely that the Cisco would change the window size here (but I cannot make a final statement here as I am not the vendor of that product). If the Cisco would change the window size then all connections going through this Cisco would be affected. This does not seem to be the case for you which in turn shows that the Cisco is NOT changing the window size but the firewall/NAT box is changing the window size

regarding number 2):

The vendor is speaking about the TCP connection between the Linux box and the firewall/NAT system (where the firewall is accepting the client window size - and regarding the snoop data this is the LARGE not the REDUCED window size). If the vendor still claims that the box is already getting the small window size directly from the Cisco (i.e. window size smaller than MTU) then you would need to capture the network data between the Cisco and the firewall/NAT box to show the behaviour there. This network capture between the Cisco and the firewall/NAT should still show the large window size and in that case the vendor of the firewall/NAT is in charge again (to continue the analysis why their box is reducing the window size). Please send the packet capture to the firewall/NAT vendor for analysis as Solaris is not involved here.

Best regard,  
Wolfgang Ley

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jul 3, 2012 5:33 PM (4+ months ago)

Actiontec finally came back saying they have set up Solaris 11 environment in their lab for testing but they didn't see TCP window size get changed.

They think it is Cisco router. Please see the engineer's response:

-----  
Per the explanation given by the user in the original emails, it is a valid analysis that the issue is with a Firewall/NAT box sitting between the SSH Client and SSH Server, however based on further investigation we have concluded that the TCP Window Size is not being changed from the BHR side. From the packet captures, we see that SSH Client is also placed behind a Cisco Router (OUI=00:00:0C). In this case, we believe that the Cisco router is changing the Window size in the packet sent by the SSH Client before reaching the BHR WAN side. In order to confirm this, we need the packet capture on BHR WAN connection.

Regarding the Firewall Security log showing "Blocked - Packet invalid in connection", unlike the Sun Server, the BHR does not ignore the TCP ACK (Packet no. 3 in TCP 3-way handshake) from the SSH Client with the short 1408 TCP Window size. From the BHR side, the TCP connection is considered to be in the "Established" state therefore subsequent TCP SYN+ACK re-transmissions are considered as bad packets by the Firewall module.

-----  
However, this doesn't make sense to me.

1. For the systems on the same subnet, the following clients have 2 results:

Red Hat Enterprise Linux ES release 3 (Taroon Update 8):  
OpenSSH\_3.6.1p2, SSH protocols 1.5/2.0, OpenSSL 0x0090701f --> works

Linux - Red Hat Enterprise Linux Server release 5.2 (Tikanga):  
OpenSSH\_4.3p2, OpenSSL 0.9.8b 04 May 2006 --> failed

If Cisco router is changing TCP window size, both should have been changed and the failure should be seen on both systems.

2. I can't quiet understand the second paragraph.

I will get more information from the vendor soon I hope.

**ODM Action Plan****Oracle Support**- Jun 25, 2012 2:13 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: continue to work with the firewall vendor to get the final fix from there. Use the provided IDR and the tunable as workaround until the firewall fix is available

When: by August, 3rd

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used

When: by August, 3rd

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jun 24, 2012 8:21 AM (5+ months ago)

Thanks for the clarification.

I will try to uninstall IDR instead of rolling back to older BE.

Regards,

Chang-An

**ODM Action Plan****Oracle Support**- Jun 24, 2012 2:54 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: continue to work with the firewall vendor to get the final fix from there. Use the provided IDR and the tunable as workaround until the firewall fix is available

When: by August, 3rd

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used

When: by August, 3rd

**Notes****Oracle Support**- Jun 24, 2012 2:53 AM (5+ months ago)

Hi,

sorry to hear that we got no response from the gateway vendor yet.

Regarding the question about the boot environments (BE): The boot environment is a snapshot of the ZFS root pool (rpool) and rolling back to an older snapshot (older BE) will cause any cahnges on the root pool to be lost.

It is recommended that applications are not using the root pool but are using their own ZFS dataset - in which case they will be independent of any BE.

If your MySQL database is using information from the root pool (either the DB itself or the DB configuration) then rolling back to an older BE may indeed be prproblematic and in this case I would NOT recommend to go back to the old BE but rather deinstall the IDR.

See the output of "pkg info idr232" which will show the pkg command to be used to uninstall this IDR without the requirement to go back to an older BE. A reboot is still required though as this IDR replaces the kernel. The new reboot after IDR removal will still be from the current BE though.

Best regards,  
Wolfgang Ley

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jun 23, 2012 11:07 AM (5+ months ago)

Thanks a lot for your help with the tunable workaround. I am still pushing the gateway router vendor to come up with an update but haven't got anything from them yet. I ping them every week and the response is the same --- they are looking into the case. I am very frustrated with them (auctioned). Not much more I can push.....

When I finally get their update, I can roll back to the original BE.

One question. I made some changes to MySQL before I roll back to original BE yesterday. After rolling back, the MySQL lost the changes. You would think it has been written to the database and BE should affect it but it's gone. Would I lose all the changes in the future when I roll back to the original BE?

---

**ODM Action Plan****Oracle Support-** Jun 23, 2012 4:50 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: continue to work with the firewall vendor to get the final fix from there. Use the provided IDR and the tunable as workaround until the firewall fix is available

When: by August, 3rd

Who: Solaris sustaining

What: continue to produce Solaris 11 (instead of IDR) to allow the tunable to be used

When: by August, 3rd

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**Notes****Oracle Support-** Jun 23, 2012 4:48 AM (5+ months ago)

Thanks for the feedback and the information that the IDR installation works now (and the tunable works, too).

Please note that this tunable is just an insecure workaround and not a final solution. The final solution is to fix the firewall system and to avoid initial windows sizes which are smaller than then MSS (maximum segment size of the local ethernet packet).

Do you have any news from the firewall vendor regarding the fix?

We will continue to include the fix (to allow the tunable) in an upcoming Solaris 11 patch (instead of just the IDR) but this will take some time - and as said: this is only a workaround and not the solution (which needs to be provided by the firewall vendor as we cannot fix that).

Best regards,  
Wolfgang Ley

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** Jun 22, 2012 4:20 PM (5+ months ago)

I rolled back to original BE and then destroyed the new BE and rebooted first to get back to original state.

Then, I renamed /default to /default\_explorer and install the IDR package with truss capture again just in case.

This time, it didn't report any errors.

After reboot, the system tunable (set ip:tcp\_init\_wnd\_chk = 512 in /etc/system) seems to help and SSH starts to work! Windows size attack protection seems to be disabled as anticipated!!!

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** Jun 22, 2012 2:59 PM (5+ months ago)

All right.

I will try renaming it and install the IDR again.

Have a nice weekend!

---

**ODM Action Plan****Oracle Support-** Jun 22, 2012 9:32 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: rename the directory "/default" and retry the pkg install command

When: by June, 29th

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**Notes****Oracle Support-** Jun 22, 2012 9:31 AM (5+ months ago)

Hi,

no - please do not rename all of them as most of them are correct system defaults here.

Please only rename the /default directory and retry the pkg install afterwards. Thanks.

Best regards,  
Wolfgang Ley.

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** Jun 22, 2012 9:29 AM (5+ months ago)

I did a thorough search from / and the following are all the default directories I got:

```
%find / -name default
/export/home/cph/.mozilla/default
/export/home/cph/.cpan/build/Template-Toolkit-2.20-0xicG0/t/test/lib/default
/export/home/cah/.gconf/apps/panel/profiles/default
/export/home/cah/.gnome2/panel2.d/default
/usr/lib/ocm/ccr/sysman/plugins/default
/usr/lib/ocm/ccr/config/default
/usr/lib/help/locale/C/default
/usr/lib/thunderbird/chrome/icons/default
/usr/lib/thunderbird/extensions/{e2fda1a4-762b-4020-b5ad-a41df1933103}/chrome/icons/default
/usr/lib/firefox/chrome/icons/default
/usr/share/pixmaps/pidgin/emotes/default
/usr/share/X11/xkb/compat/default
/usr/share/X11/xkb/types/default
/usr/share/X11/xkb/semantics/default
/usr/share/lib/pkg/web/_themes/default
/usr/share/espeak-data/voices/default
```

```
/usr/share/sounds/gnome/default
/etc/opt/SUNWexplo/default
/etc/explorer/default
/etc/default
/var/sadm/install/admin/default
/var/ocm/ccr/config/default
/default
/boot/grub/default
/opt/sfw/mkspecs/default
/opt/sfw/lib/xemac/xemac-packages/etc/ecb/ecb-images/default
/opt/sfw/kde/share/apps/mediacontrol/default
/opt/sfw/kde/share/apps/kmessedwords/themes/default
/opt/sfw/kde/share/apps/kwin4/grafix/default
/opt/SUNWexplo/output/explorer.000403a9.cahtoh02-2012.05.03.16.51/etc/default
/opt/SUNWexplo/default
```

I don't need to rename each single one, do I?

**Notes****Oracle Support-** Jun 22, 2012 9:22 AM (5+ months ago)

I would recommend to simply rename it and move it back after a successful pkg install operation.

Please also check for a "default" directory in your homedir and/or the directory where you placed the p5p file (the IDR0 for installation).

Best regards,  
Wolfgang Ley.

**Update from Customer****CHANG\_AN@YAHOO.COM-** Jun 22, 2012 9:14 AM (5+ months ago)

/default directory was created when I was collecting explorer.

I guess I can safely remove it for it only has a small explorer text file in it.

```
# Created by SUNWsneep so that explorer can obtain the Chassis Serial Number.
# Note that in order for explorer to execute successfully, several settings
# are necessary, which SUNWsneep does not provide.
# Be sure to run "explorer -g" to configure this file properly.
```

```
# Serial number for hostid 000403a9
EXP_SERIAL_000403a9="3CR8201F63"
```

**ODM Action Plan****Oracle Support-** Jun 22, 2012 8:54 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: rename the directory "default" which causes the pkg install failure due to mkisofs problems and retry the pkg install (see previous notes for details)

When: by June, 29th

**Notes****Oracle Support-** Jun 22, 2012 8:54 AM (5+ months ago)

Hi,

the pkg install error was due to a directory called "default" which should be renamed before the pkg install (see previous notes).

If your testing has caused multiple boot environments to be created then I would suggest to cleanup first.

Boot from the "Solaris 11 11/11" grub menu entry and then verify with "beadm list" that the current boot environment is "solaris" (the default).

Use "beadm activate solaris" to make this older/unpatched boot environment the default again. A check with "beadm list" should show NR for the "solaris" environment.

Then use "beadm destory solaris-1" (and maybe solaris-2 et.c) to remove the environments from the failed idr installation.

Renamed the "default" directory and run the pkg install again. This should no longer produce the bootarchive error and the tunable via /etc/system should work (after a reboot from the new environment solaris-1)).

Best regards,  
Wolfgang Ley

**ODM Action Plan****Oracle Support-** Jun 22, 2012 6:44 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: rename the directory "default" which causes the pkg install failure due to mkisofs problems and retry the pkg install (see previous notes for details)

When: by June, 29th

**Notes****Oracle Support-** Jun 22, 2012 6:43 AM (5+ months ago)

Hi,

the truss showed that the underlying problem is a failure of the "mkisofs" command which stumbles over a directory called "default" on your system.

Can you please check whether you have a directory called "default"? Unfortunately the full pathname is not available in the truss but my guess is that this is either /export/home/cah/default, /default or /root/default (or a directory called "default" if you have placed the idr232.2.p5p file elsewhere).

