

# Open Mobile for iOS

iPass Open Mobile™ makes secure, simple and effective network access a reality. No matter where work takes you, iPass Open Mobile provides on-demand global connectivity to the corporate network through a worldwide network of Wi-Fi providers. iPass Open Mobile ensures a secure and controlled session to address the critical requirements of today's IT departments.

As an administrator, you will use the [Open Mobile Portal](#) to configure your Open Mobile profiles, test, and then deploy clients to your user base. You can also use the [Open Mobile Portal](#) to run [reports](#) on your user base, usage patterns, and client deployment.

## Topics

- [Installation](#)
- [Profiles](#)
- [User Interface](#)
- [Account Definitions](#)
- [Networks and Policies](#)
- [Branding](#)
- [Support](#)

## Latest Release Documents

- [Open Mobile 3.3.x for iOS Quick Start Guide](#)
- [Open Mobile 3.3.0 for iOS Release Notes](#)

### [Previous Release Documents](#)

## Open Mobile for iOS Printable Administrator's Guide

The Open Mobile for iOS Printable Administrator's Guide is not an interactive PDF. Its function is strictly for printing.

- [Open Mobile for iOS Administrator's Guide](#)

[ios](#)

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# Installation

The installation page includes details on the following:

- [System Requirements](#)
- [Installation and Activation](#)
  - [Get Started Wizard](#)
  - [Activation Code](#)
  - [Default Mode](#)
  - [Activation by URL](#)
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## System Requirements

The latest version of iOS requires:

- iOS 5.0 or later.
- Multitasking support (for example, iPhone 3GS or later, iPod Touch third generation or later, or any iPad).
- Users need an iPass account in order for the service to function. In addition, the user must be connected to the Internet (by Wi-Fi or Mobile Broadband connection) to activate Open Mobile.
- Only the Apple App Store is supported for distribution.
- **Supported Languages:** English, French, German, Spanish, Italian, Korean, Japanese, Thai, Simplified Chinese, and Traditional Chinese.

## Required Network Configurations

Click [here](#) for a complete list of required network configurations for Open Mobile access.

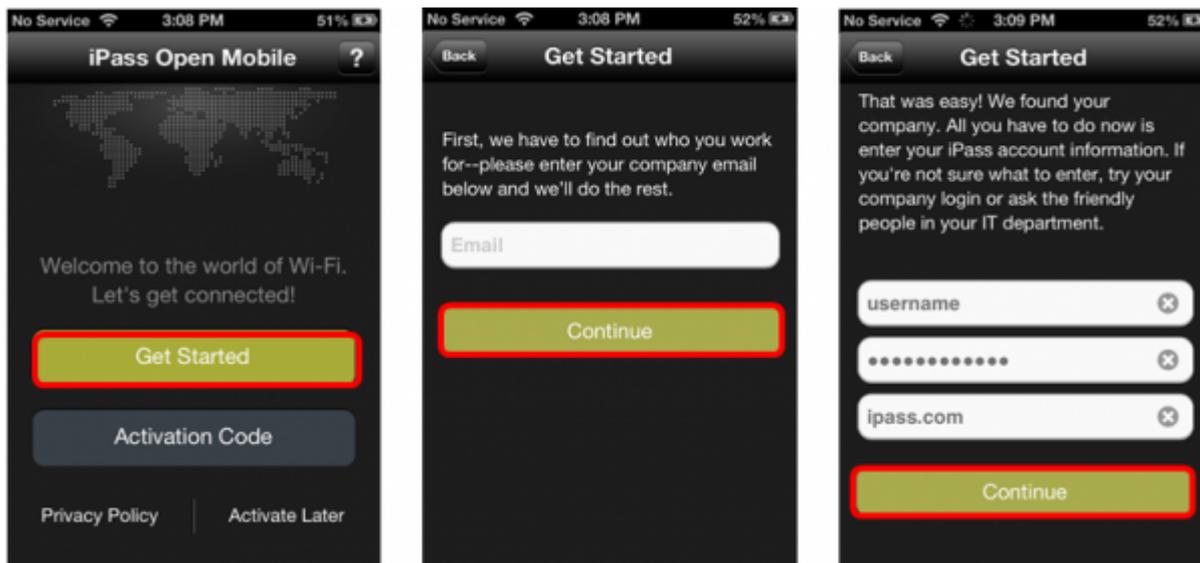
## Installation and Activation

There are several ways to activate Open Mobile.

## Get Started Wizard

Follow the instructions below to activate using the Get Started Wizard:

1. Download the Open Mobile app from the iTunes App Store.
2. On the **Welcome screen**, tap **Get Started**. You need to be connected to the Internet to activate the app.
3. Enter your corporate email address and tap **Continue**.
4. Enter your **Username**, **Password**, and **Domain** and tap **Continue**.
5. Tap **Finish Activation**.



## Activation Code

You can have your users activate with a specific profile by sending them the Profile ID and the optional PIN. Follow the instructions below to activate with your Activation Code:

1. Download the application from the iTunes App Store.
2. On the **Welcome Screen**, tap the **Activation Code** button. You need to be connected to the Internet.
3. Enter **Profile ID**, **Email**, and optional **PIN** (if you do not have a PIN, leave the field blank).
4. Tap **Activate**.

## Test Profile Mode

If you are testing the app, tap the bottom left corner of the screen three times to enter Test Profile Mode before entering the Profile ID and PIN.

