

Open Mobile for Mac

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 Mobile Broadband, Wi-Fi, and Ethernet around the world.

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. For more information on the Open Mobile Portal, see the [Open Mobile Portal Guide](#). You can also use [Open Mobile Portal](#) to run [reports](#) on your user base, usage patterns, and client deployment.

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Latest Release Documents

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Open Mobile for Mac Printable Administrator's Guide

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

strictly for printing.

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

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Architecture

This page describes the architecture for iPass Open Mobile version 2.2.0 or later.

File Locations

Open Mobile installs files to the following folders:

Default Install Folders

- /Applications/iPass Open Mobile

Frameworks

- /Applications/<ApplicationName>/Contents/Frameworks/iPassLogger.framework
- /Applications/<ApplicationName>/Contents/Frameworks/iPasscommon.framework
- /Applications/<ApplicationName>/Contents/Frameworks/iPassMBCDMADevice.framework
- /Applications/<ApplicationName>/Contents/Frameworks/iPassMBConnection.framework
- /Applications/<ApplicationName>/Contents/Frameworks/iPassMBDevice.framework
- /Applications/<ApplicationName>/Contents/Frameworks/iPassMBGSMDevice.framework
- /Applications/<ApplicationName>/Contents/Frameworks/iPassMBIORegistryParser.framework
- /Applications/<ApplicationName>/Contents/Frameworks/iPassMBLogger.framework
- /Applications/<ApplicationName>/Contents/Frameworks/iPassModemComm.framework

Application Support

- /Library/Application Support/iPass/iPass Open Mobile

CrashReporter

- /Library/CrashReporter

- /Users/<User Name>/Library/Logs/CrashReporter

Logs

- /Users/<User Name>/Library/Application Support/iPass/iPass Open Mobile

Preferences

- /Users/<User Name>/Library/Preferences

Custom Profile Attachment

- /Users/<User Name>/Library/Application Support/iPass Open Mobile/Directory/<Custom Folder Name>

Internet Connection Testing

Upon connecting, Open Mobile performs an Internet Connection, which is also known as an amion ("Am I On?") test.

An HTTP request is sent, by default, to an iPass Web "sniff" server (sniff1.i-pass.com or sniff2.i-pass.com). If a valid response to the request is received, Open Mobile proceeds with actions requiring an Internet connection, such as VPN launch or any other configured event actions.

Open Mobile does not use proxy settings when performing the amion test. The test performs its own HTTP request to the configured server. If this connection is made through a proxy server, the client connection status will show that the client is associated but not connected.

To resolve this, you can whitelist the configured sniff servers, which will allow the amion HTTP request to pass through to the Internet. Please see [Required Configurations for Open Mobile Access](#) for a full list.

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Installation

Open Mobile for Mac is distributed in a standard disk image package (DMG). The client and profile are packaged together in an installer that will install both the software and a single configuration profile.

After you have finished configuring the profile, the installer (with the profile and software) is available for Portal download. Next to the profile, under **Actions**, select **Download**.

System Requirements

Open Mobile for Mac has the following system requirements.

Operating System	Mac OS X 10.7 (Lion)
	Mac OS X 10.8 (Mountain Lion) Note: requires Open Mobile for Mac 2.1.0 and later)
	Mac OS X 10.9 (Mavericks) Note: requires Open Mobile for Mac 2.2.0 and later)
Hardware Requirements	40 MB of system memory
Mobile Broadband Driver (for Mobile Broadband connections)	Sierra Wireless version 3.0.0.16

Supported Languages

Open Mobile 2.3.0 supports English, French, German, Japanese, and Spanish.

Mobile Broadband Devices

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

The following devices have been fully integrated and are supported for Open Mobile 2.0.0 for Mac:

- 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)

Open Mobile supports a wide variety of Mobile Broadband devices and iPass regularly adds support for

more. Contact your iPass account representative if you have questions about a specific device.

If your Mobile Broadband device is not provided by iPass, you should install it and test it for connectivity with your carrier's network, using your carrier's client, before attempting to use it with Open Mobile.

Required Network Configurations

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

Manual Installation

You must have local administrator rights in order to perform the installation.

To install Open Mobile:

1. Open the Open Mobile disk image and select the installer package file.
2. Follow the prompts for installation. iPass recommends that you install the application in the default location.

Activation

Users with unactivated client can activate using the Get Started Wizard. The wizard will launch the first time the user opens the application:

To Activate with the Get Started Wizard:

1. On the **Welcome screen**, click **Get Started**. You need to be connected to the Internet to activate the app.
2. Enter your corporate email address and click **Continue**.
3. Enter your **Username**, **Password**, and **Domain** and click **Continue**.
4. Click **Finish Activation**.

Activate Later

Users can tap **Activate Later** to enter default mode. In default mode, users have access to the Speed Test, but they will not be able to authenticate to networks.

Users in default mode can activate the app at any time by clicking **iPass Open Mobile > Activate**.

Upgrading

Upgrading from a Previous Version

If you are upgrading from a previous version of Open Mobile for Mac, you have to manually install the latest version.

- If your previous version was Open Mobile 1.1.0 for Mac or later, your credentials will be retained after you install the latest version.
- If your previous version was Open Mobile 1.0.0 for Mac, make sure you uninstall before installing the latest version, and you may have to re-enter your credentials after installation.

