

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](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Reports Tab

A variety of reports are available to assist in understanding, analyzing, and managing your Open Mobile user base.

iPass Data Collector

The iPass Data Collector system is a set of tools designed to monitor user connection experience, as well as model and measure the quality of critical nodes throughout the iPass global virtual network.

The Data Collector captures detailed status and usage information from every connection attempt (both successful and unsuccessful), and uploads this information to a central iPass database at regular intervals. It records and reports data about access points used, client configuration, error codes, connection speeds, time to authenticate, and other information critical to diagnosing network health and users' connection experience.

Real-time access to connection data enables iPass to:

- Gather detailed information about each user login experience.
- Measure and monitor the quality of hundreds of network providers to evaluate adherence to stringent service level goals.
- Measure actual service quality levels (not just averages) experienced by each customer during each network session.
- Locate and resolve access point problems before users experience failed connections
- Identify user training or help system improvements that will reduce user errors in the future.

Client ID

Client ID is a unique identifier that is issued to every instance of Open Mobile when it is installed. If Open Mobile were uninstalled and then re-installed, the new instance would receive a new client ID.

Reports Home

The Reports Tab features a "Reports Home" page. This page displays user count and session length trends since March 2013. It also shows in what countries users connected to iPass networks the most and the countries with the longest total sessions in the month.



Viewing Reports

The Reports pages feature a Company ID search option that allows you to view and switch between your child company reports with ease.

The screenshot shows a search form with the following fields:

- Search:** A button to initiate the search.
- Company ID:** A text input field containing the value '102'.
- Company Name:** A text input field containing the value 'IPASS INC.'.

To view a report for a child company, click on the search icon on the top right side of the whichever report you have chosen and enter the child company ID into the **Company ID** field. You will be able to view the reports for several child companies without logging your company out of the Open Mobile Portal.

Reports List

There are nine reports available in three categories: User Connection Reports, End User Support Reports, and Mobile Broadband Management Reports.

User Connections Reports:

- **Connection Summary** displays successful and failed connections by connection type for a specific date range.
- **Usage Summary** displays a summary of that data usage (in MB) of your users and your top ten users.
- **Raw Connection Data** enables you to export all connection data for a given date range.
- **Service Summary Report** displays your users total Internet sessions on iPass networks in the previous month.
- **Threshold Alert Report** lets you know how much of your network users are using and for how long

(based on the parameters set on the [Service Preferences](#) page).

- **Auth Request Summary** allows you to monitor the performance of your roam servers, displaying authentication requests, and successful and failed authentications.

End User Support Reports:

- **User Activity** summarizes data useful for troubleshooting user connections.
- **Exceptions** (report) displays users that are having the least success with the service for a specific date range.
- **Devices & Platforms** displays current users, their operating systems, and client versions.
- **Active Deployment** displays which devices and client versions active users are utilizing and how active they are on those platforms.

Mobile Broadband Management Reports:

- **Mobile Broadband Usage Rate** displays individual usage for three brackets: light, moderate, and heavy.
- **Roaming by Country** displays any Mobile Broadband roaming usage by country.

Saved Reports:

- **Saved Reports** lists the reports you saved for viewing or downloading.

Go to: [Portal Guide](#)

[reports](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

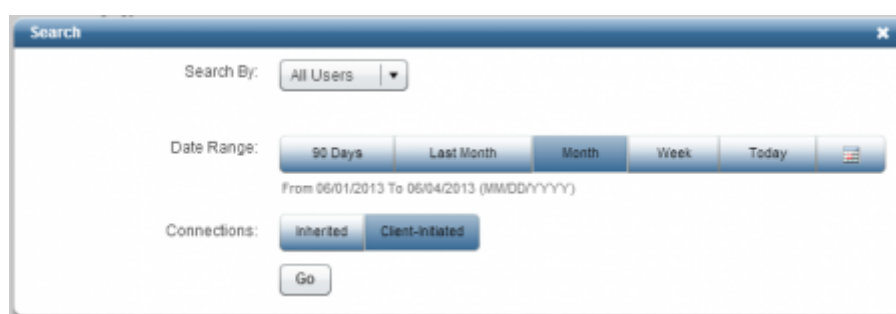
Last update: **2013/02/05 22:21**

Connection Summary

The Connection Summary displays the connections by network type and the success rate by each network type.