To exit Test Mode, simply tap the **Back** button to return to the splash screen. (There is no need to uninstall the app.)

## Default Mode

A user without a Profile ID and PIN can tap **Activate Later** to enter default *mode*. In default mode, users have access to the Usage Meter and Hotspot Finder, but cannot use the app to authenticate to networks.

Users in default mode can activate the app at any time by tapping Activate Now on the Dashboard.

## Activation by URL

If you choose to enable this activation method, upon creating the profile, you will be supplied with an email template containing two URLs:

- The first URL will give the link for the Apple App Store, where users can download the application.
- The second URL will give the link to complete the activation.

If this method fails, users will be able to activate using the Profile ID/PIN method, described above. They will require the Profile ID and PIN in order to complete this.

Click **Create Email** to create an email containing the template text using your default email client, or click **Copy to Clipboard** and paste the email text as needed. You can supply this information to either your test users in order to test the profile, or your entire user base, as desired.

## Activation by Application

**Available for:** Open Mobile 2.3.0 and later versions

The Open Mobile Provisioning API can be used to create an separate app that will handle the activation or configuration of Open Mobile. If such an application is supplied, the user may not need to take any steps to activate Open Mobile. Consult the document [The Open Mobile Provisioning API](#) for details.

## Updating the Directory

The user can update the network directories by tapping **Settings > About > Check for Updates**.

## Uninstalling

Follow the instructions below to remove Open Mobile from your device:

1. Touch and hold the Open Mobile application icon on the Home Screen until the icons start to wiggle.

2. Tap the “x” in the corner of the Open Mobile icon.
3. Tap **Delete** to remove the application and all of its data from your device.
4. Press the Home button to stop the icons from wiggling.

## Upgrading

Open Mobile upgrades are automatically handled through the Apple App Store.

Go to: [Open Mobile for iOS Help](#)

[installation](#), [activation](#), [requirements](#)

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# Profiles

A client *profile* is a set of customization options that determine the features, policy settings, and behavior of the Open Mobile client. Profiles are created in the Open Mobile Portal.

## The Open Mobile Portal

The Open Mobile Portal is a powerful Web-based tool that enables you to manage all of your clients, issues, and accounts in one place. To launch the Open Mobile Portal, browse to <https://openmobile.ipass.com>.

The Open Mobile Portal includes the following capabilities:

- Centrally manage your Open Mobile client profiles, including configuration, deployment, and testing.
- View your open iPass Technical Support tickets.
- Download important documentation.
- Review your iPass accounts, including invoices and outstanding balances
- Run reports on your user data.

## Creating a Profile

### To create a profile:

1. Select the Configuration tab and then select **Manage Profiles**.
2. Click the **Create New Profile** button on the top-right corner of the screen and then continue past the instruction page.
3. Enter the following:
  - **Profile Name:** Enter a name for the new profile.
  - **Platform:** Select *iOS*.
  - **Software Version:** Select *Open Mobile iOS*.
4. Click **Save & Continue**.

You can now edit the profile to enable your desired features. These features will include at least one [account definition](#) and your network policy settings. You may also wish to create and apply a brand to your profile.

## Profile ID

The Profile ID is automatically generated by the Open Mobile Portal.

## PIN

A PIN (Personal ID Number) provides an extra level of security for users activating the client. Adding a PIN is optional. A PIN is usually an alphanumeric string a few characters in length.

A PIN may not contain any of these special characters: space( ), dollar sign (\$), ampersand (&), plus (+), percent sign (%), at sign (@), apostrophe( '), comma (,), forward slash (/), colon( :), semicolon (;), equals ( = ) , question mark (?), quotation mark ("), greater than (>), less than (<), pound sign (#).

### To create an optional PIN for this profile:

1. On the **Configure a profile** page, click **Edit**. The **Edit Profile Details** dialog box is displayed.
2. Enter a PIN and click **Save**.

Once you have published to Test, you may no longer change the profile's PIN.

## Profile Finder

**Available in:** iOS 2.2 and later clients

The Profile Finder feature enables easier activation of Open Mobile for users who already have a profile ID for another platform. For example, a user may have Open Mobile installed on a Windows laptop. The Windows installation includes a profile ID (viewable on the About dialog). The user can use this Windows Profile ID to activate a new iOS profile.

To enable the profile finder for your Open Mobile users, on the Open Mobile Portal, designate a profile as a Favorite for the iOS platform. This will be the default profile received by your iOS users. (A Favorite profile may not include a PIN.)

Subsequent to this, a user can download and install Open Mobile for iOS from the iTunes App Store. When choosing to activate Open Mobile on an iOS device, the user can enter any valid profile ID (such as one from the Windows installation of Open Mobile). Open Mobile will connect to the Internet, use the supplied Profile ID to locate the Favorite profile for iOS, download it, and install it on the iOS device.

## More Information

For more information on creating and using profiles, see [Manage Profiles](#).

Go to: [Open Mobile for iOS Help](#)

[ios](#), [profile](#), [manage profiles](#), [pin](#), [profile finder](#), [profile id](#)

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# User Interface

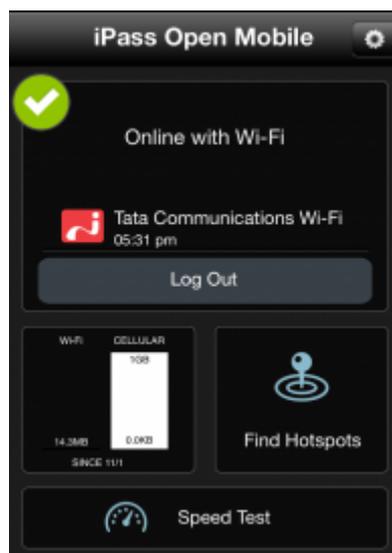
The Open Mobile for iOS interface, for either iPhone or iPad, is simple to use.

