

# Table of Contents

<b>Cisco VPN Client FAQ</b> .....	<b>1</b>
<u>Questions</u> .....	1
<u>Introduction</u> .....	2
<u>Q. Why does the VPN Client disconnect after 30 minutes? Can I extend this time period?</u> .....	2
<u>Q. I upgraded to Mac OS X 10.3 (known as "Panther"), but now my VPN Client 4.x is giving an error that states: "Secure VPN Connection terminated locally by the Client Reason: Unable to contact the security gateway"</u> .....	2
<u>Q. I am getting a kernel extension error when I try to run Cisco VPN 5000 5.2.2 Client on Mac OS X 10.3. What should I do?</u> .....	3
<u>Q. Is the Nortel Client compatible with the Cisco VPN 3000 Concentrators?</u> .....	3
<u>Q. Can I have VPN clients from other vendors, such as the Nortel Contivity VPN Client, installed simultaneously with the Cisco VPN Client?</u> .....	3
<u>Q. How do I set up a PPTP connection from a Microsoft Windows PC?</u> .....	3
<u>Q. How do I configure the CVPN 3000 Concentrator to notify remote users for VPN Client update?</u> .....	4
<u>Q. When I connect to the network in the office using my laptop and then take the laptop home, I have trouble connecting to the VPN 3000 Concentrator from home. What is the problem?</u> .....	4
<u>Q. Where can I get the latest software revisions for the Cisco VPN Client software?</u> .....	4
<u>Q. What operating system versions support the Cisco VPN Client?</u> .....	5
<u>Q. Can the Cisco VPN Client be deployed with all the parameters preconfigured?</u> .....	5
<u>Q. What happened to the "Set MTU Utility" option that was in VPN Client versions 2.5.2 and earlier?</u> .....	5
<u>Q. What personal firewalls are supported with the Cisco VPN client?</u> .....	5
<u>Q. Do I need to be an Administrator on Windows NT/2000 machines in order to load the client?</u> .....	5
<u>Q. Can the Cisco VPN Client work with Microsoft Internet Connection Sharing (ICS) installed on the same machine?</u> .....	5
<u>Q. It seems like the VPN Client is having a conflict with my NIC card. How should I troubleshoot this?</u> .....	6
<u>Q. What does it mean when I get "Error msg: failed to find the uninstall file..." while trying to uninstall VPN Client? Also, what needs to be done to successfully complete uninstallation?</u> .....	6
<u>Q. Why does the software disable Fast User Switching when you install VPN Client 3.1 on Windows XP?</u> .....	6
<u>Q. How do VPN Clients 1.1 and 3.x internally store digital certificates (X.509v3)?</u> .....	6
<u>Q. My VPN Client seems to only connect to certain addresses. I am running Windows XP. What should I do?</u> .....	6
<u>Q. I cannot install the VPN Client on Windows 2000 Professional. I get the following error: "An installation support file could not be installed" Catastrophic Failure. What should I do?</u> .....	7
<u>Q. Is the Cisco VPN Client compatible with the Windows XP stateful firewall?</u> .....	7
<u>Q. Can I have the same groupname and username on the VPN Concentrator?</u> .....	7
<u>Q. When installing the VPN Client on Windows XP and on Windows 2000, is the multi-user interface disabled?</u> .....	7
<u>Q. How can I make the VPN Client for Linux move to the background after execution? If I initiate a connection such as vpnclient connect foo, I get in, but the shell is returned,</u> .....	7
<u>Q. What can cause a delay before the VPN Client appears, specifically when the "Start Before</u>	

# Table of Contents

## Cisco VPN Client FAQ

<u>Logon" option is enabled?.....</u>	7
<u>Q. I have problems with the NetMeeting connection from a PC behind a VPN Concentrator to a VPN Client, but the connection works when I run from the PC to a VPN Client behind a VPN Concentrator. How can I resolve this?.....</u>	8
<u>Q. How can I tell if a VPN Client is connected to the VPN Concentrator?.....</u>	8
<u>Q. I am experiencing problems with only one VPN Client (for releases 3.3 and earlier) being able to connect through a Port Address Translation (PAT) device. What can I do to alleviate this problem?.....</u>	8
<u>Q. When I'm installing the Cisco VPN Client on Windows XP Home Edition, the task bar is not visible. How do I undo this?.....</u>	9
<u>Q. Are full–challenge cards such as the Defender supported on the Cisco VPN Client to PIX?...9</u>	9
<u>Q. Are there connectivity issues when using the VPN Client 3.x with AOL 7.0?.....9</u>	9
<u>Q. While attempting to install Linux VPN Client on RedHat 8.0, I get an error saying that the module couldn't be loaded because the module was compiled with GCC 2 and the kernel was compiled with GCC 3.2. What should I do?.....9</u>	9
<u>Q. How do I automate the VPN Client connection from Dial–Up Networking?.....9</u>	9
<u>Q. I am getting a "peer no longer responding" error message when my Linux Client 3.5 tries to establish an IPSec connection to a PIX or to a VPN 3000 Concentrator. What should I do?.....9</u>	9
<u>Related Information.....</u>	10