Search

When you first arrive on the Connection Summary page, you will see a **Search** dialog box.

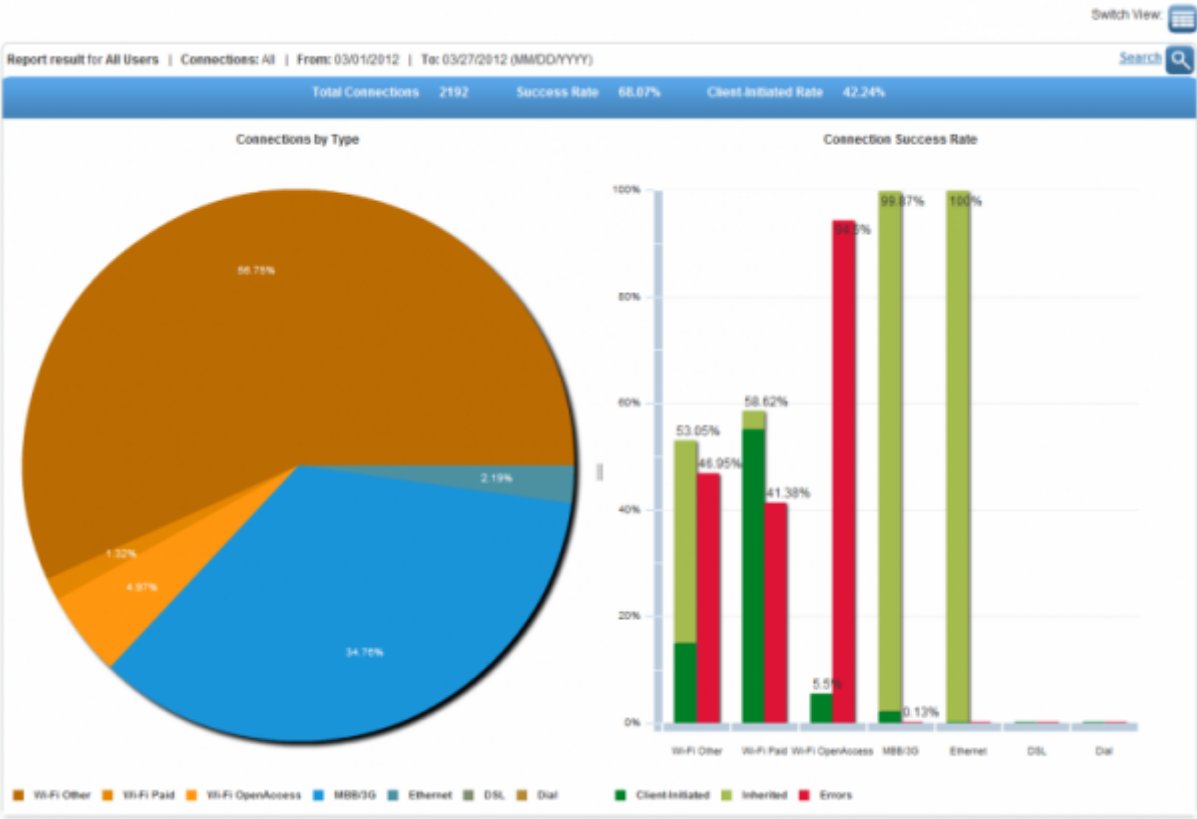
The image shows a 'Search' dialog box with a blue header and a close button (X) in the top right corner. Inside the dialog, there are three main sections: 'Search By:' with a dropdown menu currently set to 'All Users'; 'Date Range:' with buttons for '90 Days', 'Last Month', 'Month' (which is selected), 'Week', and 'Today', along with a calendar icon; and 'Connections:' with buttons for 'Inherited' and 'Client-Initiated'. Below these sections is a 'Go' button. A date range 'From 06/01/2013 To 06/04/2013 (MMDDYYYY)' is displayed below the date range buttons.