This page includes the following items:

- [iPhone Dashboard](#)
- [iPad Dashboard](#)
- [Current Connection](#)
- [Log In/Out Button](#)
- [Account Settings](#)
- [How to Connect](#)
- [Manual Login](#)
- [Usage Meter](#)
- [Hotspot Finder](#)
- [Speed Test](#)
- [Settings](#)

## iPhone Dashboard

The iPhone **Dashboard** includes four main sections, with the **Options** button in the top-right corner. The four sections represent your current connection, your past connections (the **Usage Meter**), your future connections (the **Hotspot Finder**), and your ability to test your connection (the **Speed Test**).



## Connection Status Indicator

A green circle with a white check mark will appear when a user is connected to a network.

## iPad Dashboard

The iPad **Dashboard** includes six main sections, with the **Options** button in the top- right corner. The six sections represent your current connection, your past connections (the **Usage Meter** and **Data Usage**), your future connections (the **Hotspot Finder**), your ability to test your connection (the **Speed Test**), and your Open Mobile app information (the **About** section).



## iPad Tool Tips

If a profile is configured without a speed test, the **Tips** box will appear on the bottom-right corner of the screen and display a random tooltip each time the user navigates to the **Dashboard**. These tips are supplied by iPass and are not customizable.

## Current Connection

Current Connection displays the current network name and a timestamp of when the connection started.

-  indicates an iPass Network.
-  indicates an OpenAccess (free) network.

## Log In/Out Button

Tapping the **Log In** button logs in to the current network with your iPass credentials, and tapping the **Log Out** button disconnects from the current network.

If the network is OpenAccess, the Log Out button will not appear, since Open Mobile cannot be used to disconnect from an Open Access network.

## Account Settings

You must enter your iPass credentials before logging in to an iPass network.

### To enter your account credentials:

1. Tap **Settings**.
2. Tap **Account Settings**.
3. Enter your **Username**, **Password**, **Domain**, and **Prefix** (optional) by tapping on each box and using the keyboard.

## How to Connect

Open Mobile works with the native iOS Wi-Fi settings to connect you to the Internet.

### To connect to an iPass Network:

1. Tap the **iOS Settings** icon.
2. Tap **Wi-Fi**.
3. Select a network from the list.
4. Return to the home screen and tap the Open Mobile icon.
5. On the dashboard, tap the **Log In** button.

## Manual Login

**Requires:** *Open Mobile 3.0.2 or later and iOS 6.0 or later.*

You can create a list of networks (by SSID) that you do not want Open Mobile to log in to.

For more details, please visit the [iOS Manual Login](#) help page.

## Usage Meter

The user can swipe between two Usage Meter screens. The **Usage History** screen shows graphs of the user's data usage, and the **Recent Connections** screen shows the user's last twenty successful connections.

## Hotspot Finder

Open Mobile includes a Hotspot Finder that enables users to locate iPass Wi-Fi hotspots anywhere in the world. Users can enter a location (address, city, zip code, or airport code) in the search box or use the list of nearby hotspots. By tapping on a hotspot location on the list, users can reach a picture of the hotspot location along with the option to call the location or receive GPS directions.

For more details, please see our [iOS Hotspot Finder](#) help page.

## Speed Test

The Speed Test measures the latency, download speed, and upload speed of a hotspot connection. When a Speed Test is initiated, Open Mobile will ping test servers and choose the one with the fastest response. Open Mobile will then download a test file from that server and upload a test file to that server. After the test is complete, Open Mobile will display the results and indicate the connection quality.

For more details, please visit the [iOS Speed Test](#) help page.

## Settings

Tapping the **Settings** button will open a window with six options:

- **Usage Alert Settings**
- **About**
- **Help**
- **Send Logs**
- **Offline Hotspot Finder**
- **Take A Tour**

For more details on the settings options listed above, please visit the [iOS Settings](#) help page.

Go to: [Open Mobile for iOS Help](#)

[hotspot finder](#), [usage settings](#), [ios](#)

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# Manual Login

**Requires:** Open Mobile 3.0.2 or later and iOS 6.0 or later.

You can create a list of networks (by SSID) that you do not want Open Mobile to log in to.



## To edit the Manual Login list:

1. Tap the **Settings** button
2. Tap **Manual Login**.
3. Tap the **Edit** button.
4. Add a network by tapping the green + button. Delete a network by tapping the red - button. Edit the name (SSID) of a network by tapping on it and using the keyboard that pops up.
5. Tap **Done** to save your changes.