If you do have a directory /export/home/cah/default then please rename this directory (e.g. to "default.old"). Boot from the original (unpatched) boot environment and run the pkg install command again.

Please let me know if the pkg install works after renaming the "default" directory on your system. Thanks.

Bets regards,  
Wolfgang Ley

**Notes****Oracle Support-** Jun 22, 2012 6:39 AM (5+ months ago)

I managed to reproduce the customers failure after creating a directory "default" (which then causes mkisofs to fail)

**Notes****Oracle Support-** Jun 22, 2012 6:29 AM (5+ months ago)

The problem is related to a directory called "default" which does exists on the customers system and causes the mkisofs to abort.  
The open() is called without full pathname so it is unclear whether this is /default or /export/home/cah/default

From the failing truss of the custoemr:

```
[....]
1722/1: 174.6601 openat(0xFFD19553, 0x080A4498, 0, 0666) = 5
1722/1: 0xFFD19553: AT_FDCWD
1722/1: 0x080A4498: "default"
[...]
```

From the reference truss of the lab system:

```
[....]
2052/1: 220.8747 openat(0xFFD19553, 0x08044E70, 0, 0666) Err#2 ENOENT
2052/1: 0xFFD19553: AT_FDCWD
2052/1: 0x08044E70: "/usr/lib/siconv/default"
2052/1: 220.8750 openat(0xFFD19553, 0x080A4490, 0, 0666) Err#2 ENOENT
2052/1: 0xFFD19553: AT_FDCWD
2052/1: 0x080A4490: "cp10000"
2052/1: 220.8750 openat(0xFFD19553, 0x08044E70, 0, 0666) Err#2 ENOENT
2052/1: 0xFFD19553: AT_FDCWD
2052/1: 0x08044E70: "/usr/lib/siconv/cp10000"
2052/1: 220.9005 faccessat(0xFFD19553, 0x08100E78, 4, 0) Err#2 ENOENT
2052/1: 0xFFD19553: AT_FDCWD
2052/1: 0x08100E78: "/usr/lib/iconv/geniconvtbl/binarytables/cp10000%UCS-2BE.bt"
2052/1: 220.9166 faccessat(0xFFD19553, 0x08100E78, 4, 0) Err#2 ENOENT
2052/1: 0xFFD19553: AT_FDCWD
2052/1: 0x08100E78: "/usr/lib/iconv/cp10000%UCS-2BE.so"
2052/1: 220.9169 openat(0xFFD19553, 0xFE579E8, 0, 01001052760) = 5
2052/1: 0xFFD19553: AT_FDCWD
2052/1: 0xFE579E8: "/usr/lib/iconv/alias"
2052/1: 220.9172 fstatat64(5, 0, 0x08045570, 0) = 0
[...]
```

So we need to know why the open for "default" worked on the customers system. Note that /usr/lib/siconv/default is not available in any package and that the open was done without this full pathname (on the customers system).

**Notes****Oracle Support-** Jun 22, 2012 5:02 AM (5+ months ago)

The creation of the boot archive fails due to a failing mkisofs command.

From the truss we can see:

```
[...]
1722/1: 174.6442 execve(0xFEB0A1A4, 0xFEB0A0CC, 0xFEB0A0F4, 0) argc = 8
1722/1: 0xFEB0A1A4: "/usr/bin/mkisofs"
1722/1: argv: /usr/bin/mkisofs -quiet -graft-points -dlrDjN
1722/1: -relaxed-filenames -o
1722/1: /tmp/tmpC6bMr1//platform/i86pc/amd64/archive-new-1706
1722/1: /tmp/tmpC6bMr1//platform/i86pc/amd64/archive_cache
1722/1: envp: _=*1706*/usr/bin/mkisofs AVAHI_COMPAT_NOWARN=1
1722/1: EDITOR=/bin/vi HISTFILE=/root/.sh_history HISTSIZE=1024
1722/1: HOME=/ IFS=
LANG=C LC_ALL= LC_COLLATE= LC_CTYPE=
1722/1: LC_MESSAGES= LC_MONETARY= LC_NUMERIC= LC_TIME= LOGNAME=root
1722/1: MAIL=/var/mail/root
1722/1: PATH=/usr/bin:/bin:/etc:/usr/bin:/usr/openwin/bin:/opt/bin:/usr/sfw/bin:/sbin:/usr/sbin:/export/home/www/bin:/usr/local/bin:/usr/local/ssh/bin:/export/home/cah/bin/script:/usr/ccs/bin:/usr/local/ssl/bin:/opt/sfw/bin:/opt/sfw/sbin:/etc:/usr/bin:/usr/openwin/bin:/opt/bin:/usr/sfw/bin:/sbin:/usr/sbin:/export/home/www/bin:/usr/local/bin:/usr/local/ssh/bin:/root/bin/script:/usr/ccs/bin:/usr/local/ssl/bin:/opt/sfw/bin:/opt/sfw/sbin
1722/1: PS1=cahtoh02:${PWD}% PWD=/ SHELL=/bin/ksh SHLVL=2
1722/1: SUDO_COMMAND=/usr/bin/ksh -o vi SUDO_GID=4 SUDO_UID=1001
1722/1: SUDO_USER=cah TERM=vt100 TZ=localtime USER=root USERNAME=root
1722/1: A__z="*SHLVL
[...]
1722/1: 174.6595 write(2, 0x080452E8, 64) = 64
1722/1: Warning: creating filesystem tha
1722/1: t does not conform to ISO-9660.\n
1706/1: 174.6595 read(5, 0x080C0744, 5120) = 64
1706/1: Warning: creating filesystem tha
1706/1: t does not conform to ISO-9660.\n
1722/1: 174.6596 brk(0x080FF948) = 0
1722/1: 174.6597 brk(0x08101948) = 0
1722/1: 174.6601 openat(0xFFD19553, 0x080A4498, 0, 0666) = 5
1722/1: 0xFFD19553: AT_FDCWD
1722/1: 0x080A4498: "default"
1722/1: 174.6601 fstatat64(5, 0, 0x08044ED0, 0) = 0
1722/1: d=0x03D0D0002 i=405610 m=0040555 l=2 u=0 g=2 sz=3
1722/1: at = May 21 18:35:31 EDT 2012 [ 1337639731.501296776 ]
1722/1: mt = May 7 12:14:16 EDT 2012 [ 1336407256.309535286 ]
1722/1: ct = May 7 12:14:16 EDT 2012 [ 1336407256.316169370 ]
```

```

1722/1:      bsz=512  blks=3   fs=zfs
1722/1: 174.6602      fstatat64(5, 0, 0x08044DE0, 0)      = 0
1722/1:      d=0x030D0002 i=405610 m=0040555 l=2 u=0   g=2   sz=3
1722/1:      at = May 21 18:35:31 EDT 2012 [ 1337639731.501296776 ]
1722/1:      mt = May  7 12:14:16 EDT 2012 [ 1336407256.309535286 ]
1722/1:      ct = May  7 12:14:16 EDT 2012 [ 1336407256.316169370 ]
1722/1:      bsz=512  blks=3   fs=zfs
1722/1: 174.6603      ioctl(5, 0x00005401, 0x08044E80)      Err#25 ENOTTY
1722/1: 174.6603      read(5, 0x080FFF64, 512)              Err#21 EISDIR
1722/1: 174.6604      schedctl()                            = 0xFEDD1000
1722/1: 174.6604      llseek(5, 0, 1)                       = 0
1722/1: 174.6604      close(5)                              = 0
1722/1: 174.6605      write(2, 0x08045308, 47)              = 47
1722/1:      Unknown charset 'default'.\n Known
1722/1:      charsets are:\n
1706/1: 174.6605      read(5, 0x080C0744, 5120)           = 47
1706/1:      Unknown charset 'default'.\n Known
1706/1:      charsets are:\n
1722/1: 174.6605      openat(0xFFD19553, 0x08044FF0, 0140020004, 0) Err#2 ENOENT
1722/1:      0xFFD19553: AT_FDCWD
1722/1:      0x08044FF0: "/usr/lib/siconv/"
1722/1: 174.6607      write(2, 0x08045268, 68)              = 68
1722/1:      /usr/bin/mkisofs: Installation p
1722/1:      roblem: '/usr/lib/siconv/' missi
1722/1:      ng.\n
1706/1: 174.6607      read(5, 0x080C0744, 5120)           = 68
1706/1:      /usr/bin/mkisofs: Installation p
1706/1:      roblem: '/usr/lib/siconv/' missi
1706/1:      ng.\n
1722/1: 174.6608      _exit(-1)
1706/1: 174.6609      read(5, 0x080C0744, 5120)           = 0
1706/1: 174.6610      llseek(5, 0, 1)                       Err#29 ESPIPE
1706/1: 174.6611      close(5)                              = 0
1706/1: 174.6612      waitid(0, 1722, 0x08045830, 03)      = 0
1706/1:      signo: SIGCLD CLD_EXITED pid=1722 status=0xFFFFFFFF
[...]
```

```

1706/1: 174.6616      schedctl()                            = 0xFEDC4000
1706/1: 174.6617      write(2, 0x08072D50, 40)              Err#9 EBADF
1706/1:      boot-archive creation FAILED, co
1706/1:      mmand: '
1706/1: 174.6617      write(2, 0x0808CEA0, 63)              Err#9 EBADF
1706/1:      Warning: creating filesystem tha
1706/1:      t does not conform to ISO-9660.
1706/1: 174.6618      write(2, 0x0808CFA8, 26)              Err#9 EBADF
1706/1:      Unknown charset 'default'.
1706/1: 174.6618      write(2, 0x0808A310, 19)              Err#9 EBADF
1706/1:      Known charsets are:
1706/1: 174.6619      write(2, 0x0808D998, 67)              Err#9 EBADF
1706/1:      /usr/bin/mkisofs: Installation p
1706/1:      roblem: '/usr/lib/siconv/' missi
1706/1:      ng.
1706/1: 174.6620      unlinkat(0xFFD19553, 0x080469D0, 0)      Err#2 ENOENT
1706/1:      0xFFD19553: AT_FDCWD
1706/1:      0x080469D0: "/tmp/tmpC6bMr1//platform/i86pc/amd64/archive-new-1706"
1706/1: 174.6630      fcntl(4, 34, 0x08047AC0)              = 0
1706/1:      typ=F_UNLCK whence=SEEK_SET start=0 len=0 sys=134511368 pid=134570274
1706/1: 174.6630      close(4)                              = 0
1706/1: 174.6631      write(1, 0x080BE734, 59)              Err#9 EBADF
1706/1:      updating /tmp/tmpC6bMr1//platfor
1706/1:      m/i86pc/amd64/boot_archive\n
[...]
```

```

1667/1: 174.6658      write(2, 0x0A4C9634, 88)              = 88
1667/1:      pkg: '/sbin/bootadm update-archi
1667/1:      ve -R /tmp/tmpC6bMr1' failed.\nw
1667/1:      ith a return code of 1.\n
[...]
```

From the error message above we may conclude that /usr/lib/siconv/ is missing on this system but this cannot be the real problem as this directory does not exists on my lab system either (where the bootadm/mkisofs command works without problems).

So this reference to /usr/lib/siconv/ is misleading and we need to continue to check why the mkisofs is failing here (but working in the lab).

I will create a reference truss from the working pkg install to compare against this failing truss. This will take some time...