To initiate a Connection Summary report:

1. In the **Search By** dropdown menu, select one of the following:
 - **All Users** for a summary of all of your users
 - **User ID** for a summary of a specific user
 - **Profile ID** for a summary of users on a single profile
 - **Mobile No.** for a summary of a single mobile number
 - **Domain** for a summary of users on a specific domain
2. After **Date Range**, click one of the date ranges shown or click the calendar icon to enter a custom date range.
3. After **Connections**, click **Inherited** (for a summary of only connections that Open Mobile inherited from the native connection client) or **Client-Initiated** (for a summary of only connection that Open Mobile initiated).
4. When you are finished, click **Go**. You can return to the Search dialog box by clicking on the **Search** icon in the top-right corner of the Connection Summary page.

Connection Summary Report

Connections by Type are displayed in a pie chart and the success rate by each network type is displayed in a bar graph. You can also view a table of the connections by network type and their rate of success by clicking the **Switch View** icon in the top-right corner.



Connections by Type

Each network type is color coded and they include: MBB/3G (Mobile Broadband connections), Ethernet, DSL, Dial, and Wi-Fi (which is split into three types: Wi-Fi Paid for all paid iPass networks, Wi-Fi OpenAccess for all OpenAccess connections, and Wi-Fi Other for all other Wi-Fi connections).

Connection Success Rate

Each network type has two bars, green for success rate and red for the error rate. If All connections is selected in the search, the green (success) bar is split into two types of connections: dark green for client-initiated (connections initiated by the Open Mobile client) and light green for Inherited (connections inherited by Open Mobile from the native connection client).

Switch View

To drill down to the numbers, click the **Switch View** icon to see the Connections by Type table.

Connections by Type

The Connections by Type table has the following columns:

- **Connection Type** shows the network type (Wi-Fi Paid, Wi-Fi OpenAccess, Wi-Fi Other, MBB/3G or Mobile Broadband, Ethernet, DSL, and Dial)
- **Attempts** shows the total numbers of connection attempts
- **Client-Initiated** shows the total number of attempts made by Open Mobile (and not inherited from the native connection client)
- **Successes** shows the total number of successful connections.
- **Errors** shows the total number of connections that failed due to an error
- **Success Rate** shows the percent of total attempts that were successfully connected

You can click the **Download Report** icon in the top-right corner to download a CSV file of this table.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

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

[reports](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Usage Summary

The Usage Summary Report displays the total usage in megabytes per thirty days for your Open Mobile users. Data can be filtered by User ID, Profile ID, or domain.

Search

When you first arrive on the **Usage Summary** page, you will see a **Search** dialog box.

