



# Open Mobile 1.4.1 for Windows Release Notes

VERSION 1.3, OCTOBER 2011

These release notes contain the latest news and information about Open Mobile 1.4.1 for Windows, including:

- New features and enhancements
- Technical requirements
- Known limitations
- Resolved issues

## New Features

Open Mobile 1.4.1 includes these new features and enhancements:

- **BlackBerry Tethering:** Open Mobile supports Mobile Broadband connections made through BlackBerry devices.
- **Configurable Roaming Alerts:** To help control costs, you can configure alerts to be displayed to roaming Mobile Broadband users, to warn them about excessive roaming data usage, over limits that you can define.
- **Directory Priority:** Directory priority is now considered in network ranking and selection.
- **DSL Support:** Connections may now be made using DSL (PPPoE) networks.
- **EAP-TLS Support on Windows XP-SP3:** EAP-TLS authentication is now supported on Windows XP-SP3.
- **Prefer, Prohibit, Rename (PPR):** Mobile Broadband and Wi-Fi networks can now be assigned special rules to change the way Open Mobile connects to them. Each network in the directory can be:
  - *Preferred*, to be given the highest ranking in the Available Networks list.
  - *Prohibited*, to prevent users from connecting to it.
  - *Renamed*, to be given a new display name for users.
- **Profile Import:** Profiles can be imported into Open Mobile using a profile archive, created on the Open Mobile Portal. An imported profile will overwrite the settings of the user's existing profile. The Open Mobile command line utility, `epcmd`, is used to import the profile archive and overwrite the user's settings.
- **Windows 7 Native Mobile Broadband (GSM) Device Support:** Open Mobile now enables the use of devices with NDIS 6.2-compliant drivers on Windows 7 systems, even when does not include a specific certified integration for such devices. At this time, only GSM/HSDPA devices are supported.
  - iPass has evaluated a number of devices in this mode of operation but cannot guarantee proper operation of devices which have not been tested by iPass.



- *Limitations:* Most of the devices evaluated by iPass work well for basic connectivity, but some device information may not be reported by these device drivers. In addition, some functions, such as manual network selection, may not work consistently. These limitations are attributable to limitations in the manufacturer's device driver capability.
- **Revised Options Panel:** The **Options** panel has been re-designed to be easier to use and more informative.

## Technical Requirements

Open Mobile has the following system requirements:

### Operating System

- Windows XP, SP2 or later (32-bit only)
- Windows Vista (32 or 64-bit)
- Windows 7 or Windows 7 SP1 (32 or 64-bit)

### Additional Software Components

- For Windows XP: WLAN API and .NET Framework 3.5 SP1 or 4.0 must be installed.
- For Windows Vista: .NET Framework 3.5 SP1 or 4.0 must be installed.
- 802.1x connections on Windows XP require the Windows hotfix available at <http://support.microsoft.com/kb/958071>.

### Hardware Requirements

- 1 GHz 32-bit (x86) or 64-bit (x64) processor
- 1 GB of system memory
- Support for DirectX 9 graphics and 32 MB of graphics memory
- At least one of these connectivity device types installed, plus any required drivers:
  - Wi-Fi adapter for a Wi-Fi connection.
  - An iPass-supported Mobile Broadband device.
  - Ethernet adapter for an Ethernet connection.
  - DSL adapter for a DSL connection.
  - 56K v90/92 modem for a Dial connection.
  - ISDN terminal adapter for ISDN connection.

### Antivirus Software

- Antivirus software must not block the operation of Open Mobile services (iMobility.exe, iPlatform.exe)

### Supported Languages

- Open Mobile is supported in English, French, and German.



## Installation

Installation of Open Mobile requires an account with local administrative privileges. However, administrative privileges are not required to run the application.

## Resolved Issues

This release of Open Mobile resolves the following issues.

Issue ID	Description
104350	On some GIS iBahn connections, secure logoff would fail when the PC was in sleep/hibernate mode.
104892	In some circumstances, Open Mobile could launch the Juniper VPN even if there was no Internet connection.
105441	In some circumstances, Open Mobile could unnecessarily prompt for a password for an OpenAccess network.
105840	Checkpoint site creation would fail when Open Mobile was installed.
105913	After installation of a new Open Mobile profile, the VPN Gateway was sometimes set to the wrong value, leading to a failed VPN connection.
105921	If using an empty identity with the TLS protocol, Open Mobile would incorrectly prompt the user to enter in a network key when it should just automatically authenticate.
106123	When making an 802.1x connection on Windows 7 (64-bit), and outer identity was either empty or set to an anonymous user , authentication would fail.
106322	If a restriction policy is in place, Open Mobile would not shut down unauthorized applications that ran in a system context.
106351	On some connections, after resuming from Sleep, Open Mobile might not display networks accurately.
106435	If a Mobile Broadband Directory was present in the profile, then manually configuring the Network Name field would not update the Network Name under Available Networks.
106512	After hibernation, Open Mobile would sometimes launch the Cisco IPSec VPN even when there was no Internet connection.
106524	Huawei E870 was sometimes not recognized as a Mobile Broadband device.
106614	When switching between Mobile Broadband and Wi-Fi connections, and a profile update was initiated, both connections would be maintained.
106750	When switching between Mobile Broadband and Wi-Fi connections, and the switch failed, both networks would be shown as connected.
106845	Open Mobile would not recognize McAfee8.5i as an anti-virus solution.
106983	When emailing logs with Outlook 2010 as the mail client, the message body and to/cc lists could be edited, but the message would not be sent until the message was saved to the <b>Drafts</b> folder.