## Notes

Oracle Support- Jun 22, 2012 2:24 AM (5+ months ago)

Checking truss file for this reported error:

-----  
%pkg install -g ./idr232.2.p5p idr232  
Packages to install: 1  
Packages to update: 1  
Create boot environment: Yes  
Create backup boot environment: No

DOWNLOAD PKGS FILES XFER (MB)  
Completed 2/2 8/8 0.8/0.8\$<3>

PHASE ACTIONS  
Removal Phase 1/1  
Install Phase 7/7  
Update Phase 4/4

PHASE ITEMS  
Package State Update Phase 3/3  
Package Cache Update Phase 1/1  
Image State Update Phase 2/2

PHASE ITEMS  
Reading Existing Index 8/8  
Indexing Packages 2/2  
pkg: '/sbin/bootadm update-archive -R /tmp/tmpsImdFP' failed.  
with a return code of 1.

---

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jun 21, 2012 12:05 PM (5+ months ago)

Upload to gtr successful for the file truss.out.gz.

---

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jun 21, 2012 12:04 PM (5+ months ago)

After rebooting from the new BE (with IDR232), it works now!!

---

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jun 21, 2012 11:45 AM (5+ months ago)

The truss.out is about 2 GB.  
Can I upload here?  
Or, do I need to upload to an FTP server?

-rw-r--r-- 1 root root 2028612961 Jun 21 14:32 truss.out

Let me try to compress it first to see how much I can shrink.

It has shrunk to around 240 MB, still big.

-rw-r--r-- 1 root root 245984814 Jun 21 14:32 truss.out.gz

---

**Notes****Oracle Support**- Jun 21, 2012 11:14 AM (5+ months ago)

Who: customer Chang-An Hsiao  
What: roll back to the original (unpatched) environment and collect truss data from the failing pkg install command  
When: by June, 28th

---

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jun 21, 2012 11:12 AM (5+ months ago)

I was able to boot from the new BE but it did not help.

I will generate the truss output for you shortly.  
We an reconvene tomorrow.

Enjoy your evening!

CHang-An

---

**ODM Action Plan****Oracle Support**- Jun 21, 2012 10:51 AM (5+ months ago)

Who: customer Chang-An Hsiao  
What: boot from the new environment solaris-1. If this fails (and only then) boot again from the original boot environment and collect truss data as per previous note  
When: by June, 29th

---

**Notes****Oracle Support**- Jun 21, 2012 10:50 AM (5+ months ago)

So does the boot from the environment fail? If not then there is no need to rollback here.  
The rollback as well as the truss data collection is ONLY to be used if the boot from the new environment fails.

Please note that this is the end of my shift here and any further updates will continue tomorrow starting at 09:00 UTC.

Bye,  
Wolfgang Ley.

---

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jun 21, 2012 10:45 AM (5+ months ago)

OK, I will try to rol back and try from there.

Thanks!

---

**ODM Action Plan****Oracle Support-** Jun 21, 2012 10:30 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: boot from the new environment solaris-1. If this fails (and only then) boot again from the original boot environment and collect truss data as per previous note

When: by June, 29th

---

**Notes****Oracle Support-** Jun 21, 2012 10:29 AM (5+ months ago)

Installing the same pkg multiple times is NOT recommended. There is no additional logfile available here.

As per previous update: please try to boot from your new created boot environments (if you have created multiple due to the various tests then you may want to roll back to the very first and retry).

To see the list of created boot environments use "beadm list"

Use the beadm to activate the original solaris boot environment, reboot the system to boot from the original (unpatches environment), delete the other boot environemnts and then retry the IDR installation ONCE (not multiple times).

Then try a boot from the new created boot environment. If this fails then boot back from the original enbvironment and collect the truss data as explained in my previous note. Please do NOT try to install the same IDR multiple times! Thanks.

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** Jun 21, 2012 10:25 AM (5+ months ago)

I tried to install the package again and check the /tmp to see what's there during the installation.

I could see the tmpQRXs6W in /tmp but it still reported failed after the process.

pkg: '/sbin/bootadm update-archive -R /tmp/tmpQRXs6W' failed.  
with a return code of 1.

A clone of solaris exists and has been updated and activated.

On the next boot the Boot Environment solaris-3 will be

mounted on '/'. Reboot when ready to switch to this updated BE.

Is there a log file for me to refer to this error message?

I couldn't find the information about this idr though.

%pkg info idr232

pkg: info: no packages matching the following patterns you specified are installed on the system. Try specifying -r to query remotely:

idr232

Where do I find the solaris-1/2/3?

---

**Notes****Oracle Support-** Jun 21, 2012 10:23 AM (5+ months ago)

You can try to boot from the solaris-1 boot environment. If this works then everything is ok.

If this fails then you will need to boot from your original boot environment and we would need to check why your pkg command fiails here. In that case (after booting from the original boot environment and only if the boot of solaris-1 fails) please runn the following command to get the truss data of the failing pkg install command:

```
# truss -aefdl -rall -wall -vall -xall -o /var/tmp/truss.out pkg install -f ./idr232.2.p5p idr232
```

If this fails again then please run bzip2 on the created outputfile /var/tmp/truss.out and sent that dilfe for analysis to me. Thanks.

Bye,  
Wolfgang Ley.

---

**Notes****Oracle Support-** Jun 21, 2012 10:18 AM (5+ months ago)

The directory is created during the pkg install and will be removed afterwards. So it is clear that you cannot see it right now anymore.

The temporary directory is used to hold the new boot archive which maybe several MB large and the required minimum is therefore to ahve 1GB RAM - but this should not be your problem either.

Without a truss from the failure there is really nothing I can do here. As said: the IDR installs cleanly here so this is not a general issue with the IDR but rather a system specific issue with your setup/system.

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** Jun 21, 2012 10:11 AM (5+ months ago)

I was a root user and root owns / while /tmp is wide open for all users.

As you know too, I am not using non-global zone. I am not sure why it is showing the error message. I couldn't find "/tmp/tmpsImdFP". Could that be the reason if failed because it couldn't find it too?

---

**ODM Action Plan****Oracle Support-** Jun 21, 2012 9:46 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: verify that the provided IDR232.2 allows tuning via /etc/system and setting of ip:tcp\_init\_wnd\_chk (as a workaround until the patches from the firewall vendor are available)

When: by June, 29th

---

**Notes****Oracle Support-** Jun 21, 2012 9:44 AM (5+ months ago)

Hi,

an return code of 1 indicates a broken permission (or a missing privilege during pkg install). I have verified that the IDR installation works without this error message here in the lab so I do not know if/which permission (maybe / or /tmp is/was broken here.

Are you using non-global zones? This was not the case when I got the last explorer from you. If you are using zones then please see the document 1452392.1 on how to install the IDR (as the pkg install may indeed fail here).

A broken boot archive may likely cause the system to be not bootable. In this case you can still go back to the original boot environment (not the new created solaris-1) and retry the idr installation.

Bye,  
Wolfgang Ley.

---

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jun 21, 2012 9:39 AM (5+ months ago)

I got one failed message:

```
%pkg install -g ./idr232.2.p5p idr232
Packages to install: 1
Packages to update: 1
Create boot environment: Yes
Create backup boot environment: No
```

DOWNLOAD PKGS FILES XFER (MB)  
Completed 2/2 8/8 0.8/0.8\$<3>

PHASE ACTIONS  
Removal Phase 1/1  
Install Phase 7/7  
Update Phase 4/4

PHASE ITEMS  
Package State Update Phase 3/3  
Package Cache Update Phase 1/1  
Image State Update Phase 2/2

PHASE ITEMS  
Reading Existing Index 8/8  
Indexing Packages 2/2  
pkg: '/sbin/bootadm update-archive -R /tmp/tmpsImdFP' failed.  
with a return code of 1.

A clone of solaris exists and has been updated and activated.  
On the next boot the Boot Environment solaris-1 will be  
mounted on '/'. Reboot when ready to switch to this updated BE.

Should I go ahead and reboot it after having the following line in /etc/system?

```
set ip:tcp_init_wnd_chk = 512
```

---

**Update from Customer****CHANG\_AN@YAHOO.COM**- Jun 21, 2012 9:33 AM (5+ months ago)

Thanks very much!

I am in the process of installing the IDR and will reboot it to see how it works.

I will keep you posted shortly.

Chang-An

---

**ODM Action Plan****Oracle Support**- Jun 21, 2012 8:28 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: verify that the provided IDR232.2 allows tuning via /etc/system and setting of ip:tcp\_init\_wnd\_chk (as a workaround until the patches from the firewall vendor are available)

When: by June, 29th

---

**Notes****Oracle Support**- Jun 21, 2012 8:26 AM (5+ months ago)

Hi,

a new version of the IDR (Interim Diagnostic/Relief) 232 has been uploaded to this service request.  
Please check the attachment section of this service request where you should be able to find a file called idr232.2.p5p  
download the file idr232.2.p5p and install it by using the command "pkg install -g ./idr232.2.p5p idr232". See document 1452392.1 for more information about Solaris 11 IDRs and how to apply or remove them.

A reboot is required after the IDR installation to activate the fix.  
Once the fix is active you should be able to tune the lowest allowed initial window size to be even lower than an ethernet packet.  
This can be done by using /etc/system and adding a line such as

```
set ip:tcp_init_wnd_chk = 512
```

(or use an even lower value such as 100).

Please note that after any change in /etc/system another reboot is required to activate the new setting.

Please let me know if this IDR works for you and allows you to tune the window size checks until you get the final fix from your firewall vendor. Thanks.

Best regards,  
Wolfgang Ley.

**Notes**

Upload to gtr successful for the file idr232.2.p5p.

**Oracle Support-** Jun 21, 2012 8:11 AM (5+ months ago)

**Notes**

idr232.1.p5p successfully removed by support

**Oracle Support-** Jun 21, 2012 8:06 AM (5+ months ago)

**Notes**

A new IDR 232.2 was created and this should work now. I will delete the current IDR 232.1 from this SR and get the newer IDR version later today

**Oracle Support-** Jun 21, 2012 8:03 AM (5+ months ago)

**Notes**

Update: Please do NOT use the provided IDR. The development group came back to me (as I had some concerns when testing the IDR in my lab) and they found a build issue with this IDR.

They will rebuild an IDR and I will provide an update as soon as I do have news here.

**Oracle Support-** Jun 21, 2012 7:15 AM (5+ months ago)

**ODM Action Plan**

Who: Solaris sustaining / development

What: provide binary fix for Solaris 11 tunable tcp\_init\_wnd\_chk (bug escalation 7071362) --- Customer to check provided IDR on his own risk but in my lab we have indications that this IDR will not help yet

When: by June, 27th

**Oracle Support-** Jun 21, 2012 6:56 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: contact vendor of the used firewall/NAT to get a fix for bogus window size advertised from there (point them to CVE-2008-4609)

When: by June, 27th

**Notes**

I have received an IDR (Interim Diagnostic/Relief) which is now attached to this customer.

The support document 1452392.1 explains how to install and remove the IDR the IDR.

**Oracle Support-** Jun 21, 2012 6:01 AM (5+ months ago)

However: A quick check in my lab here showed that the disassembling of the affected function did not change. So I am not sure whether the tunable tcp\_init\_wnd\_chk (in /etc/system) does now really work (after applying the IDR).

I do not have the test environment (your special firewall with the broken window sizes) so I cannot check the IDR to see whether the unable is working now.