# Cisco VPN Client FAQ

---

## Questions

### Introduction

**Why does the VPN Client disconnect after 30 minutes? Can I extend this time period?  
I upgraded to Mac OS X 10.3 (known as "Panther"), but now my VPN Client 4.x is giving an error that states: "Secure VPN Connection terminated locally by the Client Reason: Unable to contact the security gateway"**

**I am getting a kernel extension error when I try to run Cisco VPN 5000 5.2.2 Client on Mac OS X 10.3. What should I do?**

**Is the Nortel Client compatible with the Cisco VPN 3000 Concentrators?**

**Can I have VPN clients from other vendors, such as the Nortel Contivity VPN Client, installed simultaneously with the Cisco VPN Client?**

**How do I set up a PPTP connection from a Microsoft Windows PC?**

**How do I configure the CVPN 3000 Concentrator to notify remote users for VPN Client update?**

**When I connect to the network in the office using my laptop and then take the laptop home, I have trouble connecting to the VPN 3000 Concentrator from home. What is the problem?**

**Where can I get the latest software revisions for the Cisco VPN Client software?**

**What operating system versions support the Cisco VPN Client?**

**Can the Cisco VPN Client be deployed with all the parameters preconfigured?**

**What happened to the "Set MTU Utility" option that was in VPN Client versions 2.5.2 and earlier?**

**What personal firewalls are supported with the Cisco VPN client?**

**Do I need to be an Administrator on Windows NT/2000 machines in order to load the client?**

**Can the Cisco VPN Client work with Microsoft Internet Connection Sharing (ICS) installed on the same machine?**

**It seems like the VPN Client is having a conflict with my NIC card. How should I troubleshoot this?**

**What does it mean when I get "Error msg: failed to find the uninstall file..." while trying to uninstall VPN Client? Also, what needs to be done to successfully complete uninstallation?**

**Why does the software disable Fast User Switching when you install VPN Client 3.1 on Windows XP?**

**How do VPN Clients 1.1 and 3.x internally store digital certificates (X.509v3)?**

**My VPN Client seems to only connect to certain addresses. I am running Windows XP. What should I do?**

**I cannot install the VPN Client on Windows 2000 Professional. I get the following error: "An installation support file could not be installed" Catastrophic Failure. What should I do?**

**Is the Cisco VPN Client compatible with the Windows XP stateful firewall?**

**Can I have the same groupname and username on the VPN Concentrator?**

**When installing the VPN Client on Windows XP and on Windows 2000, is the multi-user interface disabled?**

**How can I make the VPN Client for Linux move to the background after execution? If I initiate a connection such as vpnclient connect foo, I get in, but the shell is returned.**

**What can cause a delay before the VPN Client appears, specifically when the "Start Before Logon" option is enabled?**

**I have problems with the NetMeeting connection from a PC behind a VPN Concentrator to a VPN Client, but the connection works when I run from the PC to a VPN Client behind a VPN Concentrator. How can I resolve this?**

**How can I tell if a VPN Client is connected to the VPN Concentrator?**

**I am experiencing problems with only one VPN Client (for releases 3.3 and earlier) being able to connect through a Port Address Translation (PAT) device. What can I do to alleviate this problem?**

**When I'm installing the Cisco VPN Client on Windows XP Home Edition, the task bar is not visible. How do I undo this?**

**Are full-challenge cards such as the Defender supported on the Cisco VPN Client to PIX?**

**Are there connectivity issues when using the VPN Client 3.x with AOL 7.0?**

**While attempting to install Linux VPN Client on RedHat 8.0, I get an error saying that the module couldn't be loaded because the module was compiled with GCC 2 and the kernel was compiled with GCC 3.2. What should I do?**

**How do I automate the VPN Client connection from Dial-Up Networking?**

**I am getting a "peer no longer responding" error message when my Linux Client 3.5 tries to establish an IPSec connection to a PIX or to a VPN 3000 Concentrator. What should I do?**

**Related Information**

---

## Introduction

The following are frequently asked questions about the Cisco VPN Client.