Upgrading to a Future Version

Starting with version 2.2.0, you will be able to upgrade your software with your next profile update. When a software update is available, a dialog box will open with a description of the new features and the required disk space, and you can choose to install it now or later.

Uninstallation

You must have local administrator rights in order to uninstall Open Mobile, and quit Open Mobile before uninstalling.

To uninstall Open Mobile version 2.0.0 and later:

1. Click **iPass Open Mobile > Uninstall**
2. A dialog box will open asking if you are sure, click **Yes**.
3. You may have to enter your user password to complete the uninstall.

To uninstall Open Mobile 1.x.x:

1. Launch your Finder and select Applications.
2. Open the iPass Open Mobile folder and select iPass Open Mobile Uninstaller.

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Profiles

An Open Mobile profile is a set of customization options that determine the features, policy settings, and behavior of the Open Mobile client. Profiles are convenient way to address the connectivity needs of different segments of your user base. For example, one Open Mobile profile could be maintained for your sales department, and another profile could be maintained for your telecommuting workforce. You can maintain any number of profiles.

Each profile is assigned a profile ID, a version number, and a status, and is enabled for a specific version of the Open Mobile software.

A profile *template* is a collection of pre-configured settings that can be used as the basis for new profile. Using profile templates to create new profiles can speed profile creation and standardize the user experience.

The Profile Lifecycle

The profile management lifecycle includes the following phases:

- **Configuration:** During the Configuration phase, you configure a profile using the Configuration tools in the Open Mobile Portal. You choose the settings for connectivity, policy, and security for your users. When a profile is being configured, it is considered a draft and has the status of *In Progress*. You may only have one profile at a time with a status of *In Progress*.
- **Testing:** During the Testing phase, a profile is tested with a limited set of users to make sure it fully addresses the requirements of the set of Open Mobile users for which it is intended. Modifications made to a profile during testing will create a new version of the profile. Profiles being tested have a status of *Test*. You may have any number of Test profiles.
- **Production:** Profiles in Production may be deployed to your Open Mobile user base and have the status of *Production*. You may have any number of Production profiles.

More Information

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

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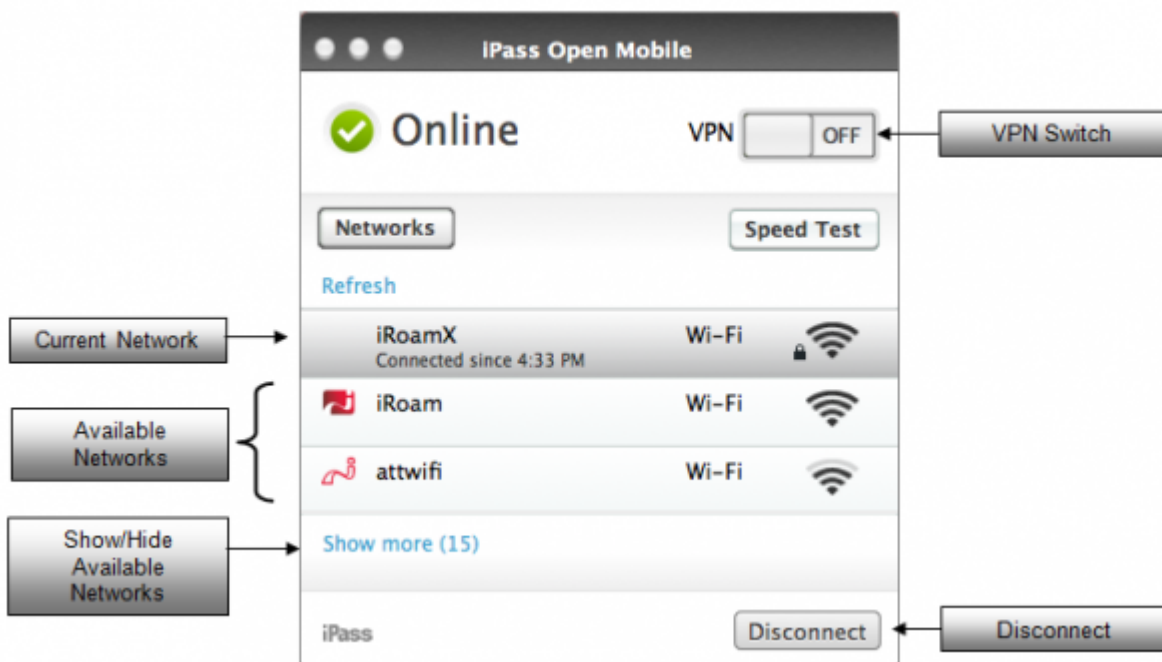
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User Interface

Open Mobile enables you to connect to thousands of access points worldwide, using the global iPass network, private corporate access points, or even personal access points that you can define. You can use any of several connection types, including Mobile Broadband, Wi-Fi, Ethernet, and dial, and securely access to both the Internet and your corporate resources. You will need valid iPass credentials to log in to your selected access point.

Your exact Open Mobile capabilities may vary from the general description given here, as different enterprises may enable different types of connections. Check with your support Help Desk for more information on the specifics of your Open Mobile configuration.



Available Networks

Open Mobile displays the Available Networks, along with the signal strength for each. Upon launch, the user is provided with a recommended network to quickly connect to. The Available Networks listing can display accessible Mobile Broadband, Wi-Fi, and personal networks.

