

## **Release Notes for DrayTek Vigor 2962 (UK/Ireland)**

Firmware Version	4.4.3.8 – Stable branch (Formal Release)
Release Type	<b>Important</b> – Review release notes and upgrade if the changes affect your system stability, performance, or security
Build Date	11 <sup>th</sup> December 2025
Release Date	23 <sup>rd</sup> December 2025
Revision	5041_7741_5b232b73ab
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **Mainline and Stable Firmware Branches:**

**Mainline** - Incorporates new features, bug fixes and firmware improvements.

**Stable** - Formal releases of firmware incorporating any bug fixes and firmware improvements.

**To change firmware from one branch to another as a precaution take a configuration backup before performing the firmware upgrade**

**Latest versions:** Stable - 4.4.3.8 Mainline - 4.4.5.2

**Important Note:** Since 4.4.3.2 firmware version there is support for admin password hashing. Please note that if you upgrade to this version and later downgrade to a previous version, the admin password will reset to the default, and you will need to reconfigure it. Other settings will not be affected.

### **New Features**

(None)

### **Improvements**

1. The firewall functionality malfunction (firmware 4.4.3.7) has been fixed in this firmware
2. Fix the issue with the DHCP Relay forwarding Discover packets to only one DHCP server on LAN 10
3. The BFP list on the Dashboard showed a blocked IP count while the table in [Firewall] > [Defense Setup] was empty

### **Known Issues**

1. Version (4.4.3.2) introduces support for admin password hashing. If the router is upgraded to a version 4.4.3.2 or higher and later downgraded to an earlier firmware version, the admin password will reset to its default value. It will be necessary to log in using the default password and reconfigure it. Other settings will remain unaffected.
2. TR-069 parameters for Application >> Smart Action is not completed.
3. The web portal may cause the router to be too busy to respond quickly.
4. The encryption method for OpenVPN will be returned to the factory default settings if upgrading the firmware version from V3.9.7.x to V4.3.1.

5. To prevent potential errors when upgrading firmware, it is recommended to upgrade firmware sequentially one version at a time. (e.g., if the current firmware is 3.9.1, upgrade to 3.9.2 then 3.9.7.2, and then the latest version).
6. When the firmware is downgrading via "System Maintenance > Firmware Upgrade", one might have a chance to experience a config compatibility error, which causes the config of a certain function to return to the default setting. To avoid this error, "System Maintenance >> Configuration Export >> Restore Firmware with config" is the preferred way for firmware "downgrading". We suggest backup the config file before upgrading any firmware as well.
7. Inter-LAN routing setting exported/backed up from firmware 4.3.2 release might be incorrect, please check inter-LAN routing settings.
8. Management of the DrayOS 5 APs is currently not supported by Vigor 2962

### **Firmware File Types**

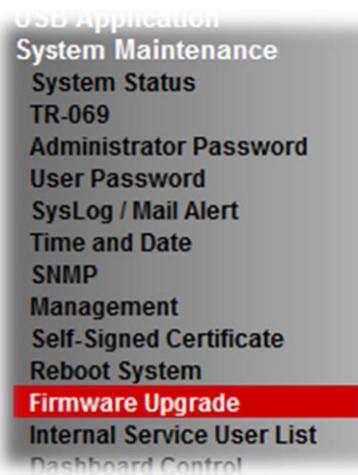
The file name of the firmware controls which upgrade type is performed.

If the file name is unchanged (e.g. xxxx.all) then the upgrade will just upgrade the firmware, whereas renaming the firmware to a .rst extension will wipe all settings back to factory defaults when upgrading the firmware.

### **Upgrade Instructions**

It is recommended that you take a configuration backup prior to upgrading the firmware. This can be done from the router's system maintenance menu.

To upgrade firmware, select '*firmware upgrade*' from the router's system maintenance menu and select the correct file. Ensure that you select the ALL file unless you want to wipe out your router's settings back to factory default.



### **Manual Upgrade**

If you cannot access the router's menu, you can put the router into 'TFTP' mode by holding the RESET whilst turning the unit on and then use the Firmware Utility. That will enable TFTP mode. TFTP mode is indicated by all LEDs flashing. This mode will also be automatically enabled by the router if there is a firmware/settings abnormality. Upgrading from the web interface is easier and recommended – this manual mode is only needed if the web interface is inaccessible.

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Firmware Version	4.4.3.7 – Stable branch (Formal Release)
Release Type	<b>Important</b> – Review release notes and upgrade if the changes affect your system stability, performance, or security
Build Date	4 <sup>th</sup> November 2025
Release Date	18 <sup>th</sup> December 2025
Revision	5032_7733_fe0c8ec42f
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

**Versions at release:** Stable - 4.4.3.7 - Latest release Mainline - 4.4.5.1

### New Features

(None)

### Improvements

1. Fix the issue caused by packet fragmentation over the VPN
2. Fix the issue with the failure to enter a 2FA code for VPN Host to LAN when "Management from LAN" was disabled
3. To comply with NIS2 security requirements, the firmware now applies the following defaults:
  - Telnet is disabled,
  - FTP is disabled,
  - and Enforce HTTPS Access is enabled.

If Telnet/ FTP access on LAN1 is unavailable after the upgrade, users are advised to verify the settings under [System Maintenance] > [LAN Access Control]
4. Improvements to the system stability related to the PPPoE functionality
5. System stability improvements related to the Syslog being saved to the USB disk
6. The router could stop responding when TR069 queried BFP-related parameters
7. Disabled WANs will not be shown in the [Diagnostics] > [Traffic/Resource Graph]
8. The option to change the TTL value for all WANs using PPPoE mode is disabled by default
9. Fix the issue with missing the "Hostname Object/Group" option in the IP Filter Rule
10. Fix the issue with wrong display of the IPv6 address of WAN3 in the WebUI started with "WAN3"
11. Fix the issue with failure to click any quick-access links on the dashboard for macOS/iOS Safari users
12. Both firmware types are now listed in [System Maintenance] > [Firmware Upgrade]
13. Improvements to the [Applications] > [Smart Action] page where detailed information could not be shown due to a single quote used in the [Routing] > [Load-Balance/Route Policy] page
14. Fix the issue with failure to failover from Multi-WAN Policy Route rules
15. Fix the issue where the user management data quota did not work properly

### Known Issues

1. Version (4.4.3.2) introduces support for admin password hashing. If the router is upgraded to a version 4.4.3.2 or higher and later downgraded to an earlier firmware version, the admin password will reset to its default value. It will be necessary to log in using the default password and reconfigure it. Other settings will remain unaffected.
2. TR-069 parameters for Application >> Smart Action is not completed.

