iPass Portal 2.37 Release Notes

VERSION 1.0, APRIL 2016

Enhancements

- iPass Single Sign-on (SSO) now supports and works with Microsoft Azure Active Directory

System Requirements

Using the iPass 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, 10, and 11
    - *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

Known Issues

Issue ID	Description
127319	The links in automatic activation emails may not work if a user is on a Chrome browser. If this is the case, a user should use Internet Explorer browser to open the email.
OMEU-145	The web application is vulnerable to an automatic payload. The user has to visit a page to make the malicious scripts execute.
OMPP-479	User is not getting switched to the default ("favorite") profile after being removed from a group profile.
OMPP-159	Customer-hosted portal administrator can delete groups but receives a privilege error message.
127210	It is not possible to update a Cost Center ID with the **Import** feature.
125065	An SSID leading with zeros may not be recognized properly by our system due to Microsoft Excel issue (as an example, Excel automatically converts "0033" to "33").
124487	The **Download** button on the confirmation page does not appear if the screen is in landscape mode on the Vertu **Buy Page**.
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 reflect the up-to-date 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 Users** page. If this occurs: 1. Hold the control key (allow pop-ups) while clicking the download button, or 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.
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: 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.

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

Issue ID	Description
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 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.