- If a Mobile Broadband device is connected, Open Mobile will automatically scan for Mobile Broadband network.
- If Wi-Fi is on, Open Mobile will automatically scan for local Wi-Fi hotspots.
- If Ethernet is connected, Open Mobile will automatically detect the network and inherit the connection.

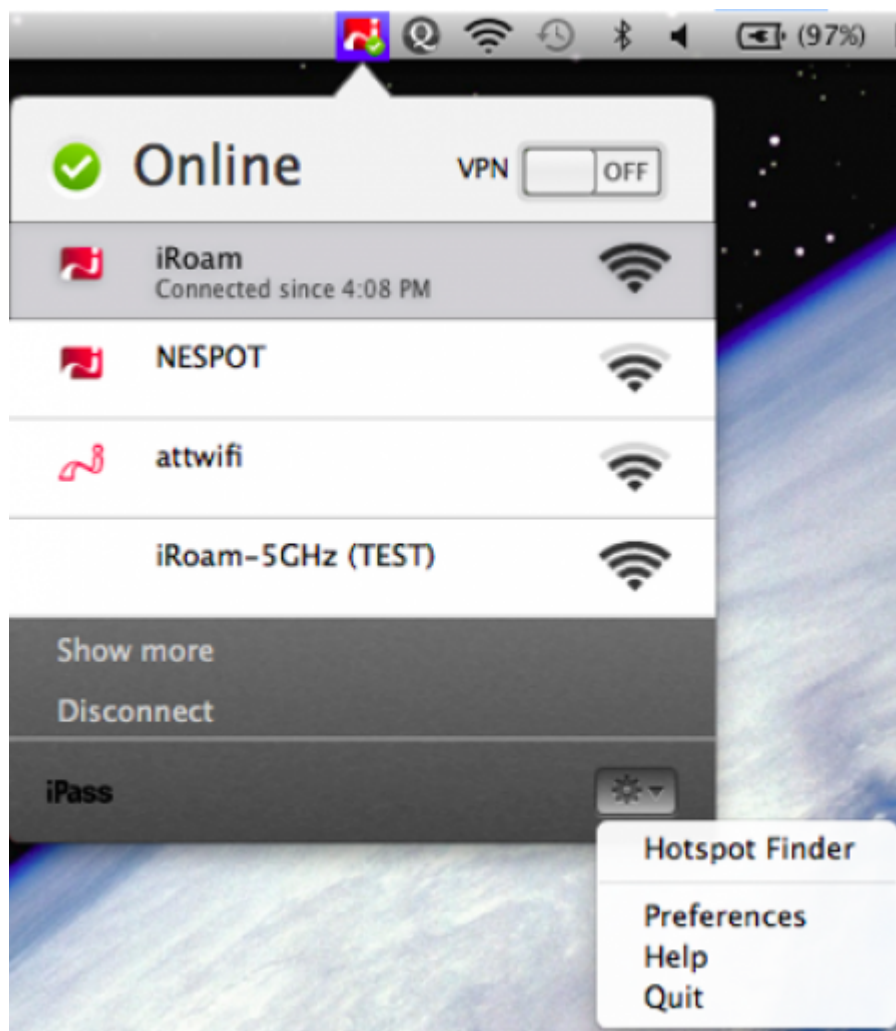
Status Item

When Open Mobile is running, you will see an Open Mobile icon on the right-side of the menu bar. The icon will have a check if you are connected to a network and a cross if you are not connected.

Clicking on the icon will enable:

- A connection to a network.
- Disconnection from the network (if connected).
- Opening the application.
- Turning your VPN on or off.

Clicking on the settings button can open Hotspot Finder, Preferences, Help, or quit Open Mobile.



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Connectivity

Open Mobile supports a variety of network connectivity types, including Mobile Broadband, Wi-Fi, and Ethernet. These types can be individually enabled in the Open Mobile Portal.

Depending on their Service Order, the user may have to disconnect from a network before connecting to a network lower on the list. You can change the Service Order by opening **System Preferences > Network > settings drop down > Set Service Order...**

Mobile Broadband

Open Mobile serves as a Mobile Broadband (cellular) connection manager. For a complete list of support devices, see the Open Mobile for Mac Release Notes.

In order to utilize a Mobile Broadband adapter with Open Mobile, the hardware drivers for the adapter must first be installed on the user's machine, and the card must be activated. When Open Mobile detects a Mobile Broadband adapter, it will attempt to detect an available wireless signal. Detected networks will appear in the Available Networks list. The end user can then select the Mobile Broadband network from the Available Networks list to connect. Mobile Broadband networks can also be configured for Auto-Connect to Home Networks.

Open Mobile displays usage statistics in Connection History (Select **iPass Open Mobile > Connection History**). Customers with pricing plans based on usage can quickly determine their accumulated usage.

Roaming Messages

If roaming is enabled (in the Open Mobile Portal), the user will be prompted by a customizable message when they attempt to connect to a roaming network. They can then make or cancel the connection.

Wi-Fi

Open Mobile serves as a universal Wi-Fi connection manager that can be used to connect to various types of Wi-Fi networks.

Open Mobile relies on Mac OS Wi-Fi, and if Wi-Fi has been disabled by the user, or by some other Wi-Fi

connection manager, Open Mobile will not be able to function for Wi-Fi connectivity.

Open Mobile for Mac does not currently support 802.1x.

Hotspot Finder

If you're travelling, you can easily look up the location of all iPass Wi-Fi hotspots with the iPass Hotspot finder. To access the Hotspot Finder, select **iPass Open Mobile > Hotspot Finder**.