[Open Mobile for iOS Help](#) > [User Interface](#)

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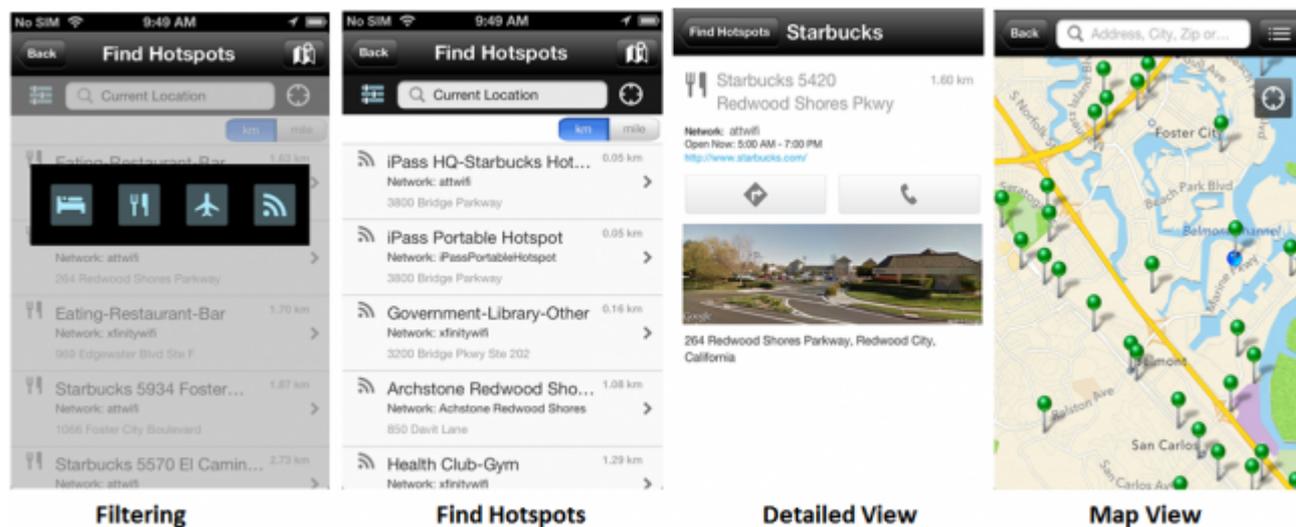
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# Hotspot Finder



**Filtering:** Tapping on the filtering icon (  ) will allow users to filter their hotspot search by type, like hotels, restaurants, and airports.

**Find Hotspots:** The Hotspot Finder is available by tapping **Find Hotspots** button on the dashboard. A list of nearby hotspots will automatically appear on the Find Hotspots screen; however, users can search for hotspots by address, city, zip code, or airport code.

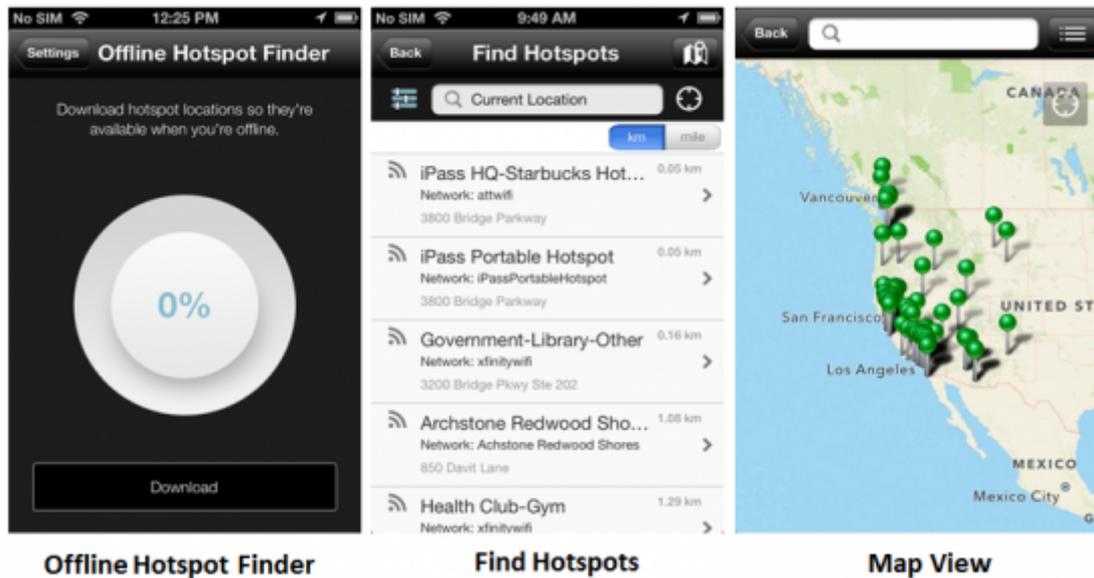
**Detailed View:** By tapping on a specific hotspot location, the user can pull up detailed information about that location, like: name of the establishment, address, GPS directions (to the location), phone number, hours, and even a company website.

**Map View:** Pressing the map icon (  ) will pull up a map that displays hotspot locations.

**Location icon:** Pressing the location icon (  ) will bring up a list of nearby hotspots.

## Offline Hotspot Finder

The Hotspot Finder also features an offline mode that allows users to download a list of iPass hotspots that they can later access without an Internet connection. Before the **Offline Hotspot Finder** can be utilized, users must download a list of hotspots that correspond to the location where they will be without a connection.



**To download a list of hotspots for later use:**

1. Tap the **Settings** icon on the top-right side of the screen.
2. Tap the **Offline Hotspot Finder** option.
3. Tap the **Download** option.

**To use the Offline Hotspot Finder:**

1. Before using the Offline Hotspot Finder, the user must download a hotspot list as shown above.
2. Tap on the **Find Hotspots** button on the dashboard.
3. The hotspot finder will try to pinpoint the user's location if the user has location services enabled for Open Mobile.
4. The user can do a city search on the **Find Hotspots** screen (not map view) to look for hotspots in a specific city.
5. Offline hotspot lists must be updated manually by tapping the **Update** button on the **Offline Hotspot Finder** options screen.