I have asked our engineering for clarification regarding my concerns but if you want to test the IDR by yourself then please feel free to download and install the idr232.1.p5p (see attachment section of this SR)

Best regards,  
Wolfgang Ley

**Notes**

Upload to gtr successful for the file idr232.1.p5p.

**Oracle Support-** Jun 21, 2012 5:21 AM (5+ months ago)

**ODM Action Plan**

Who: Solaris sustaining / development

What: provide binary fix for Solaris 11 tunable tcp\_init\_wnd\_chk (bug escalation 7071362)

When: by June, 27th

**Oracle Support-** Jun 13, 2012 1:57 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: contact vendor of the used firewall/NAT to get a fix for bogus window size advertised from there (point them to CVE-2008-4609)

When: by June, 27th

**Update from Customer**

Thanks for the update!!

**CHANG\_AN@YAHOO.COM-** Jun 12, 2012 9:04 AM (5+ months ago)

I have been checking with Actiontec every week. The latest update I got was they are looking into the case. No further information is available yet.

Thanks!!

**ODM Action Plan**

Who: Solaris sustaining / development

What: provide binary fix for Solaris 11 tunable tcp\_init\_wnd\_chk (bug escalation 7071362)

When: by June, 27th

**Oracle Support-** Jun 12, 2012 6:26 AM (5+ months ago)

Who: customer Chang-An Hsiao

What: contact vendor of the used firewall/NAT to get a fix for bogus window size advertised from there (point them to CVE-2008-4609)

When: by June, 27th

**Notes**

I haven't received any fix (well - actually workaround) from our engineering yet. I have pinged them for the status and will provide an update as soon as I do have more news.

Have you heard anything back from the firewall/nat vendor regarding the final fix?

**Oracle Support-** Jun 12, 2012 6:24 AM (5+ months ago)

**ODM Action Plan**

Who: Solaris sustaining / development

What: provide binary fix for Solaris 11 tunable tcp\_init\_wnd\_chk (bug escalation 7071362)

When: by June, 12th

**Oracle Support-** May 29, 2012 9:16 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: contact vendor of the used firewall/NAT to get a fix for bogus window size advertised from there (point them to CVE-2008-4609)

When: by June, 12th

**Notes****Oracle Support-** May 29, 2012 9:16 AM (6+ months ago)

Hi,

thanks for the update. I will let you know if I have news from our engineering regarding the option to disable the security protection (as a workaround).

Bye,  
Wolfgang Ley.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 29, 2012 9:13 AM (6+ months ago)

Hi, Wolfgang:

Thanks for the information. I know it may take some time for the engineering to come up with a fix.

I have checked with the vendor on a regular basis. They are back logged and just started to review my service request. I don't have any further information from the vendor. I will ping them again today to see if they really picked up the ticket. I also mentioned you may be able to join the conference if they need the input from you and they are aware of the potential help.

Thanks!

Chang-An

**ODM Action Plan****Oracle Support-** May 29, 2012 7:18 AM (6+ months ago)

Who: Solaris sustaining / development

What: provide binary fix for Solaris 11 tunable tcp\_init\_wnd\_chk (bug escalation 7071362)

When: by June, 12th

Who: customer Chang-An Hsiao

What: contact vendor of the used firewall/NAT to get a fix for bogus window size advertised from there (point them to CVE-2008-4609)

When: by June, 12th

**Notes****Oracle Support-** May 29, 2012 7:17 AM (6+ months ago)

Hi,

the IDR (interim Diagnostic/Relief) fix to allow you to turn off the Solaris security protection against bogus MSS advertisements (which are causing the connection drops here) are not yet available.

I have pinged our development regarding the status and will provide an update as soon as I do have news from there.

Have you received an update/solution from the firewall vendor yo actually fix the root cause there? Disabling the Solaris security protections (once the IDR is available) is only a workaround and would open your system to certain denial of service attacks.

Best regards,  
Wolfgang Ley

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 14, 2012 9:42 AM (6+ months ago)

Thanks!!

**ODM Action Plan****Oracle Support-** May 13, 2012 5:22 AM (6+ months ago)

Who: Solaris sustaining / development

What: provide binary fix for Solaris 11 tunable tcp\_init\_wnd\_chk (bug escalation 7071362)

When: by May, 31st

Who: customer Chang-An Hsiao

What: contact vendor of the used firewall/NAT to get a fix for bogus window size advertised from there (point them to CVE-2008-4609)

When: by May, 31st

**Notes****Oracle Support-** May 13, 2012 5:20 AM (6+ months ago)

Hi,

I have forwarded the request to our development and will let you know whether they will provide a binary fix for the unpatched kernel (which you are using right now) or whether some upgrade is required first.

I will provide an update as soon as I do have news from our development but this may take some time. Please continue to work with the firewall vendor for the final fix here. (while we continue to work here to provide a workaround to allow you to disable the security protections in Solaris).

Best regards,  
Wolfgang Ley.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 12, 2012 10:55 PM (6+ months ago)

I see.

I can try the interim solution (binary fix).

Please let me know if I need to upgrade to certain kernel level before I can apply this binary fix.

Indeed, this will be applied on cahtoh02, the host I created the explorer on.

Thanks!

**ODM Action Plan****Oracle Support-** May 12, 2012 7:15 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: provide feedback on whether a binary fix for host cahtoh02 is requested. Continue to work with the firewall vendor to get the final fix from there.

When: by May, 25th

#### Notes

Oracle Support- May 12, 2012 7:14 AM (6+ months ago)

Hi,

the real problem is with the firewall and the broken window size advertisement from there but we still have one issue with Solaris 11 where the tunable tcp\_init\_wnd\_chk (to disable the security protection against the window size attacks) is not working.

We are in the progress of fixing this tunable. Do you want to test a binary fix for this (until the patch will become available)?

If you are interested in such a fix: The provided explorer from host cahtoh02 shows that you are not using any Solaris 11 patches yet. An interim solution (binary fix) will have to match a particular kernel build so we need confirmation that a requested fix should really be for the currently unpatched host cahtoh02.

Can you please let me know whether you want to test a fix (to reenable the tunable which allows you to turn off the security protections against the window size attacks) and whether this is requested for the unpatched host cahtoh02? Thanks.

Best regards,  
Wolfgang Ley.

#### ODM Action Plan

Oracle Support- May 9, 2012 11:32 AM (6+ months ago)

who: service request owner Wolfgang Ley

What: provide an update as soon as we do have news from engaged engineering on a correction of the non-working tunable

When: by May, 26th

#### ODM Action Plan

Oracle Support- May 9, 2012 9:43 AM (6+ months ago)

who: service request owner Wolfgang Ley

What: provide an update as soon as we do have news from engaged engineering on a correction of the non-working tunable

When: by May, 26th

#### Notes

Oracle Support- May 9, 2012 9:41 AM (6+ months ago)

Hi,

well - the root cause as been found as the brogus incoming window size and not on the Solaris 11 host.

The bug identified on the Solaris 11 x86 host is the fact that th tunable to disable the security protection does not work here (bug creates is 7167477). This is not the bug causing your issue but a problem that we cannot workaround the issue.

I will check whether we can get a fix to provide the workaround variable on the Solaris 11 host but this is not a fix for your real problem (the bogus window size).

Other hosts with similar protections may/will suffer similar issues when acting as a server here.

regarding your positive feedback to my supervisor/manager: You may get an invitation to provide feedback after the service request has been closed. The case closure information will also include a contact email address to opt-in for such a feedback if you are not automatically selected. Within this service request feedback you will find a question on whether you want to nominate me for an excellence service award.. The feedback there will be directly passed no to my manager.

However: the case closure may still take some time as I will first try to see whether we can provide the tunable here (I will let you know if I have news here). I will also be available for questions from Actiontec (if needed).

I have engaged our engineering regarding the non-working tunable and will provide an update as soon as I have news from there (which however may take some time).

Best regards,  
Wolfgang Ley.

#### Update from Customer

CHANG\_AN@YAHOO.COM- May 9, 2012 9:14 AM (6+ months ago)

Hi, Wolfgang:

Thanks for helping find the cause and a bug in Solaris 11 x86.

I have forwarded your findings and suggestion to the vendor.

I know it takes time to fix bugs (either from Oracle/SUN or Actiontec) but I trust SUN more.

I guess I will have to wait and see what outcome comes from Actiontec.

Your efforts are highly appreciated!

Are there ways I can tell your supervisors about your hard work ? I want to give you the credits you deserve to receive.

Let me know!

Chang-An

#### ODM Action Plan

Oracle Support- May 9, 2012 5:24 AM (6+ months ago)

Who: custoOmer Chang-An Hsiao

What: contact the vendor of the used firewall/NAT system to get a fix for the broken window size advertisement

When: by May, 17th

#### Notes

Oracle Support- May 9, 2012 5:23 AM (6+ months ago)

Hi Chang-An,

I am afraid that the tunable on Solaris 11 x86 does not work (due to a compiler optimization). A bug has been filed to document this but right now we do not have tunable to turn off the TCP/IP security protection on Solaris (against CVE-2008-4609).

The only solution to this would be to contact the firewall/NAT vendor and ask them to correct the issue and advertise initial window sizes which are at least the MSS (MTU - TCP/IP header size). The TCP/IP standard recommends to advertise at least 4\*MSS and usually a much higher value is used to get sufficient performance.

Best regards,  
Wolfgang ley.

**ODM Solution/Action Plan**

Contact the vendor to get a fix for the broken window size advertisements which are discarded by clients with the protection against the security vulnerability CVE-2008-4609 (see <http://cve.mitre.org/cgi-bin/cvename.cgi?name=CVE-2008-4609> for more details)

**Oracle Support-** May 9, 2012 5:21 AM (6+ months ago)**ODM Proposed Solution Justif**

Solaris side cannot be tuned (new bug has been created to document that tcp\_init\_wnd\_chk tunable does not work on Solaris 11 x86)

**Oracle Support-** May 9, 2012 5:19 AM (6+ months ago)**ODM Proposed Solution(s)**

Contact the firewall vendor for a fix on the broken window size

**Oracle Support-** May 9, 2012 5:18 AM (6+ months ago)**ODM Cause Justification**

The provided tcpdump data proves that the client is advertising a larger window size and is setting the window scale to 7 (multiply by 128). The firewall is using this window scale option and then advertises a window size of 11. So the initial window size seen by the Solaris host is  $11 * 128 = 1408$  which is less than the required minimum of 1460 (maximum segment size) and the packet will therefore be dropped. The kernel stattcp:0:tcpstat:tcp\_zwin\_ack\_syn confirms that this check causes the connection abort.

**Oracle Support-** May 9, 2012 5:17 AM (6+ months ago)**ODM Cause Determination**

The issue is caused by a bogus incoming final ACK on the 3-way handshake when setting up a TCP connection. The sender (firewall/NAT in this case) is advertising an initial window size which is smaller than the segment size. The issue is triggered by a remote client using window scale option (usually Linux client). The used firewall is using a fixed window size (1460 which is the local MTU - TCP header) and when trying to use window scaling together with this fixed window size this fails. The firewall limit is divided by the scale factor and the rounding error will then cause a final /real window size which is smaller than the MSS.

