Open Mobile 2.2.0 for Windows Release Notes

VERSION 1.2, AUGUST 2012

These release notes contain the latest news and information about Open Mobile 2.2.0 for Windows, including new features and resolved issues.

New Features

The Open Mobile 2.2.0 release includes the following new features:

- **Connection Quality Test**
  - **Speed Test:** If enabled, users can manually test their connection speed through the user interface.
  - **Connection Quality Indicator:** If enabled, Open Mobile will automatically test the connection quality and indicate if the connection quality is excellent with a green dot, good with a yellow dot, fair with an orange dot, or poor with a red dot next to the signal strength in the network list.
- **Language Setting**
  - The language can now be set to English, German, French, or Japanese.
- **Custom Localization of Account Labels**
  - If you customize the account labels, you can now localize those custom account labels through the Open Mobile Portal (through the Localization feature when configuring a profile)
- **Connect Before Logon Enhancements**
  - Connect Before Logon will now pass your credentials through to the Cisco AnyConnect VPN and Windows Logon (previously Connect Before Logon was only available for network connections)
- **VPN Enhancements**
  - The VPN timeout is now configurable (before it was hardcoded to 180 seconds)
  - Hard and soft token integration is now available for Juniper and Cisco AnyConnect.
- **Convert Windows 802.1x profiles to Open Mobile**
  - If there is an 802.1x (campus network) profile already saved on your computer, you can convert for it for use with Open Mobile.
- **Browser Login Enhancement**
  - You can now click the checkbox next to **Remember this login** and you will automatically log in every time you connect to the same specific location (not based on SSID).

- **Event Action Enhancements**
    - Now configurable to run or not run on an Inherited Connection
    - New choices under Wi-Fi (802.1X, Provisioned Networks, and Other Networks)
    - New event type: Before Detecting the Internet on a new Connection
- **About Box Enhancements**
    - Last date and time the profile was updated
    - Last date and time the directory was updated
    - Last date and time the SQM record was sent
- **ODF Integration Enhancement**
    - Now includes SMS capabilities on some devices
- **Disable auto-connect by directory** (pending Portal 2.9 release)
- **Bug Fixes**

System Requirements

Open Mobile 2.2.0 has the following system requirements:

Operating System

- Windows XP (SP3) (32-bit only)
- Windows Vista, Vista SP1 or Vista SP2 (32 or 64-bit)
- Windows 7 or Windows 7 SP1 (both 32 or 64-bit)

Additional Software Components

- For Windows XP:
    - WLAN API and .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.
    - Com+ Event System, Com+ System Application, and MSDTC services must be installed and running.
- For Windows Vista:
    - .NET Framework 3.5 SP1 or 4.0 must be installed (not required for SP1 or later).

Hardware Requirements

- 1 GHz 32-bit (x86) or 64-bit (x64) processor
- 1 GB of system memory
- 1 GB of disk space
- 512 MB of physical memory
- Support for DirectX 9 graphics and 32 MB of graphics memory
- At least one connectivity device installed, depending on your intended connection type:
- Wi-Fi adapter for a wireless connection.

- An iPass-supported Mobile Broadband device, plus appropriate driver software installed.
- Ethernet adapter for an Ethernet connection.
- 56K v90/92 modem for a Dial connection.
- DSL modem for a DSL connection.

> *It's recommended that your screen resolution is at least 1024x768.*

Supported Languages

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

Resolved Issues

This release of Open Mobile resolves the following issues:

Issue ID	Description
117042	A profile update will no longer fail when a file in the Custom Profile Attachments folder is used by another process.
116410	For 320U devices, if the user manually selects a roaming networks, then changes the Mobile Broadband Network Selection to Automatic, the client will no longer stay connected to the roaming network instead of connecting to the home network.
115409	Check Point Endpoint Connect R73 will no longer sometimes fail to launch.
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 will no longer sometimes show that there is no Internet access with a grayed-out and disabled **Connect** button.
115526	When running Open Mobile on a French version of Windows 7 (64-bit only) and using Checkpoint VPN, the VPN button now always displays.
115043	For Novatel EU860D devices, after making a connection to the home network, Open Mobile no longer shows the home network as a roaming network due to how the device is reporting the network.
112431	Open Mobile will now be able to automatically close CheckPoint Endpoint Connect if its User Interface is open before Open Mobile initiates a connection.

