

# Open Mobile 2.1.2 for Windows Release Notes

VERSION 1.1, MAY 2012

These release notes contain the latest news and information about Open Mobile 2.1.2 for Windows, including new features and resolved issues.

## New Features

The Open Mobile 2.1.2 release includes the following new features:

- Bug Fixes
- Advanced 320U Device Integration

## 320U Device Integration

Credentials are required for 4G networks to display in the Open Mobile clients available networks. For this reason, when Sierra 320U devices are detected (even when no network is present), the **Modify** button is available in the **Options > Mobile Broadband > Network** tab so the user can create a default profile in the device by entering and saving their credentials and APN information. See OR article 3748 for more information.

## Resolved Issues

This release of Open Mobile resolves the following issues:

Issue ID	Description
116261, 116022	An issue that may cause some users to see an error message that the profile is corrupt has been fixed.
116069	When multiple non-broadcast networks are detected, Open Mobile will no longer crash.
116043	The French version of the Token Management page in the Help no longer shows junk characters.
115305	Uninstalling an Open Mobile client with Connect Before Logon (CBL) enabled will now remove the registry entry for Pre-Logon Access Provider (PLAP, also known as Single Sign-On) on all machines.



# Known Limitations

This release of Open Mobile includes these limitations:

## Mobile Broadband Limitations

Issue ID	Description
116272	For 320U devices, if the first connection attempt is canceled, the next connection attempt sometimes fails.
116271	For 320U devices, on 64-bit Windows 7 machines, the device may not be detected after the computer resumes from hibernation mode. If this happens, pull the device out and plug it back in.
115928	When a Huawei E367 (OBS version only) device is pulled out and plugged into a different port on a Windows 7 machine, it will occasionally fail to connect to a 3G network due to a limitation with the device. This can be fixed by pulling the device out and plugging it back in to the same port.
115498, 115500	For Gobi 3000 devices, occasionally the Wi-Fi radio will turn off after the computer returns from hibernate or sleep (and all of the Wi-Fi networks will disappear from the Available Networks list). If this happen, the Wi-Fi radio can be turned back on manually.
115431	For Gobi 3000 devices using a BSNL SIM, after the PIN is entered, the device may still show as locked, and the PIN will have to be entered in the SIM tab for this status to correct. Enable PIN may also be shown when the PIN is already enabled—this can be fixed by selecting Enable PIN and entering the correct PIN.
115323	For Huawei E367 devices, Open Mobile may show this device as an E1823 if there are other Huawei drivers present on the computer due to driver confusion.
115043	For Novatel EU860D devices, after making a connection to the home network, Open Mobile may show the home network as a roaming network due to how the device is reporting the network.
115035	For ZTE 633+ devices, Open Mobile may prompt the user to enter the SIM PIN when Flight Mode is turned off due to the SIM powering down during Flight Mode.
114904	For Option Icon 422 devices, when the device is plugged out it may still be shown as plugged in due to a limitation with the devices driver.
114383	880E+ may occasionally be detected as an 880E device due to a device limitation.
114772	For 312U devices, in rare cases when the device is pulled out and plugged back in, the user will not be prompted to enter the SIM PIN until the Flight Mode is turned off.
114742	For AC 875 devices, in some cases the home network will not be detected when network selection is manual due to a device limitation.
114700	For some older Sierra devices, updating the driver or SDK to the latest may cause the device to not be detected properly by Open Mobile. Uninstalling the latest driver and reinstalling the correct driver for these older devices will fix this problem.
114696	In some cases, when using the Huawei E173 device, a home network may be detected as roaming.
114688	On some networks, the Sierra 320U may not be able to send SMS messages.
114655	Occasionally, when using the Huawei E173 device, a Mobile Broadband network may temporarily be detected as Ethernet.
114502	For Gobi 2000 devices, in some cases a manual network search will result in an error as a result of a device limitation.
114358	On some Lenovo laptops, the Gobi 3K device will not detect 3G networks without installation of the proper drivers for the Windows platform. These drivers and their download locations are listed here: 1. <i>Hotkey Features Integration</i> - <b>Driver name:</b> 8jvu12ww.exe <b>Driver location:</b> <a href="http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/8jvu12ww.exe">http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/8jvu12ww.exe</a> 2. <i>Power Management - Power Manager</i> --> <b>Driver name:</b> 8mu713ww.exe



