

The Open Mobile Portal

The Open Mobile™ Portal is a powerful, Web-based tool that enables you to manage all of your Open Mobile account information in one place.

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Open Mobile Portal Printable Admin Guide

The Open Mobile Portal Printable Admin Guide is not an interactive PDF. Its function is strictly for printing.

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Configuration Tab

The **Configuration Tab** enables you to configure and deploy Open Mobile clients to your end users.

It consists of:

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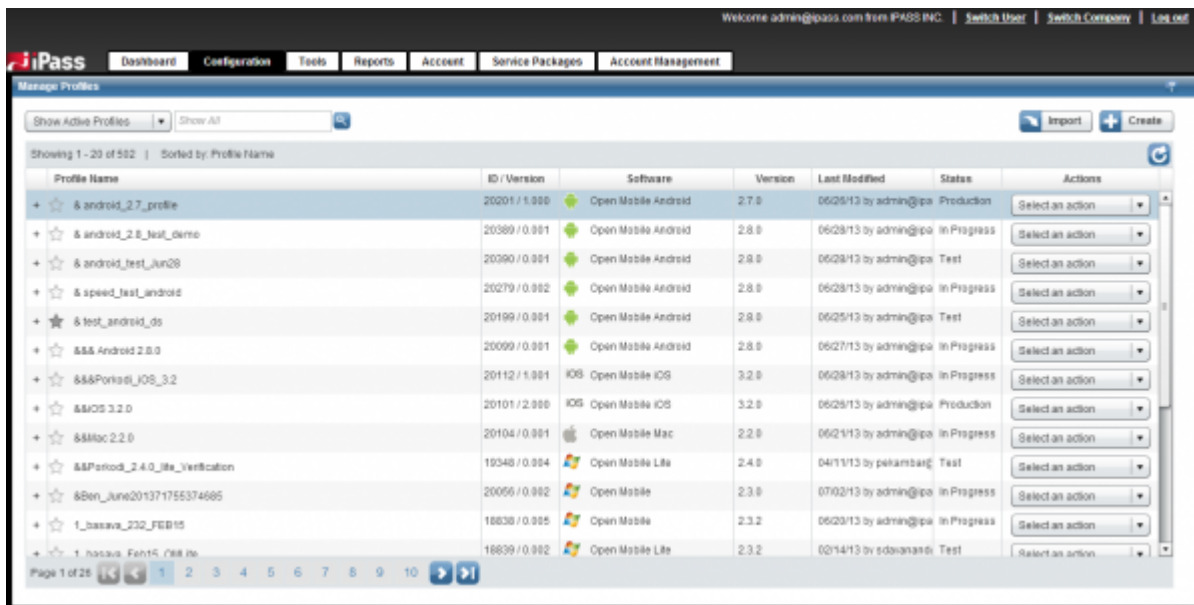
Manage Profiles

An Open Mobile profile is a set of customization options that determine the features, policy settings, and behavior of the Open Mobile client. Your enterprise can maintain any number of profiles, each addressing the needs of some portion of your user base. For example, one profile could be maintained for your sales department, and another profile could be maintained for your telecommuting workforce.

Each profile is assigned a profile ID, a version number, and a status.

A profile template is a collection of pre-configured settings that can be used as the basis for new profile. Using profile templates to create new profiles can speed by profile creation and standardize the user experience.

The types of profiles to which your company has access may be restricted by the service package you are assigned. For more information, consult with your Open Mobile service provider.



Create a New Profile

To create a new profile, click the **Create** button in the top-right corner. For more information, click on the following link:

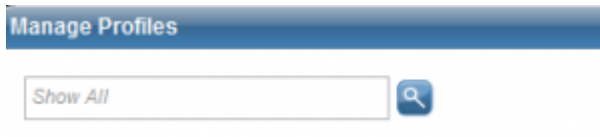
- [Create a New Profile](#)

Searching for a Profile

You can search your profiles by Profile Name to locate a particular profile. The search is case-insensitive, and will return all profiles the names of which begin with the text you enter.

To search by profile name:

1. In the **Search Profiles** box, enter the name (or partial name) for which you wish to search.
2. Click the Search icon. All profiles matching your search are presented.



Actions

Next to each profile there is a button marked **Select an action** that will open a drop-down list with the following actions:

- [Manage](#)
- [Favorite](#)
- [Download](#)
- [Profile Subscription](#)
- [View History](#)

You can [view](#) or [edit](#) the configuration settings for a profile by selecting the **Manage** action.

Previous Versions

A profile's previous versions are recorded on the Open Mobile Portal and can be managed as required. This list does not include profile versions you have deleted.

To view previous versions of a profile:

1. Click **Configuration | Manage Profiles**.
2. On the list of existing profiles, select the profile you wish to view.
3. Click **+**. The list expands to show all previous versions of the profile.

About Profile Version Numbers

A profile's version number will indicate the profile's status in its lifecycle—whether it is draft, test, or production. Profile version numbers take the form <production version>.<test version>, where

<production version> is an integer, and <test version> is a three-digit number.

- Production profile numbers end in .000.
- If the version number ends in a number other than .000, the profile is a draft or test profile.

For example, a profile with version number 3.000 is a production profile, and profile with version number 3.004 is a test profile (in fact, the fourth version of that particular test profile).

As a profile proceeds through its lifecycle (from draft, to test, to production), it is automatically assigned a version number.

- Editing and saving a test profile will create a new test version, and will automatically increment the test version number by .001.
- Publishing a test profile to production will increment the <production version> number by 1.000 and reset the <test version> number to .000.