**Note:** The naming conventions for the various VPN Clients are as follows: Cisco Secure VPN Client versions 1.0 – 1.1a only, Cisco VPN 3000 Client versions 2.x only, and Cisco VPN Client 3.x and above only.

### **Q. Why does the VPN Client disconnect after 30 minutes? Can I extend this time period?**

**A.** If there is no communication activity on a user connection during this 30-minute period, the system terminates the connection. The default idle timeout setting is 30 minutes, with a minimum allowed value of 1 minute and a maximum allowed value of 2,147,483,647 minutes (more than 4,000 years).

To modify the idle timeout setting, go to **Configuration > User Management > Groups** and select the appropriate group name. Select **Modify Group**, go to the HW Client tab, and type the desired value in the User Idle Timeout field. Type **0** to disable timeout and allow an unlimited idle period.

### **Q. I upgraded to Mac OS X 10.3 (known as "Panther"), but now my VPN Client 4.x is giving an error that states: "Secure VPN Connection terminated locally by the Client Reason: Unable to contact the security gateway"**

**A.** For the VPN Client 4.x to work with Mac OS X 10.3 ("Panther"), you must add `UseLegacyIKEPort=0` to the profile (.pcf file) found in the `/etc/CiscoSystemsVPNClient/Profiles/` directory.

## Q. I am getting a kernel extension error when I try to run Cisco VPN 5000 5.2.2 Client on Mac OS X 10.3. What should I do?

A. As stated in the product release notes, the Cisco VPN 5000 Client is supported up to version 10.1.x and thus is not supported on version 10.3. It is possible, however, to make the client work by resetting the permissions on two of the installed files after running the install script. An example is below.

**Note:** This configuration is *not* supported by Cisco.

```
sudo chown -R root:wheel /System/Library/Extensions/VPN5000.kext
sudo chmod -R go-w /System/Library/Extensions/VPN5000.kext
```

## Q. Is the Nortel Client compatible with the Cisco VPN 3000 Concentrators?

A. No, the Nortel Client cannot connect to the Cisco VPN 3000 Concentrator.

## Q. Can I have VPN clients from other vendors, such as the Nortel Contivity VPN Client, installed simultaneously with the Cisco VPN Client?

A. No, this is not possible.

## Q. How do I set up a PPTP connection from a Microsoft Windows PC?

A. Setup depends on the version of Microsoft Windows you are running. You should contact Microsoft for specific information. The following are setup instructions for some of the common versions of Windows.

### A. Windows 95

1. Install Msdun13.exe.
2. Go to **Programs > Accessories > Dial Up Networking**.
3. Create a new connection called "PPTP."
4. Select the **VPN Adapter** as the device for the connection.
5. Enter the IP address of the public interface of the switch and click **Finish**.
6. Go back to the connection that you have just created, click the right mouse button, and select **Properties**.
7. Under **Allowed Network Protocols**, at minimum, and uncheck **netbeui**.
8. Configure the **Advanced Options** settings as follows.
  - a. Leave default settings to allow the switch and client to auto-negotiate the authentication method.
  - b. Enable **Require Encrypted Password** to force CHAP authentication.
  - c. Enable **Require Encrypted Password** and **Require Data Encryption** to force MS-CHAP authentication.

### A. Windows 98

1. Follow these steps to install the PPTP feature.
  - a. Select **Start > Settings > Control Panel > Add New Hardware**. Click **Next**.

- b. Click **Select from List** and choose **Network Adapter**. Click **Next**.
  - c. Choose **Microsoft** in the left panel and **Microsoft VPN Adapter** on the right panel.
2. Follow these steps to configure the PPTP feature.
    - a. Select **Start > Programs > Accessories > Communications > Dial Up Networking**.
    - b. Click **Make new connection** and for **Select a device**, connect using **Microsoft VPN Adapter**. The VPN Server IP address= 3000 tunnel endpoint.
  3. To change the PC to also allow Password Authentication Protocol (PAP), perform the following steps.