Network Types

Open Mobile can be used to connect to home and other personal Wi-Fi networks.

- *Private and public Wi-Fi*: if the proper credentials are used, Open Mobile can be used to connect to Wi-Fi hotspots in hotels, cafes and other venues.
- *Home Wi-Fi*: home Wi-Fi networks can be added to the user's Personal Networks list, enabling quick and easy connections at home.

Security

Open Mobile supports the following security types:

- Open (None)
- WEP-Open (key index 1-4)
- WEP-Shared (key index 1-4)
- WPA-PSK/TKIP
- WPA-PSK/AES
- WPA2-PSK/TKIP
- WPA2-PSK/AES

iPass Hotspot Connectivity

Open Mobile can be used to connect to Wi-Fi hotspots that are part of the iPass network. Using Open Mobile at these locations with an accompanying iPass account allows the user to bypass the normal login and billing associated with that location.

Non-iPass Hotspot Connectivity

Open Mobile can also be used to assist with log in to hotspots that are not part of the iPass network service. If a hotspot login procedure is needed, Open Mobile launches a browser window for the user

to complete the log in. After logging in, Open Mobile will complete any procedures that the administrator has configured (such as VPN or Event Action launch)


If a login attempt to an iPass Hotspot fails, the user can either retry or log in to the hotspot through a non-iPass Hotspot browser login window. Browser log in, by design, bypasses any proxy settings a user might have configured in preferred browser settings. Self-contained browser log in simplifies the user experience, since the user does not need to change proxy settings temporarily to log in, and the browser does not need to rely on a proxy server.

Inherited Connections

Open Mobile will detect Wi-Fi connections made with other connection managers that utilize Mac OS Wi-Fi capabilities and can inherit such connections, becoming the connection manager of choice. Open Mobile also inherits Ethernet connections. The user can view the status and usage statistics for these sessions and can use Open Mobile to disconnect from them.

An inherited connection will be charged like any connection initiated by Open Mobile, and data collected from inherited connections will show up in Open Mobile Insight reports.

OpenAccess

You can make the free OpenAccess Wi-Fi access points available to your users in the Open Mobile 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.

The first time the user connects to the Internet they will be registered for OpenAccess; however, if they try to connect using an OpenAccess network before they register, the connection will fail (and an error message explaining this will open).

Gogo Inflight Internet

Gogo Inflight Internet access points are found on many major airlines, and may be included in the iPass directory by default. The user will be prompted to enter the text of a captcha for extra security.

Gogo Inflight Internet is an opt-in service. If a user attempts to connect to the service and your enterprise has not opted in, the authentication will fail. For more information, contact your iPass account manager.

Auto-Connect for Wireless Connections

The Auto-Connect feature enables users to automatically connect to their preferred wireless networks, either by Mobile Broadband or Wi-Fi. Networks can include Mobile Broadband, personal Wi-Fi, or iPass Wi-Fi network access points. In addition, the user can choose to prefer known Wi-Fi or always select Mobile Broadband for automatic connectivity. Properly configured, Auto-Connect can make connecting to the Internet a 'zero-click' experience.

If Auto-Connect is enabled, Open Mobile will automatically re-connect to a network when the user is unintentionally disconnected. Auto-reconnect helps automate the connection process if the user temporarily loses signal or loses a connection because of some other factor.

You can enable Auto-Connect policies in the [Open Mobile Portal](#). (The Auto-Connect setting for personal networks is enabled by individual users in Open Mobile, under **Options**.)

For a true Auto-Connect experience, you should also make sure that the Save Password option is turned on, or else users will be prompted to enter their passwords upon each connection.

When multiple networks are available in the same location, Open Mobile uses a sophisticated algorithm to determine which network to choose for Auto-Connect. This algorithm chooses from the available networks using a combination of connection history, signal strength, user preference, and administrator-defined preferences.

Manually disconnecting from a network will automatically turn off Auto-Connect for all networks. Auto-Connect will be turned back on automatically after the user establishes another connection, reboots, or returns from sleep or hibernation mode.

Ethernet

Open Mobile will inherit any Ethernet connection previously made using another connection manager.

Network Ranking

Network Ranking settings control the order in which networks are ranked and displayed in the Open Mobile Available Networks list, with highest-ranked networks shown at the top of the list. Ranking is determined by a complex algorithm that factors network type, connection history, signal strength, and provisioner type to determine the display order. The most influential factors in your particular network ranking depend on the ranking option you select from the following:

- **Favor previously connected networks (for consistency):** Ranks any networks to which the user has previously connected.
- **Favor known networks (for security):** Ranks networks about which Open Mobile has information. In order of priority, these are personal networks, networks that are listed in a directory, and any networks to which the user has previously connected.
- **Favor Wi-Fi (to reduce costs):** Ranks Wi-Fi networks above others, but connection history, directory, and signal strength are also considered, and due to these factors, Wi-Fi may still not be the top network.
- **Favor signal strength (for best performance):** Ranks the wireless networks (that is, Wi-Fi or Mobile Broadband) with the strongest current signals.

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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.

- Some field labels for accounts in Open Mobile can be changed and customized.
- 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.

