

# iPass Open Mobile 2.4.x for Windows Quick Start Guide

VERSION 1.0, SEPTEMBER 2015

## System Requirements

Open Mobile has the following system requirements:

### Operating System

Any of the following:

- Windows XP (SP3) (32-bit only)
- Windows Vista, Vista SP1 or Vista SP2 (32- or 64-bit)
- Windows 7 or Windows 7 SP1 (32- or 64-bit)
- Windows 8 or Windows 8.1 (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 version earlier than SP1, .NET Framework 3.5 SP1 or 4.0 must be installed.

### 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
- A recommended screen resolution of at least 1024x768.

- At least one connectivity device installed, depending on your intended connection type:
  - A Wi-Fi adapter for a wireless connection.
  - An iPass-supported Mobile Broadband device, plus appropriate driver software installed.
  - An Ethernet adapter for an Ethernet connection.
  - A 56K v90/92 modem for a Dial connection.
  - A DSL modem for a DSL connection.

## Supported Languages

- Simplified Chinese, Traditional Chinese, English, French, German, Japanese, Korean, Spanish, and Thai.

## Installing Open Mobile

Your system must meet the Open Mobile requirements or the Open Mobile installer will block the installation. In addition, you must have local administrator rights in order to perform the installation. (Local administrator rights are not required to run Open Mobile.)

### To install Open Mobile,

1. Double-click the Open Mobile installer file. The installation wizard is launched.
2. Follow the prompts for installation. iPass recommends that you install the application in the default location.

## Login Information

Open Mobile can store your login credentials, making it easier and faster for you to log in. You will generally only need to enter this information prior to using Open Mobile for the first time, or when adding a new account.

- A valid Open Mobile password can be up to 15 characters in length, and may include special characters.
- You should verify with your Help Desk whether you need separate credentials for Internet access and for VPN access.

Depending on how your account is configured, you may not see all of these credential fields when setting up your login credentials. (Some credentials may be pre-filled by an administrator.)

### To set your login credentials for an account,

1. Select **Options | Accounts**.
2. Select the account for which you wish to store login credentials.
3. In **Username**, enter the username.
4. If you need to log in from a particular domain, in **Domain**, enter the domain, or select it from the drop-down.
5. In **Password**, enter the password.
6. If you want Open Mobile to store your account password for future use, select **Save Password** (if enabled).

*If you choose **Save Password**, and then deselect it later, the saved password will be retained until you restart Open Mobile.*

## Connecting to a Network

To connect to a network,

1. From the Available Networks list, select an available network to which to connect. (You can click **Show More** to expand the Available Networks list.)
2. Click **Connect** and you will be connected to the network. (You may be prompted to enter additional information before connecting.) Open Mobile will display that you are *Online*.

**Corporate Network Connection:** Click **Details**. Open Mobile will display whether your connection is on the corporate network. Generally, a corporate network connection has access to secure corporate resources, such as the company intranet.

## Disconnecting from a Network

To disconnect from a network,

1. Click **Disconnect**.
2. You will be disconnected from your current connection. Open Mobile will remain running in the Windows system tray.

If your system enters the suspended state (Standby or Hibernate), Open Mobile will automatically disconnect any active connection. Once the system is fully resumed, you can initiate a new connection.

*Note that even if you disconnect from the network, Open Mobile will still run in the background, and can be accessed using the Windows system tray.*

## Automatic Credential Assignment

*Please contact an iPass admin to enable this feature.*

With automatic credential assignment (ACA), users don't need to enter their username or password to use and connect with Open Mobile. Credentials are automatically assigned in the background once users have been verified.

There are two ways a user may encounter this account update. The short way doesn't require the user to enter any extra information, while the long way requires users to enter an email address and launch a link.

