

# iPassConnect for Mac End of Life

## FREQUENTLY ASKED QUESTIONS

Version: 1.0, March 2005

iPass' overall support policy for iPassConnect is to provide technical assistance for the current release and for the two previous software releases. In compliance with this policy, iPass is announcing the end of life for iPassConnect for Mac version 1.80. The end of life for this product will be accomplished in two phases.

- The transition phase began on March 1, 2005
- End of life (EOL) will begin on June 1, 2005.

### **What does *transition phase* mean?**

During the transition phase iPass will accept general support questions regarding product functionality, as well as accept SOS tickets for profile changes. However, during this phase, iPass will not make corrections to the software if issues are found.

### **What does *end of life* mean?**

To receive iPass support, a customer must not be using a software version which has passed its EOL date. After the end of life date, iPass will not accept general support questions or SOS tickets for profile changes. iPass will also not make corrections to the software if issues are found during the transition phase or after the EOL date.

### **What version of iPassConnect software should I upgrade to?**

Customers should upgrade to version iPassConnect 2.37.

### **What are the system requirements for iPassConnect for 2.37?**

iPassConnect 2.37 has the following requirements:

#### **Hardware Requirements**

Any of the following Macintosh computer models:

- Power Mac G3, G4 or G5
- PowerBook G3 or G4
- G4 Cube
- iMac
- iBook
- eMac

## Operating System Requirements

- Mac OS 10.2.x or 10.3.x
- BSD subsystem must be installed

For further information, please see the *iPassConnect for Mac 2.37 Release Notes*, available on the iPass Portal.

## What are the benefits of upgrading to 2.37?

iPassConnect for Mac 2.37 adds additional connectivity types, such as Wired Broadband and Wi-Fi, and has the enhanced tab-based interface. Additional features and resolved issues are described in the *iPassConnect for Mac 2.37 Release Notes*.

## Where should I direct questions on the end of life program?

All questions regarding end of life should go to your iPass Account Manager or Channel Manager.

## About iPass

iPass Inc. (Nasdaq: IPAS) 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 make iPass services the choice of hundreds of Global 2000 corporations including General Motors, Dow Corning and Mellon Financial. Founded in 1996, iPass is headquartered in Redwood Shores, California with offices throughout North America, Europe and Asia Pacific.

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