

iPass Open Mobile™ 2.4.0 Release Notes for Mac

VERSION 1.0, AUGUST 2015

Open Mobile 2.4.0 New Features and Enhancements

■ Support Enhancements

- Intelligent Signal Strength Messaging
- Automatic connection quality checking and frequency of checks
- Record location info from WISPr response in SQM
- Credential Free Connectivity
- Basic FHIS Connectivity Engine
- SQM - Intelligent Network Representation
- Error Code Audit and Standardization
- Support ACA in portal self-registration activation page
- Password Assistance
- Removal of Devicescape Code
- Check Credential
- Visual Representation of Network Assessment
- Network Whitelisting
- Confidence Flag in Directory
- Client History for Network Assessment

System Requirements

- Operating System: OS X 10.8 (Mountain Lion), OS X 10.9 (Mavericks), and OS X 10.10 (Yosemite)
- 40 MB of disk space

Supported Languages

- English
- French



- German
- Japanese
- Spanish

Mobile Broadband Devices

To use mobile broadband connectivity, you need an iPass-supported device and a subscription with either the iPass mobile broadband service or another network carrier.

These devices are fully integrated and supported for Open Mobile 2.4.0:

- Sierra Wireless 320U (driver version 3.0.0.16)
- Sierra Wireless 312U N2 (driver version 3.0.0.16)
- Sierra Wireless U308 (driver version 3.0.0.16)
- Sierra Wireless 312U (driver version 3.0.0.16)
- Sierra Wireless AC503 (driver version 3.0.0.16)

Resolved Issues

Issue ID	Description
124944	If users with version 2.2.0 of the client download an inactivated client with the email activation feature, they will retain their current profile. If that profile is updated but is not migrated to 2.3.1, the user will get a software upgrade message, and if they upgrade, the client will go back to the 2.2.0 version. As a result, users with client version 2.2.0 should be upgraded through a migration and software upgrade and any 2.2.0 profiles that need to be updated should be migrated to 2.3.1 first.
125795	Customer reported: Installation of OM client fails on 10.9.1 when the Account name contains a space.

Known Limitations

Issue ID	Description
124865	Cisco AnyConnect integration is not fully supported on OS X Mavericks (10.9) because Cisco does not support Webview on Mavericks.
119511	On OS X Mountain Lion (10.8) with Java 7 installed, Cisco AnyConnect will fail to connect using Open Mobile. Either connect to Cisco through Safari or remove Java 7 and reinstall Java SE 6 to use Open Mobile (please find instructions here: http://support.apple.com/kb/HT5559).



Issue ID	Description
118975	Juniper VPN versions earlier than 7.2R4 are not supported on OS X Mountain Lion and Mavericks (10.8 and 10.9). As a result, users with these versions of Juniper may not be able to connect to the VPN using Open Mobile, although they can connect to the VPN using the Safari browser.
117213	When using Mountain Lion (OS X 10.8) or Mavericks OS X 10.9, Open Mobile may occasionally hang for about three seconds when connecting to an iPass network.
112252	The Sierra Wireless AC503 device does not allow a laptop to enter sleep mode during an active data session.
111130	Some branded elements, such as Application Name, Application Folder, and Application Icon are set at installation and cannot be changed by a profile update. Changing these branding elements require reinstalling Open Mobile.
109271	Some ASCII text—such as {} [] ~ © £ € ¥--may appear incorrectly in an SMS message.
108720	2G mode is shown as an option on cards that only support 3G.
106777	When filling in the APN information for a mobile broadband device, both Username and Password have to be filled, even for networks that do not require both.

Known Issues

Issue ID	Description
131194	OM client does not get invoked in Safari when trying one-click cookie activation. Observed only on 10.11 beta 2
124864	A roaming alert may fail to display when the user connects to a roaming mobile broadband network.
119611	The progress indicator for the Speed Test may remain on the screen after the test is finished.
116987	An Ethernet connection will not be inherited by Open Mobile if the user hot plugs the new Ethernet connection. In order for the connection to be inherited, the user must hot plug the new connection while Open Mobile is running, and then exit and restart Open Mobile.
115843	A connection with a static IP will not be inherited by Open Mobile.
115488	A connection will sometimes fail to be inherited, even though the Internet is reachable and the VPN is connected.
114662	If Open Mobile is quit while a VPN connection attempt is in progress and the machine is placed into sleep mode and then resumes, Open Mobile will neglect to close the VPN browser.
113152	In rare cases, the Quick Launch bar will not appear. In order to display it, the application will need to be restarted.
111613	If the current Mobile Broadband network is manually switched to a new one, the new network will not be correctly displayed as current in the UI. In order to display the correct network, close and reopen the UI window.
111585	If a branded Application Name is the same as a folder that already exists on the computer, installation may fail and any currently installed version of Open Mobile may be uninstalled as a result.
110054	When the profile is updated, the save password, pre-defined domain, VPN, RSS, Branding and auto-connect features may not appear until the Open Mobile client is restarted.
109891	The network list or Mobile Broadband Settings may not refresh when a 312U Card is plugged in and the user inserts or removes the SIM card.
109841	In some cases, a mobile broadband network to which the user has previously connected may persist as the current network even when the mobile broadband device is not inserted into the machine
105016	When the user logs out of GoGo InFlight, Open Mobile may continue to show the network as connected even though there is no valid connection to the Internet.

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