	<p><b>Driver Location :</b> <a href="http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/8mu713ww.exe">http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/8mu713ww.exe</a>  3. ThinkPad Power Management driver for Windows 7 (32-bit, 64-bit), Vista (32-bit, 64-bit), XP (32-bit, 64-bit) - ThinkPad --&gt; <b>Driver Name:</b> 8jku02ww.exe  <b>Driver Location:</b> <a href="http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/8jku02ww.exe">http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/8jku02ww.exe</a>  4. ThinkPad Power Manager Patch module for Windows 7 (32-bit, 64-bit), Vista (32-bit, 64-bit), XP - ThinkPad --&gt; Patch module for ThinkPad Power Manager --&gt; <b>Driver name:</b> 00u401us.exe  <b>Driver Location:</b> <a href="http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/00u401us.exe">http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/00u401us.exe</a>  5. ThinkVantage Access Connections for Windows XP Professional: <b>Driver name:</b> 83cx71ww.exe  <b>Driver Location:</b> <a href="http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/83cx71ww.exe">http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles/83cx71ww.exe</a></p>
114386	Some Sierra devices require the latest version of Sierra Watcher and the latest drivers to be installed before the device is detected by Open Mobile.
114355	The Ericsson F3507g Mobile Broadband device will fail to associate with the Vodafone India network.
114237	For Gobi 3000 devices, in very rare cases, Open Mobile may fail to connect to the Home network when it is manually selected. To fix this, navigate to <b>Options&gt;Mobile Broadband&gt;Networks&gt;Network Selection</b> and select <b>Automatic</b> .
114195	Open Mobile should be exited or the iMobility service should be stopped before upgrading any Mobile Broadband drivers or related software such as SDKs; otherwise, Open Mobile will crash during the installation.
114171	For 320U devices, when the user logs off and logs on to Windows the device may not be fully recognized by Open Mobile and the network will not be detected. To fix this, pull the device out and plug it back in.
114103	On some networks, Gobi 3000 devices will make successful connections even if the APN information is incorrect or missing.
114087	For AC312U devices, after moving out of range of the network (and losing Internet connection), the device will still report the network as connected.
114000	When roaming on USB 309 devices, Open Mobile will fail to connect to the home network when it is selected from a manual search.
113998	A manual scan may continue for a short time after a device has been pulled out. This is by design.
113549	For MC950D devices, sometimes when returning from sleep or hibernation the network name will be shown as unknown for 5-10 seconds.
113502	Sierra 321U device may sometimes have trouble connecting to the Vodaphone network in Bangalore.
113144	When the network type is reported as unknown, Open Mobile will display it as the last known network type, which may be incorrect (a 2G network may be displayed as a 3G network for example).
113101	When using the Sierra 312U TMUK device, all connection attempts fail on turning off the Flight Mode after resuming from sleep with Flight mode on.
113058	In very rare cases, some SMS messages may not appear in the Open Mobile user interface after the card is pulled out and plugged in or the software is updated for AC 880E and Compass 885 devices.
113029	For 312U devices, attempts to connect to a roaming network when the home network is available will cause the device to automatically fallback to the home network connection.
112940	For AC 875 devices, sometimes stored SMS messages will not appear when the computer is restarted. If this happens, restarting the services will make the SMS messages reappear.
112718, 112736	For Gobi 1000 and Gobi 2000 devices, sometimes the home network will not be shown or it will be shown as roaming. This was only observed on the Vodaphone network.
112668	For USB 306 devices, in rare cases switching from manual to automatic network selection will cause connection attempts to fail. This can be fixed by pulling out the device and plugging it back in.
112590	For AC 880E, when connected to a Roaming Network, connecting to a home network will fail. This can be fixed by pulling out the device and plugging it back in or restarting the computer.
112584, 112586	In rare cases on some Sierra devices, the user may be prompted to enter the SIM PIN a second time when attempting to connect.
111280	For the Huawei E180 device, only 2G networks will be detected.
112503, 110580, 110486	<p>For the Sierra 312U device:</p> <ul style="list-style-type: none"> <li>▪ Open Mobile does not save the band if it is set to "3G All."</li> </ul>