### Short Way to Automatic Credential Assignment

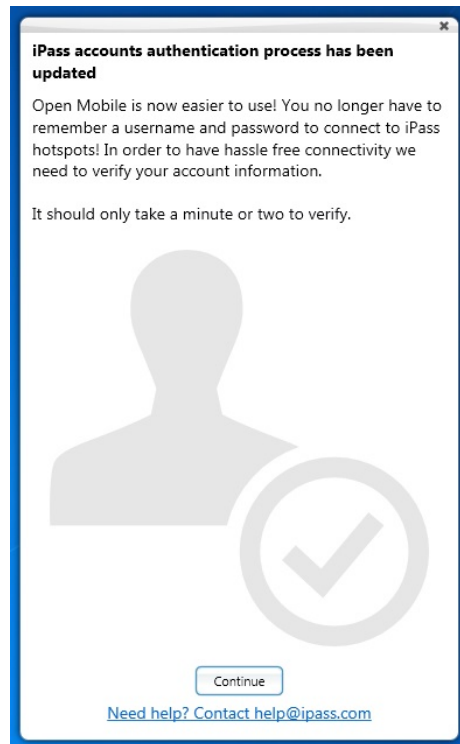
After automatic credential assignment is enabled and migration is successful, you will receive an account update the next time you launch Open Mobile stating you no longer need to worry about usernames and passwords.

After the account update, click **Got it!** and continue using Open Mobile. A notification for an account update may appear if you are on your device and Open Mobile is running in the background. The only change you may notice is that the **Account Details** option, under **Settings**, will no longer be visible as it is no longer relevant.

## Longer Way to Automatic Credential Assignment

The slightly longer requires users to provide iPass with an email address and to access an email link that finalizes the update.

1. Click on **Continue** when the **Account Updates** screen appears. This screen may appear the next time you launch Open Mobile or if you click on an account update notification.



2. Enter your email address. You may need to select among domains if there are several associated with your user profile.

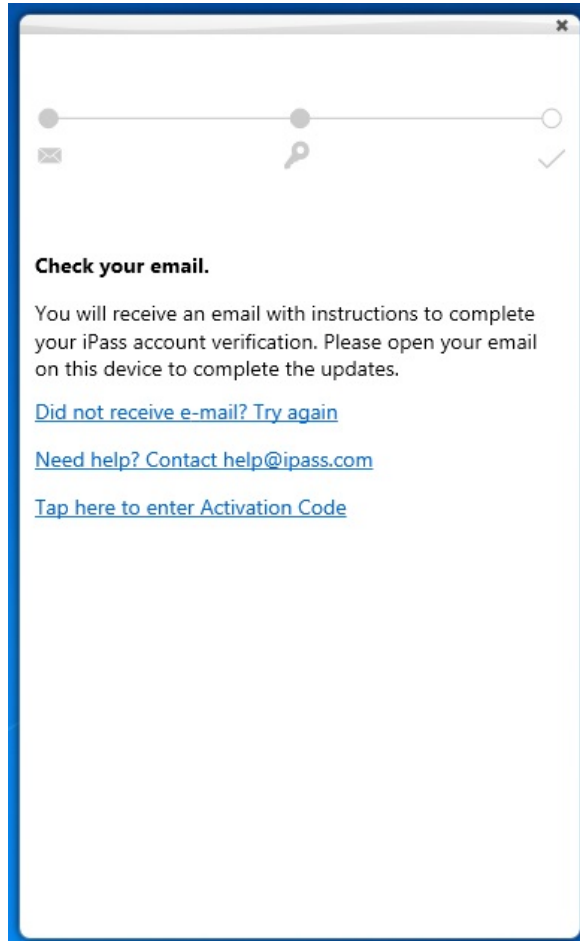
Verify your iPass account by providing a company email address. We'll use your company email address to assist you with account updates and verification.

Email:

@ mailinator.com

Verify

3. You will be notified that an email has been sent to the email address you provided. You must open the email sent by iPass and click on the link contained within the email.



## Additional Help

For a complete description of additional features of Open Mobile, click **Help > iPass Open Mobile Help**.

*If the link doesn't work for any reason, there is an activation code included in the email that the users can enter*

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