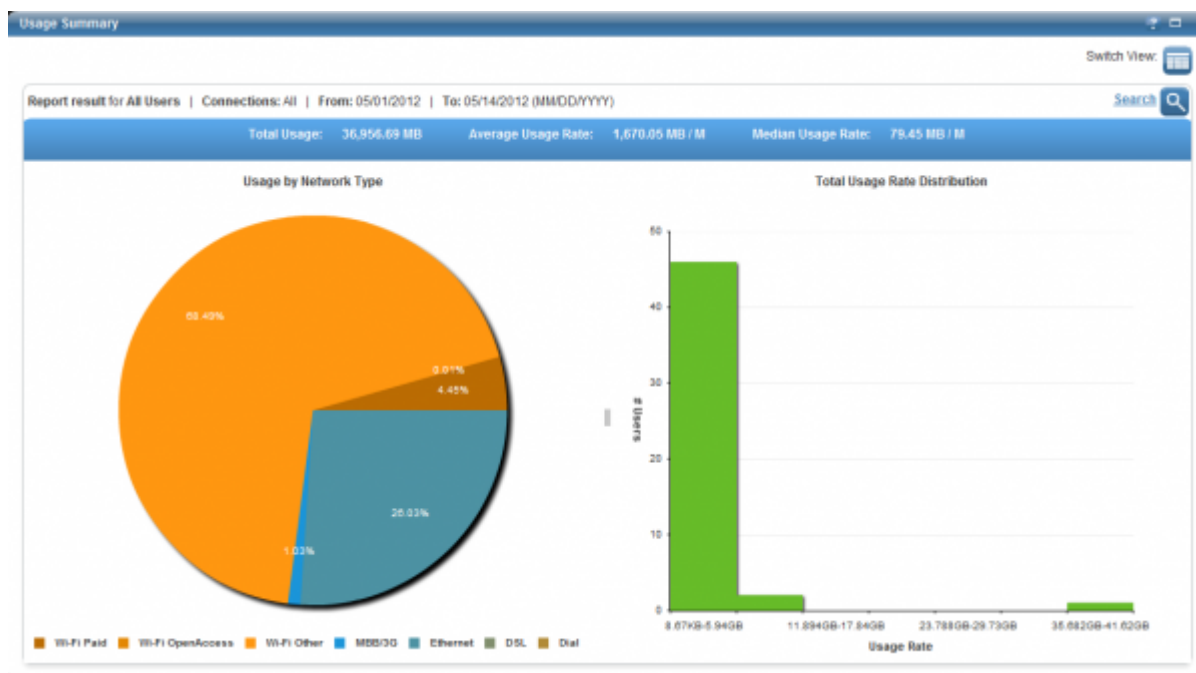
The image shows a 'Search' dialog box with a blue header and a close button in the top right. Inside, there are several sections: 'Search By:' with a dropdown menu currently set to 'All Users'; 'Date Range:' with buttons for '90 Days', 'Last Month', 'Month' (which is selected), 'Week', and 'Today', followed by a date range 'From 10/01/2013 To 10/28/2013 (MM/DD/YYYY)' and a calendar icon; 'Connections:' with buttons for 'Inherited' and 'Client-Initiated'; and a legend 'B/M, KB/M, MB/M: Bytes, kilobytes, megabytes of data transferred per 30 days, respectively'. At the bottom is a 'Go' button.

To initiate a Usage Summary report,

1. In the **Search By** dropdown menu, select one of the following:
 - **All Users** for a summary of all of your users
 - **User ID** for a summary of a specific user
 - **Profile ID** for a summary of users on a single profile
 - **Domain** for a summary of users on a specific domain
2. After **Date Range**, click one of the date ranges shown or click the calendar icon to enter a custom date range.
3. After **Connections**, click **Inherited** (for a summary of only connections that Open Mobile inherited from the native connection client) or **Client-Initiated** (for a summary of only connection that Open Mobile initiated).
4. When you are finished, click **Go**. You can return to the Search dialog box by clicking on the **Search** icon in the top-right corner of the Usage Summary page.

Usage Summary Report

Usage by network type is displayed in a pie chart and the total usage rate distribution is displayed in a bar graph. You can also view tables of the usage rate by network type and top ten users by clicking the **Switch View** icon in the top right corner



Usage by Network Type

This pie chart shows the share of the total data usage by network type for the selected date range. The network types are Wi-Fi Paid (for all paid iPass network connections), Wi-Fi OpenAccess (for all OpenAccess or DeviceScope connections), Mobile Broadband (listed as MBB/3G), Ethernet, DSL, and Dial.

Total Usage Rate Distribution

This bar graph shows the distribution of users by their data usage during the selected date range.

Switch View

To view tables of the usage rate by network type and top ten users, click the **Switch View** icon.