**Note:** The Windows 98 default authentication is to use password encryption (Challenge Handshake Authentication Protocol [CHAP] or MS-CHAP).

- a. Select **Properties > Server types**.
- b. Uncheck **Require encrypted password**. You can configure data encryption (Microsoft Point-to-Point Encryption [MPPE] or no MPPE) in this area.

#### **A. Windows 2000**

1. Select **Start > Programs > Accessories > Communications > Network and Dialup connections**.
2. Click **Make new connection** and then click **Next**.
3. Select **Connect to a private network through the Internet and Dial a connection prior** (do not select this if you have a LAN). Click **Next**.
4. Enter the hostname or IP address of tunnel endpoint (3000).
5. If you need to change the password type, select **Properties > Security for the connection > Advanced**. The default is MS-CHAP and MS-CHAP v2 (not CHAP or PAP). You can configure data encryption (MPPE or no MPPE) in this area.

#### **A. Windows NT**

See Installing, Configuring, and Using PPTP with Microsoft Clients and Servers .

### **Q. How do I configure the CVPN 3000 Concentrator to notify remote users for VPN Client update?**

**A.** See Notifying Remote Users of a Client Update. Please ensure that you type the release information as "(Rel)", as noted in step 6 of the process.

### **Q. When I connect to the network in the office using my laptop and then take the laptop home, I have trouble connecting to the VPN 3000 Concentrator from home. What is the problem?**

**A.** The laptop may be retaining the routing information from the LAN connection. See VPN Clients with Microsoft Routing Problems for information about how to resolve this issue.

### **Q. Where can I get the latest software revisions for the Cisco VPN Client software?**

**A.** Registered users may check the VPN Software Center to see if more current software is

available. For additional information, refer to documentation on the Cisco VPN Client.

## **Q. What operating system versions support the Cisco VPN Client?**

**A.** Support for additional operating systems is constantly being added for the VPN Client. Refer to the system requirements in the release notes for the latest client to determine this, or see Cisco Hardware and VPN Clients Supporting IPsec/PPTP/L2TP.

## **Q. Can the Cisco VPN Client be deployed with all the parameters preconfigured?**

**A.** Yes. Administrators can create a Cisco VPN Client installation floppy disk set that has all client configuration parameters preset so that the installation is completely hands-free for end users. Information regarding creation of a predefined configuration is noted in the Cisco VPN Client documentation.

## **Q. What happened to the "Set MTU Utility" option that was in VPN Client versions 2.5.2 and earlier?**

**A.** The VPN Client now adjusts the Maximum Transmission Unit (MTU) size. The Set MTU Utility option is no longer a required installation step and has been removed from the Start menu. To access the Set MTU Utility option, use Internet Explorer, or go to Start/Run. Select **Browse**, and navigate to the Cisco Systems VPN Client directory.

## **Q. What personal firewalls are supported with the Cisco VPN client?**

**A.** Refer to the System Requirements in the release notes for your client to determine interoperability issues or support of personal firewalls. Starting in version 3.1, a new feature was added to the VPN 3000 Concentrator that detects what personal firewall software remote users have installed and prevents the users from connecting in the absence of the appropriate software. To configure this feature, go to **Configuration > User Management > Groups > Client FW** and select the tab for the group.

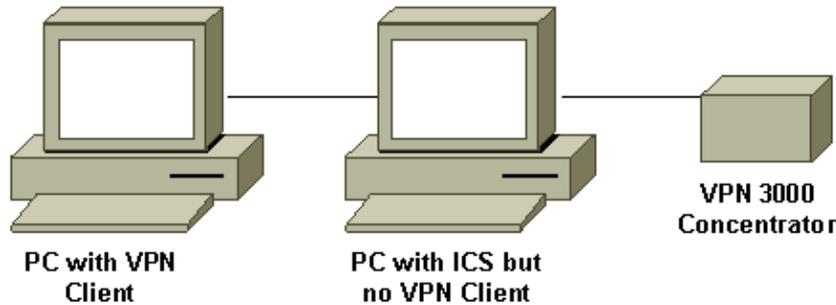
## **Q. Do I need to be an Administrator on Windows NT/2000 machines in order to load the client?**

**A.** Yes, you must have Administrator privileges to install the VPN Client on Windows NT and Windows 2000 because these operating systems require Administrator privileges to bind to the existing network drivers or to install new network drivers. The VPN Client software is networking software; therefore you must have Administrator privileges to install it.