**Oracle Support-** May 9, 2012 5:15 AM (6+ months ago)**Notes**

I have created a new bug to document that the tunable tcp\_init\_wnd\_chk does not work on Solaris 11 x86 (due to a compiler optimization issue). The reference is 7167477 but I do not know if/when this bug will be visible in the mY Oracle Support portal. So right now the security protection from Solaris against bogus window sizes (see security vulnerability CVE-2008-4609) is not tunable and the only place where this can be fixed is the firewall/NAT appliance which is advertising the bogus window sizes.

**Oracle Support-** May 9, 2012 5:12 AM (6+ months ago)

Best regards,  
Wolfgang Ley.

**ODM Action Plan**

Who: service request owner Wolfgang Ley

What: file a new bug to document that the tunable tcp\_init\_wnd\_chk does not work on Solaris 11 x86 (due to compiler optimization).

Wehn: by May, 15th

**Oracle Support-** May 9, 2012 4:40 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: contact vendor of the used firewall/NAT to get a fix for bogus window size advertised from there (point them to CVE-2008-4609)

When: by May, 17th

**Notes**

Due to compiler optimization the tunable does not work on Solaris 11 x86. I will file a bug for this but right now it looks like we cannot change much on the behaviour of the incoming packet handling with broken window sizes.

**Oracle Support-** May 9, 2012 4:38 AM (6+ months ago)**Notes**

From the source code we can see:

**Oracle Support-** May 9, 2012 4:37 AM (6+ months ago)

```
[...]
static uint32_t tcp_init_wnd_chk = 4096;
[...]
pinit_wnd = ntohs(tcpha->tha_win) << tcp->tcp_snd_ws;
if (pinit_wnd < tcp->tcp_mss &&
    pinit_wnd < tcp_init_wnd_chk) {
    freemsg(mp);
    TCP_STAT(tcps, tcp_zwin_ack_syn);
    tcp->tcp_second_ctimer_threshold =
    tcp_early_abort * SECONDS;
    return;
}
[...]
```

But checking the disassembler code of tcp\_input\_data() we can see the following generated code:

```
[...]
tcp_input_data+0x3c8: movw 0xe(%rbx),%ax
tcp_input_data+0x3cc: bswap %eax
tcp_input_data+0x3ce: shr $0x10,%eax
tcp_input_data+0x3d1: movl 0x30(%r15),%ecx
tcp_input_data+0x3d5: shl %cl,%eax
tcp_input_data+0x3d7: cmpl 0x5c(%r15),%eax
tcp_input_data+0x3db: jae +0x59 <tcp_input_data+0x436>
tcp_input_data+0x3dd: cmpl $0x1000,%eax
tcp_input_data+0x3e2: jb +0xb <tcp_input_data+0x3ef>
tcp_input_data+0x3e4: movl 0xfffffffffed8(%rbp),%edx
tcp_input_data+0x3ea: jmp +0x6fb <tcp_input_data+0xaea>
tcp_input_data+0x3ef: movq %r12,%rdi
```

```
tcp_input_data+0x3f2: call +0x3e92b71 <freemsg>
tcp_input_data+0x3f7: movq %gs:0x10,%rax
tcp_input_data+0x400: movslq 0x4(%rax),%rax
tcp_input_data+0x404: movq 0xffffffffffe88(%rbp),%rcx
tcp_input_data+0x40b: movq 0x1b8(%rcx),%rcx
tcp_input_data+0x412: movq (%rcx,%rax,8),%rax
tcp_input_data+0x416: incq 0x1f8(%rax)
tcp_input_data+0x41d: movl -0x37c347db(%rip),%eax <tcp_early_abort
[...]
```

The problem is the fixed comparison here:

```
tcp_input_data+0x3dd: cmpl $0x1000,%eax
```

Note that this uses the fixed value 0x1000 instead of the variable tcp\_init\_wnd\_chk

This is a problem of the C-Compiler optimization which has detected that the variable tcp\_init\_wnd\_chk is declared as 4096 and only used once for the comparison while no other code changes or uses this values. As a result the compiler is using directly the values 4096 (0x1000) instead of the variable --- which breaks the option to change this value here :-(

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 11:24 AM (6+ months ago)

Thanks a lot!

I don't need immediate response, for I enjoy working with you and I don't want to take the risk of getting next engineer who may not be as good as you are. :)

Enjoy your evening.

We can reconvene tomorrow.

Thanks!

---

**ODM Action Plan****Oracle Support-** May 8, 2012 11:21 AM (6+ months ago)

Who: service request owner Wolfgang Ley

What: continue code inspection to see why the proposed workaround did not helped here

When: by May 17th,

Who: customer Chang-An Hsiao

What: contact vendor of the used firewall/NAT to get a fix for bogus window size advertised from there (point them to CVE-2008-4609)

When: by May, 17th

---

**Notes****Oracle Support-** May 8, 2012 11:20 AM (6+ months ago)

Strange that even 1 will nto help . Will check the new dumps tomorrow (as I am already offline for quite some time). Please note my usual working hours of 09:00 - 17:00 UTC \*GMT).

If you need help outside these working hours then please contact the support line and ask for the next available engineer (which then however would also cause myself to no longer be involved here).

Best regards,

Wolfgang ley

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 11:18 AM (6+ months ago)

After tcpdump again, it increased to 3:

```
%kstat -p tcp:0:tcpstat:tcp_zwin_ack_syn
```

```
tcp:0:tcpstat:tcp_zwin_ack_syn 3
```

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 11:16 AM (6+ months ago)

Upload to gtr successful for the file tcpdump\_server.2012050802.

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 11:15 AM (6+ months ago)

Upload to gtr successful for the file tcpdump\_client.2012050802.

---

**ODM Action Plan****Oracle Support-** May 8, 2012 11:12 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: set the value of tcp\_init\_wnd\_chk (in /etc/system) to 1 to disable the security check/protection against bogus window size advertisements. Provide feedback whether this workaround helps here.

When: by May, 15th

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 11:12 AM (6+ months ago)

After changing kstat -p tcp:0:tcpstat:tcp\_zwin\_ack\_syn to 1, it still failed.....

```
%kstat -p tcp:0:tcpstat:tcp_zwin_ack_syn
```

```
tcp:0:tcpstat:tcp_zwin_ack_syn 2
```

```
%mdb -k
```

Loading modules: [ unix genunix specfs dtrace mac cpu.generic uppc pcplusmp scsi\_vhci zfs ip hook neti arp usba kssl sd fctl s1394 sockfs lofs random idm crypto nfs sPPP sata cpc fcip logindmux ptm ufs ipc ]

```
> tcp_init_wnd_chk/D
```

```
tcp_init_wnd_chk:
```

```
tcp_init_wnd_chk: 1
```

Do you need 2 more tcpdump files?

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 11:04 AM (6+ months ago)

Ah....You are in Germany! Got you.

Let me try to reset the value of tcp\_init\_wnd\_chk to 1 and see how it takes it.

I will just send Actiontec the tcpdump files and ask them to load into wireshark.

Will update you shortly.

---

**ODM Action Plan****Oracle Support-** May 8, 2012 10:52 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: set the value of tcp\_init\_wnd\_chk (in /etc/system) to 1 to disable the security check/protection against bogus window size advertisements. Provide feedback whether this workaround helps here.

When: by May, 15th

---

**Notes****Oracle Support-** May 8, 2012 10:50 AM (6+ months ago)

Hi,

you can simply send him the tcpdumps that you have send me. These can be loaded into wireshark without problems (which is what I did here).

I can talk to Actiontec if required (if they do not get or see the window scale and window size problem here). Please note that my usual working hours are 09:00 - 17:00 UTC (GMT+0) as I am located in Germany, Europe.

I now already found the bug in the code why the workaround was not working here. It looks like we have applied our sending window scale (which is 1) instead of the receiving window scale (the 128 from the client) for this check.

As a result the window size of 11 will be used for the check which indeed still fails to pass the workaround.

Can you please retry the test and set tcp\_init\_wnd\_chk to 1 in /etc/system./ This will turn off the security protection against the mentioned window size security issue but I have also checked that this tunable is only used in one particular part (the failing size chekc) and setting this value to 1 does not have any other/additional imapcts.

Best regards,  
Wolfgang Ley.

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 10:39 AM (6+ months ago)

Thank you so much! I know it will take some time and I do appreciate your taking extra miles to troubleshoot.

I have also opened a ticket with Actiontec. The assigned engineer will ask me for wireshark (formerly known ethereal) printout for analysis. Hopefully, he will provide me the instruction of what informaiton he wants to collect from me.

Then, we can compare the findings between Actiontec and Oracle/SUN.

Would you be willing to talk directly with Actiontec if that happens in the near future?

---

**ODM Action Plan****Oracle Support-** May 8, 2012 10:25 AM (6+ months ago)

Who: service request owner Wolfgang Ley

What: continue code inspection to see why the proposed workaround did not helped here

When: by May 17th,

Who: customer Chang-An Hsiao

What: contact vendor of the used firewall/NAT to get a fix for bogus window size advertised from there (point them to CVE-2008-4609)

When: by May, 15th

---

**Notes****Oracle Support-** May 8, 2012 10:23 AM (6+ months ago)

The setting should not make any difference and 128 should be ok, too. The kstat however shows that the workaround did not helped and the packet was still rejected due to the window size security checks.

The tcpdump dump data confirms this (the connection was done on the ssh standard port this time). On the server side the packet #14 shows the bogus advertised incoming window size of 11 (with scale factor 128 leads us to 1406 which is less than one segment size of 1460).

I will need to dig through the code to see why this tunable did not helped here.. This will take some time though.

Note that all we can try to do here is to find a workaround on the Solaris die. The real problem is still with the firewall/NAT vendor and the final solution needs to be provided from there. Setting an initial window size (withouth any previous data) which is less than a local segment size (ethernet MTU - tcp/ip header) is seriously broken and considered an attack as explained in the CVE-2008-4609 entry.

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 10:14 AM (6+ months ago)

%mdb -k

Loading modules: [ unix genunix specfs dtrace mac cpu.generic uppc pcpusmp scsi\_vhci zfs ip hook neti arp usba kssl sd fctl s1394 sockfs lofs random idm crypto nfs sPPP sata cpc fcip logindmux ptm ufs ipc ]

> tcp\_init\_wnd\_chk/D

tcp\_init\_wnd\_chk:

tcp\_init\_wnd\_chk: 128

---

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 10:12 AM (6+ months ago)

I have uploaded 2 tcpdump files a few seconds ago.

Before tcpdump:

%kstat -p tcp:0:tcpstat:tcp\_zwin\_ack\_syn

tcp:0:tcpstat:tcp\_zwin\_ack\_syn 1

After tcpdump:

```
%kstat -p tcp:0:tcpstat:tcp_zwin_ack_syn
tcp:0:tcpstat:tcp_zwin_ack_syn 2
```

BTW, I set the "tcp\_init\_wnd\_chk" to 128 for testing purpose and the tcpdump is done under 128, not 512. Does it make any differences?

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 10:09 AM (6+ months ago)

Upload to gtr successful for the file tcpdump\_server.2012050801.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 10:09 AM (6+ months ago)

Upload to gtr successful for the file tcpdump\_client.2012050801.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 8, 2012 10:02 AM (6+ months ago)

All right.  
I will send the 2 tcpdump files shortly.

```
%kstat -p tcp:0:tcpstat:tcp_zwin_ack_syn
tcp:0:tcpstat:tcp_zwin_ack_syn 1
```

This is before the tcpdump value.

