

# Open Mobile 2.4.3 for Windows Release Notes

VERSION 1.0, AUGUST 2014

These release notes contain the latest news and information about Open Mobile 2.4.3 for Windows.

## New Features

- **Wider Mobile Broadband Support**
  - NDIS 6.3 integration for 4G MBB card support in Windows 8
- **Error Code Standardization**
  - Monitor the challenges user's face when connecting more effectively with standardized error codes across different platforms.
- **VPN Software Compatibility**
  - OPSWAT Library Update (for CheckPoint VPN)

## System Requirements

Open Mobile 2.4.3 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

- English, French, German, Japanese, and Spanish.

## Resolved Issues

Open Mobile 2.4.3 resolves the following issues:

Issue ID	Description
N/A	N/A

## Known Limitations

This release of Open Mobile includes these limitations:

### Mobile Broadband Limitations

Many Mobile Broadband devices, their firmware, and drivers are not currently supported on Windows 8. It is strongly recommended that you thoroughly test any Mobile Broadband devices on Windows 8 prior to deployment.

Issue ID	Description
127855, 127856	The SMS feature may not function properly with Pantech UML 290 devices (running on Windows 7, Windows 8, and Windows 8.1).
127690	The PIN option may not function properly when connected to a Pantech UML 290 device.
127679	Due to a limitation with Microsoft, some device specifications may be displayed inaccurately when Pantech UML 290 devices are installed.
119787	When there is a Mobile Broadband device connected through ODF integration and another Mobile Broadband device plugged in, the first device is disconnected.



Issue ID	Description
119347	On Windows 7 64-bit machines, Gobi 3000 devices are detected through WWAN instead of the regular full integration.
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 be detected.
117364	For Icon 225 devices, 3G networks may not be detected on the device.
117053	Due to a limitation with the device, Dell 5530 may not connect to a 3G network.
117039	Sierra 875 devices may show up twice in the <b>Devices</b> section ( <b>Options &gt; Mobile Broadband &gt; Devices</b> ) 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.
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.
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.
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	<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> <li>■ The Sierra 312U device firmware will only support 3G enabled SIMs.</li> </ul> <p>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.</p>

Issue ID	Description
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.
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 Limitations

Issue ID	Description
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.
N/A	The Login Assist feature is not yet supported on Windows 8.

## VPN Integration Limitations

Issue ID	Description
120396	Because Junos Pulse does not return a specific error code for authentication failure, Open Mobile will not be able to re-prompt the user to enter credentials if incorrect credentials were entered.
120221	When the VPN is configured in the Open Mobile Portal to not send the username and password (1.5 click), then VPN Gateway Selection will not work.
120145	Custom VPN will not send the username and password if those fields contain a '%' character.
119909	Due to a limitation in versions of Cisco AnyConnect later than 3.1.00495, the check box "Always trust this VPN server and import the certificate" may not appear, and if that checkbox is not selected, connections to the VPN may fail. We expect this to be corrected in a future maintenance release of AnyConnect.
119749	If configured to send either just the Username or no authentication credentials (1.25 or 1.5 clicks), VPN Gateway Selection will not work for any VPN besides Juniper.
119012	Due to a limitation with Junos Pulse VPN, the user's credentials may not get sent every time and the user will be prompted to enter them (if the VPN is configured to authenticate using the account).
118440	Due to a limitation with Cisco IPsec VPN on Windows 8, Open Mobile may not connect to it in rare cases.
116937, 116766	Connection attempts made using 1-click integrated Cisco AnyConnect v3.0.5080 and v3.0.07 on Windows XP, and v3.0.07059 on SP3, will fail.
113761	Checkpoint VPN profile names are case-sensitive. The name of the profile must be entered exactly as it appears in the Checkpoint VPN.

<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.
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## Proxy Authentication Limitations

Issue ID	Description
<b>111275</b>	Open Mobile and Internet Explorer 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
<b>117374</b>	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.
<b>117176</b>	A Cisco AnyConnect VPN may display as connected in pre-logon mode when it is not.
<b>116669</b>	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.
<b>114999</b>	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.

## Multiple Networks at a Time (MNAAT) Limitations

Issue ID	Description
<b>115137</b>	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.
<b>114516</b>	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.