	<ul style="list-style-type: none"> <li>▪ The Sierra 312U device firmware will only support 3G enabled SIMs.</li> <li>▪ On a hot plugin of the Sierra 312U device, Open Mobile may not capture the serial number, software version, and hardware version of the device.</li> </ul>
<b>110616</b>	On the Sierra AC 880E+, the PIN Unblocking Key operation will fail even if the correct PUK code is entered.
<b>110521</b>	On the ZTE 129FU device with a 2G SIM, if the Bearer Type is set to 3G, 3G networks will be detected.
<b>110295</b>	Due to a limitation in Windows 7, manual network selection may not work properly (and may be disabled).
<b>109772</b>	In some cases, turning off Flight Mode on a Mobile Broadband device may cause Open Mobile to prompt for the SIM PIN.

## Wi-Fi Limitations

Issue ID	Description
<b>115446</b>	In some cases while connecting to a GTC network, the user will be prompted to enter a second passcode even if the connection has already timed-out.
<b>114825</b>	When using token authentication, the first time a user connects to a FAST-TLS network the connection may fail due to the authentication process, but all subsequent attempts should succeed.
<b>114739</b>	In some cases, if a user cancels a connection to a GTC network then attempts to connect to the same network shortly afterwards, the second connection will fail since Windows is still waiting for the passcode from the first connection.

## Login Assistant Limitation

Issue ID	Description
<b>115673</b>	If a security page displays before the login screen, the Login Assistant may not be able to automatically enter credentials.
<b>112739</b>	Login Assistant will not submit login credentials when Internet Explorer is in InPrivate mode.

## VPN Integration Limitations

Issue ID	Description
<b>115526</b>	When running Open Mobile on a French version of Windows 7 (64-bit only) and using Checkpoint VPN, the VPN button may occasionally not appear.
<b>113761</b>	Checkpoint VPN profile names are case-sensitive. The name of the profile must be entered exactly as it appears in the Checkpoint VPN.
<b>112819</b>	After installing Open Mobile with the integrated Nortel VPN, the PC must be restarted.
<b>112431</b>	Open Mobile will not be able to automatically close CheckPoint Endpoint Connect if its User Interface is open before Open Mobile initiates a connection (and the VPN integration will not function). If CheckPoint Endpoint Connect is closed before Open Mobile initiates a connection, it will work properly.
<b>110472</b>	On Windows XP, if the user ignores the Juniper VPN setup window, the iPlatform.exe service may abruptly terminate. To resolve this, upgrade the user's .NET framework to v4.0.
<b>110170</b>	An NCP VPN connection will not be torn down if the network connection status is Associated.



## Proxy Authentication Limitations

Issue ID	Description
112769	If Open Mobile 1.4.x profiles had authenticated proxy set to use Windows login credentials by default, then updates to these profiles will break if they upgrade to 2.x without an administrator re-setting proxy authentications in the updated profile.
112507	An account type used for proxy authentication should, in general, not have its password configured with the options SleepHibernate, ByInterval, and NeverCache.
111275	OM and IE will fail to connect to proxy networks if the proxy.pac file contains the following expression if shExpMatch (url, "http://google.com") return "DIRECT";

## Connect Before Logon (CBL) Limitations

Issue ID	Description
115316	Any preferences or settings that the user enables in the client's Options during pre-logon will not be saved and carried over after the user logs on to Windows due to a limitation in what preferences can be accessed in pre-logon mode.
114999	In pre-logon mode, adding a connection method or campus network in <b>Options &gt; Wi-Fi &gt; Campus Networks</b> will not work. The user has to log on to the computer before adding a connection method or campus network.
114781	If a user has set a Wi-Fi usage limit, Connect Before Logon connections will stop working after that limit is reached.