Profile version numbering is automatic as you move it through its lifecycle. A version number cannot be manually assigned to a profile.

For example, a newly created profile is automatically assigned a status of Test and a version number of 0.001. As the profile is tested and edited, and successive versions are created, the version number is automatically incremented by .001 to 0.002, 0.003, and so on. Finally, when the test profile is published to production, the profile version is automatically changed to 1.000. Later successive edits of this production profile (for testing) would then increment that number to 1.001, 1.002, 1.003, and so on.

Upgrading Profile Versions

Production profiles will not be upgraded to a new profile version unless a new production version is available (that is, a new profile ending in .000).

For example, a user has profile version 2.000 (a production profile). The Open Mobile administrator is testing new versions of this profile and generates test versions 2.001 and 2.002. A user attempting to upgrade the 2.000 profile would be informed that no profile upgrade was available (because the only profile versions available are test profiles). To enable a profile upgrade of a production profile, one of these test versions could be pushed to production as version 3.000. The creation of a production version would allow users with 2.000 to upgrade to 3.000.

Deleted Profiles

You can view and recover deleted profiles by clicking on the drop-down list in the top-left corner of the screen and selecting **Show Deleted Profiles**. For more information, click on the following link:

- [Profile Recovery](#)

Show Deleted Profiles ▾
Show Active Profiles
Show Deleted Profiles

Favorite Profile

A favorite profile is the profile you plan to distribute to most of your users. You can favorite (or unfavorite) a profile for each platform and class by clicking on the star that appears next to it on the **Manage Profiles** page.

Favorite Profiles and the Profile Finder: Favorite profiles work in conjunction with the Profile Finder for each platform. The Profile Finder enables users to activate a client for any platform, as long as they have any valid Open Mobile profile ID.

A user with an existing Open Mobile profile (for example, for the Windows client) may activate Open Mobile on another platform (such as an Android phone) using the profile ID for the Windows client. Upon entering this ID into Open Mobile on the Android phone, the Profile Finder would then download the favorite Android profile to the user's phone. The user's phone would then be able to use Open Mobile, fully activated.

There are four types of stars to mark favorite profiles:

- **Red Star:** marks a favorite profile (in production)
- **Gray Star:** marks a favorite profile (not published to production yet)
- **Empty Star:** marks all other profiles (not the favorite profile)
- **No Star:** marks profiles with a PIN (which cannot be a favorite profile)

Profiles with a PIN cannot be favorite profiles (otherwise the Profile Finder would not work)

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Manage Brands

Brand options are supported by clients built for these versions of Open Mobile:

- All Windows clients
- Mac clients version 1.2 and later
- Android clients version 2.x and later
- iOS clients version 2.1 and later

Once created, you assign the brands you create to an actual client in [Manage Profiles](#).

The **Brands** list shows the list of your current brands. You can sort on brand status and the date of last update.

On the Manage Brands page you can:

- [Create a Client Brand](#)
- [Edit a Client Brand](#)
- [Publish a Client Brand](#)
- [Sharing a Client Brand](#)

Searching for Brands

You can search your brands by Brand Name to locate a particular brand. The search is case-insensitive, and will return all brands whose names begin with the text you enter.

To search by brand name,

1. In the **Search** box, enter the name (or partial name) for which you wish to search.
2. Click **Search**. All brands matching your search are presented.

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Creating a Client Brand

A client brand comprises the set of icons, images, text strings, additional help content, and colors you choose to include in the client's look and feel.

Branding requires that you make design decisions, create product and component names, and upload image files for client components. You should assemble the required files and text labels before beginning the process of creating a brand.

Once you have created one or more client or portal brands, you can publish them to production. Only one brand may be active at a time. A brand cannot be deleted, since deleting a brand could cause conflicts with deployed profiles using that brand.

For a complete list of client branding options, select a client version:

- [Windows](#)
- [Mac](#)
- [Android](#)
- [iOS](#)

To create a new client brand for a supported platform,

1. Click the **Configuration** tab.
2. On the **Manage Brands** page, click **Create a Brand**.
3. On the **Create a Brand** tab, in **Brand Name**, enter a new brand name.
4. Under **Platform**, select a platform for the brand from the drop-down list.
5. (For Android clients) Under **Class**, select a class of brand from the drop-down list.
6. Under **Software Version**, select the version number of Open Mobile for which the brand is intended.
7. (For Android clients) In **Package**, select a previously registered package name to associate with the brand.
8. Select the branding tabs as needed to enter your desired branding elements. **Note:** the Image Map interactively displays the components of the Open Mobile user interface, as you change them, so you can preview your brand before you save it.
9. When the brand is complete, click **Save**.

Once created, you can publish the brand so that you can include it in your Open Mobile profiles.

Visual Style Guidelines:

- Keep your choice of colors within a monochromatic family of hues (such as blue, aqua, or green) to promote color harmonies.
- Use a maximum of three separate shades to simplify the client's appearance.
- Choose colors with a low saturation to avoid dazzling the viewer.

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Edit a Client Brand

To edit an existing client brand,

1. Under **List of Brands**, select the brand you wish to edit.
2. In the **Actions** column, click **Manage**.
3. Enter the requested text strings, or upload the requested files.
4. When complete, click **Save**.

A published brand may not be edited.

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Publishing a Brand

A published brand can be included in your Open Mobile profiles, and can be shared with your child accounts. A published brand may not be edited.

