



iPassConnect 3.35 for Windows Frequently Asked Questions

Confidential and Proprietary

Corporate Headquarters

iPass Inc.

3800 Bridge Parkway

Redwood Shores, CA 94065 USA

<http://www.ipass.com>

T: +1 650.232.4100

F: +1 650.232.0227




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General

When is iPassConnect 3.35 available?

iPassConnect 3.35 is available to customers on Wed, June 1st 2005.

Which languages are supported?

iPassConnect is supported in English, Brazilian Portuguese, French, German, Japanese, Korean, Simplified Chinese, Spanish and Traditional Chinese,

What operating systems are supported?

Microsoft 2000, XP Professional, and XP Home are supported.

Note: iPass performs QA testing on Microsoft 2000 SP4, Windows XP SP1 and Windows XP SP2.

Is this an opt-in release?

Yes. Customers will not receive iPassConnect 3.35 automatically. Customers who want iPassConnect 3.35 must order the upgrade via an SOS ticket.

Features

What are the new features and enhancements in iPassConnect 3.35?

iPassConnect 3.35 adds the following new features and enhancements:

- Updated GUI
- Balloon Tips
- Non-iPass Wi-Fi network support

What is new regarding the GUI?

iPassConnect has made changes to the Automatic Wireless Networks presentation to now display the SSID with an iPass logo (instead of iPass-enabled Access Point), a signal strength meter, and a padlock for to represent WEP encrypted networks. iPass made these changes to give users better visual cues to connect to the best available network.

What are Balloon Tips?

Balloon Tips is the Microsoft term for a pop-up bubble from the system tray which provides users with additional information based on events such as change in network availability. These networks typically pop-up from a resident icon in the system tray.

How do the Balloon Tips work in iPassConnect?

Whenever the Main iPassConnect interface is not visible and WiFi + mobile-data networks go from zero to zero plus a balloon tip advises user of available networks. However, if in a continuous scan mode the networks go from say 3 to 4, the balloon tip will not pop up. Typically the balloons will show soon as the laptop is booted in a Wi-Fi zone and iPassConnect is running in the system tray. If balloon is up and no activity on laptop, balloon tip stays until a user initiated action occurs. Otherwise Balloon Tip goes away after 12 seconds.

Are Balloon Tips configurable?

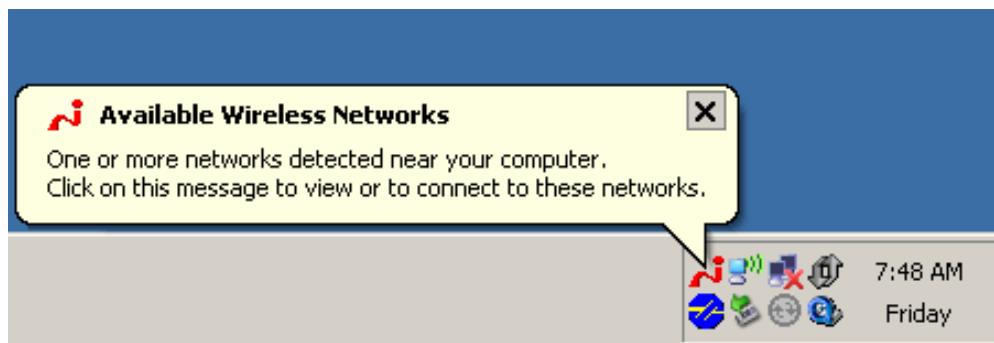
Balloon Tips are not configurable within iPassConnect. However, customers can disable all Balloon Tips by setting the following registry key to "0"

HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\Advanced\EnableBalloonTips\REG_RWORD

Are Balloon Tips localized?

No. The iPassConnect Balloon Tip is in English only.

What does the Balloon Tip look like?



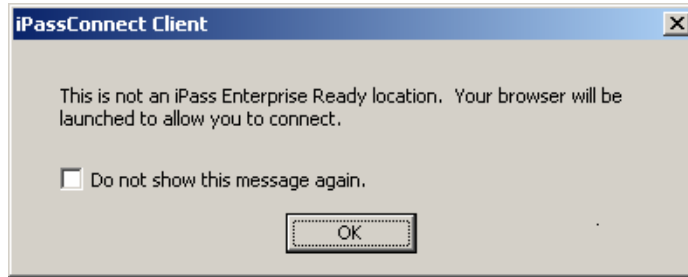
What is Non-iPass Wi-Fi network support?

iPassConnect now has the ability to display any broadcasting SSID in the Available Wireless Networks norgy.

How does iPassConnect help users get connected?

If the network does not require any further authentication (e.g. a free hotspot), iPassConnect will immediately perform a phonebook update, send SQM/iOQ information, can optionally operate Endpoint Policy Management services and lastly launch appropriate post-connect actions for the user such as launching a VPN client or web browser.

If the network requires further authentication, the user is presented with the below dialog box, with the option to never see this box again:



After clicking OK, the user's default web browser is opened and the appropriate redirect page is presented to the user. After the user performs the authentication to the non-iPass Wi-Fi network, iPassConnect will automatically launch the post-connect actions for the user. If a WEP key is needed for association to this network, iPassConnect will prompt the user for the information. Once entered, the information is stored in iPassConnect. User can manage all non-iPass Wi-Fi networks in the wireless section of the Connection Settings menu.

Is Non-iPass Wi-Fi network support configurable?

Yes. It is configurable and off by default.

How is Personal Wireless handled?

Personal Wireless is now part of the non-iPass Wi-Fi network support. Users can manage multiple SSIDs and WEP keys from the Connection Settings area in iPassConnect.

What happens to my existing personal wireless network after upgrading to 3.35?

If the 3.35 profile has non-iPass Wi-Fi enabled, the single personal wireless network will be carried over to 3.35. If the 3.35 does not have non-iPass Wi-Fi enabled, personal wireless networks will not be carried over.

Can users filter hotspots?

Users who have non-iPass Wi-Fi enabled can filter the available wireless networks to only show iPass networks, iPass Wireless LAN Roaming hotspots and any hotspots that have been specified by the user as personal wireless. This can be helpful when in dense areas where there are a lot of hotspots.

Is non-iPass Wi-Fi supported in prelogon mode?

No. iPass will not configure a client to have both prelogon and non-iPass Wi-Fi as opening a browser before a user logs onto a computer is seen as a security risk.

Does any of the iPass third party integration work with non-iPass Wi-Fi networks?

Yes. SecureConnect, Auto-launch and Auto-teardown for anti-virus and personal firewalls will work on non-iPass networks. Normal VPN integration such as one-click, auto-launch, VPN Gateway Selection and auto-teardown function properly on non-iPass Wi-Fi networks.

Do Endpoint Policy Management and DeviceID work with non-iPass Wi-Fi networks?

Yes. Both Endpoint Policy Management and DeviceID work with non-iPass Wi-Fi networks. High priority patches within EPM can be pushed out before iPassConnect launches the VPN client.