Account credentials can be configured as follows:

- **Username:** You can assign username as a credential.
- **Password:** You can control whether Open Mobile caches the password.
- **Domain:** domain can be re-labeled. You can also 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 re-labeled, pre-populated, and 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

Account Name

An account name identifies the account. Some examples of account names:

- Internet
- VPN

Account Description

When defining a user account, the administrator can configure a description that will appear in the prompt the user will receive when entering that account name. Use a description that might help the user remember the username and password for this account. Some examples:

- “This is the same username/password used for Acme Corporation email accounts.”
- “This is your corporate username/password.”

Username

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

Option	Description
Field Label	The label for the Username field can be changed. For example, if your organization uses employee IDs for user accounts, the label for the username field can be changed to read Employee ID, which would help instruct the user as to what value to use for this account. Note: There is a 20 character limit.

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.

Option	Description
Field Label	The label for the Password field can be changed. For example, if you configured the label for username to be <i>Email Username</i> , you could also configure the label for the password to be <i>Email Password</i> . Note: There is a 20 character limit.
Save Password	iPass Open Mobile can be configured to allow the user to save the password. (Cache duration must be set at Forever.)

iSEEL: (*Supported on Open Mobile 2.3.0 for Mac and later*) If a password is transmitted over the iPass network, local encryption is not used. Instead, public key cryptography (specifically, elliptical curve

cryptography) is used to encrypt it. The password is not decrypted until it reaches the iPass POD Transaction Center. This encryption scheme is known as iSEEL (iPass End-to-End Encrypted Login).

iSEEL is an integral part of the iPass network and cannot be disabled. However, iSEEL is not enabled for locations that cannot support it.

Depending on the type of connection, there may be additional encryption with iSEEL.

- For instance, with a Wi-Fi connection, the iSEEL-encrypted password would be passed through SSL encryption because of the SSL communication between PC and Wi-Fi gateway.
- For iSEEL-enabled locations, the total limit of username, plus password, plus domain name, is 34 characters.

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 does not have to be a registered Internet domain or even in the format of an Internet domain. However, it must be unique across the iPass customer base.

Options	Description
Field Label	The label for the Domain field can be changed. Note: There is a 20 character limit.
User Text Entry	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.)
Hide Field	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
Field Label	The label for the Prefix field can be changed. Note: There is a 20 character limit.
User Text Entry	Allows users to type in the prefix name. Note: <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>
Pre-Filled Prefix	Administrators can choose to pre-fill the prefix field with a fixed value. This is the most commonly used option.
Allow Edit	If enabled, the user can edit the pre-populated prefix. Note: <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>
Hide Field	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 attributes to the authentication string for the profile, for example %a for prefix, %u for username, and %d for domain. Each attribute (prefix, username, etc.) added to the authentication string has to be enabled for the Account.

Your iPass technical contact can advise you on how to define an alternate authentication format for an Open Mobile profile. For more information please see the [Portal Guide](#).

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Branding

The Open Mobile interface can be branded, enabling you to maintain a brand identity with company colors, logos, and text strings. You can maintain any number of distinct brands, and each can be assigned to a different Open Mobile profile. A client brand comprises the set of icons, images, text strings, additional help content, and colors you choose to include in the client's look and feel.

The complete list of client branding options are included in the following tables. If no element is branded, a default is used.

Mac version 1.x

Client Elements	Requirement
Brand Name	
Brand Name	Alphanumeric string, max 35 characters. Required.
Software Version	1.x
Image/Icon	
Online Menubar Image	16px (w) x 16px (h), PNG format, file size max 16 KB
Offline Menubar Image	16px (w) x 16px (h), PNG format, file size max 16 KB
OpenAccess Icon	20px (w) x 20px (h), PNG format, file size max 11 KB
iPass Icon	20px (w) x 20px (h), PNG format, file size max 11 KB
Custom Mobile Broadband	20px (w) x 20px (h), PNG format, file size max 11 KB
Custom Wi-Fi	20px (w) x 20px (h), PNG format, file size max 11 KB
Text	
Application Title	Alphanumeric string, max 35 characters
Alternate Help Title	Alphanumeric string, max 30 characters. See Brand Help File .
Alternate Help Content	Mac OSX supported help file, Maximum file size 800 KB. See Brand Help File .
Color	
Status Color	Hexadecimal color value
Background Color	Hexadecimal color value
Installer	
Installer Title	Alphanumeric string, max 35 characters
Application Icon	ICNS file, must be 16x16, 32x32, 48x48, 128x128, 256x256, 512x512 pixel size, max 512 KB file size
Installer Logo	620px (w) x 420px (h), PNG format, max 64 KB file size ¹⁾

Mac version 2.x

Client Elements	Requirement
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Brand Name	
Brand Name	Alphanumeric string, max 35 characters. Required.
Software Version	2.x
Image/Icon	
Logo	24px (w) x 24px (h), PNG format, file size max 16 KB
Menubar Image	16px (w) x 16px (h), PNG format, file size max 16 KB
OpenAccess Icon	20px (w) x 20px (h), PNG format, file size max 11 KB
iPass Icon	20px (w) x 20px (h), PNG format, file size max 11 KB
Custom Mobile Broadband	20px (w) x 20px (h), PNG format, file size max 11 KB
Custom Wi-Fi	20px (w) x 20px (h), PNG format, file size max 11 KB
Text	
Application Title	Alphanumeric string, max 35 characters
Alternate Help Title	Alphanumeric string, max 30 characters. See Brand Help File .
Alternate Help Content	Mac OSX supported help file, Maximum file size 800 KB. See Brand Help File .
Color	
Status Color	Hexadecimal color value
Background Color	Hexadecimal color value
Internet Links	
Custom Hotspot Finder Name	Alphanumeric string. See Brand Internet Links .
Custom Hotspot Finder URL	Valid URL. See Brand Internet Links .
Installer	
Installer Title	Alphanumeric string, max 35 characters
Application Icon	ICNS file, must be 16×16, 32×32, 48×48, 128×128, 256×256, 512×512 pixel size, max 512 KB file size
Installer Logo	620px (w) x 420px (h), PNG format, max 64 KB file size ²⁾