## General Limitations

Issue ID	Description
<b>120146</b>	Connecting to a browser login hotspot using Windows 8 sometimes causes Internet Explorer to launch.
<b>118687</b>	On 32-bit operating systems, attempting to connect to a DSL connection may cause the OS to abruptly terminate.
<b>118603</b>	Although Event Actions enable a process to be specified as running in Hidden Mode, this is subject to the limitations of the process itself. Some Windows applications may not actually run in Hidden mode.
<b>118500</b>	In some cases, on Windows 8, Open Mobile may abruptly terminate after the system tray icon is clicked.
<b>117336</b>	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.
<b>117058</b>	To add Custom Profile Attachments, a 2.1.3 or later profile is required—you cannot upgrade an existing profile.



Issue ID	Description
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.
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 be 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.
113642	Open Mobile may not detect BlackBerry devices running the version 6.1 set of drivers.
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> .
112589	Windows UAC must be disabled in order for Login Assist to work, unless Internet Explorer is set to run in the administrator context.
110109	Attempts to connect to DeviceScape access points at Wayport venues will instead failover to local GIS access points.
N/A	There are no Windows 8 specific ODF integration files. Use the Windows 7 files instead.

## Known Issues

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

### Mobile Broadband Issues

Many Mobile Broadband devices, their firmware, and drivers are not currently supported on Windows 8. It is strongly recommended that you thoroughly test any Mobile Broadband devices on Windows 8 prior to deployment.

Issue ID	Description
110334	Flight mode is not available for the Sierra 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 <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.
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.
113120	Wi-Fi connectivity may fail on laptops with adapter Intel 5100 AGN, when the Avast Anti-Virus service is running.
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.

<b>106801</b>	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.
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## VPN Integration Issues

Issue ID	Description
<b>117084</b>	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 SecureID Application or by right clicking the System tray icon and generating the passcode.
<b>116710</b>	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.
<b>113817</b>	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.
<b>113764</b>	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.
<b>112541</b>	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 user interface.
<b>111108</b>	Open Mobile will not correctly report the connection status of Checkpoint VPN or a Custom VPN if the user is on a corporate network.
<b>108234</b>	If Nortel VPN is configured for a connection profile, then Open Mobile will not authenticate for RADIUS and for certificate-based profiles. Attempts to connect with a profile that is configured for an authorization type different from what was configured in the Portal will always fail.

## Operating System-Specific Issues

Issue ID	Description
<b>118564</b>	On Windows 8, Open Mobile is unable to connect to a TTLS/FAST MS-CHAPV2 network.
<b>118296</b>	On Windows 8, Open Mobile will fail to authenticate when using a smart card configured for PEAP-TLS.
<b>118037</b>	In some cases, on Windows 8, messages associated with OM Lite may be displayed on the screen indefinitely.
<b>117927</b>	On Windows 8, when Open Mobile is connected to a Wi-Fi network, if Airplane Mode is turned on and off, Open Mobile continues to show the previous connection as active even if there is no actual connection.
<b>117806</b>	BHOs do not work correctly on Windows 8. As a result, Login Assist will not function as intended on Windows 8.
<b>117738</b>	On Windows 8, Open Mobile is unable to connect to WLAN defined 802.1x networks that require user interaction.
<b>117736</b>	On Windows 8, Open Mobile is unable to convert a WLAN profile that is defined for TTLS-MSCHAPV2/PAP protocol.
<b>110727</b>	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>■ Root 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
118255	On Windows 8 64-bit, Open Mobile configured with Connect Before Logon will fail to launch imobility.exe.
117027	Connect Before Logon may not work with Cisco AnyConnect versions 3.0.5080 and 3.0.07059.
115316	Any preferences or settings that the user enables in Open Mobile's <b>Options</b> 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.
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.
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.
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).
114387	Multiple Networks at a Time (MNAAT) is not supported on profiles with DSL enabled.

## General Issues

Issue ID	Description
120510	In some cases, when the user sets Limits & Alerts, they may override Administrator-defined Limits & Alerts (created in the Open Mobile Portal).
119548	After connecting using Manual Login, an incorrect SQM record is generated (it will record it as a GIS connection).
118384	On Windows 8, Open Mobile will be unable to connect to a network where a proxy is configured using a .PAC file.
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), then Open Mobile will not launch in English.
117657	On Japanese versions of 32-bit Windows XP, Login Assist may not work properly.
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.
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 be set to at least 1024x768.
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.
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.
106851	Sometimes after returning from sleep/hibernate on an Ethernet connection, Open Mobile may erroneously report a state of limited connectivity.



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