3. The web portal may cause the router to be too busy to respond quickly.
4. The encryption method for OpenVPN will be returned to the factory default settings if upgrading the firmware version from V3.9.7.x to V4.3.1.
5. To prevent potential errors when upgrading firmware, it is recommended to upgrade firmware sequentially one version at a time. (e.g., if the current firmware is 3.9.1, upgrade to 3.9.2 then 3.9.7.2, and then the latest version).
6. When the firmware is downgrading via "System Maintenance > Firmware Upgrade", one might have a chance to experience a config compatibility error, which causes the config of a certain function to return to the default setting. To avoid this error, "System Maintenance >> Configuration Export >> Restore Firmware with config" is the preferred way for firmware "downgrading". We suggest backup the config file before upgrading any firmware as well.
7. Inter-LAN routing setting exported/backed up from firmware 4.3.2 release might be incorrect, please check inter-LAN routing settings.
8. Management of the DrayOS 5 APs is currently not supported by Vigor 2962

Firmware Version	4.4.3.6 – Stable branch (Formal Release)
Release Type	<b>Critical</b> – Upgrade recommended immediately
Build Date	1 <sup>st</sup> August 2025
Release Date	20 <sup>th</sup> August 2025
Revision	4993_7685_97fa3d34ec
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

**Versions at release:** Stable - 4.4.3.6 - Latest release Mainline - 4.4.5.1

### **New Features**

(None)

### **Improvements**

1. Improvements to the Web GUI Security
2. Improved the stability of ACS firmware upgrade processes
3. Fix the issue where NAT loopback/openport did not work for IP Alias WAN and TCP
4. The "Failover to" option in Policy Route could disappear when the rule was enabled
5. Fix the issue related to the router being busy due to a high number of BFP entries while viewing the dashboard
6. Improvements to the certification generation feature where the local certificate list was suddenly empty, and generating new certificates did not work

### **Known Issues**

1. Version (4.4.3.2) introduces support for admin password hashing. If the router is upgraded to a version 4.4.3.2 or higher and later downgraded to an earlier firmware version, the admin password will reset to its default value. It will be necessary to log in using the default password and reconfigure it. Other settings will remain unaffected.
2. TR-069 parameters for Application >> Smart Action is not completed.
3. The web portal may cause the router to be too busy to respond quickly.
4. The encryption method for OpenVPN will be returned to the factory default settings if upgrading the firmware version from V3.9.7.x to V4.3.1.
5. To prevent potential errors when upgrading firmware, it is recommended to upgrade firmware sequentially one version at a time. (e.g., if the current firmware is 3.9.1, upgrade to 3.9.2 then 3.9.7.2, and then the latest version).
6. When the firmware is downgrading via "System Maintenance > Firmware Upgrade", one might have a chance to experience a config compatibility error, which causes the config of a certain function to return to the default setting. To avoid this error, "System Maintenance >> Configuration Export >> Restore Firmware with config" is the preferred way for firmware "downgrading". We suggest backup the config file before upgrading any firmware as well.
7. Inter-LAN routing setting exported/backed up from firmware 4.3.2 release might be incorrect, please check inter-LAN routing settings.
8. Management of the DrayOS 5 APs is currently not supported by Vigor 2962



Firmware Version	4.4.3.5 – Stable branch (Formal Release)
Release Type	<b>Important</b> – Review release notes and upgrade if the changes affect your system stability, performance, or security
Build Date	2 <sup>nd</sup> June 2025
Release Date	18 <sup>th</sup> July 2025
Revision	4961_7654_518e8b3a94
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

**Important Note:** Since 4.4.3.2 firmware version there is support for admin password hashing. Please note that if you upgrade to this version and later downgrade to a previous version, the admin password will reset to the default, and you will need to reconfigure it. Other settings will not be affected.

### New Features

(None)

### Improvements

1. The router could become unresponsive when both WCF and DNS Filters were enabled during unstable Internet connections
2. The router could become unresponsive every few days due to the anti-DoS queue being full
3. The router could stop responding when a broken Web login 2FA configuration was used in the previous firmware. It is necessary to regenerate the 2FA settings after upgrading to the new firmware`
4. Improvements to the mechanisms linked with Slab Panic / SOCK\_DYNA\_BUF errors
5. The Web UI was affected when the IP Group name under [Object Setting] > [IP Group] contained a comma
6. Web GUI and router stability improvements
7. Fix for the manual time zone configuration for Athens
8. Fix for the missing Chinese interface after firmware update
9. The tab formatting was missing in some CLI help menu items
10. An IP could not be added to the DoS Flood block list
11. A single quote in the IP Group name could break the QoS page
12. An issue where "Unknown WAN" was displayed in the VigorACS server
13. A compatibility issue between the SMS Service Object and BulkSMS.com
14. An issue where the Vigor 2962 Web UI was not reachable via virtual WAN IP
15. Fix for the Virtual WAN PPPoE dial-up failure when a VLAN tag overlapped with physical WAN
16. Compatibility improvements with the Remote Dial-In VPN backup configuration that can be now restored from Vigor 2927 to Vigor 2962
17. Fix an issue with random firmware upgrade failures occurred via VigorACS when an "Always On" OpenVPN tunnel existed
18. LAN Access improvements related to IP Object - Range Type that could not block VPN from accessing the router's management interface



19. Automatically deleted the “cpu\_busy.tar” file during debug log generation if it was over one month old, to speed up log downloads
20. Fix the issue where the router no longer attempted to establish a VPN connection if the DNS server responded to the VPN Server's domain name with TTL=0

#### **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - “Restore Firmware with Config” feature, to load the previous configuration file along with the previous firmware.
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management
3. The encryption method for OpenVPN will be factory defaulted if firmware is upgrading from v3.9.7 to v4.3.1 or above
4. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration
5. The TR-069 parameters for [Application] > [Smart Action] is not completed yet
6. To prevent potential errors when upgrading firmware, it is recommended to upgrade firmware sequentially one version at a time (e.g., if the current firmware is 3.9.1, upgrade to 3.9.2 then 3.9.7.2, and then to the latest version)
7. At present, DrayOS5 APs are not supported by Vigor 2962

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Firmware Version	4.4.3.4 – Stable branch (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	27 <sup>th</sup> March 2025
Release Date	22 <sup>nd</sup> May 2025
Revision	4926_7605_b8950f82bc
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

**Important Note:** Since 4.4.3.2 firmware version there is support for admin password hashing. Please note that if you upgrade to this version and later downgrade to a previous version, the admin password will reset to the default, and you will need to reconfigure it. Other settings will not be affected.