Go to: [Open Mobile for iOS Help](#) > [User Interface](#)

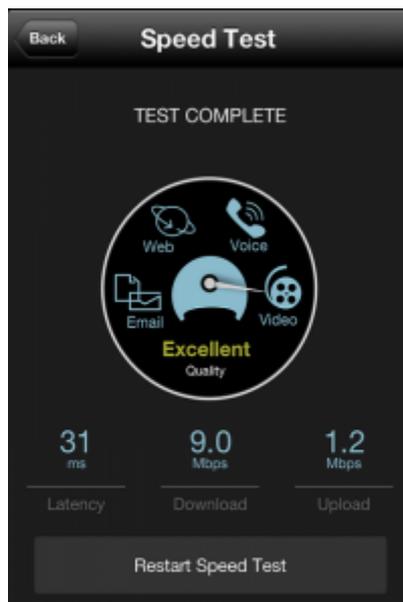
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# Speed Test

The Speed Test measures the latency, download speed, and upload speed of a hotspot connection. When a Speed Test is initiated, Open Mobile will ping test servers and choose the one with the fastest response. Open Mobile will then download a test file from that server and upload a test file to that server. After the test is complete, Open Mobile will display the results and indicate the connection quality.



## To test the speed of a connection:

1. Navigate to the Speed Test screen by tapping the **Speed Test** button on the welcome screen.
2. Tap **Start** when prompted. You can tap **Cancel** to stop the test.
3. When the test is finished, your hotspot's latency will be displayed in milliseconds and its download and upload speed will be displayed in megabits or kilobits per second. A speedometer will indicate whether your connection is suitable for (from slowest to fastest): Email, Web, Voice, or Video.

*NOTE: The Speed Test screen may display \*Packet Loss if any packets of data were lost during the speed test.*

Connection quality will vary based on a number of factors (such as the number of users at a location, the signal strength, or provider network congestion). iPass cannot always guarantee the speed of available networks.

[Open Mobile for iOS Help > User Interface](#)

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# Settings

Tapping the **Settings** button will open a window with six options:

- [Usage Alert Settings](#)
- [About](#)
- [Help](#)
- [Send Logs](#)
- [Offline Hotspot Finder](#)
- [Take A Tour](#)

## Cellular Data Usage Alerts

Open Mobile can send data usage alerts when the user is close to reaching the monthly cellular data limit.

Usage alerts will only work when the app is running in the foreground due to a limitation in iOS.

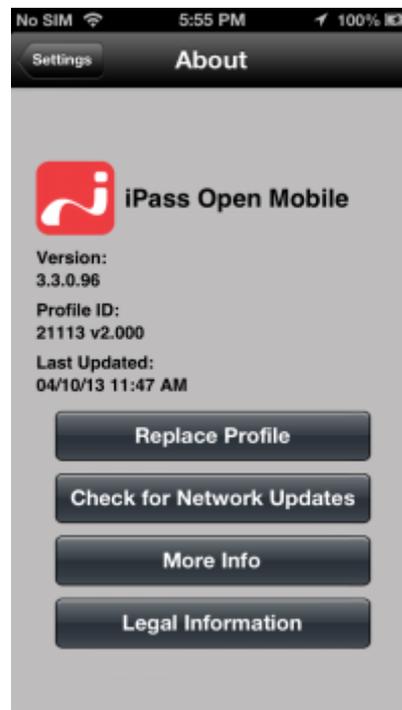


### To set the cellular data limit:

1. Tap the **Set Limit** button on the Usage Meter screen (or the **Usage Setting** button on the **Settings** screen).
2. Tap the **My Billing Period Begins On** button and enter the first calendar day of your billing period.
3. Enter your limit by tapping **Limit** and entering the number, and then tapping **Limit In** to enter the memory unit.
4. Slide **Alert Me** to **ON**.

## About

There are four buttons on the **About** dialog: **Replace Profile**, **Check for Network Updates**, **More Info**, and **Legal Information**.



- Tap **Replace Profile** to replace your profile. You will be sent to the [Replace Profile](#) screen and will need a new activation code (Profile ID, possibly a PIN, and email) to replace your profile.
- Tap **Check for Network Updates** to check for any available Profile and Directory update (not software update). These updates happen automatically every 24 hours.
- Tap **More Info** for information on your version of Open Mobile. The user can also replace their profile here.
- Tap **Legal Information** to access legal details.

## Help

By tapping the **Help** option, the user has access to an informative set of Frequently Asked Questions (FAQs) to help them if they are having trouble connecting to an iPass network.

## Send Logs

Tap **Send Logs** to send your current logs to your IT Help Desk.

## Offline Hotspot Finder

The Offline Hotspot Finder allows users to download a list of iPass hotspots that they can later access without an Internet connection. For more details on using this feature, please see the [iOS Offline Hotspot Finder](#) section

## Take a Tour

By tapping **Take a Tour**, you can access a series of informative panels.

[Open Mobile for iOS Help](#) > [User Interface](#)

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# Account Definitions

An *account definition* is comprised of the specific credential types required for a successful login. When logging in to Open Mobile, users are prompted for the required credentials for the account definition, based on the settings you configure.

For example, one account definition may require username and password, while another may require a password and domain name but no username. Account definitions are created in the Open Mobile Portal.

