

TSB Date: August 02, 2012

Note: This issue has been resolved for all new units, or units that have been online and connected to the Internet since August 13, 2012.

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INTRODUCTION

A problem with Bypassed/Blocked Users has been identified with the ComSifter CS-8D Pro. If you are using Active Directory integration and have users entered in the Bypass/Block list as a permanent bypass/block, then this TSB affects you.

SYMPTOM

A Comsift customer is using a CS-8D Pro unit and is using Active Directory (AD) integration on a Domain Controller (DC) to populate the ComSifter's User List. The customer also has entered users in the Bypass User or Block User List of the ComSifter. Randomly, a user with a permanent bypass or block fails to work as expected (i.e. the user was permanently bypassed and then they began being blocked). Upon checking the Bypass/Block List the user is properly entered.

PROBLEM

It has been discovered that when a new user is added to AD and the ComSifter re-synchronizes with the DC, the Bypass/Block List database is overwritten with the user's default settings. If no changes are made to the DC, then nothing happens when the ComSifter re-syncs hourly.

RESOLUTION

A fix is in progress and is expected to be released by August 13. When released, the ComSifter will automatically retrieve and apply the new software update—requiring no interaction by the Comsift customer.

WORKAROUND

After entering a new user in the DC, manually perform a re-synchronize from the ComSifter—or wait one (1) hour for the ComSifter to automatically re-synchronize. After the re-synchronization, you must manually delete and re-enter the user(s) to the Bypass/Block User List.