## Multiple Networks at a Time (MNAAT) Limitations

Issue ID	Description
115151	If Multiple Networks at a Time (MNAAT) is enabled for a profile and a VPN launch is configured for multiple media types, the user may sometimes have an unreliable VPN experience.
115137	On a few Mobile Broadband devices (such as Novatel MC 990D), attempting to connect to a Wi-Fi network while the user is connected to a Mobile Broadband network will not work as the device interferes with the connection.
114718	When a user is connected by Ethernet, they will not be able to connect to a Wi-Fi network that requires a browser log in (because the hotspot will detect that the user is already connected to the Internet).
114516	When a user connects to a Wi-Fi network after already connecting to an Ethernet network, the VPN will not auto-connect even if it is configured to do so when a Wi-Fi connection is established. The VPN can still be manually connected by clicking on the VPN switch.
114387	Multiple Networks at a Time (MNAAT) is not supported on profiles with DSL enabled.

## General Limitations

Issue ID	Description
115541	When the screen resolution is 800x600, some of the user interface, including some buttons, may become inaccessible. It is recommended that the screen resolution is set to at least 1024x768.
115314	If you change the preferred language to Japanese on a Windows XP computer that does not have Japanese language support installed, the characters will show up as boxes.
114853	If you Enable Wi-Fi Timeout for a Time-Based Session Limit, the timeout may not apply to an iPass network connection that is a fallback from a failed OpenAccess connection.
112869	Due to an issue with Windows 7, when uninstalling Open Mobile, this message may be displayed and persist: "Error Opening installation log file. Verify the specified log file location exists & is writable." To resolve this issue, Microsoft recommends restarting the



	explorer.exe process. For more information, consult the Microsoft Knowledgebase article, <a href="http://support.microsoft.com/kb/2564571">http://support.microsoft.com/kb/2564571</a> .
112571	If a profile update includes changes to the session timeout values, Open Mobile must be restarted in order for the changes to take effect.
110109	Attempts to connect to DeviceScape access points at Wayport venues will instead failover to local GIS access points.

## Known Issues

The following issues are known for this release of Open Mobile:

### Mobile Broadband Issues

Issue ID	Description
110512	For the USB 306 device, the Network Type displays as 3G/UMTS even though the device only has a 2G SIM. In addition, after unblocking the SIM, a message is displayed, 'Connection Failed to Internet.'
110334	Flight mode is not available for the USB 306 device.
110296	RAT selection is not available with GOBI 1 devices.
109301	On the Sierra AC860, the card will be detected, but network detection can fail.
109188	The Novatel MC 950D is not supported on Windows 7.
106793	After resuming from hibernation on a Mobile Broadband connection, a user may be prompted twice to enter a PIN.

### Wi-Fi Issues

Issue ID	Description
116410	For 320U devices, if the user manually selects a roaming networks, then changes the Mobile Broadband Network Selection to Automatic, the client will stay connected to the roaming network instead of connecting to the home network.
115150	When configuring an Account for a Profile in the Open Mobile Portal, if <b>Token</b> is enabled and a <b>Soft Token</b> is selected, you have to select <b>Save Token</b> or connections to networks requiring token authentication may fail.
112936, 113119	When using the NETGEAR WG111v3 Wireless-G USB Adapter, Open Mobile will fail to connect on the first connection. To resolve this, connect using the Windows native Wi-Fi client. After this connection is made, Open Mobile will be able to connect normally.
113120	Wi-Fi connectivity may fail on laptops with adapter Intel 5100 AGN, when the Avast Anti-Virus service is running.
112700	When using token authentication, if the user response is delayed for server challenges. Open Mobile may fail to authenticate to some PEAP-GTC 802.1x networks.
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.
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.
106801	Open Mobile may not successfully complete some Wi-Fi connections if the latest Intel Wi-Fi drivers (13.2.1.5) are installed without a restart. To resolve this issue, try restarting the computer.