To publish a brand,

1. Create a brand.
2. From the **List of Brands**, select the brand you wish to publish. Then, in the **Actions** column, click **Publish**.
3. On the **Publish Client Brand** page, click **Publish**, and then click **Yes** to confirm publication.

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Sharing a Client Brand

Once a brand is published, it can be shared with your child accounts. These accounts will be able to include the brand in their own client profiles. (You can only share a brand one level down—that is, with your immediate child accounts.)

To make a brand shareable,

1. On the **List of Brands**, select the published brand you wish to share. Then, in the **Actions** column, click **Share**.
2. On the **Share Client Brand** page, select the direct child accounts with which you wish to share the brand.
3. Click **Share**, and then click **Yes** to confirm sharing.

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Manage Templates

You can speed the process of creating a profile by using a profile template, which contains pre-configured settings. Using profile templates to create profiles can provide a consistent connection experience across a company's user base and across those of your child companies. Templates can be created for profiles on any platform.

Profile Template Status

Like profiles, profile templates have a status to reflect their position in the publication process.

- A draft template is still in progress, and can be edited as required until it is ready. A draft profile cannot be used to create profiles.
- A published template has been finalized and is ready to be used to create profiles. A published template can be shared with a company's child companies. However, a published template may not be edited or deleted.
- Because a published template may be shared with your child companies, it will not include your company-specific settings like domains, prefixes, and custom network directories. Those settings will need to be re-configured in any profiles created from your published template.

Creating a New Profile Template

You can create a new profile template in one of two ways:

- You can create a profile and then save it as a template, enabling you to re-use the profile's settings or edit them as needed. Best practice is always to create templates this way. Using a published profile as a template will ensure that the profile's settings have already been tested. These tested settings will then be inherited by any profiles based on this template.
- You can save an existing template, modify its settings, and then save it as a new template.

Creating a Template from a Profile

You can create a template from an already existing profile, and then either use it as created, or modify and then save its settings.

To create a new profile template from a profile:

1. Click **Manage Profiles**.
2. From the list of profiles, select the profile you wish to save as a template. Then, under **Actions**, click **Manage**.

3. On the **Configure Profile** page, in the **Action** drop-down, select **Save as Template**.
4. Review the information on the **Getting Started** page, and then click **Continue**.
5. On the **Create a Template** page, enter values for the following:
 - **Template Name:** The profile template name.
 - **Template Description:** An optional short description of the template.
6. Click **Save and Continue**. The template is now saved in the Draft state.
7. On the **Manage Template** page, you can now review any of the template settings by selecting a settings category and clicking **View**. Optionally, click **Configure** to set any values for the template that will be different from the profile it is based on. For example, to adjust the Quick Launch applications configured with the profile template, next to **Quick Launch**, click **Configure**, then edit the Quick Launch settings for the template.

A draft template will remain in Draft status until you publish it.

Creating a New Template from an Existing Template

You can create a template from an already existing template, and then either use it as created, or modify and then save its settings.

To create a template from an existing template:

1. Select **Manage Templates**.
2. On the list of profile templates, select the template you want to create a new template from, and then, under **Actions**, click **Manage**.
3. On the **Manage Template** page, in the Action drop-down, select **Save as New Template**.
4. On the **Create a Template** page, enter values for the following:
 - **Template Name:** The profile template name.
 - **Template Description:** An optional short description of the template.
5. Click **Save and Continue**. The new template is now saved in the Draft state.
6. On the **Manage Template** page, you can now review any of the template settings by selecting a settings category and clicking **View**. Optionally, click **Configure** to set any values for the new template that will be different from the template it is based on. For example, to adjust the Quick Launch applications configured with the profile template, next to **Quick Launch**, click **Configure**, then edit the Quick Launch settings for the template.

A draft template will remain in Draft status until you publish it.

Publishing a Draft Profile Template

A published template can be used to create new profiles and can be shared with your child accounts. A published template may not be edited or deleted. In addition, a published template will not include any company-specific settings like domains, prefixes, custom network directories, and ODF integrations. All of these settings will be removed from a draft template when it is published.

To publish a draft template:

1. Select **Manage Templates**.

2. On the list of profile templates, select the template you want to publish, and then, under **Actions**, click **Manage**.
3. On the **Manage Template** page, click **Publish**.
4. On the **Publish Template** page, select **Yes, I am ready to publish this template**.
5. Click **Publish**. The template is now published.

Sharing a Published Profile Template

You can share a published template with any of your child accounts that match the following criteria:

- The template's platform must be available to the child account (for example, if the template is made for the Mac OS X platform, the account must be able to create Mac OS X profiles).
- The child account must share the same brand as any included in the template.

A shared template may not be unshared.

To share a published template:

1. Select **Manage Templates**.
2. On the list of profile templates, select the template you want to share, and then, under **Actions**, click **Share**.
3. On the **Share Template** page, the child accounts that are eligible for template sharing are listed.
4. Under **Child Accounts**, select the checkbox next to each child account with which you wish to share the template. (To filter out a selection of child accounts, in **Search by Company ID**, enter the name of the child account you wish to search on. Only the accounts matching your search criterion will be shown in the list.)
5. Click **Share**. Your template is now available for use by your child accounts.

Deleting a Draft Profile Template

You may delete templates with a status of Draft.

To delete a draft template:

1. Select **Manage Templates**.
2. On the list of profile templates, select the template you want to delete, and then, under **Actions**, click **Manage**.
3. On the **Manage Template** page, in the **Action** drop-down, select **Delete Template**.
4. Click **Yes, I want to delete it** to confirm deletion.

