

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.

Topics

Part 1: Introduction

- [System Requirements](#)
- [Logging In](#)
- [Navigation](#)
- [Online Help](#)

Part 2: Dashboard Tab

- [Dashboard Tab](#)
- [Welcome](#)
- [Tickets](#)
- [Service Alerts](#)

Part 3: Configuration Tab

- [Configuration Tab](#)
- [Manage Profiles](#)
- [Manage Brands](#)
- [Manage Templates](#)
- [Download Software](#)
- [Device Support](#)
- [Custom Networks](#)
- [Wi-Fi Directories](#)
- [Service Preferences](#)
- [Client Preferences](#)
- [Group Subscription](#)
- [Request Domains](#)
- [Register Packages](#)
- [Mobile Number Management](#)
- [Manage Data Devices](#)

Part 4: Tools Tab

- [Tools Tab](#)
- [RoamServer Test Tool](#)
- [Service Alert Management](#)

Part 5: Reports Tab

- [Reports Tab](#)
- [Service Summary Report](#)
- [Threshold Alert](#)
- [Auth Request History](#)
- [Connection Summary](#)
- [Usage Summary](#)
- [Raw Connection Data](#)
- [User Activity](#)
- [Exceptions](#)
- [Devices & Platforms](#)
- [Active Deployment](#)
- [Mobile Broadband Usage Rate](#)
- [Roaming by Country](#)
- [Users Provisioned](#)
- [Saved Reports](#)

Part 6: Account Tab

- [Account Tab](#)
- [Company Address](#)
- [Company Contacts](#)
- [Manage Account](#)
- [Manage Administrators](#)
- [Manage Roles](#)
- [Managing Customer Roles](#)
- [Invoices and Payments](#)
- [Manage Portal Brands](#)
- [Portal Preferences](#)
- [Hosted Users](#)
- [Group Management](#)

Part 7: Service Package Tab

- [Service Package Tab](#)
- [Manage Service Packages](#)

Part 8: Child Account Tab

- [Child Accounts Tab](#)
- [Manage Child Accounts](#)

Latest Release Notes

- [Open Mobile Portal Release Notes](#)

Previous Release Documents

Open Mobile Portal Printable Admin Guide

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

- [Part 1: Introduction](#)
- [Part 2: Dashboard Tab](#)
- [Part 3: Configuration Tab](#)
- [Part 4: Tools Tab](#)
- [Part 5: Reports Tab](#)
- [Part 6: Account Tab](#)
- [Part 7: Service Package Tab](#)
- [Part 8: Child Account Tab](#)

[open mobile portal](#), [configuration](#), [account](#), [service packages](#), [reports](#), [dashboard](#)

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Tools Tab

This tab includes useful tools for Open Mobile Administrators.

It consists of:

- [RoamServer Test Tool](#)
- [Service Alert Management](#)

Go to: [Portal Guide](#)

[account tab](#)

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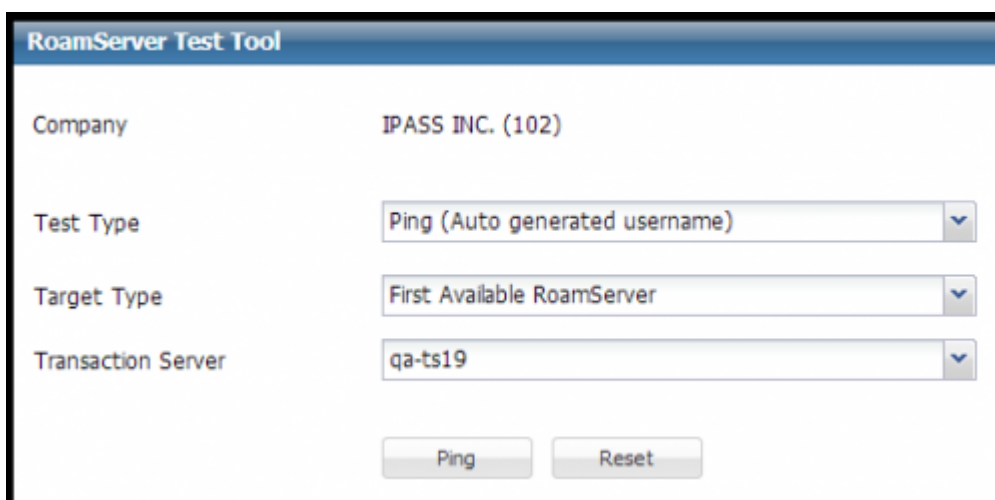
RoamServer Test Tool

Use this tool to test your RoamServer.

RoamServer Test Process

You can test your RoamServer with a ping test (simply using an automatically generated username to test if the RoamServer is responding) or you can use a specific user's login credentials to test whether the RoamServer and AAA server are working.

Ping Test



The screenshot shows the 'RoamServer Test Tool' interface. It features a blue header bar with the title 'RoamServer Test Tool'. Below the header, there are four dropdown menus arranged vertically. The first dropdown is labeled 'Company' and shows 'IPASS INC. (102)'. The second dropdown is labeled 'Test Type' and shows 'Ping (Auto generated username)'. The third dropdown is labeled 'Target Type' and shows 'First Available RoamServer'. The fourth dropdown is labeled 'Transaction Server' and shows 'qa-ts19'. Below these dropdowns, there are two buttons: 'Ping' and 'Reset'.

