

iPassConnect v3.72 External Release Notes

for Windows

Version 1.0, 19 April 2010

Corporate Headquarters
iPass Inc.
3800 Bridge Parkway
Redwood Shores, CA 94065 USA



www.ipass.com
+1 650-232-4100
+1 650-232-0227 fx

Document Convention

This section will contain all the conventions being used in this document.

Convention	Description
<i>Italics</i>	Represents Error messages
Bold	Represents Product name and version numbers
Link	Represents hyperlinks and cross-references



CONTENTS

The Purpose	4
iPassConnect	4
Name and Version	4
Features and Enhancements	5
New Features.....	5
Enhancements.....	5
Limitations	5
Technical Requirements	6
Minimum Hardware Requirements.....	6
Connectivity Device Requirements.....	6
Supported Operating Systems.....	6
Supported Languages.....	7
Supported Versions of Dependent Application.....	7
Windows Service Requirements.....	7
Others.....	7
Resolved Issues	7
Known Issues	10
Troubleshooting Tips	11



The Purpose

The purpose of this document is to provide detailed information to the Customer Care and other support team members to help in resolving customer problems and answering customer queries. The details provided in the document are related to iPassConnect™ version 3.72.

iPassConnect

iPassConnect is a desktop client that allows you to connect to thousands of access points worldwide. Using the iPass network, you can connect to private access points, or even personal access points that you have defined. You can use any of the several possible connection types, including WLAN, Mobile Broadband, Dial-up, Ethernet, ISDN, DSL, GSM and PHS, and get secure access to both the Internet and your corporate resources.

The iPassConnect v3.72 is a General Availability release, which provides the support for the platforms:

- Microsoft Windows 7 Operating System on 32-bit & 64-bit machines.
- Windows XP Professional SP3 on 32-bit machines & SP2 on 64-bit machines
- Windows Vista (SP2) on 32-bit & 64-bit machines.
- Internet Explorer 6, 7 and 8.

Name and Version

- **Product Name:** iPassConnect
- **Version Number:** 3.72
- **File Name:** setup.exe
- **Application Name:**
 - When the iPassConnect client is installed and not running:
iPassPeriodicUpdateApp.exe, iPassPeriodicUpdateService.exe
 - When iPassConnect is running: iPassConnectEngine.exe,
iPassConnectGUI.exe, iPassPeriodicUpdateApp.exe,
iPassPeriodicUpdateService.exe
- **Mode of delivery to the Customer:** Upgrade of an existing profile to iPassConnect v3.72 can be requested by the customer IT administrator by opening a support case with iPass Customer Care after which the profile installer is available for download from the iPassConnect Profile Viewer on the iPass Portal (<https://portal.ipass.com>). If software updates are enabled, the upgrade will be pushed to all existing users of the upgraded profile. Requests for a new iPassConnect v3.72 profile should be requested by the customer IT administrator using the Additional Services Order Form also on the iPass Portal. Once



approved by iPass Order Management, the profile will be built and the installer available for download from the iPassConnect Profile Viewer.

- **Mode of Delivery to the IT Administrators:** N/A

Features and Enhancements

The features and enhancements introduced in iPassConnect v3.72 release are listed below in detail:

New Features

This section describes the new features, being introduced in the current release.

New Platform Support

iPassConnect v3.72 supports the following new software platforms:

- Operating Systems:
 - Windows 7 (Enterprise and Ultimate) on 64-bit machines
 - Windows Vista Service Pack 2 on 64-bit machines
 - Windows XP Professional Service Pack 2 on 64-bit machines
- Web Browser: Internet Explorer 8.

Enhancements

This section describes the enhancements, being introduced in the current release.

PEAP-MSCHAPv2 - Live Logon Support

With iPassConnect v3.72, the PEAP-MSCHAPv2 authentication method is now supported in Live Logon mode on Windows Vista and Windows 7.

Note that machines must be registered members of the Active Directory domain to which they are attempting to connect.

Aircell Gogo Inflight Support

All files necessary to support the use of the Aircell Gogo Inflight network are packaged with iPassConnect v3.72.

Customers must opt-in to the Gogo Inflight service before it will be detected as an iPass-enabled network in the iPassConnect client.

Limitations

99319

Issue: IE Global user offline registry setting breaks iPassConnect Wi-Fi connectivity.

iPassConnect is unable to connect to Wi-Fi networks since the `GlobalUserOffline` value is set to 1 in the system registry. This value prevents the `WinInet` API from contacting the router for establishing the Internet connection.



The customer should ensure that the `GlobalUserOffline` value is set to 0, for establishing network connections.

