

iPass[®] Technical Bulletin - February 2005

IPASSCONNECT PHONEBOOK UPDATE

Summary

This note is a follow-up to the note sent on February 4, 2005 in the weekly Field Newsletter and the Special Solution Partner bulletin on February 7, 2005. In those communications, iPass notified Sales and Solution Partners about a reported issue with the scheduled update fixes for iPassConnect 3.21, 3.25, and 3.26 with non-standard customer implementations that have restricted end user administration rights. In those communications it was requested that sales communicate with their customers prior to the fix being pushed.

Since the time of the initial notification iPass Engineering designed a solution that eliminates the reported issue with these specific customers' implementations. Therefore no advanced communications beyond a delay in the updated schedule is required. We are now at a point to resume the software updates that restore full and delta phonebooks.

FURTHER BACKGROUND

Further analysis determined that the reported issue did not affect iPassConnect 3.21.

Additionally, the scope of the issue was limited to scenarios with customers using iPassConnect 3.25 or 3.26 in an environment with: 1) Restricted User Rights with Pre-logout; or 2) Restricted User Rights with Logout on Connect. In these scenarios, users may have faced an issue when the new PBupdate process attempts to update the software. The symptoms could manifest as a blank phonebook for the end user.

However, this was only the case where the user did not have administrative control of the iPassConnect directory. If the end user operates as a local administrator, or if the IT administrator has configured the user as a Restricted User but has extended permissions the iPassConnect folder as outlined in the 2003 "User Rights Tech Note," would not encounter an issue.

THE PATCH

As noted above, iPass Engineering has designed a solution for the above scenarios and plans to push out this patch with the phonebook updates scheduled below. This patch can be applied without any involvement required on the part of the end user or IT Administrator.

REVISED Schedule

The following schedule shows the General Availability timeline for the fix for iPC3.25 Restricted User Rights and Pre-logout:

- February 10 iPassConnect 3.25

The following schedule shows the revised General Availability timeline for both full and delta phonebook processing to be restored, including the fix for 3.26 Restricted User Rights and Pre-logout.

- February 16 iPassConnect 3.26
- February 28 iPassConnect 3.21 / 3.22
- March 11 iPassConnect 3.3

The 2003 “User Rights Tech Note”, details how to modify Restricted User to allow proper iPass functionality.