## **Q. Can the Cisco VPN Client work with Microsoft Internet Connection Sharing (ICS) installed on the same machine?**

**A.** No, the Cisco VPN 3000 Client is not compatible with Microsoft ICS on the same machine. ICS must be uninstalled before the VPN Client can be installed. For more information, refer to Disabling ICS when Preparing to Install or Upgrade to Cisco VPN Client 3.5.X on Microsoft Windows XP.

Although having the VPN Client and ICS on the same PC will not work, the following arrangement will work.



**Q. It seems like the VPN Client is having a conflict with my NIC card. How should I troubleshoot this?**

A. Make sure that you are running the latest drivers on the NIC card. This is always recommended. Also, if possible, test to see if the problem is peculiar to the operating system, PC hardware, and other NIC cards.

**Q. What does it mean when I get "Error msg: failed to find the uninstall file..." while trying to uninstall VPN Client? Also, what needs to be done to successfully complete uninstallation?**

A. Check the networking Control Panel to ensure that the Deterministic NDIS Extender (DNE) was not installed. Also check for the uninstall file by going to **Microsoft > Current Version > Uninstall**. Then remove the HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\{5624C000-B109-11D

**Q. Why does the software disable Fast User Switching when you install VPN Client 3.1 on Windows XP?**

A. Microsoft automatically disables Fast User Switching in Windows XP when a GINA.dll is specified in the registry. The Cisco VPN Client installs the CSgina.dll to implement the "Start Before Login" feature. If you need Fast User Switching, then disable the "Start Before Login" feature. Registered users can get more information by looking up Bug ID CSCdu24073 (registered customers only) in Bug Toolkit.

**Q. How do VPN Clients 1.1 and 3.x internally store digital certificates (X.509v3)?**

A. The VPN Client 1.1 has its own certificate store. The VPN Client 3.x can either store certificates in Microsoft's store using Common-Application Programming Interface (CAPI), or it can store them in Cisco's own store (RSA Data Security).

**Q. My VPN Client seems to only connect to certain addresses. I am running Windows XP. What should I do?**

A. Verify that the built-in firewall in Windows XP is disabled.

**Q. I cannot install the VPN Client on Windows 2000 Professional. I get the following error: "An installation support file could not be installed" Catastrophic Failure. What should I do?**

A. Remove the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\Currentversion\Uninstall.

Then reboot your computer, and reinstall the VPN Client.

A. See Initialization Error Troubleshooting and look up Bug ID CSCdv15391 ( registered customers only) in Bug Toolkit for more information.

**Q. Is the Cisco VPN Client compatible with the Windows XP stateful firewall?**

A. This issue has been resolved. Registered users can get more details by viewing Bug ID CSCdx15865 ( registered customers only) in Bug Toolkit.

**Q. Can I have the same groupname and username on the VPN Concentrator?**

A. No, groupname and username cannot be the same. This is a known issue, found in software versions 2.5.2 and 3.0, and integrated into 3.1.2. Registered users can get more details by viewing Bug ID CSCdw29034 ( registered customers only) in Bug Toolkit.

**Q. When installing the VPN Client on Windows XP and on Windows 2000, is the multi-user interface disabled?**

A. The installation disables the welcome screen and the fast user switching. Registered users can get more details by viewing Bug ID CSCdu24073 ( registered customers only) in Bug Toolkit.

**Q. How can I make the VPN Client for Linux move to the background after execution? If I initiate a connection such as vpnclient connect foo, I get in, but the shell is returned.**

A. After signing on, type the following.

◆ ^Z

◆ bg

**Q. What can cause a delay before the VPN Client appears, specifically when the "Start Before Logon" option is enabled?**

A. The VPN Client is in "fall back" mode, thus contributing to the delay. Uninstall the client and remove the offending applications to allow startup without being in "fall back" mode. Then reinstall the VPN Client.

A. Registered users can get more details by viewing Bug IDs CSCdt88922 ( registered customers only) and CSCdt55739 ( registered customers only) in Bug Toolkit.