You can create multiple account definitions as needed, but you must create at least one for use on the iPass network that includes username, password, and domain.

An account definition represents the attributes used to create an account. It does not represent a particular user's login credentials.

## Credential Types

Credential types are highly configurable to accommodate a variety of login and authentication schemes. This allows you take granular control over the user's login experience. For example, you can control whether or not the user is prompted for a domain prefix when logging in, or whether the prefix is pre-supplied.

- The values of several attributes may be pre-populated.
- Field Labels even can be hidden so that the information never needs to be entered by the end user.

Unlike other platforms, for iOS profiles, credentials cannot be re-labeled.

Account credentials can be configured as follows:

- **Username:** you can set a username on the account.
- **Password:** you can set a password on the account.
- **Domain:** You can choose to allow the user to enter the domain, select it from a drop-down list of previously entered domains, or to use a specific domain.
- **Prefix:** prefix can be pre-populated or hidden from the end user.
- **Authentication Format:** In some cases, an authentication format that differs from the standard iPass authentication may be desired. You can use any of the following tokens to assign a format to the authentication string for the profile: %a for prefix, %u for username, and %d for domain. Your iPass technical contact will be able to advise you on how to define an alternate authentication format for your Open Mobile profile.

# Account Settings

## Username

A username is required for authentication on the iPass network. In addition to authentication, this username will be used in reporting statistics.

## Password

A password is required for authentication on the iPass network. Although an Open Mobile password can be any number of characters in length, some iPass providers support only a RADIUS limit of 15 characters for password size. As a result, Open Mobile users with passwords longer than 15 characters may encounter issues at some network locations.

## Password Encryption

An Open Mobile is encrypted in three ways when it is stored locally: first, by characteristics derived from the user; second, by machine characteristics; and third, using an AES 256 key.

## Valid Password Values

An Open Mobile password (for client connections or Portal logins) may include any of these characters:

- Alphanumeric: A-Z, a-z, 0-9.
- Special: accent mark ( ` ), approximation mark ( ~ ), exclamation point ( ! ), at-sign ( @ ), pound sign ( # ), dollar sign ( \$ ), percentage ( % ), carat ( ^ ), ampersand ( & ), asterisk ( \* ), left or right parenthesis, dash ( - ), underscore ( \_ ), equals sign ( = ), plus sign ( + ), left or right bracket ( { , } ), left or right square bracket ( [ , ] ), slash ( / ), backslash ( \ ), pipe ( | ), colon ( : ), semicolon ( ; ), question mark ( ? ), period ( . ), apostrophe ( ' ), comma ( , ), quotation mark ( " ), greater than sign ( > ), less than sign ( < ), space ( ).

Unicode characters are not supported for Open Mobile passwords.

## Domain

A routing domain is required for iPass authentication. The routing domain is used to differentiate one customer's users from another and is established during the initial setup of service with iPass.

The routing domain need not be a registered Internet domain or even in the format of an Internet domain. However, it must be unique across the iPass customer base.

If the routing domain field is not used for iPass authentication routing, it can be used for authentication routing on the customer network. For instance, in a multiple domain Active Directory model, a domain name may be necessary to differentiate usernames that might exist in more than one domain (for example, jdoe@europe.acme.com instead of jdoe@asia.acme.com).

**Fully Qualified Domains:** A pre-filled domain may be fully qualified. However, you can only configure domains with a root suffix that matches a domain which is already registered to you. For example, if you were configuring a domain for example1.com, then sales.example1.com would be an acceptable fully qualified domain, but sales.example2.com would not be.

Options	Description
<b>Pre-Filled Domain</b>	You can choose to pre-fill the domain field with a fixed value. If the domain field is used for iPass authentication and only one domain is to be used, then pre-filling the domain field (and making it non-editable) will ensure that the user utilizes the correct domain name.
<b>Drop-Down List</b>	You can choose to pre-configure a list of domains from which the user can choose.
<b>User Text Entry</b>	Allows users to type in their own domain name. (If the user could be part of a large list of domains, or the profile in use is shared among multiple customers, then this is the most desirable option.)
<b>Allow Edit</b>	If enabled, the user can edit the pre-populated domain.
<b>Hide Field</b>	You can choose to hide a pre-filled domain field from users completely.

## Prefix

If the routing domain field is needed for customer authentication routing, then a routing prefix field can be enabled. If chosen, this value must be unique across the iPass customer base. A routing prefix can be used to differentiate one customer's users from another. This prefix is typically established during the initial establishment of service with iPass.

Options	Description
<b>User Text Entry</b>	Allows users to type in the prefix name. <b>Note:</b> <i>If the prefix is not recognized by iPass, the connection will not succeed. As a result, it is recommended that you disable this option.</i>
<b>Pre-Filled Prefix</b>	Administrators can choose to pre-fill the prefix field with a fixed value. This is the most commonly used option.
<b>Allow Edit</b>	If enabled, the user can edit the pre-populated prefix. <b>Note:</b> <i>If the prefix is not recognized by iPass, the connection will not succeed. As a result, it is recommended that you disable this option.</i>
<b>Hide Field</b>	You can choose to hide a pre-filled prefix field from users completely. This is the most commonly used option.

## Authentication Format

In some cases, an authentication format that differs from the standard iPass authentication may be desired. You can use any of the following tokens to assign a format to the authentication string for the profile: %a for prefix, %u for username, and %d for domain.

