

# Tech Note: Resolving the iPassConnect Phonebook Update Issue

Version: 1.31, February 2005

## Background

Recently, iPass detected an issue with the iPassConnect Phonebook updater executable in iPassConnect versions 3.21 or later, which could lead to a corrupt or incomplete Phonebook database. iPass is now implementing a remedy for the affected versions, which will fully address and resolve this issue.

However, the remedy process will not require any special steps on the part of the end user or IT administrator. iPass will push the solution out to iPassConnect end users. The entire remedy can be accomplished by the end user through normal usage of iPassConnect. We recommend that IT administrators read this entire document to understand the technical details of the remedy.

## Resolving the Phonebook Update Issue

### Overview

The remedy process will consist of the following phases:

- I. *Download Files:* Perform a Phonebook update to download a set of revised iPassConnect updater files, including a new `PBUpdate.exe`.
- II. *Process Files:* `PBUpdate.exe` now processes the downloaded files into a new Phonebook database and backs up the old one.
- III. *Exit:* The user exits iPassConnect.
- IV. *Verification:* If all files have been downloaded and the new database created successfully, iPassConnect will be ready for use.

### Downloaded Files

The latest version of the following files will be downloaded as part of the Phonebook update:

- `<Profile ID>.ver`
- `config.ini`
- `country.txt`
- `global.ver`
- `iPassDirPatch.dll`
- `iPassPatch.exe`
- `pbook.txt`
- `PBUpdate.exe`
- `pop_ssid.txt`
- `pop_wep.txt`
- `region.txt`

If you use a customer Phonebook in addition to the iPass Phonebook, the download will also include:

- cbook.txt
- cust\_pop\_ssid.txt
- cust\_pop\_wep.txt

### **Processing Files**

During the processing phase, `PBUpdate.exe` will run in the background and process the new files into a new Phonebook database. `PBUpdate.exe` runs independently of iPassConnect, so you don't need to have iPassConnect running for the processing. Your old Phonebook database will be backed up. A new folder, `Directory`, will be created in the iPassConnect root folder.

Creating and processing the database may take several minutes to complete. If the process is interrupted, it will resume at the point where it left off.

### **Exiting iPassConnect**

The issue resolution requires a swap of the contents of the file `iPassDirectory.dll` with the contents of the new file `iPassDirPatch.dll`. However, you must exit iPassConnect to unlock the affected DLL.

### **Timeframe**

Since no special steps need to be taken to implement this remedy, the timeframe for completion is dependent on end user configuration, connectivity habits, computer usage, and other factors. All phases of the remedy do not need to be completed in one session. As a result, the time for complete implementation of this remedy for end users will vary. For example, frequent users of iPassConnect may be remedied in a single session taking several minutes, while it may take infrequent users of iPassConnect longer to complete the process.

## **Installing the Resolution**

The resolution will be pushed out from iPass and installed as part of an end user's normal iPassConnect usage.

1. The process begins when the user performs one of the following updates:
  - a. *Automatic Update:* Connect as usual using iPassConnect. iPassConnect will perform an automatic Phonebook update.
  - b. *Manual Update:* When connected to your corporate LAN, in the System Tray, right-click iPassConnect and choose **Update iPassConnect > Phonebook**.
2. iPassConnect will download the revised Phonebook updater files and install them.
3. `PBUpdate.exe` will process the Phonebook update files and create the new Phonebook database. (This may take several minutes to complete.)
4. Right-click iPassConnect and choose **Disconnect & Exit**. (Alternately, you can reboot the system.)
5. The remedied iPassConnect will then be ready for use.

### **Silent Update**

This process is silent and will not produce any dialog boxes for the end user. You can verify a successful update by checking the file version numbers, as shown under *Success Criteria* on page 3.

If the update process fails, the end user will also not be notified. However, a failed process will retry upon the next attempted Phonebook update.

### **For Windows 98 or Windows ME Systems: Jet Database Engine 4.0 SP 8**

For some Windows 98 and Windows ME systems, database processing can take anywhere from 30 to 50 minutes. This time can be reduced, possibly to as short as 10 minutes, if the system has Jet Database Engine 4.0 Service Pack 8 installed. (As noted on page 3, if database processing is interrupted, it will resume where it left off.)

The Service Pack is available for download from the Microsoft Web site at:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=4335216c-8cdd-4168-a030-46f815d3f5cd&DisplayLang=en>

## **Success Criteria**

If the resolution of the Phonebook update is successful, the resolved system will have the following files installed. (You can check each version number in Windows Explorer by right-clicking the file and choosing **Properties**.)

