



# FAQs: iPassConnect 3.51

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## General Questions

### **When will iPassConnect 3.51 be available?**

iPassConnect 3.51 will be available in December 2006.

### **What is the business need for iPassConnect 3.51?**

Planning for iPassConnect 3.51 started before the release of 3.50 to enhance the 3.5x feature set, to cover some previously unanticipated usage scenarios and to address the known issues carried over from the 3.50 project. The final content of iPassConnect 3.51 was largely driven by customer and employee feedback from the first 90 days following the launch of 3.50.

The theme of iPassConnect 3.51 is therefore to address the most critical issues and latent requirements that would otherwise limit iPass' ability to deploy the 3.5x platform to the widest possible community of customers.

### **Is this an opt-in release?**

Yes. Excepting End of Life (EOL) activity, customers will only be upgraded to 3.51 on request. Following 30 days of trouble free general availability it will become the default client.

### **What is the EOL date for iPassConnect 3.51?**

This has not yet been set, but it is expected to be not before the second half of 2010.

### **Which languages does iPassConnect 3.51 support?**

The supported languages are unchanged from earlier releases: Chinese (Simplified), Chinese (Traditional), English, French, German, Japanese, Korean, Portuguese (Brazilian) and Spanish.

Note that Live Logon (GINA) user interface follows the primary language of the operating system and not the language setting in iPassConnect. If there is no exact match between the operating system language and an iPass-supported language, then the Live Logon user interface will display in English.

### **Which operating systems does iPassConnect 3.51 support?**

The supported operating systems are unchanged from iPassConnect 3.50: iPassConnect 3.51 is supported on Microsoft Windows 2000 SP4 or later and Windows XP Home or Professional (Service Packs 1 and 2). iPass strongly encourages the use of Windows XP SP2.

Note that iPassConnect requires Microsoft Internet Explorer version 6 or 7 also be installed.

### **Will iPassConnect 3.51 support Windows Vista?**

No. iPassConnect 3.51 does not install on Windows Vista. A separate project is underway to deliver a client for Windows Vista in 2007.

### **Is there a 64-bit version of iPassConnect 3.51?**

No. iPassConnect is a 32-bit application. Testing has not been conducted on any 64-bit operating systems.

### **What documentation is available?**

The launch documentation for iPassConnect includes:



- User Guide
- Admin Guide
- FAQs
- Release Notes

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

## Features Questions

### What are the new features in iPassConnect 3.51?

Although iPassConnect 3.51 was not conceived as a feature release, there are nonetheless several new items of note:

- **Improved Detection of Non-Broadcast SSIDs.** Experience has shown that pre-existing Wi-Fi associations are very common, so iPassConnect 3.51 looks for an existing association on every scan cycle (approximately once every 15 seconds) and performs non-broadcast scanning whenever the device is not associated.
- **Live Logon: Support for Microsoft Remote Desktop Connection (RDC).** The iPassConnect 3.51 GINA enables transparent support for RDC connections to the host on which iPassConnect is installed.
- **Live Logon: Support for AutoAdminLogon.** When the Windows AutoAdminLogon feature is enabled, the iPassConnect Live Logon GINA will silently pass control to MSGINA without interrupting the automated logon process.
- **Support for Microsoft Internet Explorer 7 (IE7).** In November 2007, iPass announced support for IE7 across the range of currently available iPassConnect for Windows releases. In addition, iPassConnect 3.51 is the first release to be designed and tested explicitly for IE7.
- **Support for the Web Proxy Auto Discovery (WPAD) protocol.** iPassConnect 3.51 can now obtain proxy settings when Internet Explorer's proxy setting is configured to "Automatically detect settings".
- **Signed Installation Files.** Each iPassConnect installation package is digitally signed by iPass for assurance of its authenticity.
- **Installation Log File Moved.** The iPassConnect installation file has been moved from  
`%SystemDrive%\IPC.LOG` to `%TEMP%\iPassConnect_Install.log`

### Are the Wi-Fi drivers different?

Yes. iPassConnect 3.51 delivers the iPass 802.1X protocol driver v3.5.3.0 from Meetinghouse. This delivers the following benefits:

- Compatibility with hosts running the Intel PROSet v10.x Wireless Utility.
- Greater reliability for on-campus connectivity, since the encryption mode is now derived from the iPassConnect Phonebook entry regardless of the reported capabilities of the access point.

### What are the main issues addressed?

Around 80 issues were addressed between iPassConnect 3.50 and 3.51. Descriptions of the main fixes are found in the iPassConnect 3.51 release notes.

### **Are there any known issues?**

At the time of release, iPass is not aware of any new issues introduced since iPassConnect 3.50. Descriptions of the main known issues still outstanding are found in the iPassConnect 3.51 release notes.

### **Are all IE proxy features supported?**

iPass has designed iPassConnect 3.51 to work with the full range of proxy configurations available through the IE interface. Proxies are used for retrieval of Dialer ID and Phonebook information and for the uploading of SQM data. The software upgrade function does not support IE proxy settings however.

iPass believes all valid IE proxy configurations are supported including support for automatic proxy discovery (WPAD), automatic configuration (.PAC or .JS) scripts, .INS configuration scripts, per-machine proxies and group policy management of proxy settings.

### **Does iPassConnect generate any new network requests? Do I need to change my firewall or proxy settings?**

No. The outbound network requests generated by iPassConnect 3.51 are unchanged from earlier releases.

# Installation and Upgrade Questions

## What is the installation process?

The installation process is unchanged from earlier releases. iPassConnect 3.51 is delivered as an InstallShield package which supports both interactive and silent mode installations. The initial installation must be conducted by a user with administrative privileges although subsequent updates do not require special permissions.

The only notable change in the iPassConnect 3.51 installation process is that the installer is now signed with an iPass publisher certificate as evidence of its authenticity.

## Can I arrange for iPassConnect 3.51 to be built using an MSI package?

The iPassConnect engineering teams certify and deliver iPassConnect only as an InstallShield package. Repackaging of this package in MSI format is not a standard option but you may wish to consult with your iPass technical representative for further details about the availability of a Windows Installer package for iPassConnect.

## Are there any changes to the Phonebook update process?

The Phonebook update process is largely unchanged although two enhancements extend the range of network environments in which iPassConnect will be able to perform an update. One enhancement is to support Web Proxy Auto Detection (WPAD) and the other is a fix to accommodate significantly longer proxy specifications (e.g. long PAC files and long proxy exception lists).

## What is the upgrade process?

Customers with iPassConnect 2.20 or later can upgrade directly to iPassConnect 3.51 on request. Customers on earlier releases should contact their iPass technical representative to discuss alternative deployment strategies.

The download and upgrade process is orchestrated by the iPCCheck component which, in iPassConnect 3.51, is configured to run either as a PostConnect action or in response to a manual software update request. Note that the software upgrade process is distinct from the Periodic Update components introduced in iPassConnect 3.50 and that a manual request or a successful connection through iPassConnect is therefore required.

iPCCheck does not retrieve proxy settings from Internet Explorer, although it will reference the static proxy string defined in iPassConnect if present. iPass is planning to introduce a periodic software update component into the client during 2007, although no specific timing is currently available.

## Will my configuration be preserved during the upgrade?

Yes, if upgrading from iPassConnect 3.35 or later then your user preferences, bookmarks and personal Wi-Fi settings will all be retained.

## How do I obtain iPassConnect 3.51?

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 it be upgraded to iPassConnect 3.51. 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.