**Q. I have problems with the NetMeeting connection from a PC behind a VPN Concentrator to a VPN Client, but the connection works when I run from the PC to a VPN Client behind a VPN Concentrator. How can I resolve this?**

A. To control the connection settings, follow the appropriate step(s) below.

- ◆ On the PC's main drive, go to **Program Files > Cisco Systems > VPN Client > Profiles**. Right-click on the profile that you are using and choose **Open With** from the submenu to open the profile in a program like Notepad. (When you choose the program to use, be sure to uncheck the box that says "Always use this program to open these files.") Locate the profile parameter for ForcekeepAlives and change the value from 0 to 1, then save the profile. or
- ◆ For the VPN Client, go to **Options > Properties > General** and enter a value for the "Peer response timeout", as shown in this sample window. You can specify a timeout sensitivity of 30 seconds to 480 seconds. or
- ◆ For the VPN Concentrator, go to **Configuration > User Management > Groups > modify group** . On the IPsec tab, select the option for IKE Keepalives, as shown in this sample window.

The Dead Peer Detection (DPD) interval varies depending on the sensitivity setting. Once a response is not received, it moves into a more aggressive mode, sending packets every 5 seconds until the peer response threshold is met. At that time, the connection is torn down. You can disable the keepalives, but if your connection does actually drop, you will need to wait for the timeout. It is recommended that you set the sensitivity value very low initially.

**Q. How can I tell if a VPN Client is connected to the VPN Concentrator?**

A. Check the registry key named HKLM\Software\Cisco Systems\VPN Client\TunnelEstablished. If a tunnel is active, the value will be 1; if no tunnel is present, the value will be 0.

**Q. I am experiencing problems with only one VPN Client (for releases 3.3 and earlier) being able to connect through a Port Address Translation (PAT) device. What can I do to alleviate this problem?**

A. There was a bug in several Network Address Translation (NAT)/PAT implementations that causes ports less than 1024 not to be translated. On the VPN Client 3.1, even with NAT transparency enabled, the Internet Security Association and Key Management Protocol (ISAKMP) session uses UDP 512. The first VPN Client goes fine through the PAT device and keeps source port 512 on the outside. When the second client connects, port 512 is already in use, so the attempt fails.

A. There are three possible workarounds.

- ◆ Fix the PAT device.
- ◆ Upgrade the VPN Clients to 3.4 and use TCP encapsulation.
- ◆ Install a VPN 3002 that replaces all VPN Clients.

**Q. When I'm installing the Cisco VPN Client on Windows XP Home Edition, the task bar is not visible. How do I undo this?**

A. You can adjust this setting by going to **Control Panel > Network Connections > Remove Network Bridge**.

**Q. Are full-challenge cards such as the Defender supported on the Cisco VPN Client to PIX?**

A. No, cards of this type are not supported.

**Q. Are there connectivity issues when using the VPN Client 3.x with AOL 7.0?**

A. The VPN Client will not work with AOL 7.0 without the use of split tunneling. Registered users can get more details by viewing Bug ID CSCdx04842 (registered customers only) in Bug Toolkit.

**Q. While attempting to install Linux VPN Client on RedHat 8.0, I get an error saying that the module couldn't be loaded because the module was compiled with GCC 2 and the kernel was compiled with GCC 3.2. What should I do?**

A. This is because the new release of RedHat has a newer version of the GCC compiler (3.2+), which causes the current Cisco VPN Client to fail. This issue has been fixed and is available in CVPN 3.6.2a. Registered users can get more details by viewing Bug ID CSCdy49082 (registered customers only) in Bug Toolkit or can download the software from the VPN Software Center.

**Q. How do I automate the VPN Client connection from Dial-Up Networking?**

A. Go to **Options > Properties > Connections**, and have the VPN Client pull down a Dial-Up Networking phone book entry in order to fully automate the dial-up into the VPN connection.

**Q. I am getting a "peer no longer responding" error message when my Linux Client 3.5 tries to establish an IPSec connection to a PIX or to a VPN 3000 Concentrator. What should I do?**

A. The symptom of this problem is that the Linux Client seems to be trying to connect, but it never gets a response from the gateway device.

The Linux OS has a built-in firewall (ipchains) that blocks UDP port 500, UDP port 1000, and Encapsulating Security Payload (ESP) packets. Since the firewall is on by default, you either have to disable the firewall or open up the ports for IPSec communication for both inbound and outbound connections to fix the problem.

## Related Information

- **Cisco VPN 3000 Client Support Page – versions 2.x only**
  - **Cisco VPN Client Support Page – versions 3.x and above only**
  - **Cisco Secure VPN Client Support Page – versions 1.0–1.1a only**
  - **Technical Support – Cisco Systems**
- 

All contents are Copyright © 1992–2004 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.