- `iPassDirectory.dll`, version 3.33, product version 3.31.
- `iPassDirPatch.dll`, version 3.33, product version 3.31.
- `iPassPatch.exe`, version 3.33, product version 3.32. (However, the version number will be listed as 3.34 in the file `<profileid.ver>`.)
- `PBupdate.exe`, version 3.31, product version 3.31.
- In addition, in the `iPassConnect` root folder, there will be a new folder called `Directory` with these two files:
  - `dir_331.mdb`
  - `dir_success_331.mdb`

## **Incomplete Resolution**

### **Interrupted Downloads**

The new `iPassConnect` Phonebook update process requires that the entire set of update files be downloaded in a group, or the update will fail. If a Phonebook update download is interrupted or incomplete for any reason, the process must be restarted from the beginning. This requirement ensures that `iPassConnect` has all the required Phonebook files before creating the Phonebook database.

*24-Hour Limit:* Automatic Phonebook update downloads will only occur a maximum of once every 24 hours. If an automatic Phonebook update is interrupted, you will need to do a manual Phonebook update to ensure that the correct files are downloaded.

### **Interrupted Phonebook Updates**

If Phonebook database processing is interrupted, database processing will resume from the point where it left off as soon as the system is restarted. (`PBupdate.exe` will run in the background, independently of whether or not `iPassConnect` is also running.)

### **Missing Files**

For some users, particularly those whose Phonebook and software is current, it may take successive update attempts to completely implement the Phonebook update remedy.

For update purposes, the latest version of each file is determined by comparing the file `global.ver` on the server to `global.ver` on the local machine. If the file version numbers in the local `global.ver` are lower than those on the server, then the corresponding files will be downloaded, and the update will proceed as described above. (Typically, this would occur if a user

hasn't performed a Phonebook or software update recently.) The file version numbers in the local `global.ver` are synchronized with those on the server each time the user performs an update.

However, if any file version numbers in `global.ver` match those on the local system, the corresponding files will not be downloaded. (Typically, this would happen if the user is completely current on all Phonebook and software updates.) In addition, due to the design of the Phonebook database, old versions of the following files are not retained on the local system, but are removed after they are processed:

- `country.txt`
- `pbook.txt`
- `pop_ssid.txt`
- `pop_wep.txt`
- `region.txt`

Since these files are not downloaded, nor are there copies on the local machine, the remedy will fail.

However, if this occurs, the affected file version numbers in the local `global.ver` will be reset to 0. This will trigger downloads of the missing files when the user next performs a Phonebook update, allowing the remedy to proceed.

## Followup

If the procedures outlined on page 2 do not resolve the issue, we suggest you try performing them again to make sure all files were successfully downloaded from the Phonebook server. This can be performed immediately, or can be done during the next regular Phonebook update, or anytime at the user's convenience. If this still fails to resolve the issue, consult your iPass Customer Care representative.

## Future Phonebook Updates

The remedy described on page 2 is a one-time process that will resolve the Phonebook update issue. Once you've successfully installed the remedy, future Phonebook updates will operate in the same manner as they did previously. However, future Phonebook updates will henceforth require all relevant Phonebook files to be downloaded as a complete set, or update processing will fail.

## Installing Without Full Admin Rights

iPassConnect versions 3.21 through 3.28 are designed to be installed and run by users with full administrative rights to their local system. Some users may have an affected version of iPassConnect installed on a system without full administrative rights, which will compromise full iPassConnect functionality.

Installing on a system without full admin privileges is considered a non-standard configuration. This can impact the remedy to the Phonebook update issue, particularly if the affected systems are configured for Logoff on Connect or pre-logon modes. Because of the variables involved, iPass cannot guarantee the effectiveness of this remedy for any non-standard installation.

- The remedy should be effective for systems with restricted rights that are configured for pre-logon, as well as systems with restricted rights configured for Logoff on Connect that do not integrate the Nortel VPN.
- However, the Phonebook update remedy described here will not be effective if a system has restricted rights, and uses Logoff on Connect with the Nortel VPN.

- Because iPassConnect 3.30 is designed to be run by users of any privilege level, it is unaffected by the admin rights issue.
- iPass Customer Care stands ready to assist existing customers with remediating systems where iPassConnect is not installed with full administrative privileges.

## About iPass

iPass Inc. delivers enterprises simple, secure and manageable connectivity services for mobile workers as they move between office, home, and remote locations. iPass combines its global network of dial-up, Ethernet and the world's largest Wi-Fi footprint with support for campus wireless LANs and home broadband connections to deliver a unified and comprehensive solution. The award-winning iPassConnect™ user interface, centralized management, leading security features and powerful policy enforcement have made iPass services the choice of hundreds of Global 2000 corporations including General Motors, Dow Corning and Underwriters Laboratories. Founded in 1996, iPass is headquartered in Redwood Shores, California, with offices throughout North America, Europe and Asia Pacific

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