To ping test the RoamServer:

1. **Test Type:** Select **Ping (Auto generated username)** from the drop-menu.
2. **Target Type:**
 - *First Available RoamServer:* Test the first available RoamServer.
 - *All RoamServers:* Test all roam servers.
 - *Enter IP and Port:* Input the roam server details to enter a roam server.
 - *Choose Specific RoamServer:* Choose a roam server (by IP address) from the drop-down list (if available). You can select *multiple* roam servers at once.
3. **Transaction Server:** Select a server from the drop-down menu.
4. Click **Ping**.

User Authentication Test

RoamServer Test Tool

Company IPASS INC. (102)

Test Type User Authentication Test

Target Type First Available RoamServer

Username * username@yourdomain

Password *

Transaction Server qa-ts19

Class of Service Wireless (broadband / Wi-Fi)

Authentication only -- Do not send accounting records

Test Authentication Reset

To test the RoamServer with a specific user's login credentials:

1. **Test Type:** Select the **User Authentication Test** from the drop-down menu.
2. **Target Type:**
 - o *First Available RoamServer:* Test the first available RoamServer.
 - o *All RoamServers:* Test all roam servers.
 - o *Enter IP and Port:* Input the roam server details to enter a roam server.
 - o *Choose Specific RoamsServer:* Choose a roam server (by IP address) from the drop-down list (if available). You can select *multiple* roam servers at once.
3. **Username:** Enter a username that you know works and include the domain (@domain.com). The tool will use the domain to find the RoamServer you are testing. (Required)
4. **Password:** Enter the password for the username you entered. (Required)
5. **Transaction Server:** Select a server from the drop-down menu.
6. **Class of Service:** Select the class of service from the drop-down menu.
7. **Authentication Only:** Leave the check mark next to this item if you do not want accounting records sent.
8. Click **Test Authentication**.

[Portal Guide](#) > [Tools Tab](#)

[roamserver](#), [roamserver test tool](#), [open mobile portal](#)

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Service Alert Management

The Service Alert Management tool allows you to create, edit, and archive important service alerts.

Service Alert Table

You can filter the table with the following three options: Show All Alerts, Show Open Alerts, and Show Archived Alerts.

Please note that the **Archive** option will only appear next to alerts that are currently **Open**.



The screenshot shows the 'Service Alert Management' interface. At the top, there is a dropdown menu set to 'Show All Alerts' and a '+ Create New Service Alert' button. Below this, it says 'Showing 1 - 122 of 122 | Sorted by: Event Start'. The main table has the following columns: Service Alert Title, Event Start, Visibility Period, Last Modified On, Last Modified By, and Actions. There are four rows of data in the table.

Service Alert Title	Event Start	Visibility Period	Last Modified On	Last Modified By	Actions
Test 1	01/01/2014	09/11/2013 to 12/31/2014	10/21/2013	symphony@pass.com	Edit Archive
Test 2	10/23/2013	10/23/2013 to 10/30/2013	10/23/2013	symphony@pass.com	Edit Archive
Test 3	10/23/2013	10/01/2013 to 10/30/2013	10/28/2013	symphony@pass.com	Edit Archive
Test 4	10/21/2013	03/04/2007 to 03/08/2007	10/23/2013	symphony@pass.com	Edit Archive

The Service Alert table consists of the following columns:

- **Service Alert Title:** The title displayed in this column also appears on the Dashboard under Service Alerts.
- **Event Start:** This column displays when an event (described within a Service Alert Notification) commences and also appears on the Dashboard next to its corresponding alert.
- **Visibility Period:** This column lists the time period which a Service Alert will be visible on the Dashboard.
- **Last Modified On:** The date a Service Alert was last modified.
- **Last Modified By:** Who modified a Service Alert last.
- **Actions:** This column displays the **Edit** and **Archive** option. Please see the [Edit a Service Alert](#) section for more details on what information is available for editing.

Create a New Service Alert

1. Enter a **Title**. The title must be less than 200 characters and is required. Remember that the title you create here will appear "as is" on the Dashboard under Service Alerts.
2. Enter a **Description**. The description must be less than 4000 characters and is required.
3. Enter an **Event Date Range**. Enter the date and time range for the Service Alert you are creating. This date range will be visible in the Service Alert notification.
4. Enter a **Visible Date Range**. Enter a date and time range for the Service Alert to be displayed on the Dashboard under Service Alerts.
5. Choose a **Severity** level. The current options are Severe, Moderate, and Info. For further details on severity levels, please see our [Service Alerts](#) help page.

6. The **Visible to** section will automatically have **All** selected and will be greyed out.
7. Place a check mark next to **Email notification to subscribers** if you want subscribers to receive an email notification about the Service Alert you are creating.
8. Click the **Preview** button to review the Service Alert as it will appear when a user clicks on it on the Dashboard.

Edit a Service Alert

You can edit an **Open** or **Archived** Service Alert. All of the fields available when creating a Service Alert are open to editing, like:

- **Title**
- **Description**
- **Event Date Range**
- **Visible Date Range**
- **Severity**
- **Solution**
- **Email notification to subscribers**

[Portal Guide](#) > [Tools Tab](#)

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