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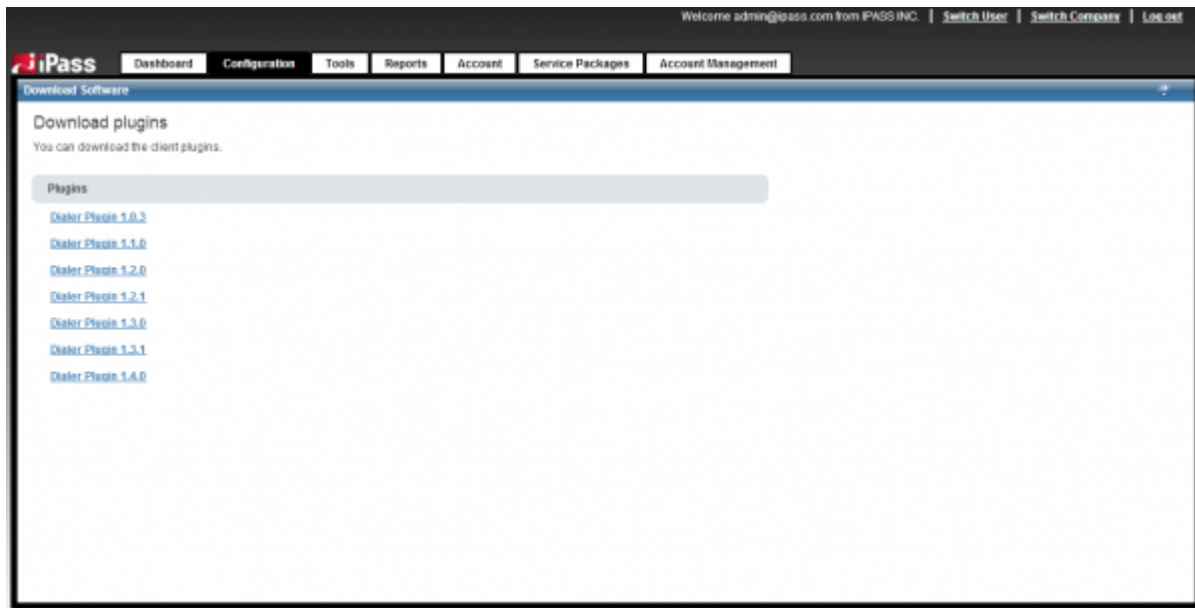
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Download Software



The **Download Software** page lists the currently available Open Mobile for Windows dialer plug-in installers. These installers are only necessary for 1.4.0 and earlier versions of the Open Mobile for Windows client (with dial-up capabilities). Each dialer plug-in installer on this page is packaged as an MSI file. Click a link to download the corresponding dialer plug-in to your local system.

For information on creating and downloading clients and profiles, please see [Manage Profiles](#).

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Device Support

The Device Support page enables you to manage your Mobile Broadband devices. These Mobile Broadband devices may be integrated with Open Mobile in one of the following ways:

- **Full Integration:** devices that are fully integrated have support included in Open Mobile and tested by iPass. Open Mobile integrates over one hundred Mobile Broadband device models from major manufacturers. These fully integrated devices work smoothly with Open Mobile right out of the box. You need take no further actions to use them for Open Mobile connections.
- **ODF Integration:** Open Device Framework (ODF) is a toolkit for extending support to devices that are not officially integrated in Open Mobile, enabling you to use such devices for Open Mobile connections. ODF integration involves creating and testing an XML integration file for each device model, verifying its functionality, and then including the integration file in an Open Mobile profile. iPass maintains a library of sample ODF support files that customers can use in their own integrations. In addition, customers are able to create their own integration files for devices that iPass has not yet covered.

Use the **Device Support** page to add your own integration files to Open Mobile. These files can then be used as part of your Open Mobile profiles.

You can search the device library to check if the device is supported by Open Mobile.

To verify support of a device in Open Mobile:

1. Under **Search for Device Support**, select your search criteria using the drop-down lists.
2. Click **Search**. Any devices matching your search criteria are shown on one of three tabs:
 - **Integrated Support:** The **Integrated Support** tab lists devices that are already fully integrated with Open Mobile.
 - **ODF Samples:** iPass has created sample ODF integration files for devices shown on the **ODF Samples** tab. You can download and use any of these files as a basis for creating your own device integrations. These files will require adjustments, testing, and verification before you deploy them in profiles, to ensure that they will work correctly with your particular device. Because of the similarity of many devices, especially those from the same manufacturers, it may be possible to adapt a sample ODF file for a device that is similar to yours for your own requirements.
 - **My Device Support:** Devices shown on the **My Device Support** tab have been integrated by your enterprise, using the ODF integration instructions given by iPass.

My Devices Support

You can integrate a wide variety of devices using the ODF toolkit. For more information, consult the [iPass ODF Training Workbook](#).

The **My Device Support** tab includes sample device ODF integration files that you can use as a

starting point for the creation of your own integration files. In addition, you can create files from scratch for your own devices.

Once the proper XML files have been created, they can be uploaded to the Open Mobile Portal for use in your Open Mobile client profiles.

