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Introduction

This document contains the release notes for Cyberoam version 9.5.3 build 18. The following sections describe the release in detail and provide other information that supplements the main documentation.

This is a major release with few enhancements and several bug fixes that improves quality, reliability, and performance.

Version 9.5.3 build 18

Release Information

Upgrade applicable to: version 9.4.2.0 onwards

Upgrade Information

Upgrade type: Manual

Upgrade procedure

1. Download upgrade from <http://downloads.cyberoam.com>
2. Log on to Web Admin console and go to Help> Upload Upgrade and upload the file downloaded in step 1
3. Once the file is uploaded successfully, log on to Telnet console and go to option 6 Upgrade Version and follow the on-screen instructions.

Compatibility Issues: None

Enhancements

1. Configurable Interface speed

One is required to configure interface speed, half/full duplex or auto-negotiation settings when Cyberoam is connected to the third party devices like routers and switches. Incorrect Ethernet setting between the Cyberoam and third party devices can result into no connection or traffic latency, slow performance. Speed and duplex mismatches can also result into errors and collision on interface.

Configuration option is provided from Telnet console (Option 4 Cyberoam Console, set interface-speed)

2. Automatic time adjustment for future Daylight Saving Time(DST)

Cyberoam will automatically adjust the System clock when the daylight savings time ends and will re-adjust again on the start of the next period. Time zone information database is updated to accommodate the future requirements.

3. Debug report generator

To help Cyberoam Central Support to debug the system problems, debug file generator is provided which generates the system's current status file. File contains details like list of all the processes currently running on system, resource usage etc.

File can be generated from Telnet Console by executing following command from Cyberoam Console (option 4)

```
corporate>cyberoam services status
```

Download the generated file from <http://<cyberoam ip address>/documents/cyberoam.debug> and send it to support@cyberoam.com for diagnosing and troubleshooting the issue.

4. Configurable TCP Sequence number check

Cyberoam monitors SYN and ACK numbers within a certain window to ensure that the packet is indeed part of the session. But, certain applications and third party vendors use non-RFC method to verify validity of a packet or for some reason certain servers send packets in invalid sequence numbers and expect an acknowledgement.

But, Cyberoam drops the packet when received with invalid sequence number. To allow such traffic, Cyberoam offers the ability to disable this feature.

By default, this option is enabled and Cyberoam will drop all the packets with invalid sequence number.

Enabling this check significantly reduces the likelihood of hijacking of TCP session while disabling this feature makes a user more vulnerable to this attack.

Advanced firewall setting in Telnet Console provides an option to disable this check.

5. AntiVirus Engine upgrade

AntiVirus engine has been upgraded for minor fixes and a license update.

Bugs solved

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

Bugs solved in 9.5.3 build 16

Big ID - 2365

Description – Same IP address can be assigned to the multiple Ethernet ports via Network Configuration Wizard and Cyberoam CLI Console.

Bug ID – 4048

Description – Dashboard displays gateway status as 'Up' even after WAN port is disconnected.

Bug ID – 4478

Description – If any of the GUI components of the HTTP client login page is customized, Internet Explorer displays the blank page.

Bug ID – 4490

Description – Due to incorrect HTTP header parsing, certain sites like www.cada.fr were not accessible.

Bug ID – 4542

Description – Upgrading from certain builds of V 9.4.2 build 0 to V 9.5.3 build 14 makes Cyberoam Appliance non-functional.

Bug ID – 4544

Description – Cyberoam does not allow creating multiple virtual hosts with same IP address and port even when port forwarding is enabled for different protocol.

Bug ID – 4546

Description – Blank page is displayed instead of HTTP client page if number of users' login and logout frequently.

Bug ID – 4550

Description – For outbound requests, HTTP X-Forwarded-For header included client (internal network) IP address.

Bug ID – 4551

Description – One cannot select service while creating virtual host based firewall rule.

Bug ID – 4543

Description – Dashboard does not display user surfing pattern in heavy traffic environment.

Bug ID – 4549

Description – IMAP virus summary graph does not display valid mail details. Virus summary

graph should display details of both valid and infected mails.

Bugs solved in 9.5.3 build 18

Bug ID – 4636

Description – V 9.5.3 build 14 upgrade patch was applicable on higher versions i.e. V 9.5.3 build 14 patch could be applied on V 9.5.4 build 17

Bug ID – 4637

Description – When upstream proxy (Parent proxy) is configured with FQDN, users are not able to surf websites if Cyberoam is unable to resolve the FQDN while restarting the management services (RMS) or on rebooting the Cyberoam.

Bug ID – 4638

Description – Version upgrade triggers high CPU usage if SNMP is configured. This issue affects versions from 9.4.1 build 0 to V 9.5.0 build 21 as the SNMP configuration file of these versions is not compatible with the higher versions.

Bug ID – 4659

Description – Cyberoam does not reset SNMP configuration on factory reset.

Bug ID – 4662

Description – SNMP configuration is not included in backup file.

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

Telephonic support

- India: 1-800-301-00013 (toll free)
- 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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CORPORATE HEADQUARTERS

Elitecore Technologies Ltd.
904 Silicon Tower,
Off. C.G. Road,
Ahmedabad – 380015, INDIA
Phone: +91-79-66065606
Fax: +91-79-26407640
Web site: www.elitecore.com, www.cyberoam.com