Issue ID	Description
107509	Some Sierra devices might not be detected after Open Mobile resumes from sleep/hibernate.
107547	On Windows XP, a user connected to a Wi-Fi network could not scan for local non-broadcast networks.
107645	The Huawei K4504 device might not be detected after Open Mobile resumes from sleep/hibernate.
107766	In some instances, an upgrade from Open Mobile 1.1 could delete saved VPN passwords.
107861	On French and German operating systems, the RSS feed might not download correctly, and display a message about incorrect date and time.
107875	When a password for a master account was configured to never cache, users would be unable to connect to an OCR connection.
107878	Open Mobile failed to connect to a WEP-secured network where the Key Index is set to any value but 1.
107884	If an automatic background update begins at the same time as when a user initiates a manual update, profile update would not be completed.
107890	If an account password is set to never cache, then dial connections would fail.
107903	On some non-English operating systems, users could be associated to an OpenAccess network but not authenticate.
109223	A Mobile Broadband device that is MEP-locked can be unlocked. Click <b>Options   Mobile Broadband, and press</b> Ctrl+Shift+U. In the dialog, enter the MEP Unlock code provided by the carrier.

## Known Limitations

The following limitations are known for Open Mobile 1.4.1:

- If Microsoft .NET 4.0 is installed, then user settings will not be transferred during a migration from iPassConnect.
- On Windows XP SP2, if account credentials are changed, as long as the account credentials are valid, Open Mobile will continue to use the valid credentials to connect to an 802.1X network until the next time the system is rebooted. (106696)
- Log files zipped using LogViewer will not properly unzip using WinZip on Windows XP. Windows XP users should use an alternate ZIP utility to unzip log files. (108774)
- Because of the One-Network-At-A-Time (ONAAT) feature of Open Mobile, an open Wi-Fi connection will be disconnected automatically when a user physically connects an Ethernet link. This causes Windows to temporarily turn off Auto-Connect to that Wi-Fi network until the user reconnects to it, or until the user has restarted the computer.
- A hot plugout on the Sierra AC 530 device can cause an abrupt termination of some Sierra supporting services. (107651)
- On the German version of Windows XP Pro, Open Mobile is installed in the "Program Files" folder instead of the "Programme" folder (111655). This is due to a limitation in the Windows Installer on XP. To install Open Mobile in the correct location correctly, use this command line to invoke the installer: `msiexec /i <msi`



```
installer> INSTALLDIR="%programfiles%\iPass\Open Mobile.
```

## BlackBerry Tethering Limitations

The following limitations are observed when a BlackBerry device tethers Open Mobile to the Internet (that is, used for a Mobile Broadband connection).

- **Hot Plugout Not Supported:** Hot plugout (removing the BlackBerry device when it is connected) is not supported for BlackBerry devices. It may cause Open Mobile to terminate abruptly.
- **SIM PIN:** Though a SIM PIN is accepted and a network may be attached on the BlackBerry device, the Open Mobile may fail to attach the network. (109170) Deselecting and then re-selecting Open Mobile as your default Mobile Broadband manager can help resolve this issue:
  1. Enter the PIN in the BlackBerry device.
  2. In Open Mobile, select **Options | Mobile Broadband**, and de-select **Manage Mobile Broadband Connections**. Then, click **Close**.
  3. Select **Options | Mobile Broadband** a second time. Re-select **Manage Mobile Broadband Connections**. Then, click **Close**.

The device will now be detected without having to unplug and re-plug the device back in.

- **Network Name:** The network name found in the Mobile Broadband directory is displayed for BlackBerry connections. (109193)
- **Voice Call Blocks Active Mobile Broadband Connection:** An established voice call with the BlackBerry device will preclude use of the device for a Mobile Broadband data connection. (109206, 109207)
- **ODF Integration Not Supported:** ODF integration is not supported for BlackBerry devices. (109226)

For more information on using a BlackBerry with Open Mobile, consult the *Open Mobile BlackBerry Quick Start Guide*.