**ODM Action Plan****Oracle Support-** May 8, 2012 2:12 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: check kstat parameter tcp:0:tcpstat:tcp\_zwin\_ack\_syn before and after the failure. Provide two new tcpdumps files from the failure to a system with the workaround applied.

When: by May, 15th

**Notes****Oracle Support-** May 8, 2012 2:11 AM (6+ months ago)

Hi,

sorry for the late response but I was not in the office on Monday (as explained in an earlier update from me).  
I am surprised that the workaround did not helped here and if you have used mdb then this is indeed the ocrrect way to check the setting.  
So we may have more than one issue with this firewall/NAT here (or the workaround does not help as expected)..

I will nbeed to have new data from the system with the applied workaround. Can you please first check the current value of the kernel statistics counter for the dropped connections due to bogus window size advertizement in the first ACK from the client?:

```
# kstat -p tcp:0:tcpstat:tcp_zwin_ack_syn
```

Then please start tcpdump on the server and the failing client and retry the failing connection.

After the connection failure please stop the tcpdumps and then recheck the kernel statistic above to see whether this has increased here.

Send the two tpcudmps so I can check how the connection looks now. Thanks.

Best regards,  
Wolfgang Ley.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 7, 2012 11:36 AM (6+ months ago)

I used mdb to check the value and the 512 is set as planned. Did not help SSH connection though.

```
%mdb -k
```

```
Loading modules: [ unix genunix specfs dtrace mac cpu.generic uppc pcpusmp scsi_vhci zfs ip hook neti arp usba kssl sd fctl s1394 sockfs lofs random idm crypto
nfs spps sata fcp cpc fcip nsmb logindmux ptm ufs ipc ]
```

```
> tcp_init_wnd_chk/D
```

```
tcp_init_wnd_chk:
```

```
tcp_init_wnd_chk: 512
```

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 7, 2012 11:00 AM (6+ months ago)

Sorry. The model of the Actiontec is MI424WR-GEN2.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 7, 2012 10:14 AM (6+ months ago)

Thanks a lot for the extensive information! Very informative!

After adding "set ip:tcp\_init\_wnd\_chk = 512" to /etc/system and reboot the server, the connection still failed. How do I check if this setting is really in there after the reboot? Any command to check?

The network device is Actiontec's WI424WR.

**ODM Action Plan****Oracle Support-** May 6, 2012 2:37 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: contact the vendor of the firewall/NAT box for a fix. Apply workaround on affected Solaris systems. See previous two notes for details.

report back status of this service request (i.e. if workaround has been activated and whether there are any remaining questions for Oracle or whether we can close this service request)

When: by May, 16th

**Notes****Oracle Support-** May 6, 2012 2:36 AM (6+ months ago)

Just out of interest: What is the type/model/vendor of the used firewall/NAT box with this window size problem? Would be good to know which setups are affected by this. Thanks.

**Notes****Oracle Support-** May 6, 2012 2:32 AM (6+ months ago)

Please see my previous note for the final analysis from our Oracle Solaris side here.

The problem is not with Sun SSH but the 3-way handshake is not completed because the firewall/NAT box uses a fixed/small window size (smaller than the window size sent from the OpenSSH client) but does use the larger window scale option value 7 (multiply by 128) which is used by the OpenSSH 4.x client side.

The window size problem needs to be fixed by the firewall/NAT vendor but you can workaround this problem on the Solaris 11 side by accepting the broken ACK anyway. This can be done by adding the following line to the file /etc/system and reboot the system with "init 6" to activate the new value:

set ip:tcp\_init\_wnd\_chk = 512

Please let me know if this helps for your failing OpenSSH testcase here.

Note that patches Solaris 10 clients (see previous note for bug and patch details) will have the same security check applied to incoming ACK packets and will also ignore the packet. Please keep this in mind if you have other Solaris systems behind a similar firewall/NAT box.

I was working over the weekend on this case and analysis. I will therefore not be in the office on Monday but return on Tuesday. If you have any questions or concerns then I can address them on Tuesday.

#### Notes

Oracle Support- May 6, 2012 2:25 AM (6+ months ago)

From the analysis so far we can see that the difference between the working and the failing tcp connection was the incoming last ACK of the initial 3-way TCP handshake.

In the working case the remote side sends an ACK with a window size of 1460 (scaling 1) while the failing connections sends an ACK with a window size of 11 and scale 128 (which would give us 1408).

Checking onnv-clone/usr/src/uts/common/inet/tcp/tcp\_input.c we can see the following checks for this incoming ACK:

```
2766 /*
2767 * No sane TCP stack will send such a small window
2768 * without receiving any data. Just drop this invalid
2769 * ACK. We also shorten the abort timeout in case
2770 * this is an attack.
2771 */
2772 pinit_wnd = ntohs(tcpha->tha_win) << tcp->tcp_snd_ws;
2773 if (pinit_wnd < tcp->tcp_mss &&
2774 pinit_wnd < tcp_init_wnd_chk) {
2775 freemsg(mp);
2776 TCP_STAT(tcps, tcp_zwin_ack_syn);
2777 tcp->tcp_second_ctimer_threshold =
2778 tcp_early_abort * SECONDS;
2779 return;
2780 }
```

The check is against mss (536) and tcp\_init\_wnd\_chk (4096) and the used value 11 << 7 (1408) should be ok here. It seems that we still drop the ACK due to this check here. From the explorer we can see that the associated kstat value tcp\_zwin\_ack\_syn is 129 so this check seems to have kicked in here. This would happen if the default mss value has been tuned (not done here) or that TCP setup has adjusted mss to a higher value.

Checking the code we can see that the mss will indeed be set to MTU - 40 (space for the tcp header) and this would be 1460 here. And that is our problem as the 11 << 128 is lower than 1460 and the ACK therefore ignored.

The sanity check was implemented to fix the bug 6759500 [CVE-2008-4609] FICORA #193744 TCP vulnerabilities and this bugfix is integrated in Solaris 11. Note that this fix is also in Solaris 10 starting with patch 144488-06 (Sparc) and 144489-06 (x86)

The implemented check assures that the used window size is not smaller than the the default MSS (derived from the MTU - header size) but if the window size is larger than tcp\_init\_wnd\_chk (4096) then we allow it anyway.

```
*
* To protect TCP against attacker using a small window and requesting
* large amount of data (DoS attack by consuming memory), TCP checks the
* window advertised in the last ACK of the 3-way handshake. TCP uses
* the tcp_mss (the size of one packet) value for comparison. The window
* should be larger than tcp_mss. But while a sane TCP should advertise
* a receive window larger than or equal to 4*MSS to avoid stop and go
* traffic, not all TCP stacks do that. This is especially true when
* tcp_mss is a big value.
*
* To work around this issue, an additional fixed value for comparison
* is also used. If the advertised window is smaller than both tcp_mss
* and tcp_init_wnd_chk, the ACK is considered as invalid. So for large
* tcp_mss value (say, 8K), a window larger than tcp_init_wnd_chk but
* smaller than 8K is considered to be OK.
*/
static uint32_t tcp_init_wnd_chk = 4096;
```

We can misuse this second limit and tune this is a value < 1408 to allow the broken ACK to be accepted anyway.

So a workaround for this broken sender (the firewall/NAT box) would be to allow ACKs with a window size smaller than the MSS, e.g. 512. This can be done on the Solaris side by adding this line to /etc/system and rebooting the system:

```
set ip:tcp_init_wnd_chk = 512
```

The problem is triggered by the newer OpenSSH client setting a larger buffer size which causes the window scaling option to be used (set to 128) and the firewall/NAT box with a fixed window size of 1460 now computes  $1460/128$  which is 11.4 so the window size of 11 will be used (which in turn results to  $11 \ll 7 = 1408$  which is smaller than the MSS).

Note that the OpenSSH client is only the trigger and that client is not doing anything wrong. The problem is the firewall/NAT box with the fixed smaller window size and the additional problem that it uses the client's window scale option even for the smaller window sizes (which causes the rounding problem and the total window size smaller than MSS).

---

**Update from Customer****CHANG\_AN@YAHOO.COM**- May 4, 2012 1:16 PM (6+ months ago)

Good finding!

I did see the different window sizes/scales before when I was viewing the snoop information.

I actually reached out to the network device manufacturer and asked for their back line engineers to look at this. I haven't got any responses back yet.

Thank you very much for your assistance.

Have a nice weekend!

---

**ODM Action Plan****Oracle Support**- May 4, 2012 11:47 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: check whether the used window size on the failing OpenSSH 4.x client can be reduced and investigate why the firewall/NAT system is blocking/ignoring the resend packets from the Solaris 11 with the SYN/ACK

When: by May, 25th

Who: service request owner Wolfgang Ley

What: check why the Solaris 11 system is ignoring the ACK packet if the client uses window size of 11 and scale 128

When: by May, 25th

---

**Notes****Oracle Support**- May 4, 2012 11:44 AM (6+ months ago)

Comparing the two tcpdump sets (working vs. failing) we can see that the only difference is the used TCP window size advertised by the client.

On the working connection we can see the initial SYN packet from the client:

[...]

Window size value: 5840

[...]

Options: (20 bytes)

Maximum segment size: 1460 bytes

TCP SACK Permitted Option: True

Timestamps: TSval 3859729267, TSecr 0

Kind: Timestamp (8)

Length: 10

Timestamp value: 3859729267

Timestamp echo reply: 0

No-Operation (NOP)

Window scale: 0 (multiply by 1)

Kind: Window Scale (3)

Length: 3

Shift count: 0

[Multiplier: 1]

[...]

On the failing connection we can see a different window scale from the client:

[...]

Window size value: 5840

[...]

Options: (20 bytes)

Maximum segment size: 1460 bytes

TCP SACK Permitted Option: True

Timestamps: TSval 4165269939, TSecr 0

Kind: Timestamp (8)

Length: 10

Timestamp value: 4165269939

Timestamp echo reply: 0

No-Operation (NOP)

Window scale: 7 (multiply by 128)

Kind: Window Scale (3)

Length: 3

Shift count: 7  
[Multiplier: 128]  
[...]

This is indeed a change in OpenSSH (on the client side) which is now using a larger window size to increase performance. So the difference here is OpenSSH 3.x with the default TCP Window Scale (which works with your firewall/NAT) and OpenSSH 4.x with the increased TCP Window Scale (which is blocked by your firewall/NAT).

Note that the Sun system is always answering with the same Window Scale (for both clients - working and failing):

[...]  
Window size value: 64436  
[...]  
Options: (20 bytes)  
TCP SACK Permitted Option: True  
Timestamps: TSval 249505423, TSecr 3859729267  
Kind: Timestamp (8)  
Length: 10  
Timestamp value: 249505423  
Timestamp echo reply: 3859729267  
Maximum segment size: 1460 bytes  
No-Operation (NOP)  
Window scale: 1 (multiply by 2)  
Kind: Window Scale (3)  
Length: 3  
Shift count: 1  
[Multiplier: 2]  
[...]

The big difference is in the way the firewall/NAT system is handling these different window sizes.

If we look at the tcpdump data from the Sun server side: In the good example the final ACK (third packet of the TCP connection) from the firewall to the Sun has this window size:

[...]  
Window size value: 1460  
[Calculated window size: 1460]  
[Window size scaling factor: 1]  
[...]

while in the failing connection we can see the following window size:

[...]  
Window size value: 11  
[Calculated window size: 1408]  
[Window size scaling factor: 128]  
[...]

