

Nortel Networks™

Technical Support

Customer Support Bulletin

Number: CSB- 0305003

Released: 5/14/2003

Subject: Installing the Contivity VPN Client on computers with the Intel Centrino chipset and Intel PROset adapter switching utility installed will cause a blue-screen.

Product:

| Product Name / Designation(s) | Model/Order Number(s) | Part Number(s) | Model Functional REVISION Number(s) | |
|--|-----------------------|----------------|-------------------------------------|-----------|
| | | | Potentially Affected | Corrected |
| Contivity VPN client version V04.15 to present release | | | All | All |
| | | | | |
| | | | | |

Description:

This CSB affects customers installing Nortel VPN client on a PC using the Intel Adapter Switching utility. The problem is caused by an Intel provided NDIS intermediate driver used to provide Intel's adapter switching feature not coexisting with the Contivity driver.

Installing the Contivity VPN client versions V4.15 to present version of V4.65.26 will cause the PC to blue screen and not be able to boot up.

Discussion:

To determine if your PC is using the Intel Adapter Switching utility, check in the properties dialog of a network connection to see if "Adapter Switching" is listed. Removing this utility and allowing Windows to manage wireless profiles will resolve the issue.

*** STOP: 0x0000008E (0xC0000005, 0xF7530765, 0xF0CD6630, 0x00000000)

*** NIDS.SYS - Address F7530765 base at F7530000, Datestamp 3d6de4c3

Subsequent reboot of PC will get blue screen with the following error:

DRIVER_IRQL_NOT_LESS_OR_EQUAL

*** STOP: 0x000000D1 (0x5EC102D2, 0x00000002, 0x00000000, 0xF78ACf3E)

*** mipmnp.sys - Address F78ACF3E base at F78A7000, Datestamp 3ddea7c7

The exact blue-screen information may vary based on the operating system. The blue-screen is likely to occur on Windows 2000 and Windows XP.

Resolution:

As a work around, at this point, please follow the following steps in the given order while installing the Contivity VPN Client. If you have already installed the Contivity VPN Client and encountered blue screen, boot up the PC in Safe mode and then follow the steps below:

1: Go to Start->Control Panel->Add/Remove Programs

Remove the Intel PROset item.

2: Go to Start->Control Panel->System

(a) Select the Hardware tab and press the "Device Manager" button.

(b) In the device manager, click on the plus sign to expand the "Network Adapters" item.

Select the "Intel(R) PRO/Wireless LAN 2100" adapter and right-click. Select "Uninstall" from the pop-up menu.

3: Restart the laptop.

Upon reboot, the laptop, will re-detect the wireless card and install the drivers for it. It will, however, not install the problematic Intel PROset drivers. The wireless card should still function but the added functionality of the Intel PROset drivers will not be available (Adapter Switching etc.). Windows XP then can be used to manage the wireless profiles instead of the Intel PROset utilities.

This utility is part of the Intel PROset driver that is used with the Intel Centrino chipset and is being addressed by CR Q00662657

Technical Support Contact Information:

Nortel Networks is committed to bettering the customer experience through its Customer TouchPoint Program (CTP) – where in most countries one number can be used to contact Nortel Networks. To obtain regional telephone contact information, please visit the following website: <http://www.nortelnetworks.com/help/contact/global/>.