To add device support to your device library:

1. Create (or edit an existing) XML file as outlined in the ODF documentation.
2. On the **My Device Support** tab, click **Create Device Support**.
3. Under **Device XML File**, click **Browse** and select your ODF file. Then, click **Upload**.
4. The file is read and the manufacturer, family, and model are displayed. If you would like to change the display of any of these values, in **Manufacturer**, **Family** and **Model**, enter the desired new values.
5. In **Device Support Name**, enter the name you will assign to this device support.
6. In **Description**, enter a description of the support.
7. In **Minimum Software Version Supported**, from the drop-down list, select a minimum version of the Open Mobile client that will include this device.
8. Enter values for the following device attributes:
 - **Device Type**: select a device type (CDMA or GSM).
 - **Form Factor**: select a device form factor from the drop-down list.
 - **Device Driver**: enter the filename of the device driver.
 - **NDIS 6.2 Compliant Driver**: indicate whether the device driver is NDIS 6.2 compliant.
 - **Device firmware**: enter the filename of the device firmware.
 - **Comments to Customer**: enter any comments on the device support that you wish to share with customers.
9. Click **Save**.

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Custom Networks

You can upload your own network listings to your Open Mobile directory. Network listings can include Mobile Broadband networks and Wi-Fi networks. Once uploaded, your users will be able to view and connect to these networks using Open Mobile, and the network connection settings will be pre-populated with the information you include in the directory.

- [Managing Mobile Broadband Directories](#)
- [Managing Wi-Fi Directories](#)

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Managing Your Mobile Broadband Directories

The **Mobile Broadband Network Directories** list shows all of your current Mobile Broadband directories. You can sort this list by name, version number, or the account that last modified the directory.

- Click **Download** to download a directory to your local system.
- Click **Upload** to upload a new version of an existing directory.

Uploading a Mobile Broadband Network Directory

Upload your network listings as an XML file. For more information, see [Creating a Mobile Broadband Directory for Open Mobile](#).

A sample directory file is available for download.

To upload a new Mobile Broadband network directory:

1. Create your network directory XML file.
2. Click **Import New Directory**.
3. In **Display Name**, enter the name of the directory as you would like it to be displayed in the list.
4. In **Directory File**, click **Browse**, and then select the XML directory file.
5. Click **Upload File**. The directory is automatically assigned a version number.

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Managing Your Wi-Fi Directories

The **Wi-Fi Network Directories** list shows all of your current Mobile Broadband directories. You can sort this list by name, version number, or the account that last modified the directory.

- Click **Download** to download a directory to your local system.
- Click **Upload** to upload a new version of an existing directory.

Uploading a Wi-Fi Networks Directory

Upload your network listings as an XML file. See [Creating a Custom Wi-Fi Directory](#) for more information.

A sample directory file is available for download.

To upload a new Wi-Fi network directory:

1. Create your network directory XML file.
2. Click **Import New Directory**.
3. In **Display Name**, enter the name of the directory as you would like it to be displayed in the list.
4. In **Directory File**, click **Browse**, and then select the XML directory file.
5. Click **Upload File**. The directory is automatically assigned a version number.

[Portal Guide](#) > [Configuration Tab](#) > [Upload Networks](#)

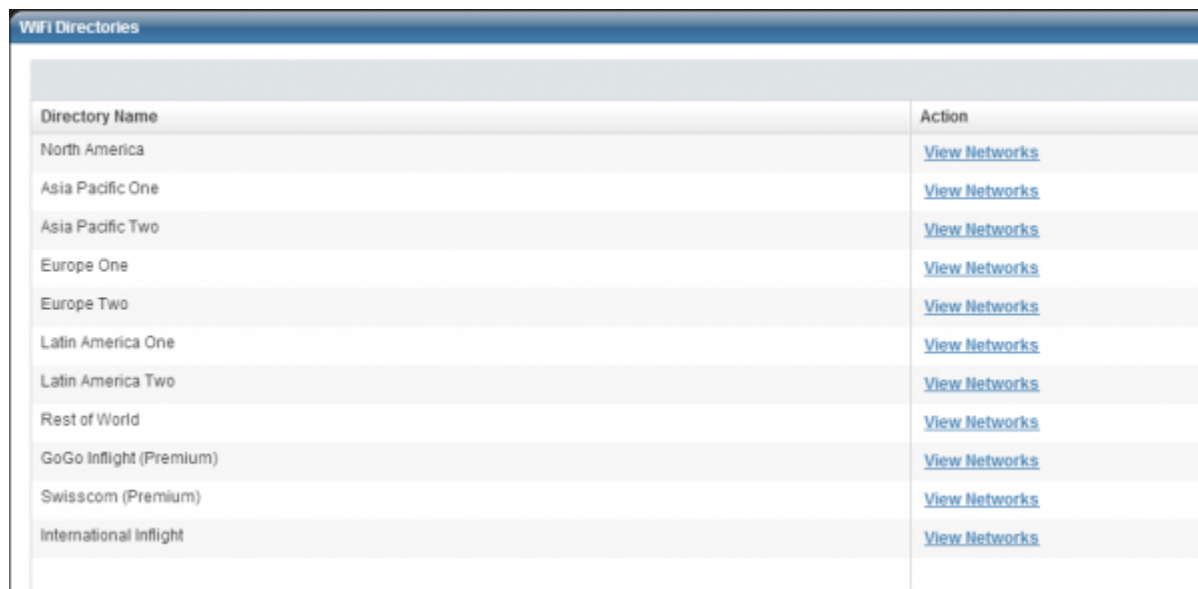
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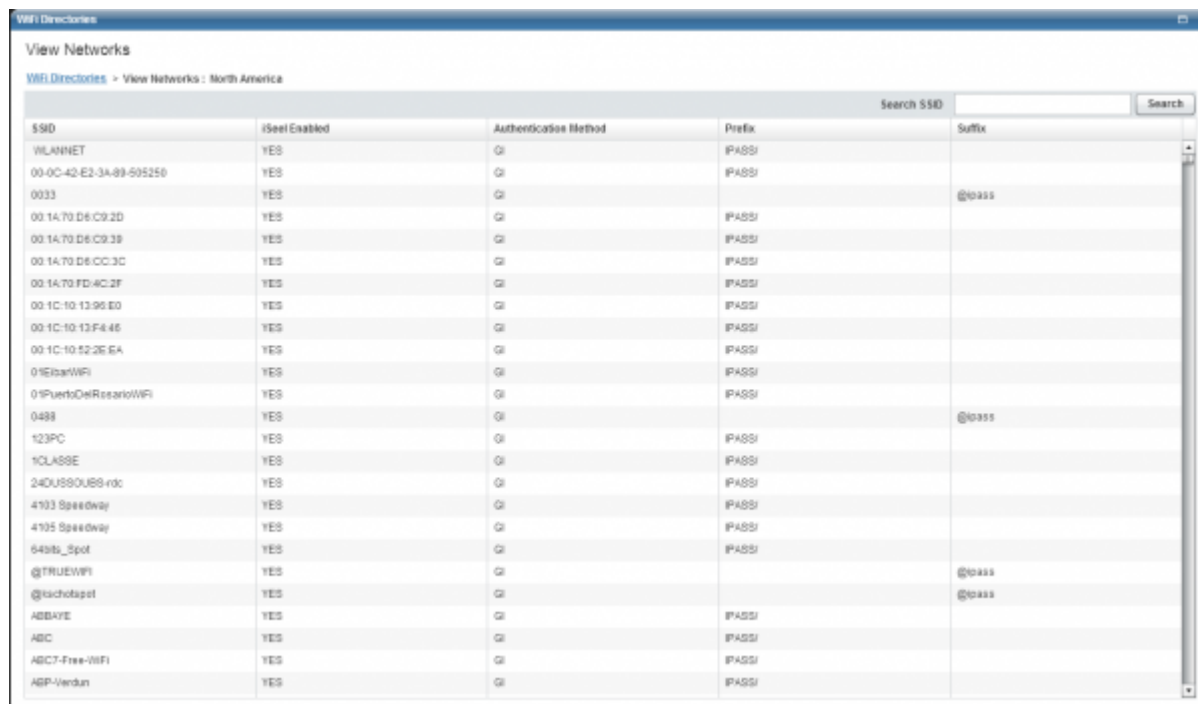
Wi-Fi Directories



