



Installing “iOS7 hotfix”

Installing hotfix for DME 3.6SP2 and up

Installing DME

DME version 3.6 SP2 and above

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The “iOS7 hotfix”

With the upcoming release of iOS7, Apple has removed the ability to programmatically get the MAC address, arguably to remove the ability for internet marketing companies to track the device.

The removal of this unique device identifier has critical side effects for DME. Unfortunately, Apple is not providing alternatives that would allow DME to uniquely identify the device, which is mandatory for the proper functioning of DME.

With iOS7, the current DME client would always report a fixed Wi-Fi (WLAN/MAC) address (02:00:00:00:00), which could lead to several iOS devices being wrongly identified, potentially corrupting all settings for the affected devices.

In order to prevent such a situation, we have released hotfixes for all DME server versions, from 3.6 SP2 and up. The hotfix rejects new iOS7 devices and makes sure that existing devices that are upgraded to iOS7 retain their device IDs, so as not to get mixed up with others.

If you have iOS devices, it is **IMPERATIVE** that this hotfix is installed prior to the official release of iOS7, rumored at September 10th.

We are also working on a new version of the DME client for iOS to address this critical change in iOS7. With this version, the users are required to enter the Wi-Fi address before connecting to the server. However, since app updates cannot be forced on iOS, the patching of your server is mandatory.

Getting the hotfix for your DME version

To obtain the hotfix for your version of DME, go to the following page at the DME Resource Center:

<http://resources.excitor.com/content/ios7-status-page>. Review the questions and answers here, and then open the **DME Hotfix Download Page** using the link provided on that page.

Find the hotfix that applies to your version of DME, and download it. The hotfix is wrapped in a ZIP file. Unzip the downloaded file. To prevent anti-virus programs from tampering with the contents of the ZIP file during transfer, it is password-protected. The password you need to unzip the file is: **dme**. The ZIP file contains one file: an EAR file called `dme-sync.ear`.

Installing the hotfix

Please note that you cannot use the DME Installer to install this hotfix, which consists of a simple, manual exchange of one file.

Make sure you have a current backup of DME before installing a new version or hotfix. Then go through the following steps.

1. On the Connector server, stop the DME connector service.

Windows: As Administrator, run: `net stop dmeconnector`

Linux: As root, run: `service stop dmeconnector`

Some versions of DME require the connector to be stopped whenever the DME server is restarted.

2. On the DME gateway server, stop the DME server service.

Windows: As Administrator, run: `net stop dmeserver`

Linux: As root, run: `service stop dmeserver`

3. Back up the current ear file.

On both Windows and Linux, this file is located in

`<dme-dir>\jboss\server\default\deploy`

–with Linux using forward slashes rather than backslashes, of course.

4. Remove the current ear file from the directory.

If you just rename the current ear file and leave it in the `deploy` directory, it will be re-deployed by JBoss, with undefined results.

Therefore make sure to remove the original ear file completely from the folder.

5. Copy the new ear file to the deploy directory.

6. On the DME gateway server, start the DME server service.

Windows: As Administrator, run: `net start dmeserver`

Linux: As root, run: `service start dmeserver`

7. Observe the DME log.

See if there are errors in the log during the startup of DME. If there are no errors, proceed with the next step. If you do observe errors, please revert to your backed-up ear file, keep a copy of the `server.log` file including the errors, and contact your DME partner or Excitor Support.

8. On the Connector server, start the DME connector service.

Windows: As Administrator, run: `net start dmeconnector`

Linux: As root, run: `service start dmeconnector`

9. Observe the DME log.

See if there are errors in the log during the startup of the DME connector. DME will log a message with a text such as

"Connector with id: [long string of numbers] is revision: xxxxx and should be: yyyyy."

This is normal, and simply states the fact that the server was upgraded without upgrading the connectors. This does not matter in the case of this hotfix.

If there are no other errors, the hotfix installation is complete.

If the log shows other errors, contact your DME Partner or Excitor Support.

In the DME Web Administration Interface, you can see that the hotfix has been applied, by clicking the DME logo in the top-right corner of the administration interface. It should say something like this:



-depending on the version of DME you are running. Notice the text "IOS7 Hotfix" – it indicates that the hotfix has been applied correctly.