

Open Mobile Portal 2.17 Release Notes

VERSION 1.0, SEPTEMBER 2013

These release notes contain the latest news about Open Mobile Portal 2.17 including:

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

New Features and Enhancements

Open Mobile Portal 2.17 includes these new features and enhancements:

- **Reports Enhancement**
 - New **Active Deployment** report that shows the devices that we have seen connections from over the last few months. The report includes information on which client versions users have and how recently they have connected using them.
- **Manage Profile Enhancement**
 - Added **Allow Profile Replacement** when editing profile details to allow or disable the Replace Profile feature on supported clients.
 - New page to configure **Log Delivery** on supported clients.
 - **View Profile History** to see a history of all changes to a profile.
This is a beta release of this feature and we would really appreciate any feedback.
- **Invoice and Payments Enhancements**
 - **Network and Client User** report now includes user domain information.
- **Order Support Enhancements**
 - Request Daily CDRs on the **Order Additional Services** page.
 - New page to **View All Order Requests**.
- **Manage Administrators Enhancement**
 - New **Login History** page to view when users have logged in to the Portal.
- **Hosted End User Enhancements**
 - New **Setup** page.

■ Service Alert Enhancement

- New icons display the severity level for each Service Alert.

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, 9, and 10.
■ *Compatibility Mode must be turned off.*
- 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
122981	Editing the PIN of a profile that is in-progress and set as Favorite is no longer an issue.
120865	Navigating to a different tab and then navigating back to the previous tab no longer results in the user getting sent to the landing page for that tab (instead of the previous page they were on).

Known Issues

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

Issue ID	Description
123064	The amount on the Aging Balance page may not match the amount on the downloaded PDF. This usually occurs if iPass still has a balance due to your account, as the PDF does not currently reflect the amount owed by iPass.
122732, 121936	Users connecting with Internet Explorer 8 may have trouble downloading Call Detail Records (CDRs), and Activation and Suspension templates while on the Hosted End-Users page. If this occurs, use one of the following solutions: <ol style="list-style-type: none">1. Hold the control key (allow pop-ups) while clicking the download button.2. Enable Automatic Prompting for downloads by going to the browser and clicking Tools > Security/Internet Customer Level.
121980	Pop-up windows may appear slightly different in Internet Explorer 8 than in other browsers.
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.

Issue ID	Description
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.
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.
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
123668	While a user is on the Vertu Buy Page, they may experience issues with the keypad collapsing when they tap Next (to get to the next field.) If this is the case, the user should re-tap the next field so the keypad reappears.
123615	If your browser is zoomed to a high percentage, some pages may display incorrectly. If this happens, reset the zoom to 100%.
123019, 122444	If you are using Chrome (versions 25 or later), you may experience issues with the Invoices & Payments page when managing child accounts. If this is the case, switch to Firefox or Internet Explorer.
122138	When downloading a Connection Data Report (as a CSV), the download will timeout if the file is too large. Reduce the date range and download these files in smaller pieces to work around this issue.
122064	After creating a favorite iOS or Android profile, the buttons to create a favorite Android or iOS profile will still display until the user logs out and logs back in.
119834	The Portal may not behave as designed if a user connects using Safari on a Windows machine. Safari is only fully supported on the Mac.
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

Issue ID	Description
	uncheck it.

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