Your iPass technical contact can advise you on how to define an alternate authentication format for an Open Mobile profile.

Go to: [Open Mobile for iOS Help](#)

[authentication format](#), [password](#), [username](#), [accounts](#), [credentials](#), [domain](#), [prefix](#), [ios](#)

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# Networks and Policies

Open Mobile serves as a Wi-Fi connection manager that can be used to connect to various types of Wi-Fi networks. The iPass website includes a Hotspot finder that can be used to locate iPass Network access points, located at <http://mobile-hotspot-finder.ipass.com/smartphone>.

## Time-Based Session Limits

To help control connection costs, you can set limits for the duration of Wi-Fi and Dial connection sessions. Currently, Time-Based Session limits may only be imposed on GIS access points. Please see our [Configure Time-Based Session Limits](#) page for help.

## Manual Login

Add networks by SSID and Mac Address that the user will have to log into manually. This will prevent iPass from automatically logging into these networks with the user's iPass credentials. Please see our [Configure Manual Login](#) page for additional help.

## Hotspot Finder

The Hotspot Finder feature allows you to configure how applications look for Hotspots.

Choose between an In-App Hotspot Finder or a Web Based Hotspot Finder. To select the In-App Hotspot option, mark the radio button next to **In-App Hotspot Finder**.

If you want to use the Web Based Hotspot Finder, mark the radio button next to **Web Based Hotspot Finder**. You can leave the default address in the **Hotspot Finder URL** field or enter a custom URL to direct users to your own Hotspot finder website.

## iPass Hotspot Connectivity

The app can be used to connect to Wi-Fi hotspots that are part of the iPass network. Connecting at these locations with an accompanying iPass account enables the user to bypass the normal login and

billing associated with that location.

For Open Mobile 3.0 and later, on iOS 6.0 and later, in the iOS **Settings** listing of Wi-Fi networks, an iPass network Wi-Fi access point will be identified with the annotation *Use iPass Here*.

## Non-iPass Hotspot Connectivity

The app can also be used to assist with login at hotspots that are not part of the iPass network service.

If a hotspot login procedure is needed, a small browser window is launched that enables the user to complete the log in to that hotspot. If a login attempt to an iPass Hotspot fails, the user is given the option either to retry logging in, or to log in to the hotspot through the non-iPass Hotspot browser login window.

## OpenAccess

You can make the free OpenAccess Wi-Fi access points available to your users in the iPass Portal. Use of an OpenAccess hotspot will not incur the user any cost to connect and are marked with this icon:



For some free networks, Open Mobile may display both the free, OpenAccess version and the iPass (pay) version of the network.

If a user attempts to connect to a free OpenAccess network and the connection fails, then if there is an alternate iPass network available, the user will be connected to the iPass network instead. However, depending on your access plan, there may be an additional charge incurred for connection to the iPass access point. This capability is currently not configurable.

## Enabling Wi-Fi

To enable Wi-Fi, check the **Enable Wi-Fi** box.

To assign directories to this profile, select each one from the Available Lists (on the left), and click the right arrow (>) button to add them to the Assigned Lists (on the right). You can add iPass and custom directories. When you are finished, click **Save**.

Do not add custom directories that include networks with walled garden or proxy access to the Internet. These networks may not be able to access the iPass sniff servers used for Internet detection, and as a result, the user will be disconnected.

## Authentication Format Overrides

After network lists have been assigned, Authentication Format overrides can be applied by clicking **Set Authentication Format** above the Assigned Lists. Accounts are generally assigned to an entire profile, and connections made using the account will use the authorization format defined for the account. However, accounts can be assigned for directories. Any authorization formats assigned to such accounts will override the more general one.

## Auto-Login

If enabled, Open Mobile will automatically connect and log in to access points to which the user has previously connected. (If the user's credentials have been saved, the user will not need not to interact with Open Mobile.)

- In versions 2.x and earlier, Open Mobile must be running in the foreground for Auto-Login to occur.
- In Open Mobile 3.0.x, for iOS 6.0 and later, you can enable background Auto-Login so that the user will be automatically logged in to a local network even if Open Mobile is running in the background.

## Speed Test

Test the speed and quality of your connection with the [Connection Profiler](#) feature.

Go to: [Open Mobile for iOS Help](#)

[auto-login](#), [network policies](#), [authentication format overrides](#), [openaccess](#), [security](#), [ios](#)

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# Configure Manual Login

Add networks by SSID and Mac Address that the user will have to log into manually. This will prevent iPass from automatically logging into these networks with the user's iPass credentials.



## To add a network to the list:

1. In the box next to **SSID**: enter the network's SSID (or network name).
2. In the box next to **Mac Address**: Enter the network's Mac Address. **Note:** If you do not know the Mac Address or do not want to enter it, enter any in the box (all lower-case).
3. Check that the SSID and Mac Address are correct, then click on the green + button.
4. The network will be added to the table. To remove the network, click on the red - button in the **Action** column.
5. When you are finished adding networks, click **Save**.

[Configuration Settings](#) > [Connectivity](#) > [Configure Networks and Policies](#)

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# Branding

Branding capabilities are optional and may not be available for your enterprise.

## Before Creating a Brand

Branding requires that you make design decisions, and select an image file for client components. You should prepare the image file before beginning the process of creating a brand. The logo file must be in PNG format, up to 250 px by 250 px, and up to 150kB in size.

The brand logo will appear in the iPad UI only, and only when the iPad is in landscape orientation.