Note that the used window sizes between client and firewall are different. So the firewall/NAT is even changing those values here. If we look at the tcpdump on the client then the good (working) connection is using window size 5840 with scale 1 while the bad (failing) client is using window size 46 with scale 128 (which will give us 5888).

So the trigger is different window scale advertised by the client and I do not know the used clients to determine whether this can be changed in your failing OpenSSH 4.x client.

This however still leaves us with two open questions:

1) Why does the Solaris 11 system ignore the incoming final ACK if the sender is using window size 11 and scale 128 (which gives us a total of 1408) but accepting the ACK if the sender is using window size 1460 and scale 1 (which gives us a total of 1460)  
2) Why does the firewall/NAT ignore the resends of the SYN/ACK from the Solaris 11 system back to the client (which then finally causes the connection abort)?

I will continue to work on the first question but this may take some time as I do not have such a questionable sender with window size 11 and scale 128 here.

You will need to work on the second question and should also check the available options on your OpenSSH 4.x client to determine whether the window size / window scale can be modified there to use something which works here.

**ODM Issue Verification**

**Oracle Support-** May 4, 2012 11:43 AM (6+ months ago)

When trying to open an ssh connection from an OpenSSH 4.x client over a firewall/NAT device to the Solaris 11 sun system then the TCP connection cannot be established.

Using OpenSSH 3.x on the client will not cause this problem.

**Update from Customer****CHANG\_AN@YAHOO.COM**- May 4, 2012 9:34 AM (6+ months ago)

Understood what you have in mind.

However, it doesn't make sense when all components (SSH clients, network device, IPs, ...) remain intact and the only change is form Solaris 10 to Solaris 11. Maybe it is not SUN\_SSH per se but there must be something different that is causing the network device to block it. All SSH connection command is just "ssh <server>". No options were given.

That's why I am trying to get some help from Oracle/SUN. Your assistance is much appreciated.

**ODM Action Plan****Oracle Support**- May 4, 2012 9:28 AM (6+ months ago)

Who: service request owner Wolfgang ley

What: review additional tcpdumps from the working connection to see if this gives any hint on why the firewall/NAT may block the other connection but passes this one

When: by May, 8th

**Notes****Oracle Support**- May 4, 2012 9:27 AM (6+ months ago)

sun SSH is not involved in this connection at all. The TCP connection does not get established and therefore the server application is involved here at all.

It maybe a difference on the used OpenSSH client versions (e.g. setting different TCP options) but this is not supported by Oracle and you would have to contact whoever supports your OpenSSH client. The Sun SSH server side is NOT involved here as this server is not participating in any of the blocked traffic.

I will take a look at the two new tcpdumps to see if we can still help you with your firewall issue (but as said: this has nothing to do with Sun SSH server here)

Best regards,  
Wolfgang Ley

**Update from Customer****CHANG\_AN@YAHOO.COM**- May 4, 2012 9:23 AM (6+ months ago)

Indeed.

We can not tell what the philosophy behind the design of the network device. However, we should know why SUN SSHD is sending different packets back to the clients.

Do we know what differences are between SUN\_SSH and OpenSSH?

Both un-filtered tcpdump files from client and server have been uploaded.

Thanks.

**ODM Action Plan****Oracle Support**- May 4, 2012 9:20 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: provide unfiltered tcpdump (client and server) from the working connection as reference. Maybe we can see something here (if not then there isn't much more we can do as we do not have influence on the firewall/nat device here)

When: by May, 15th

**Update from Customer****CHANG\_AN@YAHOO.COM**- May 4, 2012 9:19 AM (6+ months ago)

Upload to gtr successful for the file tcpdump\_server.2012050401.

**Update from Customer****CHANG\_AN@YAHOO.COM**- May 4, 2012 9:19 AM (6+ months ago)

Upload to gtr successful for the file tcpdump\_client.2012050401.

**Notes****Oracle Support**- May 4, 2012 9:18 AM (6+ months ago)

The truss is not needed right now. The tcpdump is sufficient for a start.

Even if we find the difference in the TCP packets: "Solaris has no influence on the blocking firewall/NAT device and you will have to investigate that device to see why that device is blocking the packets. We do not know the logic used on that device, sorry.

**Update from Customer****CHANG\_AN@YAHOO.COM**- May 4, 2012 9:10 AM (6+ months ago)

You are right.

The traffic is indeed blocked by the firewall/NAT network device due to invalid packet it received from the Solaris 11 server. That's why I want to find out why the packets are different between successful and failed connections. We know SSHD is the same. The only difference is the client.

In order to do a fair comparison, I will generate the un-filtered tcpdump files for the successful connection from both server and client.

Do you still need truss file? Or, just tcpdumps? I will upload them shortly.

Thanks!

**ODM Action Plan****Oracle Support**- May 4, 2012 5:42 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: check the system doing the TCP request to determine why the packets the server is (re)sending are not reaching the client. Also provide an unfiltered binary tcpdump from the working connection as reference. See previous note for analysis details.

When: by May, 16th

**Notes****Oracle Support**- May 4, 2012 5:41 AM (6+ months ago)

Checking the client snoop we can see the new connection starting with packet #30 (SYN).

The connection was opened on May, 3rd 19:30:45 UTC

The TCP connection is from 10.0.32.22 (port 56418) to 71.189.165.164 (port 22222).

The TCP connections get correctly established (SYN/ACK in #32 and ACK in #33).

There is no further traffic until the RST packet in #120 (at 19:31:18 UTC)

Checking the server snoop we can see the incoming connection in packet #9 (SYN). Note that the used IP addresses have changed here -- so this is not the direct connection from the client but it was modified by some firewall/NAT/... system. The server send back the SYN/ACK (packet #10) and gets the final ACK in #11. This last ACK however is ignored and the server resends its SYN/ACK (retries in packets 12, 13, 14, 15, 16, 19) but these resends are not getting answered by the remote side. Note that a single incoming ACK may indeed get lost and a resend of a SYN/ACK has to be ACKed again by the remote side --- which however is not done here.

The system between the client and server (doing the tcp rewriting) is not responding to the retransmitted SYN/ACK packets and this causes the connection abort. We can argue why we need a reset in the first place but such resends are part of the TCP standard.

In your working example: Are you really using the same client IP using the same rewriting system (firewall/nat) between the client and the server? Or is that connection using some other IP and/or gateway? It would be interesting to see the working connection to check whether we can see the (ignored) retransmits there, too. Can you please provide an unfiltered tcpdump from the working connection as reference? It may also be worth to note that the client is using some TCP options and I would like to compare them with the working connection here, too.

The analysis here clearly shows that the issue is outside of the Sun system and with the system doing the TCP rewrite. The retransmits are not reaching the end client system and there is nothing the server side can do here (as we are sending these packets out).

#### ODM Action Plan

**Oracle Support-** May 3, 2012 12:39 PM (6+ months ago)

Who: service request owner Wolfgang Ley

What: download and review new data (two binary unfiltered tcpdump and the explorer).

When: by May, 7th

#### Update from Customer

**CHANG\_AN@YAHOO.COM-** May 3, 2012 12:41 PM (6+ months ago)

Upload to gtr successful for the file explorer.000403a9.cahto02\_2012.05.03.16.51.tar.gz.

#### Update from Customer

**CHANG\_AN@YAHOO.COM-** May 3, 2012 12:36 PM (6+ months ago)

All right.

I have uploaded the explorer gz file and 2 no filtering tcpdump files.

Thanks!

#### Update from Customer

**CHANG\_AN@YAHOO.COM-** May 3, 2012 12:35 PM (6+ months ago)

Upload to gtr successful for the file tcpdump\_server.out.no\_filtering.

#### Update from Customer

**CHANG\_AN@YAHOO.COM-** May 3, 2012 12:34 PM (6+ months ago)

Upload to gtr successful for the file tcpdump\_client.out.no\_filtering.

#### ODM Action Plan

**Oracle Support-** May 3, 2012 12:28 PM (6+ months ago)

Who: customer Chang-An Hsiao

What: provide the missing explorer data of the Solaris 11 host (see previous notes)

When: by May, 15th

#### Notes

**Oracle Support-** May 3, 2012 12:26 PM (6+ months ago)

Got two binary tcpdump files (which however only show traffic for one connection - so they seem to be filtered already) but still waiting for the explorer.

#### Update from Customer

**CHANG\_AN@YAHOO.COM-** May 3, 2012 12:25 PM (6+ months ago)

Just "tcpdump -i <NIC>"?

#### Update from Customer

**CHANG\_AN@YAHOO.COM-** May 3, 2012 12:24 PM (6+ months ago)

Upload to gtr successful for the file tcpdump\_client.out.

#### Update from Customer

**CHANG\_AN@YAHOO.COM-** May 3, 2012 12:24 PM (6+ months ago)

Upload to gtr successful for the file tcpdump\_server.out.

#### ODM Action Plan

**Oracle Support-** May 3, 2012 12:24 PM (6+ months ago)

Who: customer Chang-An Hsiao

What: provide unfiltered binary tcpdump data from both ends and the missing explorer. Also run a testcase by using IP addresses instead of hostnames

When: by May, 15th

#### Notes

**Oracle Support-** May 3, 2012 12:22 PM (6+ months ago)

Hi,

I do not want any port filtering but a tcpdump without any filtering (to ensure that all traffic, including arp etc.) is visible.

Best regards,  
Wolfgang Ley.

#### Update from Customer

**CHANG\_AN@YAHOO.COM-** May 3, 2012 12:19 PM (6+ months ago)

Like I mentioned, it is behind firewall that's why you see one real IP in the front and private IP in the back. There's no concern here. I am sure both ssh clients connect to the same Solaris 11 server through firewall.

I can provide the binary tcpdump files but why do you not want port filtering?

**ODM Action Plan****Oracle Support-** May 3, 2012 12:14 PM (6+ months ago)

Who: cusotmer Chang-An Hsiao

what: provide unfiltered binary tcpdump data from both ends and the missing explorer. Also run a testcase by using IP addresses instead of hostnames

When: by May, 15th

**Notes****Oracle Support-** May 3, 2012 12:13 PM (6+ months ago)

Additional note: the last tcpdump text files do not just have a different port number but also different IP addressed (e.g. not 192.168.x.x as the target but 71.189.165.164).

Maybe the two clients have different hostname resolving here? Can you please check the two clients and use the same Solaris 11 server IP address as the destination (and ensure that this IP address is indeed rachable from the client, e.g. testing with ping)?

**ODM Action Plan****Oracle Support-** May 3, 2012 12:02 PM (6+ months ago)

Who: cusotmer Chang-An Hsiao

what: provide unfiltered binary tcpdump data from both ends and the missing explorer

When: by May, 15th

**Notes****Oracle Support-** May 3, 2012 12:00 PM (6+ months ago)

Sorry but the text output files czannot be used with any analysis program. Can you please upload unfiltered binary data (i.e. not restricted to a single port and binary output file)? Thanks.

I am also still waiting for the explroer data.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 11:54 AM (6+ months ago)

Upload to gtrc successful for the file tcpdump\_client.txt.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 11:54 AM (6+ months ago)

Upload to gtrc successful for the file tcpdump\_server.txt.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 11:54 AM (6+ months ago)

Upload to gtrc successful for the file sshd.truss.failed\_22222.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 11:53 AM (6+ months ago)

I am uploading 3 files for your review.

This time, I changed the port to 22222.

