

## Release Information

Compatible versions: 9.5.0.19, 9.5.0.21, 9.5.0.25

### ***Upgrade Information***

Upgrade type: Auto upgrade

***Compatibility Issues: None***

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## Introduction

This document contains the release notes for Cyberoam version 9.5.0 build 29.

This is a maintenance release with several bug solved that improves quality, reliability, and performance.

## Bugs Solved

The purpose of this list is to give an overview of the bugs fixed in the current release. The ID denotes the internal Cyberoam bug tracking ID and the description explains problem.

### Bug ID – 3847

Description – “Proxy unable to comply” error is displayed at the time of enabling FTP scanning when Cyberoam is deployed as bridge.

### Bug ID – 3906

Description – Cyberoam displayed incorrect message when malware is detected. Instead of malware message, Web Admin console displays virus message.

### Bug ID – 3907

Description – Cyberoam does not support VoIP connection if VoIP device is deployed behind Cyberoam.

### Bug ID – 3908

Description – Cyberoam downloads corrupted mails from POP3 server when Cyberoam Anti Spam engine is not running.

### Bug ID – 3910

Description – Cyberoam does not open images included in the web sites tw.news.yahoo.com, tw.stocks.yahoo.com and yam.com.

### Big ID - 3911

Description – Incomplete virus name is displayed in HTTP Anti Virus reports.

### Bug ID – 3912

Description – Cyberoam is not compatible with non-pipeline supported POP3 servers.

### Bug ID – 3913

Description – HTTP proxy crashes when Anti virus scanning is enabled.

### Bug ID – 3914

Description – If special character “space” is included in the username, it is not possible to login using HTTP Client e.g. “john mac”.

## General Information

### Technical Assistance

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

- Email id: [support@cyberoam.com](mailto:support@cyberoam.com)
- Telephonic support
- Asia Pacific, Australia & New Zealand: +91-79-66065777, +91-79-26400707
- USA & Other Countries: +1-201-484-7733/7581, +1-866-663-CYBR (toll free)

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

### Technical Support Documents

Knowledgebase: <http://kb.cyberoam.com>

Documentation set: <http://docs.cyberoam.com>

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