97547

Issue: The “`SniffTimeInterval`” is no longer working in `bb.ini` file.

iPassConnect requires 11 seconds as the minimum time (`SniffTimeInterval`) for identifying the available networks.

Technical Requirements

The technical requirements are listed below.

Minimum Hardware Requirements

- Pentium 4, 1GHz processor or equivalent
- 512MB RAM for Windows XP, and 1GB RAM for Windows Vista or Windows 7
- 500MB free disk space (the typical installer file size is 30MB; a typical installation will occupy 245MB)
- 16-bit color mode display

Connectivity Device Requirements

iPassConnect requires one or more connectivity devices installed, depending on your intended connection type:

- Wi-Fi - an NDIS v5.1-compliant 802.11b/g device and appropriate software drivers.
- Mobile Broadband Device - a supported Mobile Broadband device plus appropriate driver software. A complete list of supported Mobile Broadband device can be found in the List of Supported 3G Mobile Broadband Cards, available from the iPass Portal.
- Ethernet adapter
- 56K v90/v92 modem
- GSM modem
- ISDN terminal adapter
- PHS 2.1 device

Supported Operating Systems

iPassConnect v3.72 is tested and supported on the following platforms:

iPass strongly recommends installation of all Microsoft-recommended updates for your Operating System.

- Windows 7 (Enterprise and Ultimate) 32-bit & 64-bit machines
- Microsoft Windows Vista (Enterprise, Business and Ultimate) Service Pack 2 on 32-bit & 64-bit machines



- Microsoft Windows XP (Professional) Service Pack 3 on 32-bit machines & Service Pack 2 on 64-bit machines

Supported Languages

iPassConnect v3.72 is supported on the following languages:

English	French	Korean
Chinese (Traditional)	German	Brazilian Portuguese
Chinese (Simplified)	Japanese	Spanish

Supported Versions of Dependent Application

N/A

Windows Service Requirements

For iPassConnect to install and work, the following services are necessary.

- On Windows XP: **Wireless Zero Configuration** service should be running
- On Windows Vista and Windows 7: **WLAN AutoConfig** service should be running

Others

- Microsoft Internet Explorer 6, 7 or 8 must be installed.

iPassConnect v3.72 has been tested only on Internet Explorer 8 as it is required that the user be on IE8 for Windows 7.

Resolved Issues

The following issues have been resolved in this release.

Bug id	Bug Description
97887	Switching between manual & Preferred network Types is not showing correct networks
100149	If radio button is disabled, client displays sniffed hotspots.
100150	Connection timer shows negative numbers in the UI
100298	iPC fails to attempt for connection after the first connection is made with alt.cred enabled.
100627	Test on Hard token integration shows that an error code is displayed in the Connection status window when credentials are NOT provided in the Login Information window
100653	iPC client crashes-"iPassConnect Engine module has stopped working", when connection is made to a GIS hotspots.
100687	After software update ipc is automatically restarting the machine without prompting any user interactive message
100695	High CPU Usage when connected via iPC on Vista OS



- 100696 Caption of "Cancel" button is seen in English instead of German on the iPassConnect Downloader window during software update on Win XPP SP3 German OS
- 100794 Timer in Connection Status dialog is getting reset
- 100818 iPC client is repeatedly asking for the proxy credentials even though credentials are saved and existed in registry values .
- 100850 iPC client fails to uninstall the old s/w version after successful software download on XPP SP3 (German).
- 100905 WiFi Sniffing fails after disconnect
- 101159 With Auto-Connect feature enabled, iPC client does not prompt for the user-name & domain while connecting to personal POPS.
- 101161 "Note" under usage tab need to be localized for all supported languages of iPC client.
- 101284 Periodic Update console (iPassPeriodicUpdateApp.exe) - crash is seen when PB update is canceled.
- 101322 Automation - 43rd token in thrupt.log is showing "UNKNOWN" instead of "8021X_FAST_TLS"
- 101434 iPC client pops the Auth proxy dialog when open proxy pac is configured during software update from 3.65 to 3.67
- 101676 Client fails to connect to PEAP_MSCHAPV2 enabled SSID when 'VerifyServerCert=no'
- 101769 iPassConnect Browser Login dialog appears when connection attempt to Personal Hotspot is cancelled
- 101822 When VPN is configured,iPC client prompts for the credentials even if all credentials are already saved.
- 101823 At a time two applications are crashing of iPC client----iPassConnect engine crash + iPassConnectGUI crash.
- 101883 Continuous iPC GUI Crash while viewing Connection log
- 101907 iPC client fails to connect 802.1x enabled pop on Vista OS
- 101912 Unable to connect to an iPC dial up pop after a machine restart (64 Bit Vista)
- 101968 iPC client does not read "VerifyServerCert=no" parameter for 802.1x enabled cbook pop from 'Profile' section.
- 102156 "Show" button is not available under certificate tab in the Login Information window on vista OS.
- 102157 Aircell access procedure
- 102169 iPC client freezes, when clicked on Settings-->Login Information window-->Certificate tab-->Show button-->Ask me later
- 102230 High Cpu usage after IPC is launched.
- 102261 IPC GUI Freezes when left idle for sometime
- 102265 While doing software upgrade iPassConnect Downloader window Message is not localized
- 102279 Thrupt.log file exceeds more than 100KB



