

Introduction

This document contains the release notes for Cyberoam version 9.5.3 build 22. It is a maintenance release with bug fixes that improves quality, reliability, and performance.

Version 9.5.3 build 22

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

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.

Bug ID - 4714

It is required to reboot Cyberoam appliance manually after upgrading to any builds of version 9.5.0 from v 9.4.2 build 0. If appliance is not rebooted manually, appliance is not actually upgraded but Web admin console displays that the version is upgraded i.e. v 9.5.0 build xx. Cyberoam appliance does not come up when such appliances are further upgraded to v 9.5.3 build 18.

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, 866-663-2927 (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