Usage Summary			
Report result for All Users Connections: All From: 05/01/2012 To: 05/14/2012 (MM/DD/YYYY)			
Total Usage: 36,956.89 MB Average Usage Rate: 1,676.05 MB / M Median Usage Rate: 79.45 MB / M			
Usage Rate Summary by Network Type			
Network Type	Total Usage	Average Usage Rate	Median Usage Rate
Wi-Fi	26,956.00 MB	947.43 MB/M	55.96 MB/M
Wi-Fi Paid	1,645.91 MB	158.46 MB/M	6.38 MB/M
Wi-Fi OpenAccess	235.87 KB	522.29 KB/M	522.29 KB/M
Wi-Fi Other	25,309.86 MB	1,437.01 MB/M	74.58 MB/M
MBB/3G	380.90 MB	60.24 MB/M	595.72 KB/M
Ethernet	9,619.79 MB	2,130.10 MB/M	392.34 MB/M
DSL	0.00 MB	0.00 MB/M	0.00 MB/M
Dial	0.00 MB	0.00 MB/M	0.00 MB/M
Top 10 Users			
User ID	Total Usage	Usage Rate	
<unknown>	17,929.51 MB	39,701.29 MB/M	
IPASS:rs5vminstest@oestestins.com	5,119.15 MB	11,335.26 MB/M	
lmaher@gmailto	2,619.13 MB	5,799.51 MB/M	
aarnautovic@gmailto	2,041.05 MB	4,519.48 MB/M	
pekamber@ipass.com	1,914.44 MB	4,239.11 MB/M	
bsimaka@corp.ipass.com	1,516.02 MB	3,356.91 MB/M	
argentina1@gmailto	1,294.41 MB	2,866.19 MB/M	

Usage Rate Summary by Network Type

This table shows the distribution of data usage over network types. Along with total usage, the table shows average and median data usage per thirty days. The network types are Wi-Fi Paid (for all paid iPass network connections), Wi-Fi OpenAccess (for all OpenAccess or DeviceScape connections), Mobile Broadband (listed as MBB/3G), Ethernet, DSL, and Dial.

Top 10 Users

This table lists the top ten users by total data usage in the date range selected. It also shows each user's average usage rate per thirty days (MB/M). You can open the [User Activity](#) report by clicking on a User ID.

Download

You can click the **Download Report** icon in the top-right corner to download a zipped folder containing CSV files of this table.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

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

[reports](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Raw Connection Data

Not a report as such, the Raw Connection Data function enables you to export all connection data for a given date range. Using the calendar control, choose a period of 1-31 days, choose a connection type (**Inherited** or **Client-Initiated**), and then click **Download**. The data will be downloaded as a CSV file, which can then be viewed in any spreadsheet application.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

The file contains the following columns:

- **Company:** Company ID number (assigned by iPass) that identifies each account
- **User ID:** Username identifying the user
- **Login String:** Full login string including prefix (where available)
- **Profile ID:** Profile ID number (assigned by the Open Mobile Portal) identifying the user's profile
- **Session ID:** Unique identifier for each connection
- **Start Time:** Timestamp of when the connection was initiated
- **Session Length:** Length of time in seconds for this connection (where available)
- **Authentication Time:** Length of time in seconds that it took to authenticate the user
- **Connection Type:** Type of media used for the connection. Possible results include:
 - **Wi-Fi**
 - **Ethernet**
 - **MBB/3G** (Mobile Broadband)
 - **Dial**
 - **Connection Status:** Whether the connection was successful (SUCCESS) or failed (FAIL).
 - **Paid Network:** Whether the connection was over a paid network (Yes) or not (No).
- **Connection Status Code:** Numeric code that describes the connection. Possible results include:
 - **0** for successful connection
 - **1** for failed connection
 - **-2** for lost connection to a GIS (iPass) network on an Android device
 - **50** for a successful connection on an Android device
 - **52** for a failure to log in to a DeviceScape network
 - **100** for a login failure (usually due to incorrect credentials)
 - **-103** for a connection cancelled by the user
 - **-105** for a failure to authenticate
 - **255** for a network failure
 - **717** for a network failure (no IP addresses available in the static IP address pool)
 - **14402** for an unexpected network failure
 - **14403** for an authentication failure or timeout
 - **14407** for a connection inherited from another client
- **Disconnect Code:** Numeric code that describes the reason for disconnection (where available). Possible results include:
 - **0** for unknown reason
 - **1** for a user initiated disconnection
 - **2** for the firewall going down