- 102313 43rd token in thruput.log is showing null ("") instead of "8021X_PEAP_MSCHAPV2"
- 102612 Dialer_Version shown in SQM records is incorrect
- 102648 Cursor focus is not on UserName field in the Login Information window when Alt-Cred is enabled.
- 102661 While attempting for connection with Alt-cred enabled, focus is displayed on master credentials window whereas cursor focus is on bearer credential tab fields.
- 102706 Multiple SSID's are seen with the same name for sniffed Wi-Fi list.
- 102788 In Live-logon mode if client is minimized, there is no option to re-launch the client without exit.
- 102790 iPC fires Launch action after firing the disconnect action for VPN client when connected through Home Broadband
- 102791 iPC client shows some junk characters ("Already connected- Vous ?tes d?j? connect? ?" message) in Live-logon mode.
- 102793 Some logs are generated with incorrect OS.
- 102799 iPassConnect Engine crash is seen in the pre-logon mode.
- 102884 Network information button not aligned correctly in Mobicdata tab
- 102895 In the iPassConnect live logon tile "Username & Password" text is in English for Japanese installation.
- 102996 Client failed to attempt for second connection (modem connection) when altcred is enabled



Known Issues

This section briefly describes the known issues in the current release.

Bug Id	Description	Work Around
101618	<p>The date formats for “Time Since last Reset” in the Cumulative Usage offline and the Since data in the <code>usage.ini</code> file are different.</p> <p>The data is displayed in <code>dd/mm/yyyy</code> format rather than <code>mm/dd/yyyy</code> in the <code>usage.ini</code> file when compared to Cumulative Usage dialog.</p>	
101672	<p>Unknown <code>ERROR_CODE "29"</code> with huge authentication time (<code>TIME_TAKEN</code>) reported in iOQ for Vista Personal Wi-Fi.</p> <p>Unable to start the iPassConnect client, when you terminate the non-responsive client from the task manager.</p>	
101818	<p>iPassConnect Sniffing fails after successful connection and disconnection to a Wi-Fi hotspot.</p> <p>This issue is observed on the machines, which have “Broadcom 802.11 Multiband Network Adapter”.</p> <p>It is a driver related issue and cannot be resolved.</p>	<p>Disable the wireless card and enable it back using the Device manager or Control Panel.</p> <p>To enable/disable the wireless card from Device Manager</p> <ol style="list-style-type: none"> 1. Right-click My Computer and select Manage. 2. Under Computer Management (Local), click Device Manager. 3. Under Network Adapters, right-click the wireless device and select Disable (or Enable). 4. Close the Computer Manager window. <p>To enable/disable the wireless card from Control Panel</p> <ol style="list-style-type: none"> 1. Go to Control Panel and select Network Connections. 2. Right-click the Wireless network Connection and select Disable (or Enable).

Bug Id	Description	Work Around
		3. Close the Network Connections window.
OR - 1089	Browser Login for Non iPass Wi-Fi hotspots is not supported in Live Logon Mode	
102789	Subject Alternate Name with Machine certificates in Windows XP SP3 is not properly formatted.	Select either 'Issued to' or UserDefined fields to identify the desired digital certificate
104248	PEAP-TLS does not work when used with machine certificates on Windows Vista due to a bug in the Microsoft EAPHost implementation	

Troubleshooting Tips

■ Installation logs:

- Windows XP
 - C:\Documents and Settings\\Local Settings\temp
- Windows Vista and Windows 7:
 - C:\users\\appdata\local\temp

■ The Application logs:

- Windows XP
 - C:\Documents and Settings\All Users\Application Data\iPass\log
- Windows Vista and Windows 7:
 - C:\ProgramData\iPass\log

In both cases, the log files are located in "hidden" folders and so, depending on the configuration of Windows Explorer, the user may not see them while browsing the file system.

To view these folders, perform the following steps:

1. Open **Windows Explorer->Tools->Folder Options->View** (for windows Vista this step will be **Windows Explorer->Organize -> Folder and Search Options->View**)
2. Select **Show hidden files and folders** option.

■ Dependent Application logs: N/A

■ Un-Install logs: N/A

END OF DOCUMENT