#### New Features

(None)

#### Improvements

- Improvements to the wording; “null” is replaced with “empty”
- Support for TCP protocol for Port Knocking
- Improvements to the update method for User Management’s data quota
- BFP (Brute Force Protection) Status added to the Dashboard
- The CMS profiles that are not enabled on the Main Filter page are hidden
- The “Product Registration” is renamed to “Registration & Services”
- New SMS Service Providers added: “sms.mitake.com.tw” and “SerwerSMS.pl”
- A new TR-069 parameter added for [Applications] > [Radius/TACACS+] > [Certificate]
- A note added to explain the ‘None’ item for Protocol on the [NAT] > [Port Knocking] page
- The “Malloc OSPF config fail” error log has been removed when OSPF is enabled but no profiles are configured
- The Router Policy Name (comment) is displayed in the dropdown menu instead of displaying the “Index number”
- A prompt added to re-enter the verification code when changing other settings on the [NAT] > [Port Knocking] page
- The username length increased in [User Management] and [USB] > [User Management] sections to 32 characters (previous limit was set to 11 characters)
- Enhance of the DPDK Anti-DoS mechanism to reduce high CPU usage caused by UDP broadcast/multicast floods that could lead to instability of the router
- Fix for the STUN server related issues
- Buffer management improvements related to SSL VPN service
- The router could become unresponsive after enabling login with 2FA
- The all traffic (0.0.0.0/0) through VPN improvements

19. Some of the IGMP Status information was incorrect
20. The WAN IP object/group wasn't listed in firewall source IP
21. Improvements related to the high CPU usage caused by UDP broadcast/multicast flood
22. Fix for the connection issues related to the IPsec X.509 H2L VPN
23. Fix for sending SMS via MessageBird or custom settings
24. RADIUS Request Interval improvements
25. High Availability Hot-Standby Config Sync was not functioning correctly
26. Improvements to the WANx prioritization for DrayDDNS when using Internet IP
27. Improvements with the log for updating an external device turned into garbled text
28. The Syslog client failed to work when using the WAN Alias IP
29. Improvements to the DoS attack mechanism that could cause high CPU usage and make the router unresponsive
30. Fix an issue where creation of a Let's Encrypt certificate with No-IP domain did not work
31. The router could become unresponsive while establishing the 3<sup>rd</sup> IKEv2 EAP VPN connection
32. Improvements to the online status showing "Fiber" even when the Ethernet connection was selected
33. The correct icon is displayed for VigorAP 918R, VigorAP 805, and VigorAP 962C via APM
34. Fix for the firewall block issue where a rule was set with WAN->Localhost direction and was ignored by the system after 5 minutes
35. Fix for the issue where router could become unresponsive when logging into the WUI with TOTP after downgrading from 4.4.3.2 to 4.4.3.1
36. Improvements to the WAN RX Packet Count that displayed negative values when using the CLI command "show state"
37. Fix an issue where the Gateway setting appeared if WAN/LAN was selected for the Failover to option on [Routing] > [Route Policy]
38. Improvements to the router stability related to dray\_dpdk, QEMU and configuration backup job via VigorACS server
39. Fix for the issue where Internal Syslog Server continued to receive Syslog from the WAN, even after the NAT Open Port rule was disabled
40. The IKEv2 VPN was disconnecting when a Peer Domain Name was specified and receiving DNS server responses with a TTL of 0
41. When using the packet capture function on the web interface, P1 was incorrectly set to enabled even after stopping the packet capture function
42. Vigor 2962 supports LAN DHCP server IP pool with a maximum size of 4096
43. An incorrect year was displayed on [System maintenance] > [Configuration Export]

### **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management

3. The encryption method for OpenVPN will be factory defaulted if firmware is upgrading from v3.9.7 to v4.3.1 or above
4. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration
5. The TR-069 parameters for [Application] > [Smart Action] is not completed yet
6. To prevent potential errors when upgrading firmware, it is recommended to upgrade firmware sequentially one version at a time (e.g., if the current firmware is 3.9.1, upgrade to 3.9.2 then 3.9.7.2, and then to the latest version)

Firmware Version	4.4.3.2 – Stable branch (Formal Release)
Release Type	<b>Critical</b> – Upgrade recommended immediately
Build Date	28 <sup>th</sup> November 2024
Release Date	30 <sup>th</sup> December 2024
Revision	4859_7498_8085331
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

(None)

### **Improvements**

1. Web GUI Security Improvements
2. [System Maintenance] > [Configuration Export] page design updates
3. Unused WAN interfaces have been removed from NAT WUI
4. IP Filter name added in Syslog
5. Link Aggregation ports are shown on the WUI Dashboard page
6. Improvements to user management feature where client data quota was not recorded after router reboot
7. The "Traffic Graph" name replaced with " Traffic/Resources Graph" under the Diagnostics section
8. The description of Dray DDNS changed to DrayDDNS in Service Status Log
9. The "Domain Name Allowed" in [System Maintenance] > [Management] > [LAN Access Setup] feature description note updated
10. The warning messages about the firmware damage updated for clarity purposes
11. The WAN DHCP Client Options ASCII Character Data limit extended from 62 to 127
12. Support added for responding to ARP Probe packets
13. The "optional" note added for [Objects Setting] > [IP Object] for MAC Address selection
14. The hyperlink for “Configuration Export” added on [System Maintenance] > [Firmware Upgrade]
15. Users are no longer required to clear the "Decline VRRP MAC into ARP table" checkbox in [Firewall] > [Defense Setup] before successfully establishing a Starlink connection
16. Compatibility improvements linked with session limit for Meraki VPNs
17. WireGuard VPN users could not access Vigor’s web interface
18. Fixed auto restart schedule feature
19. The Online Status page did show two USB temper icons when only one sensor was connected
20. Improvements to system stability and compatibility with IPTV connections
21. VPN log details shown incorrect direction in WUI
22. Block list not showing when IP is blocked via Data Flow Monitor
23. Router’s stability improvements linked with QEMU system
24. Data Flow Monitor can display sessions of non-directly connection IPs (subnets)
25. The [Diagnostics] > [NAT Sessions Table] WUI page did not display all the data
26. Failed to restore [NAT] > [Port Redirection]/[Open Ports] .bak file

27. Fixed the issue with PPPoE dialling failure due to conflicting static and dynamic WAN IP settings
28. Router's system improvements linked to the External Devices feature and their password containing '%' character
29. Improvements to the IPsec VPN connection to the server via domain name where the server changes IP (Incorrect DNS cache time)
30. Fix for the columns alignment in [VPN and Remote Access] > [Connection Management]
31. The redundant "Clear All" button has been removed from [Applications] > [Dynamic DNS]
32. Improvements to the authentication method configuration for local admin users, and support admin password hashing

### **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management
3. The encryption method for OpenVPN will be factory defaulted if firmware is upgrading from v3.9.7 to v4.3.1 or above
4. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration
5. The TR-069 parameters for [Application] > [Smart Action] is not completed yet
6. To prevent potential errors when upgrading firmware, it is recommended to upgrade firmware sequentially one version at a time (e.g., if the current firmware is 3.9.1, upgrade to 3.9.2 then 3.9.7.2, and then to the latest version)

Firmware Version	4.4.3.1 – Stable branch (Formal Release)
Release Type	<b>Critical</b> – Upgrade recommended immediately
Build Date	14 <sup>th</sup> August 2024
Release Date	30 <sup>th</sup> September 2024
Revision	4694_7298_9c7d22d
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

