

Article Update: January 2013

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## SERIES 'D' WORKAROUND (JANUARY 2013)

The newest ComSifter units (series 'D') require that the following domain addresses be excepted (Filter Setup > *Choice of Filter or Master Filter* > Full Exception Domain List):

- ax.init.itunes.apple.com
- deimos3.apple.com

This document will be updated if it has been determined that any other Apple domains need to be added to the exception list.

**Note:** This workaround only works with the newest ComSifter units: CS-1D, CS-8D, CS-8D Pro

**Note:** This workaround **does not work** with any of the legacy ComSifter units: CS-1, CS-1B, CS-1C, CS-8, CS-8B, CS-8 Pro, CS-8 Pro NS

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## ALTERNATE WORKAROUND (UPDATED NOVEMBER 2011)

This is an alternate method to the initial workaround described below. This method is suited for situations where an individual computer or select computers (without affecting the whole network) can be provided iTunes access.

**Note:** This workaround **does not work** with the following legacy ComSifter units: CS-8 Pro, CS-8 Pro NS

### Instructions

1. Selected computers will need to have their gateway redirected back to the network modem/router (instead of the Comsifter's IP address). If the network is currently using DHCP, the selected computers will need to have static IP addresses set.
2. Go to Internet Options (Control Panel > Internet Options *or* open Microsoft Internet Explorer > Tools > Internet Options).
3. Click on the Connections tab, then LAN Settings button at the bottom of the window.
4. Under Proxy server, check the box to "Use a proxy server for your LAN..." Type in the IP address of the ComSifter and port 8080.
5. Click on the Advanced button. Insert the malformed iTunes URL into the exceptions list (`ax.init.itunes.apple.com.`) without parenthesis and *with* the trailing period/dot. Separate this address with any other addresses by a semicolon.
6. An additional address needs to be added to the exceptions list: `deimos3.apple.com` Follow the same instructions as Number 5.

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### ORIGINAL WORKAROUND (NOVEMBER 2011)

The latest version of iTunes has a malformed URL. A programmer at Apple accidentally put a "." (dot/period) at the end of apple.com when calling the iTunes Store. This is malformed and is causing some grief with DNS servers that try to resolve the name, more than one proxy package, and a number of content filters.

Note: This workaround will work with the following legacy ComSifter units: CS-1B, CS-1C, CS-8B, CS-8 Pro, CS-8 Pro NS

Note: This workaround does not work with the following legacy ComSifter units CS-1, CS-8

#### Instructions

1. Log into ComSifter and click on Network.
2. Click on Advanced Firewall (or 'PortBlocker Advanced' for CS-8B and CS-1B users)
3. Click on Firewall Rules ('PortBlocker Rules for CS-8B and CS-1B users)
4. Add a new rule at the top of the Rules chain (click on topmost blue arrow pointing up).
5. Add the following rule exactly as shown (Figure 1), but use the information at the end of the document to fill in the IP addresses "For hosts in zone..."

It will probably be necessary to follow Note 2 (below) to find additional IP addresses for servers within your locale.

Note: Notice that the Action is set to ACCEPT+.

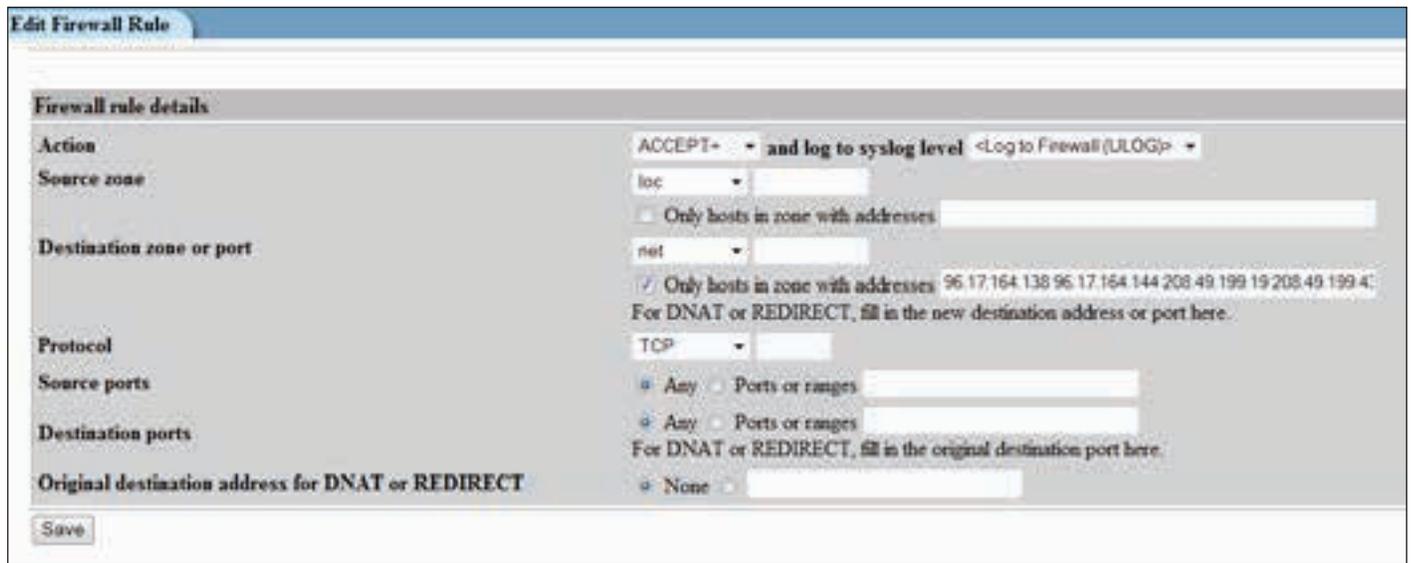


FIGURE 1: iTunes firewall (or PortBlocker) example rule

6. When copying and pasting the IP addresses in the attached text file ensure that there are no leading or trailing spaces and that each IP is separated by a space.
7. Save the Firewall Rule
8. Apply the Configuration by returning to Network > Firewall Advanced and clicking on "Apply Configuration"

Note 1: The URL that has been affected is (note the trailing dot, which is illegal): ax.init.itunes.apple.com.

From time to time Apple may add IP addresses to their iTunes Store. A quick "nslookup ax.init.itunes.

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apple.com.” will show the IP addresses that are being offered from your DNS server. If the IP addresses are not on the attached IP list you may add them manually by editing the Firewall Rule and appending them to the end of the existing list (separated by a space). Be sure to save the edited rule and click “Apply Configuration” from the main Firewall Advanced page.

Note 2: If an `nslookup` to the above URL does not work then your ISP’s DNS cannot resolve the malformed URL. The above fix will not work and the matter should be brought to your ISP’s attention (as a courtesy even though the problem originated with Apple).

Note 3: It may be necessary to do an `nslookup` on an additional address, if the mobile device in question (iPad, iPhone, etc.) can connect to the iTunes Store, but cannot access or receive software updates. This address is: `deimos3.apple.com`. Follow the same instructions from Notes 1 and 2.

### IP Addresses

Note: It is still mandatory to run the `nslookup` mentioned in Note 2 (above) to find local Apple iTunes servers in your geographic area.

96.17.164.138 96.17.164.144 208.49.199.19 208.49.199.43 208.50.79.19 208.50.79.34 96.17.109.50 96.17.109.66  
208.50.79.128 208.50.79.120 64.212.60.80 64.212.60.25