**ODM Action Plan****Oracle Support-** May 3, 2012 11:32 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: provide tcpdump output from the client and the server at the same itme during the failing connection. Provide explroer of the Solaris 11 syste,

When: by May, 15th

**Notes****Oracle Support-** May 3, 2012 11:31 AM (6+ months ago)

Collecting tcpdump data on just one end (either client or server) will not help here, sorry.

Please ensure that you collect the network data at the same time on both endpoints. Thanks.

**ODM Action Plan****Oracle Support-** May 3, 2012 11:24 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: continue debugging on the TCP network layer. Provide snoop/tcpdump data from both endpoints as well as the explorer of the Solaris 11 if additional help is requested.

When: by May, 15th

**Notes****Oracle Support-** May 3, 2012 11:22 AM (6+ months ago)

Hi,

this additional information confirms that this has nothing to do with the application and the used ssh version but is a problem on the TCP layer.

Wou will have to analyze the network to check why the incoming SYN is not being answered by an ACK. The good example shows that this is not due to a settnng on the Sun Solaris system.

Please collect snoop/tcpdump data from both ends and let me know if you need help analyzing that data. If such additional network debugging help is requested then please provide the snoop/tcpdump data from both endpoints as well as the explorer from the Solaris 11 system.

Best regards,  
Wolfgang Ley.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 11:19 AM (6+ months ago)

When attempting from OpenSSH 4.3p2, solaris 11 seemed to get the request:

```
192.168.1.225.2222 144.15.223.8.14161 0 0 128872 0 SYN_RCVD
```

After certain time (75 seconds?), it dropped.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 11:17 AM (6+ months ago)

the tcpsump output files were collected on solaris 11 server.

I am collecting tcpdump from the client now.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 11:10 AM (6+ months ago)

Upload to gtrc successful for the file tcpdump.out.failed.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 11:09 AM (6+ months ago)

Upload to gtrc successful for the file tcpdump.out.

**Update from Customer****CHANG\_AN@YAHOO.COM**- May 3, 2012 11:07 AM (6+ months ago)

I also have tcpdump files if you need.

I can also create snoop information if needed.

**Update from Customer****CHANG\_AN@YAHOO.COM**- May 3, 2012 11:06 AM (6+ months ago)

It is behind a firewall and that's why it has the private IP.

Please note that both SSH connection attempts were from the same 144.15.223.8. The one with OpenSSH 3.6.1p2 worked but OpenSSH4.3p2 failed. There's no routing issue. Both Linux servers are in the same subnet and the 144.15.223.8 is the outgoing router interface IP.

**ODM Action Plan****Oracle Support**- May 3, 2012 10:52 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: confirm that the truss was running at the time of the connection failure. if not, then redo the test. If yes, then continue analysis on the underlying network layer as the problem is there and not with ssh. ---- also run a test with ping from the failing client

When: by May, 15th

**Notes****Oracle Support**- May 3, 2012 10:51 AM (6+ months ago)

My previous note already explains that the failing client connection is due to a problem on the TCP layer (client cannot even pen a TCP connection with the server). The used IP addresses of the server are on a private subnet which is usually not routed. So this maybe a routing problem on the failing client side.

Can you please try (from the failing client) to check whether the server is reachable by ping, i.e.

# ping 192.168.1.225

The truss from the working connection shows that the connection from client 144.15.223.8 was successful but the the connection attempt from the failing client never reached the server.

**ODM Action Plan****Oracle Support**- May 3, 2012 10:43 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: confirm that the truss was running at the time of the connection failure. if not, then redo the test. If yes, then continue analysis on the underlying network layer as the problem is there and not with ssh.

When: by May, 15th

**Notes****Oracle Support**- May 3, 2012 10:42 AM (6+ months ago)

Hi,

checking the truss data from the failing connection we can see the following information:

```
[....]
13944/1: 0.0283 bind(3, 0x080D01A8, 32, SOV_SOCKBSD) = 0
13944/1: AF_INET6 name = :: port = 2222
13944/1: scope id = 0 source id = 0x0
13944/1: flow class = 0x00 flow label = 0x00000
13944/1: 0.0289 write(2, 0x08046DC0, 33) = 33
13944/1: Server listening on :: port 2 2 2 2
13944/1: .
13944/1: 0.0290 write(2, 0xFE646DC, 2) = 2
13944/1: 0xFE646DC: "\r\n"
13944/1: 0.0291 listen(3, 5, SOV_DEFAULT) = 0
13944/1: 0.0291 sigaction(0x00000001, 0x08047130, 0x080471B0) = 0
13944/1: new: hand = 0xFE6B7479 mask = 0xFFBFEFF 0xFFFFFFFF 0x000000FF 0 flags = 0x0002
13944/1: old: hand = 0x00000000 mask = 0 0 0 0 flags = 0x0000
13944/1: 0.0292 sigaction(0x0000000F, 0x08047130, 0x080471B0) = 0
13944/1: new: hand = 0xFE6B7479 mask = 0xFFBFEFF 0xFFFFFFFF 0x000000FF 0 flags = 0x0002
13944/1: old: hand = 0x00000000 mask = 0 0 0 0 flags = 0x0000
13944/1: 0.0293 sigaction(0x00000003, 0x08047130, 0x080471B0) = 0
13944/1: new: hand = 0xFE6B7479 mask = 0xFFBFEFF 0xFFFFFFFF 0x000000FF 0 flags = 0x0002
13944/1: old: hand = 0x00000000 mask = 0 0 0 0 flags = 0x0000
13944/1: 0.0293 sigaction(0x00000012, 0x08047130, 0x080471B0) = 0
13944/1: new: hand = 0xFE6B7479 mask = 0xFFBFEFF 0xFFFFFFFF 0x000000FF 0 flags = 0x20002
13944/1: old: hand = 0x00000000 mask = 0 0 0 0 flags = 0x20000
13944/1: pollsys(0x08047130, 1, 0x00000000, 0x00000000) (sleeping...)
13944/1: fd=3 ev=POLLRDNORM rev=0xFFFFFEF6
13944/1: 75.6624 Received signal #2, SIGINT, in pollsys() [default]
13944/1: 75.6626 pollsys(0x08047130, 1, 0x00000000, 0x00000000) Err#4 EINTR
13944/1: fd=3 ev=POLLRDNORM rev=0xFFFFFEF6
[...]
```

So the server started to list on port 2222 but never got any incoming request from the client. This has nothing to do with the sshd or the usefd ssh version on the server but the underlying TCP connection is not reaching the server at all.  
The truss was then stopped 75 seconds afterwards.

So either the truss was not running during the time the client did the failing connection (in which case the testrun needs to be redone) or the problem is outside of the Sun server as the incoming connection never reaches our system (e.g. blocked by a firewall between the client and the server).

If the truss was started before the failing client connect (and still running while the client connects) then please redo this test.

If the truss however was really from the time the client could not connect then the problem is outside of the Sun System as the problem is not with ssh application layer but with the failing TCP connection. In this case analysis needs to continue on the network layer to see where this TCP connection is blocked.

So the next possible actions are either:

1) Redo the test to ensure that truss of the server was running at the same time the failing client tries to connect (this action is only useful if the first set of data collection was not already done this way)

\*OR\*

2) Continue with network analysis to check why the incoming TCP connection on port 2222 does not reach the server. In this case please collect the snoop output (or tcpdump on non-Solaris hosts) of the client and the server side during the testrun.

Best regards,  
Wolfgang Ley.

**ODM Action Plan****Oracle Support-** May 3, 2012 10:29 AM (6+ months ago)

Who: service request owner Wolfgang ley

What: analyze provided data (truss from failing and working connectgion as wekl as associated client outputs)

When: by May, 7th

**Notes****Oracle Support-** May 3, 2012 10:29 AM (6+ months ago)

Hi,

thanks for the data. I will download and analyze them (and of course provide the results afterwards).

Best regards,  
Wolfgang ley

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 10:26 AM (6+ months ago)

I have uploaded 4 files for your review. They are in pairs:

Successful ssh connection from OpenSSH\_3.6.1p2

-----  
ssh\_connection  
sshd.truss

Failed ssh connection from OpenSSH\_4.3p2

-----  
ssh\_failed\_connection  
sshd.truss.failed

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 10:21 AM (6+ months ago)

Upload to gtrc successful for the file sshd.truss.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 10:20 AM (6+ months ago)

Upload to gtrc successful for the file sshd.truss.failed.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 10:19 AM (6+ months ago)

Upload to gtrc successful for the file ssh\_failed\_connection.

**Update from Customer****CHANG\_AN@YAHOO.COM-** May 3, 2012 10:19 AM (6+ months ago)

Upload to gtrc successful for the file ssh\_connection.

**ODM Action Plan****Oracle Support-** May 3, 2012 4:16 AM (6+ months ago)

Who: customer Chang-An Hsiao

What: provide explorer and truss output from the server and ssh client (either output or truss). See previous note for details.

When: by May, 15th

**Notes****Oracle Support-** May 3, 2012 4:11 AM (6+ months ago)

Hi,

checking the service request information I can see that you are reporting that some outgoing ssh packets "are being blocked by network device". Where have you seen such blocked packets? Is this on the Sun system itself or is there some firewall (or other external network device) involved here?

Can you please provide an explorer output from the Solaris 11 host (see document 1312847.1 for more information about the Explro3er data collector tool)?

I would also need a truss of a debug sshd to check what is going on here. On the Solaris 11 host please start this additional ssh server on port 2222:

```
# truss -aefdl -rall -wall -vall -xall -o /var/tmp/sshd.truss /usr/lib/ssh/sshd -ddd -p 2222
```

Now use the failing OpenSSH\_4.3p2 client to connect to this debug server:

a) If the client is not running Solaris: % ssh -vvv -p 2222 <servername>

b) If the client is running Solaris: % truss -aefdl -rall -wall -vall -xall -o /var/tmp/ssh.truss ssh -vvv -p 2222 <servername>

Note that <servername> has to be replaced by the hostname of the failing Solaris 11 server.

The truss should automatically exit after the connection attempt. Please send the file /var/tmp/sshd.truss from the Solaris 11 system and the client output (either the screen output if not Solaris or the truss output if Solaris).

I will then check the sshd truss data and the explorer to determine the root cause of this issue.

Best regards,  
Wolfgang Ley.

**ODM Issue Clarification****Oracle Support-** May 3, 2012 4:01 AM (6+ months ago)

Som SSH clients cannot connect to a Solaris 11 SSH server while other clients work ok.

All clients can connect to Solaris 10 ssh servers without problems.

**Notes****Oracle Support-** May 3, 2012 4:00 AM (6+ months ago)

Hi,

your service request has been forwarded to the network support group (for ssh support) and I am the new owner of this issue.

I will review the information available in this service request and provide an update afterwards (later today).

My business hours are 09:00 - 17:00 UTC. If you need help outside these hours then please contact the supportline to get the next available engineer.

Best regards,  
Wolfgang Ley

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**ODM Action Plan****Oracle Support-** May 2, 2012 3:07 PM (7+ months ago)

Who: Next Available Engineer

What: Take ownership of the SR and contact the customer

When: Within the SLA

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**Customer Problem Description****CHANG\_AN@YAHOO.COM-** May 2, 2012 2:40 PM (7+ months ago)

1) ### Impact on Business ###

SSH client can not connect to server

2) What is the OS version and the kernel patch level of the system?

5.11 11.0

3) What is the Firmware level of the system?

N/A

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