**Before upgrading to 4.4.3.1 or later, please upgrade to 4.3.2.7 to avoid configuration compatibility first.**

### **New Features**

1. Support for 4 WANs

### **Improvements**

1. Web GUI Security Improvements
2. Fix an issue related to the WCF improvements
3. The RADIUS timeout increased to 120 seconds
4. Support for Auto-check WAN MTU for PPPoE connections
5. Support for multiple untagged PPPoE on the same port
6. The country code in mail alert for VPN connections added
7. The Blocked IP List page displays the unit for Block Time [Firewall] > [Defense Setup] > [Brute Force Protection]
8. Support for unlimited quota for Customized SMS Service Object
9. Support for WAN alias IP for Server Load Balance and Port Knocking
10. Webhook Server URL character limit increased from 64 to 200 characters
11. Support for complete certificate chain for IKEv2 EAP VPN authentication
12. Modify Brute Force Protection due to usage by Smart Action (Suricata)
13. Management/SNMP WUI no longer requires a router reboot
14. A new log alert added: "VPN service is disabled for WANx" when VPN service is not enabled
15. Support for customizing the port in "Vigor Router SMS Gateway" (SMS Service Object)
16. Support for Vigor management from TR-069 servers using either uppercase or lowercase HTTP headers
17. The Port Knocking as Source IP added for [NAT] > [Open Ports] and [NAT] > [Port Redirection] added
18. Improvements to the performance of the User Management feature by eliminating unnecessary HTTPS page redirection
19. The IP search box added to [System Maintenance] > [Management] for Blocked IP List (Brute Force Protection)
20. Improvements to the Port Knocking for Local Service and Brute Force Protection on the [System Maintenance] > [Management] page
21. Advanced notifications added for expiring certificates to Syslog to prevent connection issues
22. A note added about the VPN support for LDAP/AD Authentication on [VPN and Remote Access] > [PPP General Setup]

23. The Port Knocking Tools download link added on the of [NAT] > [Port Knocking] and [System Maintenance] > [Management] pages
24. A local certificate with an expiration date less than or equal to 397 did not get a warning message after modification
25. Improvements to the buffer overflow mechanism for SSL VPN
26. Improvements to the reversed Internet IP for DrayDDNS
27. Improvements to the connect compatibility with third-party ACS
28. Fix an issue with the PPTP VPN failure from Android Phone
29. Fix an issue with failure to set a hotspot with the created API
30. Restore backup NAT configuration did not work
31. Improvements to the Remote Dial-in User's IPsec Peer Identity feature
32. Improvements to the WUI where some NAT-related features would allow to select unused WAN interfaces
33. The router could stop responding after enabling the WCF
34. Improvements to the host display mechanism on [Diagnostics] > [Data Flow Monitor]
35. Improvements to the issues with import/export configuration mechanism related to long integer values
36. The Management option on [WAN] > [Multi-VLAN] was missing
37. After the firmware upgrade, the Firewall Filter Set 1 was empty
38. The router could stop responding while the remote dial-in user profile was edited
39. An issue with failure to open Bandwidth Management >> Quality of Service.
40. The LAN DNS firmware compatibility improvements
41. The router could stop responding when the conntrack table is full
42. The SFP P1 link was up (1Gbps) but no ARP entry was observed after upgrading to 4.4.3 firmware
43. The graphics of Login Page Greeting in WUI when using HTTP is now adjusted
44. The unnecessary character has been removed from [Diagnostics] > [NAT Sessions Table]
45. Network stability improvements for OpenVPN
46. The router did not renew DrayDDNS the WAN IP address changed
47. The Delete and Rename options were missing on the [USB Application] > [File Explorer] page
48. The password and pre-shared key for VPN LAN-to-LAN are hidden on the backup file
49. The Open Port option failed to direct the traffic to a virtual server which had two IP addresses
50. SSL VPN LAN-LAN in NAT mode did not allow to reach the remote network
51. An error message appeared on User Management after enabling Validation Code
52. The CPE device lost Internet access via high availability while using two switches
53. Fix for the WANx first for the DrayDDNS service not working when the Internet IP was used
54. The wrong direction was displayed for VPN Log Details on [Diagnostics] > [VPN Graph]
55. The DDNS could fail to update correctly while HA status was not yet complete during the boot process
56. Correction for the WUI login logs that were displayed under User Access instead of Others on Syslog
57. Incorrect values were displayed when editing a filter rule with the direction set to WAN-> LAN/RT/VPN



58. The URL Filter did not block HTTPS websites when TLS 1.3 hybridized Kyber was enabled in the browser
59. Improvements to the Hotspot HTTPS redirection not working when Vigor HTTPS management port was set to a non-default value
60. Fix an issue where NAT Port Redirection Rule (e.g., index 2) was disabled automatically when modifying rules on other pages

#### **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.
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4. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration
5. The TR-069 parameters for [Application] > [Smart Action] is not completed yet
6. To prevent potential errors when upgrading firmware, it is recommended to upgrade firmware sequentially one version at a time (e.g., if the current firmware is 3.9.1, upgrade to 3.9.2 then 3.9.7.2, and then to the latest version)

Firmware Version	4.4.3 – Stable branch (Formal Release)
Release Type	<b>Critical</b> – Upgrade recommended immediately
Build Date	28 <sup>th</sup> June 2024
Release Date	28 <sup>th</sup> August 2024
Revision	4299_6922_734d159
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

**Before upgrading to 4.4.3, please upgrade to 4.3.2.7 to avoid configuration compatibility first.**

### **New Features**

1. Support for [NAT] > [Server Load Balance]
2. Support for Port Knocking (for local service)
3. Support for TLS 1.3 added to [System Maintenance] > [Management]
4. TOTP for Remote Web Management added on the [System Maintenance] > [Administrator Password] page
5. New VPN features: VPN Isolation, VPN packer capture, Active Directory and 2FA for VPN users, IPsec AES-GCM and SHA-512 authentication

### **Improvements**

1. The VPN Traffic Graph added to [Diagnostics] > [VPN Graph] section
2. The Primary router can synch Time & Date settings for High Availability
3. The VPN Peer IP country info added into the VPN Connection Status section
4. Enhancements for Brute Force Protection, DoS and Firewall
5. A new notification object added for Fail login and Brute Force Protection Alerts
6. The number of supported Radius clients increased from 30 to 200
7. Support for the new Fast NAT option to skip the DNS packet inspection to reduce the CPU load in a specific environment
8. Fix an issue with the VPN Log Details WUI that showed wrong direction
9. The DoS Defense could fail to stop TCP SYN flood attacks
10. The User data quota in User Management did not work
11. The LAN port traffic information could not be reported by PRTG software
12. Fix to the firewall that did not block incoming ICMP packets from VPN LAN to LAN
13. Improvements to the SMS customized object
14. Fix an issue where 200 IPsec dial-out VPNs (neither NordVPN nor IP Vanish) could not go online after the system reboot
15. The inbound/outbound VoIP traffic could fail when the “Allow pass inbound fragmented large packets” was disabled/enabled
16. Improvements to the URL Reputation mechanism where some website could not be blocked and the "Get Request Resource Failure" showed in the syslog
17. An issue with failure to dial-up IPsec VPN to the server with Domain Name when the server changed to a new IP

### **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.
2. The encryption method for OpenVPN will be factory defaulted if firmware is upgrading from v3.9.7 to v4.3.1 or above
3. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration
4. The TR-069 parameters for [Application] > [Smart Action] is not completed yet
5. To prevent potential errors when upgrading firmware, it is recommended to upgrade firmware sequentially one version at a time (e.g., if the current firmware is 3.9.1, upgrade to 3.9.2 then 3.9.7.2, and then to the latest version).

