

Frequently Asked Questions: iPassConnect 2.38 for Mac

Version 1.0, December 2006

When will iPassConnect 2.38 be available?

iPassConnect 2.38 for Mac will be available in December 2006.

What is the business need for iPassConnect 2.38?

iPassConnect 2.38 for Mac is a maintenance release to deliver support for Intel hardware.

Is this an opt-in release?

Yes. Excepting End of Life (EOL) activity, customers will only be upgraded to 2.38 on request. Following 30 days of trouble-free general availability, it will become the default client.

What are the new features in iPassConnect 2.38?

The feature set of this client is unchanged from iPassConnect 2.37. The only enhancements are to enable successful installation on Intel Mac hardware and to offer full support for Mac OS X 10.4.6.

Are there any known issues?

There are three known issues for this release:

- Lists of multiple domains for authentication must be configured as editable.
- Project codes are not supported
- Users should avoid passwords containing the plus (+) or ampersand (&) symbols to avoid intermittent connectivity problems over broadband connections.

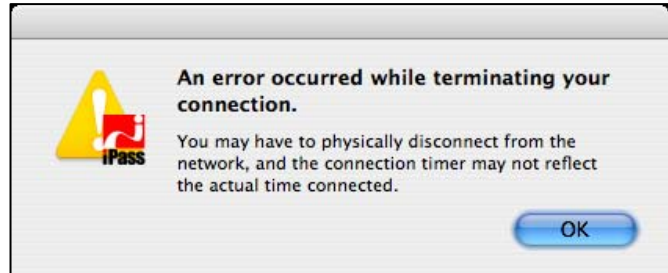
Which languages does iPassConnect 2.38 support?

This client is only available in English.



What are the main support issues I should be aware of with this client?

- iPassConnect 2.38 for Mac, like the iPassConnect 2.30 for Windows client on which it is based, does not contain logic to control network devices. Users must therefore maintain their own network locations and ensure that the correct devices are provisioned in the location named "iPassConnect". Wi-Fi users must perform their own associations through the Airport Wi-Fi interface prior to authenticating with iPassConnect.
- If a user moves out of range of a Wi-Fi hotspot and the connection is dropped an error message may be displayed when attempting to log off, as shown here. This message is intentional and represents a normal use case for the situation described.



How do I obtain iPassConnect 2.38?

iPass always recommends evaluating new clients and features with a test profile before commencing a widespread deployment. If you already have a test profile available, then you can submit a standard support ticket to request an upgrade to iPassConnect 2.38. If you do not have a suitable test profile available, then you may request one from the iPass Portal or from your iPass Account Manager.

Complete the Fast Track or Additional Services form on the iPass Portal to request a new client. Please contact your iPass account manager if you have questions about the new client request process.

What other documentation is available?

The launch documentation for iPassConnect 2.38 includes:

- User Guide
- FAQs
- Release Notes

This documentation will be posted to the iPass Portal at the time of release.