## Known Issues

The following issues are known for Open Mobile 1.4.1 for Windows:

Issue ID	Description
105191	Occasionally on Windows XP, when switching between networks, the Open Mobile network list will show a blank network.
105653	On some 802.1x connections on Windows XP SP3 or Vista SP2, Open Mobile is not using the Outer Tunnel identity attributes.
105924	Open Mobile doesn't prompt the end user to enter valid credentials when connecting to 802.1x networks with invalid credentials.
105937	Open Mobile fails to detect an Ethernet connection on a Dell Latitude XT2 m/c device.
106055	Username is being sent with a trailing "@" even if the Domain field is not in use.
106056	VPN status in Open Mobile is shown as connected after resuming from sleep even if the VPN is actually disconnected.
106464	Open Mobile fails to initiate an Auto-connect to a Wi-Fi hotspot, if the first attempt failed with an



Issue ID	Description
	association error.
106477	Although DeviceScope networks are free, sometimes a Login dialog is presented to users.
106554	Switching from one network to another without disconnecting first can sometimes give inconsistent results with Juniper VPN integration configured.
106596	In user-defined Quick Launch items, Name and Description fields are limited to 36 characters each.
106793	After resuming from hibernation on a Mobile Broadband connection, a user may be prompted twice to enter a PIN.
106801	Open Mobile may not successfully complete some Wi-Fi connections if the latest Intel Wi-Fi drivers (13.2.1.5) are installed.
106811	Open Mobile may fail to connect to an 802.1X network when there are two non-broadcast campus networks, and one is configured for machine authorization mode and the other for user authorization mode.
106850	When a user is connecting to some Wi-Fi hotspots, and clicks Cancel, Open Mobile may hang in the Connecting state. If this occurs, the Open Mobile services must be restarted.
106851	Sometimes after returning from sleep/hibernate on an Ethernet connection, Open Mobile may erroneously report a state of limited connectivity.
106857	On Windows XP, after returning from sleep/hibernate, an Open Mobile connection made through the Cisco IPSec VPN may crash abruptly.
107103	Open Mobile might not detect the ZTE MF332 on removal and reinsertion of the device.
107104	Open Mobile might not detect the ZTE MF332 if the SIM PIN is enabled.
108234	If Nortel VPN is configured for connection profile, then Open Mobile won't authenticate for RADIUS and certificate based profiles. Attempts to connect with the profile that is configured for an authorization type different from what was configured in the Portal will always fail.
108981	Some Mobile Broadband networks may display as 3G for a short time as their network names, but will eventually show correctly.
109237	For some ZTE devices, the area code for a given phone number may be incorrect
109240	In some circumstances, the network list is not always refreshed in a timely way.
109270	When the Nortel VPN is connected by Dial, Auto-connect may fail.
109407	Network annotations may not display correctly if they are very long (200+ characters).
109816	If the re-branded Application bar color is set to white, then the <b>Refresh</b> , <b>Dial</b> and <b>VPN</b> buttons will not be visible.
110274	After resuming from Sleep/Hibernate, some Ericsson N/W Mobile Broadband devices may become stuck

Issue ID	Description
	at the Association stage of network connection. You can resolve this issue by disabling the filter drivers for Ericsson N/W device.
<b>110296</b>	RAT selection is not available with GOBI 1 devices.
<b>110498</b>	On Dell 5530 machines, a 2G (EDGE) network may show as a 3G (HSDPA) network.
<b>110499</b>	Upon creating a campus connection method and searching for a certificate by name, Open Mobile selects the first certificate found, which may not be the correct one. To resolve this, an administrator can temporarily remove any certificates not used for network authentication, and then create the connection method.
<b>110515</b>	When using a 2G SIM with some Mobile Broadband devices, the Technology Type may be displayed as 3G/UMTS when a connection is established.
<b>110531</b>	For some MF 633+ devices, after establishing a connection, the network type changes to "3G" and the APN window displays an error: "Unable to retrieve access point information."
<b>110535</b>	In some circumstances when Open Mobile is running and then an Ethernet link is connected (such as when re-docking a laptop to a corporate LAN). Open Mobile may hang when attempting to identify the local area network. To resolve this, unplug and then re-attach the Ethernet link. (This problem will not occur if Ethernet is already connected when the PC is started.)
<b>110640</b>	Alternate Help Files are not supported on Windows XP Professional.
<b>110680</b>	Open Mobile does not capture the hardware version, drivers version and IP address assigned in the Devices section for ZTE device s. This is due to a constraint on the ZTE SDK.
<b>110701</b>	A manual scan for 3G networks will sometimes refresh the device drivers used, causing device detection to fail.
<b>110703</b>	Hot plugout of an MF633+ device, followed by immediate reinsertion, may result in a device error condition which can only be cleared by restarting your system.
<b>110727</b>	When installing Open Mobile 1.4.1 on Windows Vista with UAC enabled, OesisCom.dll fails to register. To resolve this, manually register this DLL after the installation using this command line:  <pre>regsvr32 /u "c:\Program Files\Open Mobile\omsi\Plugin- ins\iPass.VPNAssistantPlugin\OesisCom.dll"</pre>