



Open Mobile 1.4.3 for Windows Release Notes

VERSION 1.4, OCTOBER 2011

These release notes include the following information about Open Mobile 1.4.3:

- Resolved issues (including resolved issues from Open Mobile 1.4.2)
- Technical requirements.
- Known limitations and issues.

About Open Mobile 1.4.3

Open Mobile 1.4.3 is a maintenance release that resolves several open issues. No new features or enhancements are included in the release.

Upgrading to Open Mobile 1.4.3

Open Mobile version 1.4.3 must be installed manually. There is no automatic upgrade to Open Mobile 1.4.3 available through the Open Mobile Portal. Note, however, that Open Mobile version 1.4.3 can be installed over an existing installation of Open Mobile 1.4.1 (or 1.4.2) without uninstalling the earlier version first.

Documentation

Configuration and use of Open Mobile 1.4.3 is documented in the *Open Mobile 1.4.x for Windows Administrator Guide* and the *Open Mobile 1.4.x for Windows User Guide*, both available on the Open Mobile Portal.

Resolved Issues

Open Mobile 1.4.3 Issues

Open Mobile 1.4.3 resolves the following issues.

Issue ID	Description
106354	Personal data in iPassConnect (username, password, domain, and personal networks) was not being migrated to Open Mobile correctly.
110870	Open Mobile client was not always populating the correct values for upload/download bytes for Mobile Broadband connections.
111246	The Open Mobile client was incorrectly passing the domain name to the Cisco IPsec VPN client in some situations.
111287	In some circumstances, it was not possible to disable Mobile Broadband connections in Open Mobile.



Issue ID	Description
111463, 111471	The special defined authentication format override was not properly being utilized for dial or ISDN connections.
111721	In some cases, after disconnecting, Auto-Connect could take upwards of 1 minute to make a connection. Auto-Connections made to a new media type immediately after disconnecting will now be connected quickly and promptly.
111772	If a Quick Launch application was configured with the wrong path, the connection would fail and the connection message would be displayed until Open Mobile was stopped. The message will no longer be displayed if the connection fails.
111801, 109852	Environment variables in Quick Launch items were not being correctly parsed.
111743, 111746	In some situations where an Ethernet connection is detected, Open Mobile will instruct Windows to disconnect active Wi-Fi to enforce ONAAT (One Network at a Time). However, the Auto-Connect flag on these Wi-Fi connections would be accidentally removed. Open Mobile now attempts to restore the Auto-Connect flag to these Wi-Fi connections after loss of Ethernet connectivity.
N/A	Open Mobile-Cisco IPSEC VPN integration has been changed from a command line interaction with the Cisco IPSEC VPN client to an API-based implementation.

Open Mobile 1.4.2 Issues

A number of issues were resolved in Open Mobile 1.4.2. These resolved issues are subsumed in version 1.4.3 and listed here for completeness.

Issue ID	Description
108820	An issue has been resolved where after resuming from sleep/hibernate mode, Open Mobile service initialization could loop indefinitely. Open Mobile will no longer loop in these circumstances.
109370	Network jitter will no longer be experienced reported when the iMobility service is running.
110904	At some font settings, the Open Mobile credentials dialog would become disabled and unusable. In the Windows Control Panel, under Display , make sure the font size setting is set to 100%.

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 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.

Known Limitations

The following limitations are known for Open Mobile 1.4.3:

- 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 (ONAAAT) 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. This is due to a limitation in the Windows Installer on XP. To install Open Mobile in the correct location, use this command line to invoke the installer: `msiexec /i <msi installer> INSTALLDIR="%programfiles%\iPass\Open Mobile`. (111655).
- Due to a device limitation, the Huawei E180 card will not show 3G networks, only 2G. (111280)



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 1.4.3:

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 association error.



Issue ID	Description
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 will not 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 Refresh , Dial and VPN buttons will not be visible.
110274	After resuming from Sleep/Hibernate, some Ericsson N/W Mobile Broadband devices may become stuck at the Association stage of network connection. You can resolve this issue by disabling the filter drivers for Ericsson N/W device.

Issue ID	Description
110296	RAT selection is not available with GOBI 1 devices.
110498	On Dell 5530 machines, a 2G (EDGE) network may show as a 3G (HSDPA) network.
110499	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.
110515	When using a 2G SIM with some Mobile Broadband devices, the Technology Type may be displayed as 3G/UMTS when a connection is established.
110531	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."
110535	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.)
110640	Alternate Help Files are not supported on Windows XP Professional.
110680	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.
110701	A manual scan for 3G networks will sometimes refresh the device drivers used, causing device detection to fail.
110703	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.
110727	When installing Open Mobile 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\Plugins\iPass.VPNAssistantPlugin\OesisCom.dll"</pre>
111881	When the operating system is installed on a non-C:\ drive, Open Mobile installs on the C:\ drive regardless. If there is no C:\ drive on the system, the Open Mobile installation will fail. To address this issue for an automated install, specify the correct installation drive in the command line. For an interactive install, the user needs to manually select the correct path.
112007	On Windows 64-bit platforms using the Cisco IPSEC VPN, Open Mobile does not launch the VPN UI if the Disconnected VPN icon is running in the system tray. If the VPN icon is not running in the system tray and the users click on the VPN button in Open Mobile, then the VPN will launch successfully.
112088	Cisco IPSEC VPN integrated with Open Mobile 1.4.3 does not support certificate authentication.
112408	The installer will incorrectly permit installation of an earlier version of the application (for example, a user

Issue ID	Description
	who has 1.4.3 installed can install version 1.4.1).
112665	The help file in French and German contains an incorrect description of the procedure for adding a campus network.
112992	During software update in French, some messages may be displayed in German.

