

Open Mobile Portal 2.14 Release Notes

VERSION 1.2, JUNE 2013

These release notes contain the latest news about Open Mobile Portal 2.13 including:

- New features and enhancements
- System requirements
- Resolved and known issues

New Features and Enhancements

Open Mobile Portal 2.14 includes these new features and enhancements:

- **Design Enhancements**
 - Dashboard page has been converted to ExtJS
 - Navigation and performance improvements
- **CDR Enhancements**
 - Daily CDRs (if subscribed)
 - Service CDRs (for Providers)
 - Service CDRs Adjustment (for Providers)

System Requirements

Using the iPass Open Mobile Portal requires an Internet connection and one of the following browsers with both JavaScript and Adobe Flash Player 10 or later enabled:

- Internet Explorer 8 and 9.
Compatibility Mode must be turned off.
*Internet Explorer 10 is not yet supported. Users with Internet Explorer 10 may experience some issues, and they should switch the browser to Internet Explorer 9 mode by pressing **F12** (to open Developer Tools) and selecting **Browser Mode > Internet Explorer 9**.*
- Mozilla Firefox version 12 or later.
- Google Chrome (latest version).
- Apple Safari version 5.1.7 on the Mac

Resolved Issues

The following issue has been resolved for this release of the Open Mobile Portal:

Issue ID	Description
121184	Refreshing the page no longer logs you out (you are returned to the Dashboard page).
120852	Clicking Switch Company no longer causes the Resources tab on the Dashboard to go blank until you exit from the Switch Company dialog box.
120448	If a locked profile is downloaded and before it finishes downloading the user clicks on the breadcrumb (to go back to the Manage Profile page), an unexpected error will no longer occur.
120387	Custom Profile Attachments are now copied over to the template version of a profile.

Known Issues

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

Issue ID	Description
121361	Switch Company may take longer than usual (and a message will display to let the user know).
121309	Right after you log in (or after you Switch Company), it might take a few seconds for all of the pages to initialize. During this time, if you click on a link to a page that is not ready, you will see a dialog box with a short message about initialization. Click OK to close the box and wait a few seconds before clicking on the link again.
120865	Navigating to a different tab and then navigating back to the previous tab may result in the user getting sent to the landing page for that tab (instead of the previous page they were on).
120460	Some links on the Account Management page may not work after the user has navigated to the Service Packages page (and then navigated back).
120233	If a VPN is configured without passing all user credentials, then "Prompt User Upon Connection Attempt" should not be selected or it will cause issues in the client (and no warning message explains this).
118532	Some records may show a few more sessions than there should be and sessions with no duration recorded. This has been observed when there is profile activity (such as a profile update) during a session, and we are investigating other possible causes.
116928	The User Activity report may freeze the browser for several seconds while it loads.
116842	Sometimes an "Unexpected Error" message will appear when downloading a User Activity report. If you see an unexpected error when downloading the User Activity report: <ol style="list-style-type: none">1. Close the "Unexpected Error" dialog box.2. Click the Download Report link in the right side of the page.3. Save the file.
115561	It is possible for a child company to create a custom directory with the same name as the parent company (so that two custom directories share the same name with no indication of which company created the directory).
115379	In Manage Brands , for Windows clients 2.x, the installer preview will not match the actual installer image.
115274	If the same image file is used for the Provider logo in a Service Package and the logo for a client brand that is applied to a profile using that Service Package, the profile cannot be published. Make sure you use unique names for the Provider Logo image file and any image file you use in client branding.
114339	Brand sharing allows a brand to be shared with a child customer, even though the service package has not been assigned to the child company.

Issue ID	Description
114040	Accounts can be saved without entering an authentication format. If so, then the client will try to authenticate with an empty format (and fail).
113213	In Windows 1.4.x clients, the same message is configured for all required endpoint applications. If this client is migrated to Windows 2.x, this message will be used as the default for all required applications. This can result in a confusing user experience as the same message is displayed multiple times. When migrating from 1.4.x clients, make sure to configure different messages for each required application.
107283	Use of some foreign-language characters (for example, å, ä or ö) in a profile name will lead to a “corrupt profile” error when the profile is installed.
107225	Branding live preview does not show changes to the application bar.
105232	If the user is on the Export Data report when the Portal times out, it is still possible to download the report by clicking the download link.

Known Limitations

The following limitations are known for this release of the Open Mobile Portal:

Issue ID	Description
119626	Due to a limitation in Flash, if a downloaded installer is stopped before it can complete, the file is not erased or saved as a temporary file—it will exist in the downloaded location as a broken installer.
119040	When downloading a client on a Mac, the Hide Extensions option should not be turned on (make sure the box is unchecked) or the file may save without an extension.
117722	When viewing the Open Mobile Portal with Internet Explorer, you may get an error message that you need to upgrade. A workaround is turning off compatibility mode by clicking Tools and then clicking Compatibility View to uncheck it.

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