

Issue:

What versions of code run on the old and new hardware?

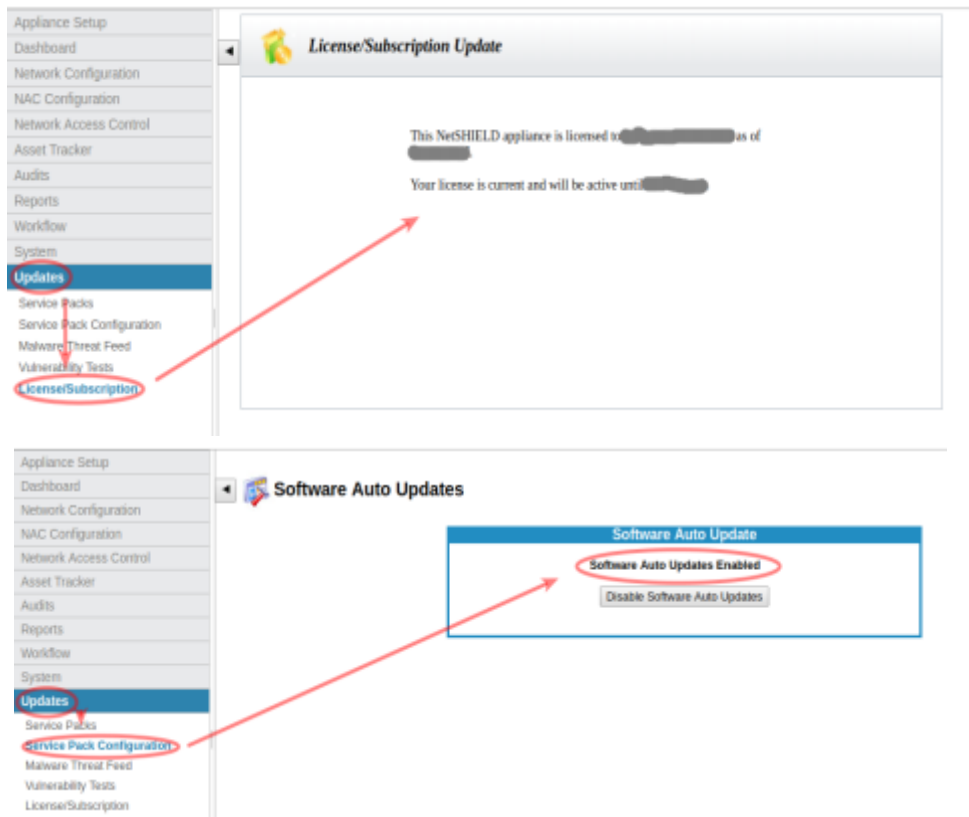
Solution:

The latest version of software running on old hardware shipped prior to February 2017 is 9.4 patch 32.

New hardware shipped February 2017 and onward is currently running on version 10.1 patch XX.

- You need to upgrade to new hardware in order to run version 10.1-patch XX.
- For more info about the latest hardware / appliance version please contact your reseller.

Note: In order to get updates for both Hardware Versions, you need a valid license for NETSHIELD (V9 or V10). You may also want to activate auto updates as an easy way to get patches as shown below:



The image displays two screenshots of the NetShield web interface. The top screenshot shows the 'License/Subscription Update' page. The left sidebar menu has 'Updates' selected, and 'License/Subscription' is circled in red. A red arrow points from this menu item to the main content area, which displays: 'This NetSHIELD appliance is licensed to [redacted] as of [redacted]. Your license is current and will be active until [redacted]'. The bottom screenshot shows the 'Software Auto Updates' page. The left sidebar menu has 'Updates' selected, and 'Service Pack Configuration' is circled in red. A red arrow points from this menu item to the main content area, which shows a 'Software Auto Update' box with 'Software Auto Updates Enabled' circled in red and a 'Disable Software Auto Updates' button below it.