Physical Network Adapters and Array VPN Virtual Network Adapters Not Being Found After the PC Installed with Array L3VPN Client Was Upgraded to Windows 10

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Symptom

When the PC already installed with the Array L3VPN client was upgraded to Windows 10 from Windows 7, 8 or 8.1, the drivers of the network adapters failed to be loaded and the physical network adapters and Array VPN virtual network adapters of the PC could not be found.
This problem also occurred when the Array L3VPN client was installed on a Windows 10 PC.

Impact of the Issue

Users could not access Internet and connect to VPN.

Affected Releases

- ArrayOS AG 9.3.0.203 and earlier
- ArrayOS SPX 8.4.6.2.118 and earlier

Workaround

If you have upgraded the PC to Windows 10 and encountered this problem, you can roll back the PC from Windows 10 to the previous version, uninstall the Array L3VPN client, and reinstall the Array L3VPN client.

Array Networks Solution

➢ **For AG**

Array Networks has released ArrayOS AG 9.3.0.215 with a new Array L3VPN client on August 7, 2015 to solve this issue and provide comprehensive support for Windows 10. Also, Array Network has released a network adapter repair tool to fix the network adapter issue.

To obtain the new ArrayOS AG 9.3.0.215 version and the network adapter repair tool, please contact Array Networks Customer Support.

If upgrading to Windows 10 is an inevitable choice for you, make the following setup if you encounter this issue after the upgrade:

1. Uninstall the earlier version of the Array L3VPN client.

2. Execute the network adapter repair tool to fix the network adapter issue.

3. Reboot the Windows 10 PC.

4. Install the new Array L3VPN client.

Note: For the Standalone Array client, you need to install the new version manually; for the Web-launched Array client, the system will automatically upgrade the client to the new version when end users connect to L3VPN.

➢ **For SPX**

The new ArrayOS SPX 8.4.6.2 version to solve this issue and provide comprehensive support for Windows 10 is not available yet. Please wait for the release of the new ArrayOS SPX 8.4.6.2 version. For end users of the Standalone Array client, Array Network provides the following temporary solution:

1. Uninstall the earlier version of the Array L3VPN client.

2. Execute the network adapter repair tool to fix the network adapter issue.

3. Reboot the Windows 10 PC.

4. Install the new Array L3VPN client released with the ArrayOS AG 9.3.0.215 version.

To obtain the new Array L3VPN client and the network adapter repair tool, please contact Array Networks Customer Support.