## VPN Integration Issues

Issue ID	Description
115409	Check Point Endpoint Connect R73 will sometimes fail to launch (and require a computer reboot) when a client is configured with a VPN integration for Check Point that does not pass through any credentials.
113817	After switching networks on a VPN connection, Open Mobile does not always show the correct connection status, even if the connection is successfully switched. As a result, the option Disconnect VPN on Network Switch should be enabled for CheckPoint, NCP, and Cisco IPSEC VPNs.
113764	In some cases, when connected by the NCP VPN and the current network connection is switched, the user is prompted for credentials even if the credentials are saved. Due to this issue, when configuring the NCP VPN, the Disconnect on Network Switch option should be selected.
112541	In some cases, after a software upgrade from Open Mobile 1.4.3 to 2.0, OesisCOM may fail to register, and the VPN button will not be shown in the Open Mobile UI.
111108	Open Mobile will not correctly report the connection status of the Checkpoint VPN or Custom VPN if users are on a corporate LAN.
109270	When the Nortel VPN is connected by Dial, Auto-connect may fail.
108234	If Nortel VPN is configured for connection profile, then Open Mobile will not authenticate for RADIUS and for 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.

## Operating System Issues

Issue ID	Description
112589	Windows UAC must be disabled in order for Login Assist to work, unless Internet Explorer is set to run in the administrator context.
105571	Any event action that runs a script requires Windows UAC to be disabled.
110727	When installing Open Mobile on Windows Vista with UAC enabled, OesisCom.dll will fail to register during the installation process. If this occurs, you can resolve this issue in either of these ways: <ul style="list-style-type: none"> <li>■ Reboot the computer or restart the Open Mobile services, so the DLL will register.</li> <li>■ Manually register the DLL after installation using this command: <code>regsvr32 /u "c:\Program Files\Open Mobile\opswat\OesisCom.dll"</code></li> </ul>

## Connect Before Logon (CBL) Issues

Issue ID	Description
115356	When Connect Before Logon (CBL) and Multiple Networks at a Time (MNAAT) are enabled on a profile and the computer is connected to a GIS network through an Ethernet connection, the client may show that there is no Internet access and the <b>Connect</b> button may be grayed-out and disabled.
114800	If Connect Before Logon (CBL) has been added to their profile after migrating the profile from an earlier version of Open Mobile, users will have to reinstall the new version of Open Mobile. Connect Before Logon will not work if the user only performs a software update.

## General Issues

Issue ID	Description
116535, 116526	Some BlackBerry phones running Device Manager version 6.0 and later may not be detected by Open Mobile. <b>Optional fix:</b> <ol style="list-style-type: none"> <li>1. Back up your registry</li> <li>2. Launch <b>Regedit</b> and find: <i>HKEY_LOCAL_MACHINE\SOFTWARE\OMMobilityClient\</i></li> <li>3. Right click on <b>iMobilityClient</b> and add this new string: <i>BBTetherCheckNWTech</i></li> <li>4. Right click on <b>BBTetherCheckNWTech</b> and click modify to enter one or two of these value data: <i>gsm</i> for gsm phones or <i>cdma</i> for cdma phones.</li> </ol>
115968	If the account settings for Username are changed to <b>Use the Windows username</b> , this change will not take effect after a profile update.
115402	The session time-out message is not localized for Japanese.
113642	Open Mobile may not detect BlackBerry devices running the version 6.1 set of drivers.
112644	After a profile update that includes revised Endpoint Security settings, the user's system must be restarted in order for the new settings to take effect.
112247	Sometimes when running Juniper Setup Client while uninstalling Open Mobile, an empty iPass/OMSI folder will remain on the hard drive and will have to be removed manually.
109819	The Expand and Collapse buttons are not visible for Search, RSS and SMS if both the Header Bar and "Other" buttons are configured to be the same color.
109489	When a Non-broadcast network is defined in the customer directory and a connection is made, the profile created doesn't have the <b>Non-broadcast</b> check box enabled.
109407	Network annotations may not display correctly if they are very long (200+ characters).
106988	A Corporate Logo with a large horizontal pixel size, combined with a lengthy Application name, can cause an issue with the application display.
106851	Sometimes after returning from sleep/hibernate on an Ethernet connection, Open Mobile may erroneously report a state of limited connectivity.
106596	In user-defined Quick Launch items, Name and Description fields are not programmatically restricted in length. Long entries can cause display issues. For best results, restrict entries in both fields to 36 characters in length.
106055	The username is being sent with a trailing "@" even if the Domain field is not in use.