## After Creating a Brand

Once you have created one or more client or portal brands, you can publish them to production. Only one brand may be active at a time, and it cannot be deleted. (Deleting a brand could cause conflicts with deployed profiles that use an existing brand.)

## Branding Your Client

A client brand includes a single logo that you can include in the client's look and feel.

### To create a new client brand for a supported platform:

1. Log in to the Open Mobile Portal, and click the **Configuration** tab.
2. Click **Manage Brands**, and then click **Create Brand**.
3. On the **Create a Brand** tab, enter values for the following:
  - In **Brand Name**, assign a new brand name.
  - In **Platform**, select iOS.
  - In **Software Version**, select the software version from the dropdown.
4. On the **Image/Icon** tab, click **Browse**, then browse to the logo file you wish to upload.
5. Click **Save**.

Once created, you can publish the brand so that you can include it in your Open Mobile profiles.

### To edit an existing client brand:

1. Under **List of Brands**, select the brand you wish to edit.

2. In the **Actions** column, click **Manage**.
3. Enter the requested text strings, or upload the requested files.
4. When complete, click **Save**.

A published brand may not be edited.

## Publishing a Brand

A published brand can be included in your Open Mobile profiles, and can be shared with your child accounts. A published brand may not be edited.

### To publish a brand:

1. Create a brand (see above).
2. From the **List of Brands**, select the brand you wish to publish. Then, in the **Actions** column, click **Publish**.
3. On the **Publish Client Brand** page, click **Publish**, and then click **Yes** to confirm publication.

## Sharing a Client Brand

Once a brand is published, it can be shared with your child accounts. These accounts will be able to include the brand in their own client profiles. (You can only share a brand one level down—that is, with your immediate child accounts.)

### To make a brand shareable:

1. On the **List of Brands**, select the published brand you wish to share. Then, in the **Actions** column, click **Share**.
2. On the **Share Client Brand** dialog, select the direct child accounts with which you wish to share the brand.
3. Click **Share**, and then click **Yes** to confirm sharing.

## Applying the Brand to a Profile

Once you have created and published a brand, you can apply it to a profile.

### To apply a brand and styling to a supported client:

1. On the **Configure a Profile** page, under **Brands and Features**, click **Configure**.
2. Click **Select a Brand**.
3. Under **Client Branding**, select a brand from the drop-down list of previously created brands. Only a single brand may be assigned to a profile at one time.
4. Click **Save**.

Go to: [Open Mobile for iOS Help](#)

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# Support

This page includes information on the following:

- [About](#)
- [Troubleshooting Logs](#)
- [Troubleshooting Tips](#)
  - [Duplicate SSID](#)
  - [Failed Venue Login](#)
  - [Back-End Infrastructure Issues](#)
  - [Personal Wi-Fi](#)
  - [Replace Profile](#)

## About Open Mobile

Before contacting the help desk, users can check the version of Open Mobile and the Profile ID in use by tapping **Settings > About**.

## Troubleshooting Logs

Open Mobile logs connection data, which can be useful in troubleshooting connectivity or application issues. Follow the instructions below to send logs:

1. Tap the **Settings** button.
2. Tap **Send Logs**.
3. An email will open with a Troubleshooting Report attached. Enter the email address of your Help Desk in the **To:** field and describe the problem in the body of the email.
4. Tap **Send**.

## Troubleshooting Tips

Wi-Fi users can occasionally run into difficulties in connection, such as those listed here.

### Duplicate SSID

The client identifies iPass Wi-Fi networks by their network name (SSID). A network name that duplicates a network name in the iPass Network directory will display the iPass logo, normally

indicating that it is an iPass network. However, there are some circumstances where the indicated network is not actually an iPass location, such as the following:

- The local provider is using a name that is also used by one of the iPass network providers.
- The local provider has other locations that are part of the iPass service, but has excluded this particular location.

For more information, please see [Incorrect Identification of Non-iPass Hotspots](#).

## Failed Venue Login

On occasion, an association to a Wi-Fi access point is successful, but the log in to the venue fails because of a timeout, authentication failure, or some other error.

Connecting to an iPass network requires a successful association, but in addition, Open Mobile must also receive an IP address from the venue and it must be able to pass HTTPS communication to the access gateway. A weak signal can cause a failure in the IP address assignment or HTTPS communication. Moving closer to the access point, or moving to a location with a stronger signal, may resolve this situation.

## Back-End Infrastructure Issues

Authentication errors can occur if the back-end authentication infrastructure is not available. This could be an outage at the provider, or with your RoamServer or AAA system.

## Personal Wi-Fi

Some common issues that can occur for personal Wi-Fi access points include:

- The home access point has MAC address filtering, which prohibits the user from communicating over it even if a successful association is made.
- A weak signal prevents association.
- The location is 802.1x-enabled. 802.1x connections are not currently supported.

## Replace Profile

If you would like your users to use a different profile, they can switch profiles within the app (without having to re-install and re-activate). You can send them the following instructions. Follow the instructions below to replace your profile:

1. Go to **Settings > About**.
2. Tap **Replace Profile**.
3. Continue past the warning message and on the following page enter your new **Profile ID**

<enter their new Profile ID here>, **PIN** <enter the PIN here if necessary otherwise instruct them to leave this blank>, and **Email**.

4. Tap **Replace Profile**.

Go to: [Open Mobile for iOS Help](#)

[support, troubleshooting, ios](#)

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