Image File Types: Open Mobile requires two image file types in branding: .PNG (Portable Network Graphics format) and .ICO (Icon format) files. PNG files are used for many branding elements because, unlike other image formats, they are highly scalable, universal across platforms, and low-loss. ICO files are required by Windows for correct display on the Windows taskbar. Note that ICO files, in particular compressed ICO files, may not display consistently on all Windows platforms. Both of PNG and ICO file types are easily created in many image editor applications.

For more information on Branding, see [Manage Brands](#)

Customize Visual Style

RSS Feed

You can enable an RSS feed for Open Mobile, specifying a single URL for news and headlines to be streamed to users. You can also customize the RSS text color by entering its hexadecimal code or by clicking on the box (and selecting one from the options).

Search

If enabled, users will be able to perform Internet searches directly in Open Mobile with a search engine of your choice.

You will be required to specify your search engine in a search file. For more information, please see [Brand Search](#).

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¹⁾ , ²⁾ The size of the Installer Logo image is 620px (w) by 420px (h) because it fills the size of the Installer Window. The image should be transparent with the logo placed where it will appear in the window. The default iPass logo is 123px (w) by 139px (h), and it is placed 20px from left and 18px from the bottom of the Installer Window.

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VPN Integration

Open Mobile for Mac can be integrated with Juniper and Cisco AnyConnect SSL VPN applications, providing the user with a smooth, safe connection experience. VPN integration allows Open Mobile to initiate, monitor, and end VPN connections. VPN integration is not required for Open Mobile, and users can still launch VPN solutions independently.

Integration Options

The following options are available to configure your VPN integration.

Option	If Configured...
Auto Launch	Launches the VPN automatically after a successful Internet connection.
On-Demand	Displays a VPN connect function (a switch) in the user interface, which can be used to connect or disconnect to the VPN. VPN On-Demand can be used with or without the VPN Auto Launch feature.
Credential Pass-Through	Passes the username and password to the VPN client upon launch. If the user credentials that are being used for Internet authentication are the same as for the VPN client, the user only needs to enter this information once instead of twice. If the Open Mobile and VPN credentials differ, Open Mobile can be configured to also hold the user's VPN username. It can also hold the password for a configurable time period that will prevent the user from having to re-enter the VPN password if moving in and out of range of a network and have their VPN connection lost.
Auto-Teardown	Automatically disconnects an Internet session when a VPN connection is lost. Useful if you want users to have a VPN connection whenever connected to the Internet.
Run Hidden	Hides the VPN GUI of some VPN products from the user. VPN Run Hidden reduces the number of windows the user sees and makes the connection process look smoother when utilizing the VPN auto-launch feature.
Auto-Reconnect	You can configure the number of times Open Mobile will try to reconnect to the VPN before auto-teardown disconnects the user from the Internet. This option is useful when the VPN has been unintentionally disconnected.

Supported VPNs

Open Mobile supports the following VPN products:

Manufacturer	Notes
Cisco	AnyConnect SSL: Version 2.4 or later.
Juniper	Version 6.x, must use Network Connect (and must be set to automatically initiate a Network Connect session after login).

For more information, please see [Configure VPN](#)

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Event Actions

Open Mobile can be configured to automatically launch other applications or scripts. Examples of event actions could include launching an anti-virus definition update, running a script to change firewall rules, or opening a browser window to a company Intranet.

You configure Event Actions in the [Open Mobile Portal](#).

Action Settings

Event actions include the following settings:

Settings	Description
Action Name	Provide a name for this Event Action.
Description	Optionally provide a brief description of this Event Action.
Application Path	Path of the selected application, script, or URL.
Executable File Name	Name of the executable to be launched.
Arguments	Applicable command-line arguments, if any.

For more information on configuring Event Actions in a profile, see [Event Actions](#).

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Quick Launch

You can configure commonly used applications, scripts and web sites, which a user can choose to launch directly from Open Mobile. Quick Launch items can include local applications or scripts, or web site URLs. (A web site URL will load in the default Web browser.)

Quick Launch items are displayed in the Quick Launch Toolbar.

One useful URL to use for Quick Launch is the iPass Hotspot Finder, <http://hotspot-finder.ipass.com/>, to enable your users to quickly and easily locate Wi-Fi hotspots.

To add a Quick Launch item:

1. Click **Add Application/URL**.
2. Enter values for the following:
 - **Name:** Enter the name of the application as it will appear in Quick Launch menu.
 - **Description:** Type a short description of the application.
 - **Type:** Select whether the item is an application or URL.
 - **URL/Application Path:** Enter either a complete URL (which will open in the user's default browser) or a local application path.
 - **Arguments:** Enter any arguments the application needs to run. If there is more than one argument, separate them by space characters.
 - **Icon:** Click **Browse** and then browse to the application's icon file. The icon will be displayed in the Open Mobile Quick Launch toolbar.
3. If Open Mobile should automatically connect to the Internet when this application is Quick Launched from the system tray, click the corresponding checkbox.
4. If Open Mobile should automatically connect to corporate resources by VPN when this application is Quick Launched, click the corresponding checkbox.
5. Click **Save**.