Firmware Version	4.3.2.7 – Stable branch (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	7 <sup>th</sup> May 2024
Release Date	19 <sup>th</sup> June 2024
Revision	2781_4197_802d887
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

(None)

### **Improvements**

1. Password mechanism changed to force admin to change the password from the default password
2. Fix for the IPsec X.509 VPN packet size
3. Improvements to the WAN interface selection / WAN IP address shown in the PVC/WAN
4. Web GUI security improvements (jQuery update to 3.5.1)
5. The Let's Encrypt certificate failed to auto-renew
6. In some cases Windows L2TP IPsec VPN could disconnect every 8 hours
7. Login from a VPN subnet or non-directly connected LAN could fail
8. The UDP session over WireGuard VPN wasn't released after the VPN reconnection

### **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management
3. The encryption method for OpenVPN will be factory defaulted if firmware is upgrading from v3.9.7 to v4.3.1 or above
4. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration
5. The TR-069 parameters for [Application] > [Smart Action] is not completed yet
6. To prevent potential errors when upgrading firmware, it is recommended to upgrade firmware sequentially one version at a time (e.g., if the current firmware is 3.9.1, upgrade to 3.9.2 then 3.9.7.2, and then to the latest version)

Firmware Version	4.3.2.6 – Stable branch (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	2 <sup>nd</sup> January 2024
Release Date	9 <sup>th</sup> February 2024
Revision	r2646_4126_565148c
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

(None)

### **Improvements**

1. Improvements to the WUI security
2. Fix for the WCF URL Reputation Get [Send Query Failure] & [Abnormal Server Response] errors
3. WCF/DNSF didn't work when the domain name exceeded 63 characters
4. In some circumstances SNMP could stop working after a few days of use
5. Fix for the DrayDDNS WAN IP updates
6. Fix for the use of IP alias with the mail objects
7. IPsec VPN rekeying could cause packet drops
8. In some circumstances firewall settings unexpectedly blocked IPv6 packets
9. The web portal image could not be displayed
10. The Specify Peer IP function didn't work with WireGuard LAN to LAN profile
11. The IKEv2 EAP connection via iPhone built-in VPN client could not be established
12. When HTTP Management Port was changed, port 80 would still respond
13. Remote VPN clients could not ping router's LAN IP when connected via IPsec LAN to LAN VPN tunnel

### **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management
3. The encryption method for OpenVPN will be factory defaulted if firmware is upgrading from v3.9.7 to v4.3.1 or above
4. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration
5. The TR-069 parameters for [Application] > [Smart Action] is not completed yet

Firmware Version	4.3.2.5 – Stable branch (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	28 <sup>th</sup> September 2023
Release Date	3 <sup>rd</sup> November 2023
Revision	2538_4073_ddbd6db
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

1. Support for the new WCF service – URL Reputation. If you have an existing activate licence, then this will be upgraded to the URL Reputation licence

### **Improvements**

1. IP database for country objects updated
2. The [System Resource > Memory Usage] section on the Dashboard is showing DrayOS memory usage only
3. In some circumstances the router could stop responding when Always On / Backup WAN settings were selected
4. Fix an issue where forcing HTTPS connection to SMS provider did not work
5. Fix for IGMP not working correctly if both WAN1 and WAN2 were online
6. The SNMP settings were not available when SNMPv3 only was enabled
7. MyVigor product registration link could not be opened from router's WUI
8. Port 443 from LAN could be detected despite of disabling all known services
9. Fix for the firmware upgrade mechanism that was likely to be unsuccessful when MAX connection set to 1000K
10. The router could stop responding when IKEv2 re-dialled and the local ID was set to 32 characters
11. Multiple WANs with the same IP could affect services such as Hotspot Web Portal and VPN
12. Improvements to the IPSec multiple SA using phase2 network ID function
13. The TOTP 2FA pop up was not shown on SmartVPN Client if router's LAN DHCP scope was outside of the first 254 addresses of the network

### **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management
3. The encryption method for OpenVPN will be factory defaulted if firmware is upgrading from v3.9.7 to v4.3.1 or above

4. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration
5. The TR-069 parameters for [Application] > [Smart Action] is not completed yet

Firmware Version	4.3.2.4 – Stable branch (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	25 <sup>th</sup> May 2023
Release Date	29 <sup>th</sup> June 2023
Revision	2404_3979_cc9de1a
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

## **New Features**

(None)

## **Improvements**

1. Improvements to the Web GUI Security
2. The “-” character can be used with the recipient number on the [Applications] > [SMS/Mail alert] configuration pages
3. Improved throughput stability
4. In some circumstances WAN failover configuration could not be completed
5. 2FA web authentication via Telegram
6. Wrong source LAN IP was displayed by Ping Diagnosis
7. Access to the WUI did not work if an apostrophe was used
8. Sometimes MacOS/iOS VPN Remote Dial-in users could not reconnect over the IPSec protocol
9. Fix for the [Dashboard] > [Security] > [DoS] section displaying correct information when an attack was detected
10. Some Internet traffic was sent via non-existing WAN9 interface
11. The router could stop responding when downloading the debug log
12. Fixed an issue with the special character á in the "Receiving PIN via SMS Content" textbox for Hotspot Web Portal
13. The pop-up 2FA authentication page could not appear if VPN interface on [System Maintenance] > [Management] > LAN Access Setup was disabled

## **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - “Restore Firmware with Config” feature, to load the previous configuration file along with the previous firmware.
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management
3. The encryption method for OpenVPN will be factory defaulted if firmware is upgrading from v3.9.7 to v4.3.1 or above



4. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration

Firmware Version	4.3.2.3 – Stable branch (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	16 <sup>th</sup> March 2023
Release Date	26 <sup>th</sup> April 2023
Revision	2321_3914_165f608
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