- **3** for the VPN not running
- **4** for an idle timeout
- **5** for a connection reaching the usage limit
- **6** for a Windows logoff
- **9** for the anti-virus application not running
- **10** for a third-party application failure
- **14** for disconnection on suspend
- **15** for a disconnection on resume
- **17** for a disconnection on Ethernet enforcement
- **100** for a default disconnection reason
- **Client IP Address:** IP Address of the computer or device that made the connection (where available)
- **Downloaded Bytes:** Amount of data downloaded during this connection
- **Uploaded Bytes:** Amount of data uploaded during this connection
- **Cell ID:** Cell number of the Mobile Broadband device that made the connection (where available)
- **Roaming Status:** Whether or not the Mobile Broadband connection was on a roaming network (TRUE or FALSE)
- **Signal Strength:** Signal strength of the radio (as a percentage out of 100)
- **APN:** Access Point Name for Mobile Broadband connections (where available)
- **Country:** Country where the connection was made (where available)
- **IMEI:** International Mobile Equipment Identity for Mobile Broadband connections (where available)
- **IMSI:** International Mobile Subscriber Identity for Mobile Broadband connections (where available)
- **Network Name:** Name of the Mobile Broadband service provider
- **Network Type:** Communication network protocol for Mobile Broadband connections. Possible results include:
 - **EVO**
 - **CDMA**
 - **EDGE**
 - **HSDPA**
 - **UMTS**
- **Client MAC Address:** MAC address of the device or computer making the connection
- **Access Point MAC Address:** MAC address of the network (where available)
- **SSID:** Service Set Identification or the name of the Wi-Fi network for this connection (where available)
- **Auth Method:** Wi-Fi method used to authenticate (where available). Possible results include:
 - **GI** for GIS (iPass) Network
 - **DS** for DeviceScape Network
 - **OCR** for On Campus Roaming Network (802.1x)
- **Security Mode:** Numerical code identifying the security method for the Wi-Fi network (where available). Possible results include:
 - **0** for None
 - **1** for WEP Open
 - **2** for WEP shared
 - **3** for WPA PSK TKIP
 - **4** for WPA PSK AES
 - **5** for WPA PSK TKIP 11i
 - **6** for WPA PSK AES 11i
 - **7** for WPA2
- **Access Procedure:** Procedure used to authenticate the user to this Wi-Fi network (where available). Possible results include:
 - **GI** for a GIS (iPass) Network

- **GC.1** for a GIS Captcha Network
- **DS.1** for a DeviceScape Network
- **TTLS-PAP**
- **TTLS-MSCHAPV2**
- **PEAP-GTC**
- **PEAP-MSCHAPV2**
- **FAST-GTC**
- **Network ID:** Number identifying a network configured in a directory (where available)
- **Service Name:** Name of the Service Provider for DSL connections (where available)

Lists of codes and results may not include all possible values.

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

[reports](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Service Summary Report

The Service Summary Report illustrates your users' total Internet sessions on iPass Wi-Fi networks in the previous month (it does not include other networks such as OpenAccess, Gogo Inflight, 3G, Ethernet, etc).

This report will change to reflect the previous month of data sometime in the first few days of every month.

NOTE: If the CDR report for a particular month is not available, then the corresponding month will also not be available in the Service Summary report.

This report should not be used for billing purposes.