Directory Name	Action
North America	View Networks
Asia Pacific One	View Networks
Asia Pacific Two	View Networks
Europe One	View Networks
Europe Two	View Networks
Latin America One	View Networks
Latin America Two	View Networks
Rest of World	View Networks
GoGo Inflight (Premium)	View Networks
Swisscom (Premium)	View Networks
International Inflight	View Networks

Click **View** next to a directory to see the list of networks in it.

View Directory



SSID	iSeel Enabled	Authentication Method	Prefix	Suffix
WLANNET	YES	GI	IPASSI	
00-0C-42-E2-3A-89-595256	YES	GI	IPASSI	
0033	YES	GI		@ipass
00 1A 70 D6 C9 2D	YES	GI	IPASSI	
00 1A 70 D6 C9 39	YES	GI	IPASSI	
00 1A 70 D6 CC 3C	YES	GI	IPASSI	
00 1A 70 FD 4C 2F	YES	GI	IPASSI	
00 1C 10 13 96 E0	YES	GI	IPASSI	
00 1C 10 13 F4 46	YES	GI	IPASSI	
00 1C 10 52 2E 5A	YES	GI	IPASSI	
01EibarWiFi	YES	GI	IPASSI	
01PuertoDelRosarioWiFi	YES	GI	IPASSI	
0488	YES	GI		@ipass
123PC	YES	GI	IPASSI	
1CLASSE	YES	GI	IPASSI	
24DUSSOUBS-rtc	YES	GI	IPASSI	
4103 Speedway	YES	GI	IPASSI	
4105 Speedway	YES	GI	IPASSI	
640ts_Spot	YES	GI	IPASSI	
@TRUEWiFi	YES	GI		@ipass
@tichotapof	YES	GI		@ipass
ABBAYE	YES	GI	IPASSI	
ABC	YES	GI	IPASSI	
ABC7-Free-WiFi	YES	GI	IPASSI	
ABP-Verdun	YES	GI	IPASSI	

Sort the network list by the following columns:

- **SSID**
- **iSEEL Enabled**

- **Authentication Method**
- **Prefix**
- **Suffix**

You can also search for a specific network by entering its SSID in the search box in the top-right corner of the page and pressing Enter.

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Service Threshold

To view the data in the Threshold Alert reports of previous months (reflecting the current threshold parameters), go to **Reports > Threshold Alert** and download those reports *before* altering the threshold parameters.

The Service Threshold page allows you to monitor the use of your network. The parameters configured on this page will generate the [Threshold Alert](#) report.

NOTE: The limits set on the Service Threshold page will cover the duration of one month.

