

## K84747528: BIG-IP Edge Client and Helper Components may not work properly with Windows 10 Version 1803 (RS4)

### Known Issue

**Original Publication Date:** Apr 24, 2018

**Update Date:** Jul 13, 2018

### Known Issue

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

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

- You are running the Windows 10 Version 1803 (RS4) operating system without the KB4103721 update.
- You use a BIG-IP Edge Client or f5vpn browser-based Virtual Private Network (VPN) to establish a network access session with the BIG-IP APM system.

F5 has discovered an interoperability problem with the Windows 10 Version 1803 (released April 30, 2018) and BIG-IP Edge Client. This is due to an unexpected change in the Windows Remote Access Services (RAS) API. It is corrected in the KB4103721 update from Microsoft released May 8, 2018.

### Impact

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

### Symptoms

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

- Windows 10 Version 1803 users without KB4103721 are unable to establish network access connections.
- An error message similar to the following example appears in the primary VPN components log file (**logterminal.txt**), at debug level:

An incorrect structure size was detected.

- The BIG-IP APM webtop shows an error message similar to the following example:

Network access connection devices were not found

### Resolution

### Status

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

Type of fix	Fixes introduced in	Related articles
Release	None	None
Point release/hotfix	11.6.3.2	<a href="#">K9502: BIG-IP hotfix and point release matrix</a>
APM Clients	7.1.6.1 <sup>1, 2</sup>	<a href="#">K13757: BIG-IP Edge Client version matrix</a>

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

<sup>2</sup> If you are running Windows 10 Version 1803 with KB4103721 installed, this issue does not pertain, so you do not have to install APM Clients 7.1.6.1.

#### Workaround

If the client system is running the Windows 10 Version 1803 (RS4) operating system, make sure KB4103721 is installed. This Microsoft update returns the Windows RAS behavior to the correct state, allowing all versions of BIG-IP Edge Client to work properly.

#### Supplemental Information

- [Microsoft Update Catalog - KB4103721](#)

**Note:** This link takes you to a resource outside of AskF5. The third party could remove the document without our knowledge.

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

Applies to:

**Product:** BIG-IP, BIG-IP APM

13.1.0, 13.0.1, 13.0.0, 12.1.3, 12.1.2, 12.1.1, 12.1.0, 12.0.0, 11.6.3, 11.6.2, 11.6.1, 11.6.0, 11.5.6, 11.5.5, 11.5.4, 11.5.3, 11.5.2, 11.5.1, 11.5.0, 11.4.1, 11.4.0, 11.3.0, 11.2.1, 11.2.0, 11.1.0, 11.0.0