Known Limitations

This release of Open Mobile includes these limitations:

Mobile Broadband Limitations

Issue ID	Description
117414	After a Sierra Wireless AC320U device is plugged out, there should be at least a ten second delay before it is plugged back in or it may not get detected.
117039	Sierra 875 devices may show up twice in the **Devices** section (**Options > Mobile Broadband > Devices**) due to a device limitation.
116985	On a few devices, switching from regular Open Mobile or ODF integration to WWAN integration may cause the SIM state to change to "Unknown". This does not occur when switching from ODF to regular integration or from WWAN to ODF or regular integration.
116877	When configuring an ODF, do not include the standalone character "-". For example, if the Port name is "Sierra Wireless MC8355 – Gobi 3000 (TM) HS-USB Modem 9013" then configure the Port name in the XML as "Gobi 3000 (TM) HS-USB Modem 9013" or "Sierra Wireless MC8355".

116867	For Gobi 3000 devices, when there is no SIM in the device, Open Mobile will state the SIM status as unknown (instead of no SIM or SIM removed) due to a device limitation.
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.
116217	Due to a device limitation, Huawei E352 may fail to detect a 3G network because it is reporting it as 2G. You can fix this by manually scanning for the network.
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.
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.
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.
114688	On some SIMs, the Sierra 320U may not be able to send SMS messages until you set the correct Service Center number.
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.
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.
113468	USB 308 and USB 309 devices may fail to detect some networks (such as Tata Docomo) due to a limitation in the device
111280	For the Huawei E180 device, only 2G networks will be detected.
112503, 110580, 110486	For the Sierra 312U device: ■ Open Mobile does not save the band if it is set to "3G All." ■ The Sierra 312U device firmware will only support 3G enabled SIMs. 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.
110295	Due to a limitation in Windows 7, manual network selection may not work properly (and may be disabled).
109772	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
115446	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.
114825	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.
114739	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.
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.

Login Assist Limitation

Issue ID	Description
117657	On Japanese versions of 32-bit Windows XP, Login Assist may not work properly.
115696	Save Password has to be selected for the account used by Login Assist or the password will not be passed through.
115673	If a security page displays before the login screen, the Login Assistant may not be able to automatically enter credentials.
112739	Login Assistant will not submit login credentials when Internet Explorer is in InPrivate mode.

VPN Integration Limitations

Issue ID	Description
116766, 116937	Due to a limitation in Cisco AnyConnect versions 3.0.5080 and 3.0.07059, these versions cannot be configured to automatically connect on Windows XP machines.
113761	Checkpoint VPN profile names are case-sensitive. The name of the profile must be entered exactly as it appears in the Checkpoint VPN.
110472	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.

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
117374	If Connect Before Logon is configured with a very short timeout, the connection process may continue in the background after the timeout so that when the user reopens Open Mobile from the pre-logon screen, they may be able to connect and proceed to their VPN and Windows Logon.
117176	A Cisco AnyConnect VPN may display as connected in pre-logon mode when it is not.
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 **Options > Wi-Fi > Campus Networks** 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.

Custom Profile Attachments Limitation

Issue ID	Description
117058	If you would like to add Custom Profile Attachments, you have to create a new 2.1.3 profile—you cannot upgrade an existing profile.

General Limitations

Issue ID	Description
117336	When Policy Enforcer is configured with McAfee Desktop Firewall 8.5, this application may cause the system to crash if the latest patch has not been downloaded and installed.
117248	If you uninstall the client and reinstall the client with the same MSI within about ten minutes, the installation will fail. The workaround is one of the following: killing msiexec.exe process, waiting for that process to end, reinstalling a second time, or installing with a different MSI.
117036	If a device only has a Modem Port and no additional port that responds to AT commands, the SMS feature will not be supported for that particular device. <SMSSend> and <SMSReceive> tags will have to be set to false.
116674	In some rare cases when uninstalling Open Mobile, some files may remain in the Program Files folder. This can be fixed by restarting the machine and running the removal tool again.