Main View



There are two main charts:

- **Top Countries by Sessions:** This pie chart shows the percentage of Internet sessions that occur in each country on iPass networks (Wi-Fi and Ethernet) and Gogo networks.
- **Daily Session and Users:** The line graph includes on-net users (users who connected with a Wi-Fi or Ethernet iPass network) and Gogo users (users who connected with a Gogo Inflight network) who connected in the past month.

The total **On-net Users** (in the blue bar) includes the sum of users that connected in each country, so if a user connected in more than one country in the past month, they will be counted each time.

In addition, the **On-net Users** and **On-net Sessions** totals include Wi-Fi and Ethernet iPass networks.

Switch View

Service Summary

Download Report:

Report result for Month matches exactly March 2013

Month: June 2013 On-net Sessions: 2227 On-net Users: 803 Gogo Inflight Sessions: 0 Gogo Inflight Users: 0

Connection Type	Country	# Sessions	# Users	Total Session Length
ALL	Mexico	2		2 1 hr 0 min 26 sec
ALL	Malaysia	6		1 11 hr 39 min 2 sec
ALL	Netherlands	190		111 7 day 17 hr 13 min 5 sec
ALL	Norway	13		3 13 hr 19 min 47 sec
ALL	New Zealand	2		1 43 min 6 sec
ALL	Peru	4		4 1 hr 58 min 47 sec
ALL	Poland	27		11 2 day 3 hr 38 min 32 sec
ALL	Portugal	2		2 59 min 25 sec
ALL	Russian Federation	9		5 6 hr 30 min 29 sec
ALL	Sweden	6		5 3 hr 35 min 57 sec
ALL	Singapore	19		11 17 hr 58 min 20 sec
ALL	Thailand	16		9 12 hr 51 min 10 sec
ALL	Turkey	2		2 1 hr 9 min 13 sec
ALL	Taiwan	1		1 36 min 10 sec
GOGOINFLIGHT	United States	962		397 49 day 21 hr 15 min 39 sec
ALL	United States	778		446 30 day 0 hr 24 min 14 sec
ALL	South Africa	22		3 11 hr 24 min 2 sec

If you click the **Switch View** button in the top-right corner of the screen, a table will display with data from the previous month in the following columns:

- **Connection Type:** Describes the type of connection for these Internet sessions.
- **Country:** The country where these Internet sessions occurred.
- **# Sessions:** The total number of Internet sessions (on iPass Wi-Fi and Ethernet networks only).
- **# Users:** The total number of users who connected (to iPass Wi-Fi and Ethernet networks only).
- **Total Session Length:** The total amount of time your users were connected (to iPass Wi-Fi and Ethernet networks only).

The total **On-net Users** (in the blue bar) includes the sum of users that connected in each country, so if a user connected in more than one country in the past month, they will be counted each time.

In addition, the **On-net Users** and **On-net Sessions** totals include Wi-Fi and Ethernet iPass networks.

Search by Month

The Service Summary Report offers a **Search** option that lets you find a service summary report for a specific month.

To use the **Search** feature:

1. Click the blue search icon on the top-right hand corner of the screen.
2. In the pop up, select the appropriate month and click **Go**.

A search dialog box with a blue header bar containing the word "Search" and a close button (X). The main area is white and contains a label "Month:" followed by a red asterisk, a dropdown menu showing "March 2013", and a "Go" button below it.

Download Report

To download a Service Summary Report, click the **Switch View** icon so the table (not the pie chart and line graph) appear on the screen, and then click the **Download Report** button in the top-right side of the screen. The report will download as a CSV file (which can be opened by several applications including Microsoft Excel).

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

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

[reports](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Threshold Alert

The Threshold Alert report is generated based on the values configured on the [Service Threshold](#) page. This report will let you know how much of your network users are using and for how long (based on the parameters set on the Service Threshold page) for the duration of one month.

NOTE: Only users who exceed the watermark percentage configured in Services Threshold will appear in the Threshold Alert report.