1. The new [NAT] > [Fast NAT] menu item added to increase the number of sessions established per second

### **Improvements**

1. Improvements to the [WAN] > [Multi-VLAN] port-based bridge performance
2. SSL TLS Encryption 1.0 and TLS 1.1 is now disabled by default
3. Improvements to the route policy sent via WAN IP Alias
4. Fixed an issue with Canon printers that could not obtain a DHCP IP address
5. Improvements to the ICMP ping via the BGP route
6. MyVigor could not be connected after rebooting the router with Wipe Out All
7. Fixed an issue with the user-based firewall where only those users that fulfil the rule would be impacted
8. PIN could not be sent via SMS when the recipient number contained +(country code) character
9. IKEv2 VPN connection could drop every two hours
10. In some circumstances the L2TP over IPsec VPN connection to Synology NAS could disconnect
11. Multiple VPN tunnels could get disconnected due to an invalid server domain entered in the VPN profile 1
12. Remote IP not included in Access List could see the login page when HTTPS remote access and SSL VPN services were enabled
13. The host of the routed subnet was not accessible even when inter-lan routing was enabled
14. The firewall could stop working when the "IP Group (or IPv6 Group or Service Type Group)" contained a large number of IP objects

### **Known Issues**

1. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management

3. The encryption method for OpenVPN will be factory defaulted if firmware is upgrading from v3.9.7 to v4.3.1 or above
4. Configuration backup settings restored from 4.3.2 firmware may be incorrect. Please check inter-LAN routing settings after uploading the configuration

Firmware Version	4.3.2.2 – Stable branch (Formal Release)
Release Type	<b>Critical</b> – Upgrade recommended immediately
Build Date	11 <sup>th</sup> January 2023
Release Date	3 <sup>rd</sup> March 2023
Revision	2230_3844_ef2dd6a
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

(None)

### **Improvements**

1. Improvements to the Web GUI Security (CVE-2023-23313)
2. SFP module information added to [WAN] > [General Setup]
3. Admin authentication can be linked with the TACACS+ server
4. APPE version updated from 15.27 to 15.29 (able to block AnyDesk)
5. In some circumstances DNS forwarding did not work
6. Static route did not work for packets originated from Inter-LAN subnets
7. The VPN config backup did not restore the 'more' remote subnet section of the VPN profile

### **Known Issues**

1. If the firmware is updated via TFTP, the loader version displayed on the Dashboard may be incorrect, the actual loader version is correct for the firmware
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management
3. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.

Firmware Version	4.3.2.1 – Stable branch (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	12 <sup>th</sup> November 2022
Release Date	20 <sup>th</sup> December 2022
Revision	2118_3711_ecabcef
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

1. The [Routing] > [Load-Balance/Route Policy] profiles support "Session-Based" and "IP-Based" modes

### **Improvements**

1. Daylight saving time will be enabled automatically
2. [LAN] > [Bind IP to MAC] comment entries can now have up to 31 characters
3. OpenVPN stability improvements
4. IPv6 NAT throughput improved for all subnets (LAN1 wasn't affected)
5. Fixed an issue where WAN (Static IP mode) reconnects often in HA hot standby mode
6. Router could stop responding when APM profile was sent to APs frequently
7. 2FA authentication code via SMS wasn't working
8. The WAN IP Alias interface selection was missing in Service Status section
9. In some circumstances dial-up NordVPN via OpenVPN LAN to LAN could not connect
10. Hotspot Web Portal settings could disappear after the reboot of the router
11. NAT loopback traffic was blocked wrongly when Firewall Default Rule was set to Block
12. The router's firewall default block rule could stop remote management, VPN access, and other local services
13. The USB thermometer (TEMPer1F\_V3.4) could not be detected after the router reboot
14. Let's Encrypt auto renew certificate feature could fail due to the mismatch certificate and router domain
15. In some circumstances access to the router via WUI (http or https) could fail

### **Known Issues**

1. If the firmware is updated via TFTP, the loader version displayed on the Dashboard may be incorrect, the actual loader version is correct for the firmware
2. Users logging into the web portal may cause the router to be too busy to respond quickly to the Web UI for management
3. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.

Firmware Version	4.3.2 – Stable branch (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	9 <sup>th</sup> June 2022
Release Date	16 <sup>th</sup> September 2022
Revision	1832_3397_d13b317
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

1. Added support for multi-language WUI
2. Support for Wired 802.1x for LAN
3. Support for Link Aggregation (LAG) for selected LAN ports
4. Smart Action task automation feature is now available [Application] > [Smart Action] to trigger alerts, disable VPN profiles, schedule an NAT policy rule etc.

### **Improvements**

1. OpenVPN generated certificate is valid for 10 years (previously 1 year only)
2. Improvements for WireGuard VPN stability
3. WireGuard MacOS clients can now use “Set VPN as Default Gateway”
4. Mail Service Objects username and password fields accept up to 128 characters
5. Increased number of characters from 32 to 64 for CN and email fields in [VPN and Remote Access] > [IPsec Peer Identity]
6. Some DrayDDNS logs were incomplete
7. Improvements to the LAN DNS functionality
8. In some circumstances there was high CPU usage and high VPN ping
9. Improved compatibility with DHCP relay and VLAN tagged traffic
10. SSL VPN stability improvements
11. The router could stop responding when SSL VPN dial-out failed in linking state
12. WUI did not render some pages as expected after upgrading to 4.3.1.1 firmware
13. Improved functionality of the ‘Ping to Keep Alive’ in IPsec NAT mode
14. Router could stop responding when a Load Balance Policy was configured for VPN Trunk
15. In some circumstances untagged PC could obtain an IP from a VLAN tagged subnet
16. Router could stop responding when WAN/LAN IPv6 option was enabled
17. VoIP RTP traffic was sent with an incorrect VLAN tag if route policy was with Force Routing
18. [WAN] > [Multi-VLAN] interfaces were unable to establish the PPPoE connections
19. An SNMPv3 agent could not get any data when using AES algorithm
20. Intermittent packet loss when routing through load balance policy that was set with an IP Alias (High Availability configuration)
21. Remote dial-in users could not access LAN after changing VPN protocols between PPTP and SSL VPN
22. WUI responsiveness improved for [System Maintenance] > [Mac Connection], [VPN and Remote Access] > [Wireguard], [Applications] > [Dynamic DNS] and other pages

### **Known Issues**

1. If the firmware is updated via TFTP, the loader version displayed on the Dashboard may be incorrect, the actual loader version is correct for the firmware.
2. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.

Instead, we recommend using the [System Maintenance] > [Configuration Export] - "Restore Firmware with Config" feature, to load the previous configuration file along with the previous firmware.