Service Threshold Configuration

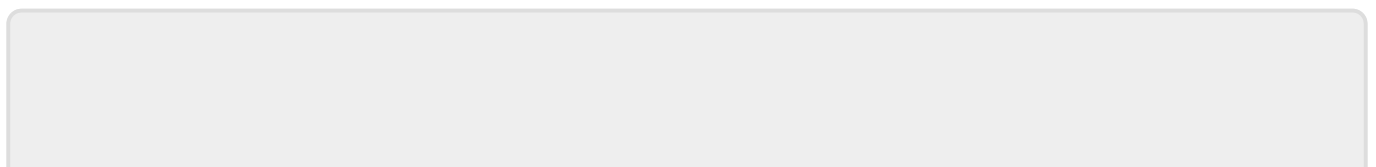
Cumulative Session Length

1. Place a check mark next to **Enable Cumulative Session Length Threshold** to measure the amount of time a particular user spent on a network for one month.
2. Enter a **Quantity** (the amount of minutes to be used as a parameter).
3. Enter a **Watermark** percentage. Once a user exceeds this percentage, they will appear in the Threshold Alert report.

Cumulative Usage

1. Place a check mark next to **Enable Cumulative Usage Threshold** to measure the total amount of megabytes used by a user in one month.
2. Enter a **Quantity** (the amount of megabytes to be used as parameter).
3. Enter a **Watermark** percentage. Once a user exceeds this percentage, they will appear in the Threshold Alert report.

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Client Preferences

For Windows 2.1.0 and later clients, you can configure how Open Mobile identifies users who have not entered their account credentials (such as Username) when it sends SQM records.

- If the box is selected, the client will include the Windows' User Name or the Device Name to identify the user in the SQM record.
- If the box is not selected, the client will use a randomly generated Dialer ID to identify the user in the SQM record.

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Request Domains

On the **Request Domains** page, you can submit a request for one or more authentication domains. (Domains are also known as *realms*.) Typically, different groups within your business organization use different authentication domains. You can choose to have multiple domains to segment user communities, or to display extra information in your iPass Call Detail Records (CDRs).

A domain does not need to be a registered ICANN Internet domain, but it must be unique across all iPass customers. (iPass will verify this after it receives your domain request.)

Once domains are approved by iPass, the domains can be pre-populated in Open Mobile and included in the authentication string that Open Mobile uses to authenticate the user.

An example of an authentication string with a domain would be `user@example.com`.

Prefixes

Domains can be included in the authentication string as a realm prefix, in which case they are appended to the front of the user name. Although case-insensitive, prefixes are upper case by convention. A prefix must be 3-5 alphabetical characters and followed by a forward slash (for example, ZZZ/). Spaces and @ are not allowed. If a realm prefix is specified here, it will be applied, but it will not be displayed in the client.

Domain Requests

- The **Active Domains** list shows the list of your currently active domains.
- The **Domain Requests** list shows Pending Requests, Rejected Requests, and Approved Requests.

To request an additional domain:

1. Click **Request Additional Domains**.
2. In **Domain Name**, enter the name of the domain.
3. If you wish to include the domain name as a prefix, under **Treat as a Prefix?**, click **Yes**.
4. If you wish to request more than one domain, click **Add**, and then repeat steps 1 through 3 for each additional domain.
5. Click **Submit**. Your domain request is submitted to iPass. Requests for new domains typically receive a response in 1-2 business days.

You may only have one pending request at a time, but you may include any number of domains in that single request. Before making another request, please wait for the first request to be processed.

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Register Packages

Available for: Android 2.x clients.

Android clients, which are distributed through the Android Market, need to be registered with a valid, unique package name. A valid package name must be in the format: <three-letter top-level domain>.<organization's domain>.<one of the organization's sub-domains>. The name must be an alphanumeric string (A-Z, a-z, 0-9) and may not contain special characters. An example would be com.iPass.OpenMobile.

To register a package name:

1. In **Package Name**, enter a valid package name.
2. Click **+**. The new package name is added to the list of existing packages.
3. Click **Save**.

To delete a package name:

1. From the list of packages, select the name to be deleted.
2. Click **-**. The package name is deleted from the list.
3. Click **Save**.

Once you have registered the package name, you can assign it to a particular Android client brand.

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Mobile Number Management

Open Mobile uses IMSI to identify each Mobile Broadband device, not its phone number. In order for the device to show in some Open Mobile reports, each IMSI must be mapped to its corresponding phone number in the Open Mobile Portal.

To do this, you must upload a properly formatted XML file containing the mappings. An example file is shown here.

```
<?xml version="1.0" encoding="UTF-8"?>
<MobileMappings>
  <MobileMapping>
    <phone>15551111111</phone>
    <imsi>111111111111111</imsi>
  </MobileMapping>
  <MobileMapping>
    <phone>15552222222</phone>
    <imsi>222222222222222</imsi>
  </MobileMapping>
</MobileMappings>
```

The XML file may contain up to 500 phone numbers. If you need to import more data, please break it up into multiple files, each containing a maximum of 500 phone numbers.

To view mapped phone numbers:

1. Click **Mobile Number Management**.
2. Under **Mobile Number Management**, click **Manage**. The existing devices are displayed.

To import new device mappings:

1. On the **Manage Mobile Numbers** page, click **Import Mobile Nos.**
2. On the **Import Mobile Nos.** page, in **Mobile Nos. File**, click **Browse**, and then select your XML mapping file.
3. Click **Upload File**. The device mappings are imported and displayed in the Open Mobile Portal.

If you need to edit existing device mappings, then prepare an XML file with your edited mapping data. Upload the file as if you were importing a new set of device mappings. The edited data will overwrite any existing phone numbers and IMSI data.

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Manage Data Devices

Manage all of your user's mobile devices here.