About Quick Launch Toolbar Icons

When uploading toolbar icons, the icon file should follow these standards:

- PNG file, 24px (w) X 24px (h) size, with a maximum file size of 11KB.
- The graphic should touch all edges of the image (no transparent borders).

For more information on configuring Quick Launch in a profile, see [Quick Launch](#).

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Connection Quality Test

Available for: Versions 2.2.0 and later.

The Connection Quality Test is a feature that measures the speed of a network connection. It can run automatically (powering the **Connection Quality Indicator**), manually (through the **Speed Test** in the user interface) or both.

For information on enabling the Connection Quality Test for a profile in the Open Mobile Portal, please see the [Connection Profiler](#).

For a list of Frequently Asked Questions on this feature, please see the [Connection Quality Test FAQ](#).

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 does not guarantee the speed of available networks.

Connection Quality Test Servers

This feature tests latency and transfer speeds from test servers.

By default, iPass provides the following test servers.

Server Location	IP Address	URL
Santa Clara	216.239.99.99	http://qos-naw.ipass.com/
Atlanta	216.239.111.99	http://qos-nae.ipass.com/
Hong Kong	216.231.203.233	http://qos-apac.ipass.com/
London	216.239.105.143	http://qos-emea.ipass.com/
N/A ¹⁾	205.234.175.175	http://ipass.cachefly.net

You can configure the test servers when you are configuring the [Connection Profiler](#).

Utilize whichever servers make the most sense for your users. For example, if your main presence is in London and you want the connection test to always test the user's connection to the main location, you should only configure the London server. Otherwise, You may want to include all of the iPass default locations so that the test is more indicative of the local connection your users are on.





You may also utilize your own test servers. The server just needs to answer http download requests. For more information, see [Connection Profiler](#).

Connection Quality Indicator

When the connection test is configured to automatically test connection (see [Connection Profiler](#)), the **Connection Quality Indicator** is enabled.

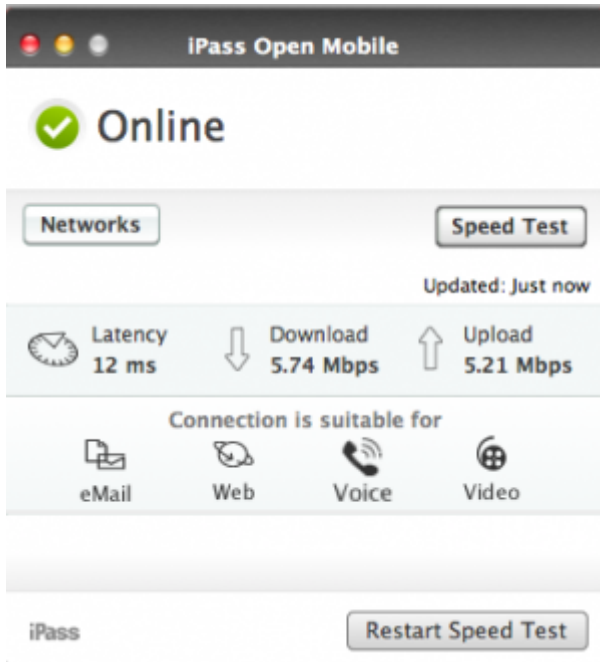
You can configure how the connection quality is assessed by configuring the [Quality Assessment Factors](#) when configuring the Connection Profiler in the Open Mobile Portal.

After connecting to a network, Open Mobile will ping the configured test servers and choose the test server with the fastest ping response (if more than one is configured). Open Mobile will then download and upload a 1 MB test file from and to that test server. After the test is complete, Open Mobile will indicate the connection quality with a colored dot next to the signal strength in the network list.

Connection Quality	Image
Excellent	
Good	
Fair	
Poor	

Speed Test

When manual connection quality testing is enabled (see [Connection Profiler](#)), the **Speed Test** button will display in the Open Mobile user interface.



To test the speed of the connection:

1. Click the **Speed Test** button.
2. Click **Start Speed Test**. You can click **Cancel** to stop the test at any time.
3. When the test is finished, your connection’s Download Speed and Upload Speed will be displayed in megabits or kilobits per second and your connection’s latency will be displayed in milliseconds. A small message will appear if any packet loss was detected. A highlighted icon will estimate whether your connection is suitable for (from slowest to fastest): Email, Web, Voice, or Video ²⁾.
4. To retest the speed, click the **Speed Test** button and then click **Restart Speed Test**.

When a Speed Test is initiated, Open Mobile will ping the configured test servers and choose the test server with the fastest ping response (if more than one is configured). Open Mobile will then download a 5 MB test file from that server.

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- ¹⁾ This server is cached at the ISP and is most likely located somewhere in North America
- ²⁾ You can configure how the applications are assessed by configuring the [Application Assessment Criteria](#) when configuring the Connection Profiler in the Open Mobile Portal.

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Custom Profile Attachments

Available for: Mac 2.3.0 clients and later

The Custom Profile Attachments feature enables you to attach any necessary scripts and executable files to an Open Mobile profile. Custom Profile Attachments may be used for special actions (such as an Event Action or Quick Launch) that require a separate script or executable file.