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, http://support.microsoft.com/kb/2564571 .
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
117611	For Huawei E1823 Gobi 3K devices, the embedded device may be detected after resuming from sleep or hibernate, even though an external device is plugged in. The work around is to plug out and plug in the external device.
117364	For Icon 225 devices, 3G networks may not get detected on the device.
117263	If a user with an embedded Mobile Broadband device plugs in an external Mobile Broadband device and changes the settings, those settings will be saved even after the device is plugged out. They will not revert to the settings saved for the embedded device.
110334	Flight mode is not available for the USB 306 device.
109188	The Novatel MC 950D is not supported on Windows 7.

Wi-Fi Issues

Issue ID	Description
115150	When configuring an Account for a Profile in the Open Mobile Portal, if **Token** is enabled and a **Soft Token** is selected, you have to select **Save Token** or connections to networks requiring token authentication may fail.
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.
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
117084	When Juniper is configured to automatically launch, Open Mobile does not support "Next Passcode" mode. The workaround is to wait for the passcode to change and manually provide the next passcode in the VPN browser. The next passcode can be retrieved either from the RSA SecurID Application or by right-clicking the System tray icon and generating the passcode.
116710	If a profile is configured to pass token information to the VPN, and the token is entered in the Open Mobile Portal with Allow End User to Edit PIN not selected, the PIN information will not be saved and the user will not be able to enter it.
116038	Cisco AnyConnect VPN may not launch when it is upgraded from 3.0.2052 to 3.0.5080
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 Checkpoint VPN or a Custom VPN if the user is on a corporate network.
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: ■ Reboot the computer or restart the Open Mobile services, so the DLL will register. ■ Manually register the DLL after installation using this command: `regsvr32 /u "c:\Program Files\Open Mobile\opswat\OesisCom.dll"`

Connect Before Logon (CBL) Issues

Issue ID	Description
117690	In some rare cases, automatic Windows Logon may not work.
117027	Connect Before Logon may not work with Cisco AnyConnect versions 3.0.5080 and 3.0.07059.
116669	On 64-bit machines, Connect Before Logon may not pass credentials through to the VPN and Windows Logon (if configured to do so) after connecting to the network. This can be solved by completely deleting all Open Mobile files and doing a fresh install of Open Mobile 2.2.0.

| 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. |

MNAAT Issues

Issue ID	Description
115407	If "Tear down Internet connection automatically when VPN is disconnected" option is selected and the user is connected by Ethernet without a VPN connection then attempts to connect to a Wi-Fi network with the VPN failing to connect, Open Mobile may try to disconnect from the Ethernet connection.

Connection Quality Test Issues

Issue ID	Description
117699	Sometimes when canceling a Speed Test and connecting to a different network, the Speed Test function becomes unavailable until Open Mobile is exited and restarted.
117524	In rare cases, the **Start Speed Test** link may not respond when the user clicks on it. If this happens, the user should exit Open Mobile and then launch Open Mobile to get the link to work again.
117304	After the Connection Quality Test feature is added to a profile in the Open Mobile Portal and the profile is successfully updated, the client will have to be restarted for the feature to start working.

General Issues

Issue ID	Description
117674	If a profile is configured to auto-detect the language and Open Mobile is installed on Windows 7 using the command line installation for U.S. English (msiexec.exe /qn /i <full path of install.msi> LANGID=1033), the client will not launch in English.
117376	A software roll back may fail to download files when the Run Once Package is configured for the system user. If the Run Once Package process is killed manually, the software roll back download will continue.
116535, 116526	Some BlackBerry phones running Device Manager version 6.0 and later may not be detected by Open Mobile. **Optional** fix: 1. Back up your registry 2. Launch **Regedit** and find: *HKEY_LOCAL_MACHINE\SOFTWARE\OM\MobilityClient* 3. Right click on **iMobilityClient** and add this new string: *BBTetherCheckNWTech* 4. Right click on **BBTetherCheckNWTech** and click modify to enter one or two of these value data: *gsm* for gsm phones or *cdma* for cdma phones.
115968	If the account settings for Username are changed to **Use the Windows username**, this change will not take effect after a profile update.
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.
106851	Sometimes after returning from sleep/hibernate on an Ethernet connection, Open Mobile may erroneously report a state of limited connectivity.