Firmware Version	4.3.1.1 – Stable branch (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	24 <sup>th</sup> August 2022
Release Date	02 <sup>nd</sup> September 2022
Revision	239_3517_95064ee
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

(None)

### **Improvements**

1. Improved Web GUI Security
2. Updated HTTPS mechanism to address the CVE-2022-0778 (OpenSSL)
3. Central AP Management WLAN profiles support 802.11ax and 160 MHz options
4. Hostnames are also supported in the remote management ACL
5. Improved the CPU usage with multiple VPN connections
6. Updated the time graph for CPU usage
7. Router would become inaccessible when rebooted in some circumstances
8. A warning message will appear for reused IP object / IP Group profile that has already been used by other applications
9. OpenVPN dial-in users could not obtain an IP address
10. Some domains fail to resolve when DNS Security was enabled
11. Firewall ignored rules 84 and above
12. BGP compatibility between Vigor and Juniper improved
13. Cipher and HMAC algorithm in OpenVPN would change when .all firmware file was used
14. Some ARP frames did not meet the minimum expected size
15. When downgrading the firmware, some firewall rule directions would become “undefined”
16. Connection speed improvements for NordVPN (IKEv2 EAP)
17. If L2L tunnel can't be established due to authentication errors, other VPN users (IKEv2 EAP) could not connect unless services were restarted

### **Known Issues**

1. If the firmware is updated via TFTP, the loader version displayed on the Dashboard may be incorrect, the actual loader version is correct for the firmware.
2. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend to use the [System Maintenance] > [Configuration Export] - “Restore Firmware with Config” feature, to load the previous configuration file along with the previous firmware.



Firmware Version	4.3.1 – Stable branch (Formal Release)
Release Type	<b>Optional</b> – Upgrade to make use of new features Note: A previous firmware (3.9.6.3) was a critical release. This f/w includes all changes/improvements that were in 3.9.6.3.
Build Date	4 <sup>th</sup> January 2022
Release Date	8 <sup>th</sup> February 2022
Revision	1269_3000_72fac4a
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

1. Support for WireGuard VPN protocol, for both LAN to LAN and Remote Dial-In User VPN tunnels.  
This service and its listening ports can be configured from the [VPN and Remote Access] > [WireGuard] menu, and enabled in [VPN and Remote Access] > [Remote Access Control]
2. SD-WAN is now supported in conjunction with VigorACS 3
3. TOTP 2-factor authentication (Google Authenticator) is now available for authenticating Remote Dial-In User VPN connections
4. USB Thermometer support added
5. PIN Generator facility is now available for Hotspot Web Portal
6. Objects can now be exported / imported in bulk, in .csv format from the new [Objects Setting] > [Objects Backup/Restore] menu
7. Webhook feature can now be enabled in [System Maintenance] > [Webhook] to send updates to the monitoring server

### **Improvements**

1. Firewall can restrict/drop unwanted inbound WAN traffic such as VPN requests  
**Important Note:** The router's firewall block rules can stop remote management and VPN access. It is recommended to review the firewall settings before upgrading

### VPN:

1. Improvements to the LAN to LAN VPN profile layout, with the TCP/IP Network Settings simplified to display relevant settings for the selected VPN types
2. “Change default route to *VPNx / None*” added to [VPN and Remote Access] > [LAN to LAN]
3. Support for More Local Network (Multiple SA) in IPsec LAN to LAN profiles
4. VPN services can now be bound to only selected WAN interfaces from the new [VPN and Remote Access] > [Remote Access Control] – Bind to WAN tab

### Other Functionality:

1. Support for up to 4 WANs, with at most 2 active WANs at any one time. The additional WAN interfaces can be used for failover
2. Switch Management now supports these additional VigorSwitch models:
  - a. VigorSwitch P2100
  - b. VigorSwitch G2100
  - c. VigorSwitch P2540x
  - d. VigorSwitch G2540x
3. [Port Control] now supports specifying “100M Full Duplex fixed” rate for LAN/WAN ports
4. “Bypass” option added to Hotspot Web Portal profiles
5. New reboot options added to [System Maintenance] > [Reboot System]
  - a. Using current configuration (Fast reboot) – Restarts DrayOS for minimal downtime
  - b. Using current configuration (Normal reboot) – Fully restarts the Vigor 2962
6. Support for either “restore config” or “restore config with specific firmware” added to [System Maintenance] > [Configuration Export]
7. Improved handling of IPTV / Multicast traffic passed by IGMP Relay

### Known Issues

1. If the firmware is updated via TFTP, the loader version displayed on the Dashboard may be incorrect, the actual loader version is correct for the firmware.
2. After upgrade, downgrading firmware from [System Maintenance] > [Firmware Upgrade] is not recommended. This is because the new features / config for 4.x.x firmware will not be compatible with the 3.9.x firmware.  
Instead, we recommend to use the [System Maintenance] > [Configuration Export] - “Restore Firmware with Config” feature, to load the previous configuration file along with the previous firmware.

Firmware Version	3.9.7.2 (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient Note: A previous firmware (3.9.6.3) was a critical release. This f/w includes all changes/improvements that were in 3.9.6.3.
Build Date	23 <sup>rd</sup> December 2021
Release Date	13 <sup>th</sup> January 2022
Revision	1030_663_32d512d
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

(None)

### **Improvements**

1. Improved LAN-to-LAN throughput for OpenVPN tunnels
2. PPPoE dial-in facility now supports up to 200 concurrent connections, up from 20
3. Performance improvements for packet captures in [LAN] > [Port Mirror / Packet Capture] and debug log data in [Diagnostics] > [Debug Logs]
4. Resolved an issue that could cause problems with certificate renewal in some circumstances
5. DNS queries going through the router's DNS did not include the CNAME alias
6. Conditional DNS Forwarding did not work correctly through a VPN tunnel
7. NAT Loopback failed when the IP routed subnet was enabled
8. Improved handling of BGP routing with Cisco routers using a 4-Byte AS number
9. The router will automatically re-generate its self-signed certificate prior to the original expiring, so that the router's self-signed certificate cannot expire while in use
10. VigorAP access points managed through the router's [Central Management] > [AP] > [Status] would show as offline if a Management VLAN was set up on the VigorAPs

### **Known Issues**

1. If the firmware is updated via TFTP, the loader version displayed on the Dashboard may be incorrect, the actual loader version is correct for the firmware.