Migrating Profiles

You should only add Custom Profile Attachments to newly created Mac 2.3.0 or later profiles. Adding Custom Profile Attachments to a profile that you are migrating from a previous version could prevent the attachment from downloading properly (depending on when attachment is added and when the user upgrades). See [Custom Profile Attachments](#) for more information.

Attachment Types

You can attach any file or script that meets the size limit requirement: 1 MB per file and a total of 2 MB for the folder. Note that there is no way of validating that the attached files function as intended, and, as a result, you should test any Custom Profile Attachments before deploying the profile to users.

You should not use Custom Profile Attachments for files or scripts that stay in use for extended periods of time (or do not have a way of automatically exiting). If the attachment is running during a profile update, it will cause the profile update to fail (because it will not be able to update the file in use).

Custom Profile Attachments for the Mac will not be available until the Open Mobile Portal 2.19 release in January of 2013.

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Updating

Open Mobile will update the user's profile, network directory, and software version (software update is available for version 2.2.0 and later).

Automatic Update

Every time it establishes or inherits an Internet connection, Open Mobile performs the following update activities:

- Downloads and installs any changes or updates to the iPass network directory.
- Downloads and applies any updates to the currently installed profile.
- Uploads connection success information to the Open Mobile Portal, where it can be viewed in reports.

If a connection is established for longer than 24 hours, Open Mobile will automatically perform these updates every 24 hours after the initial connection is made. Updates of profiles, directories, and software version (software update is available for version 2.2.0 and later) are made through HTTP/HTTPS requests to the Open Mobile Update Server.

The update process is accomplished in two steps:

1. Open Mobile checks for the presence of any updates by invoking Update services at this URL: om-updater.ipass.com.
2. Updates are retrieved by Open Mobile from this URL: om-download.ipass.com.

Manual Update

Open Mobile includes a manual update feature to update profiles, network directories, and the software version (if an update is available).

To perform a manual update:

1. Launch Open Mobile.
2. In the menu, click **iPass Open Mobile > Update...**
3. Open Mobile will check for updates and notify you if the profile has been updated or if the profile is already up-to-date. If a software update is available (for version 2.2.0 and later), a dialog box will open with information on the new features and the required disk space, and you can choose to update now or update later (see below).

Proxy Handling

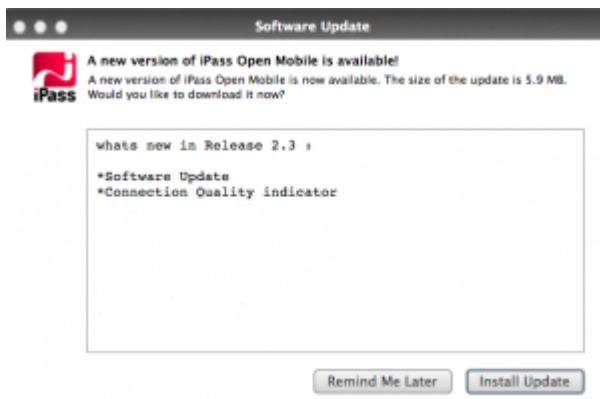
If a user is in an area where a proxy is not available, updates should still be successful.

Authenticated proxies are not supported. If proxy authentication is required, an update attempt will fail. As a result, the user may not receive updates until the next time the user is in a location that does not require an authenticated proxy.

Software Update

Available for: Versions 2.2.0 and later

If a software update is available, Open Mobile will notify the user during the next profile update. A dialog box will open with a description of the new features and file size. The user can choose to update now or later.



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Support

Open Mobile Logs

Open Mobile collects connection history data in a set of logs that can be helpful in diagnosing and resolving connection issues. Your help desk may ask you to send these logs, and it's best to extract them as soon as possible after you encounter any problems. iPass Open Mobile makes extracting logs simple and easy.

To extract logs:

1. Select **iPass Open Mobile > Save Logs...**
2. In the dialog box that opens, select **Save Logs**.
3. Select **OK** in the next dialog box (with a message about where your log file has been saved).
4. A zipped log file will appear on your desktop.

Troubleshooting Tips

These tips can be helpful in resolved common issues with Open Mobile connectivity. The Open Mobile User Guide contains additional troubleshooting steps and advice for Open Mobile users.

Conflicts with other Software

- In order to use Wi-Fi networking, Open Mobile relies on AirPort. If the AirPort has been disabled by some other software, or the user, Open Mobile will not show available Wi-Fi networks or connect to them.
- Open Mobile may not be able to view wireless Mobile Broadband (3G) networks if another connection manager is already controlling the card.

Wi-Fi Issues

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

Duplicate SSID

Open Mobile 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 in Open Mobile, 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 Log in

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 not just a successful association; 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, which is not supported by Open Mobile for Mac.

Mobile Broadband Issues

The following issues are sometimes experienced by Mobile Broadband users.

- *Mac does not recognize the device:* Make sure that the Mobile Broadband device is currently being recognized by Mac.
- *Weak or no network signal:* Find another location where the signal is stronger.

- *Device has not been activated:* Activate the device and then attempt to connect again.
- *Device is in use or locked by a different connection manager:* Close the other connection manager and attempt to connect again with Open Mobile.
- *Device does not recover from Sleep mode:* Some Mobile Broadband cards do not support or do not respond well to Sleep modes. You may wish to disable Sleep on the laptop when Mobile Broadband cards are in use.

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