

Product Release Information

Product: Cyberoam IPSec VPN Client

Release Number: 3.12 build 002

Customer Support: For more information or support, please visit our www.cyberoam.com or email at support@cyberoam.com

Important note

Re-activation of Client is required after upgrading

New Feature

- VPN Configuration is saved and restored after an upgrade

Enhancement

- Login and password of the X-Auth popup are now validated
- To allow managing VPN Client through a Remote Desktop(RDP) connection, the communication mode between IKE and the GUI is enhanced
- Management of the timers is enhanced to avoid IKE crashes

Bug fixes

- Kaspersky Anti-Virus was not compatible with VPN Client
- IKE crashes on time-out
- Configuration Wizard not displayed after an upgrade
- For configuring X-Auth, it was required to enable "Automatically open VPN tunnel on traffic detection" in Phase 2
- The /Importonce, /export or /exportonce command line options did not start the IKE.
- Incorrect Certificates imported from a ".tgb" VPN configuration file

How to Report Problems

If you have problems with your system, contact customer support using one of the following methods:

- Email id: support@cyberoam.com
- Telephone number : 91-79-26400707

Please have the following information available prior to contacting support. This helps to ensure that our support staff can best assist you in resolving problems:

- Description of the problem, including the situation where the problem occurs and its impact on your operation
- Product version, including any patches and other software that might be affecting the problem
- Detailed steps on the methods you have used to reproduce the problem
- Any error logs or dumps

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