Firmware Version	3.9.7 (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient Note: A previous firmware (3.9.6.3) was a critical release. This f/w includes all changes/improvements that were in 3.9.6.3.
Build Date	3 <sup>rd</sup> September 2021
Release Date	26 <sup>th</sup> October 2021
Revision	905_616_d7774eb
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### New Features

1. Support for IKEv2 fragmentation to improve IKEv2 EAP compatibility
2. Email notifications can be sent when a VPN remote dial-in user tunnel is established

### Improvements

1. Area ID 0 for OSPF is now supported

#### Connectivity and System stability:

2. In some circumstances WAN failover feature would not work
3. Current System Time would not display correct time
4. An issue of probable leakage caused by VPN CGI
5. Router would not respond when IPsec was used in some circumstances
6. IKE buffer mechanism improvements for IPsec Peer ID configuration
7. Fixed high CPU usage caused by blank gateway WAN IP address
8. Improved compatibility with IKEv2 Google Cloud
9. Local hosts could not access the Internet via WAN IP (configured with an Alias IP)

#### VPN:

10. Improved IKEv2 VPN with a static virtual IP configuration (My WAN IP / Phase 2 Network ID)
11. Remote VPN Gateway can be defined by a Domain Name (previously only a static IP address was accepted)
12. SSL VPN stability improvements
13. IKEv2 EAP Host to LAN VPN connection stability improvements
14. RADIUS authentication is bypassed for connections matching VPN LAN to LAN profile
15. Configuration of the VPN mOTP could cause unexpected errors
16. Route policy didn't bypass default VPN route
17. IPsec multiple SA VPN compatibility improvements (e.g. Juniper vSRX)
18. IKEv2 EAP rekey failed when the Limit Connection option was in use
19. Sending DNS queries to the router via VPN (OpenVPN, IKEv2 EAP) improvements
20. The VPN Dial-out profile type was changed to IKEv2 when importing the IKEv2 EAP profile
21. VPN trunk (failover) did not send packets when one of the WANs is down
22. Remote Dial-In IKEv2 EAP couldn't connect if VPN profile specified the Remote VPN Peer IP
23. LAN access to the router did not work when a dial-out IKEv2 VPN active profile was set with remote network 0.0.0.0

Others:

24. IP database for country objects updated
25. VPN Mail Alert log will include Source IP and the total connected time information
26. RADIUS authentication log improvements
27. For LAN to WAN topology OSPF did not exchange the routing LAN subnets details
28. Clients could not access Internet if Gateway was located on BGP peer network
29. Brute Force Protection for VPN (IKEv2 EAP/SSL) was not applied to invalid VPN usernames
30. PPPoE client could not access the Internet when PPPoE server was set with a VLAN tag
31. The local user account in [System Maintenance] > [Administrator Password] login failed if another local user account was deleted

**Known Issues**

1. If the firmware is updated via TFTP, the loader version displayed on the Dashboard may be incorrect, the actual loader version is correct for the firmware.

Firmware Version	3.9.6.3 (Formal Release)
Release Type	<b>Critical</b> – Upgrade recommended immediately
Build Date	06 <sup>th</sup> July 2021
Release Date	08 <sup>th</sup> July 2021
Revision	544_437_95ac18c96
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

(None)

### **Improvements**

1. Improve the WebGUI security

Please see the security advisory on <https://www.draytek.co.uk/support/security-advisories/kb-advisory-jul21>

### **Known Issues**

(None)

Firmware Version	3.9.6.2 (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	18 <sup>th</sup> May 2021
Release Date	14 <sup>th</sup> June 2021
Revision	544_436_95ac18c
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

(None)

### **Improvements**

1. The number of WAN IP Alias increased to 254
2. “Downtime Limit” for VPN Tunnel notifications added for [Objects Setting] > [Notification Object]
3. Username and password for both LAN-to-LAN and Remote Dial-In VPN profiles are increased to 26 characters
4. Fixed an issue with ARP that could clear the ARP cache table in some circumstances
5. Default rule with WCF DNS Filter was not applied after firmware upgrade to latest version
6. In some circumstances route policy could not bypass the VPN default route
7. Let’s Encrypt Certificate and IPsec X.509 could not be displayed properly
8. In some circumstanced RADIUS server authentication would fail
9. Wake on LAN sent from WAN did not work if the router was rebooted
10. VPN traffic stopped working after reconnecting PPPoE (WAN interface)
11. A routing issue of the traffic selector matching correct IPsec IKEv2 VPN profile
12. DMZ host could not access the Web server in another LAN
13. Traffic of LAN host were not sent to NATed IPsec Xauth tunnel when a policy-route rule was enabled
14. RADIUS VPN authentication timeout interval can be manually configured
15. A static virtual IP can be configured for IPsec IKEv2 NAT on LAN to LAN VPN

### **Known Issues**

(None)

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Firmware Version	3.9.6.1 (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	26 <sup>th</sup> March 2021
Release Date	05 <sup>th</sup> May 2021
Revision	492_360_bd7d76c
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

1. Routed subnet traffic can be load-balanced

### **Improvements**

1. Improved the ping response time
2. “Downtime Limit” for VPN Tunnel notifications added for  
[Objects Setting] > [Notification Object]
3. Router would not accept LAN packets over 1514B when VLAN Tags were enabled
4. Copying a file between LAN ports could fail under some specific and uncommon conditions
5. GUI did not respond when many SSL VPN dial-in clients were connecting simultaneously
6. VPN LAN-to-LAN traffic was incorrectly classified as VoIP traffic in Quality of Service
7. A remote VPN gateway can be specified by Domain Name

### **Known Issues**

(None)

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Firmware Version	3.9.6 (Formal Release)
Release Type	<b>Regular</b> – Upgrade recommended when convenient
Build Date	16 <sup>th</sup> February 2021
Release Date	23 <sup>rd</sup> March 2021
Revision	395_314_bf84f78
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

### **New Features**

1. Add IGMP proxy/snooping, IPv6 to fast path
2. Add SFP module information displayed on [WAN] > [General Setup]
3. Add USB support (storage only, e.g., Syslog to USB disk, web portal)
4. Support WAN Budget
5. Support for VigorACS 2.5.6
6. NAT sessions can now to be configured up to 300K (default 150K)
7. Support Port-based Bridge for [WAN] > [Multi-VLAN]

### **Improvements**

1. Updated MyVigor authentication method used for Web Content Filter license validation
2. Increased the number of firewall filter sets from 12 to 50
3. Support for SNMP monitoring of VPN Tunnels
4. Added RADIUS with 802.1x authentication
5. Add P2 SFP 100Mbps support on Port Setup
6. ICMP ping performance improved (to local router only)
7. Changed the DHCP server pool size from 1K to 4K
8. Support NAT/routing table/load-balance for virtual WAN
9. Support for multiple untagged subnets in the same physical port
10. Schedules can now be applied to profiles for VPN Remote Dial-In
11. Added an option to limit concurrent Remote dial-in user connections allowed per profile
12. Added an option named “primary” to define which port is used in preference when both the SFP and Ethernet WAN combo ports are connected

### **Known Issues**

1. Vigor router doesn't accept LAN packets over 1514B. Max. accepted MTU is 1496 when VLAN Tags are enabled
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Firmware Version	3.9.3.1 (Initial Release Firmware)
Release Type	<b>Initial Release</b>
Build Date	16 <sup>th</sup> December 2020
Release Date	20 <sup>th</sup> January 2021
Revision	559_94194
Applicable Models	Vigor 2962
Locale	UK & Ireland Only

#### **First Firmware Release for this model**

#### **New Features**

(None)

#### **Improvements**

(None)

#### **Known Issues**

(None)

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**[END OF FILE]**