Service Name	ESN/SIM ID	IMEI	Roaming	Commitment End Date	Status	Device Holder	Department	Action
NAC_MOBDATA_US_A			No		Pending Deactivation		IPass - Sales	Manage
NAC_MOBDATA_US_A			No		Active		IPass Board Member	Manage
NAC_MOBDATA_US_A			No		Deactivated		VNOC Support Engineer GA	Manage
NAC_MOBDATA_US_A			No		Active		Product Development - Devel	Manage
NAC_MOBDATA_US_A			No		Active		Product Development - Devel	Manage
NAC_MOBDATA_US_A			No		Active		Product Management	Manage
NAC_MOBDATA_US_A			No		Active		Product Development - Devel	Manage
NAC_MOBDATA_US_A			No		Active		Dir - Engineering Support Ser	Manage
NAC_MOBDATA_US_A			No		Active		Dir - Product Marketing	Manage
NAC_MOBDATA_US_A			No		Active		Associate Product Manager	Manage
NAC_MOBDATA_US_A			No		Active		Sr. Chronic GOS Specialist	Manage
NAC_MOBDATA_US_A			No		Active		Contractor - Technical Writer	Manage
NAC_MOBDATA_US_A			No		Active		HR - Contractor	Manage
NAC_MOBDATA_US_A			No		Active		IPass Sales	Manage
NAC_MOBDATA_US_A			No		Active		Customer CareTAC	Manage
NAC_MOBDATA_US_B			Pending Roam		Pending Deactivation		Manager, Sales Engineering	Manage
NAC_MOBDATA_US_B			No		Deactivated		Marketing - Corporate Market	Manage
NAC_MOBDATA_US_B			No		Deactivated		Administrative Assistant	Manage
NAC_MOBDATA_US_B			No		Deactivated		Smartphone Android Develop	Manage
NAC_MOBDATA_US_B			No		Deactivated		Marketing Programs Manager	Manage

You can manage your mobile devices here. Twenty devices are listed on each page and you can go to the next page or return to the previous page by clicking the blue arrows at the bottom of the screen.

Filter By

Filter the list of devices by selecting one of the following options from the drop-down list next to **Card Status** at the top of the screen:

- **ESN/SIM/IMEA:** Search for specific ESN, SIM, or IMEA numbers (separate multiple search terms with a comma).
- **Status:** Select one of the following from the drop-down list:
 - **All:** View all devices.
 - **Active:** View only active devices.
 - **Deactivated:** View only deactivated devices.
 - **Pending Activation:** View only devices that are pending activation.
 - **Pending Deactivation:** View only devices that are pending deactivation.
 - **Pending Suspension:** View only devices that are pending suspension.
 - **Suspended:** View only devices that are suspended.
- **Department:** Search for specific departments (separate multiple search terms with a comma).
- **Device Holder:** Search for specific device holders (separate multiple search terms with a comma).
- **Service Name:** Select a service name from the drop-down list.

- **Roaming:** Select one of the following from the drop-down list:
 - **Yes:** View only devices with roaming allowed.
 - **No:** View only devices without roaming allowed.
 - **Pending Roaming On:** View only devices that are in the process of having roaming allowed.
 - **Pending Roaming Off:** View only devices that are in the process of having roaming turned off.

Refresh



Click the refresh button (shown above) to refresh the list and the status of the devices.

Export



Click the export button (shown above) to export the list of devices to an Excel spreadsheet (.xls).

List

The devices are listed with the following columns of information:

- **Service Name:** The name of the device's mobile service.
- **ESN/SIM ID:** The Electronic Serial Number or the SIM ID number that identifies the devices.
- **IMEI:** The International Mobile Station Equipment Identity is another number to identify the device. This is only available for devices using GSM networks.
- **Roaming:** Indicates whether this device has roaming available to it. Pending means that a request has been made to iPass and roaming is expected to change as soon as the request has been processed.
- **Commitment End Date:** The date when the commitment for this device is set to expire.
- **Status:** Indicates whether the device is Active, Suspended, Deactivated, Pending Suspension, or Pending Deactivation. Pending means that a request has been made to iPass and the status is expected to change as soon as the request has been processed.
- **Device Holder:** The person who is currently using the device.
- **Department:** The department that is currently using the device.
- **Action:** Click **Manage** to view and edit certain details about this device (see below for more information).

Manage

[Manage Devices](#) > View/Edit Device

Service Name: [blurred]
Device Model: [blurred]
Device Holder: [blurred]
Department: [blurred]
ESN DEC: [blurred]
Status: Active
Commitment End Date: 08/30/2013
Order Id:

When you click **Manage** under action, you will see a list of details for that device. Click **Edit** to change some of these details or **Back** to return to the Mobile Data Devices page.

Edit

[Manage Devices](#) > View/Edit Device

Service Name: [blurred]
Device Model: [blurred]
Device Holder:
Department:
ESN DEC: [blurred]
Status: ▾
Commitment End Date: 08/30/2013
Order Id:

Clicking **Edit** will allow you to change the following details:

- **Device Holder:** Edit or enter the name of the person currently using the device.
- **Department:** Edit or enter the department currently using the device.
- **Status:** If the device status is not pending, you can request a change in the status by selecting one of the following from the drop-down list (these options will change depending on the current status):
 - **Request Activation:** Send a request to iPass to activate this device (not available if the device is currently active).
 - **Request Deactivation:** Send a request to iPass to deactivate this device (not available if the

device is currently deactivated).

- **Request Suspension:** Send a request to iPass to suspend this device (not available if the device is currently suspended or deactivated).

When you are finished click **Save**. If you changed the Status of the device, your request will be sent to iPass for processing and the status will change to pending. Once this request has been processed, the status will be updated.

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