- **Cumulative Session Length Threshold**
- **Cumulative Usage Threshold**
- **Report Date**

Table



The screenshot shows a web application interface for a 'Threshold Alert' report. At the top, it says 'IPASS INC. | 102' and 'Report result for Month matches exactly 2013-02'. Below this, there are three summary statistics: 'Cumulative Session Length: 1 hr 0 min 0 sec', 'Cumulative Usage: 2.0 GB', and 'Report Date: 2013-12-12 07:57:11.8'. The main part of the interface is a table with the following columns: 'User ID', 'Threshold Type', 'Cumulative Total', 'Threshold(%)', and 'Quantity in Excess'. The table lists several users with their session lengths and usage, all of which are marked as exceeding the 100% threshold. For example, the first user 'user123456789' has a cumulative session length of 1 hr 25 min 37 sec, which is 100% of the threshold, and is 25 min 37 sec in excess.

User ID	Threshold Type	Cumulative Total	Threshold(%)	Quantity in Excess
user123456789	Cumulative Session Length	1 hr 25 min 37 sec	>100%	25 min 37 sec
user123456789	Cumulative Session Length	3 hr 54 min 40 sec	>100%	2 hr 54 min 40 sec
user123456789	Cumulative Session Length	23 hr 32 min 9 sec	>100%	22 hr 32 min 9 sec
user123456789	Cumulative Session Length	7 hr 18 min 54 sec	>100%	6 hr 18 min 54 sec
user123456789	Cumulative Session Length	1 hr 25 min 34 sec	>100%	25 min 34 sec
user123456789	Cumulative Session Length	5 hr 27 min 48 sec	>100%	4 hr 27 min 48 sec
user123456789	Cumulative Session Length	42 min 48 sec	71.11%	---
user123456789	Cumulative Session Length	51 min 28 sec	85.72%	---
user123456789	Cumulative Session Length	2 hr 21 min 37 sec	>100%	1 hr 21 min 37 sec

User ID: Click on each unique User ID for more details on the user, like:

- Session ID
- Transaction ID
- Description (a description of the location)
- Session Start Time
- Session End Time
- Session Length
- Data Usage

Threshold Type: This field will be populated with either the Cumulative Session Length (amount of time) or Cumulative Usage (megabytes) option, depending on which was selected on the Service Threshold page.

Cumulative Total: The total amount of time or megabytes accumulated by a specific user over the course of one month.

Threshold (%): This percentage represents how many minutes or megabytes a user consumed. If a user consumes less than 100% then it will appear as such, but if the percentage exceeds 100% then the "greater than" sign will appear (i.e. >100%). It represents how close a user has come to the length/usage threshold.

Quantity in Excess: This field displays the exact amount of time or megabytes with which the user

exceeded the threshold value. If the user did not exceed the limit, then this field will be marked with two dashes.

Search

You can search for a company with either their name or Company ID.

Download

You can click the **Download Report** icon in the top-right corner to download a CSV file of this table.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

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

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Auth Request Summary

This report allows you to monitor the performance of your roam servers, displaying authentication requests, and successful and failed authentications.

The blue banner atop the report page displays:

- **Current Month**
- **Total Authentication Requests** (in the current month)
- **Total Successes** (in the current month)

Chart View

The graphs described below display request information for the current month as well the 3 previous months (4 months in total).

Auth Requests

This graph displays the total amount of authentication requests and total amount of successful authentications. Hovering over the graph lines will display request amounts in a small dialog box.

Max. Requests Per Hour

This bar graph displays the maximum amount of authentication requests received per hour for a given month. Hovering over a bar will display the total amount of requests in a small dialog box.

Detailed View

Under the User ID column, you will find a plus-sign icon next to a specific date where you can click to expand for further details.

- **User ID:** This ID refers to a specific user and can show up multiple times in this report.
- **Prefix:** A user's prefix.
- **Domain:** A user's domain.
- **Authentication Time:** The exact time a user was authenticated.
- **Status Code:** The status code describes the status of a request, whether it was a success or failure.

For a detailed list on the types of status codes you might encounter, please click [here](#).

Search

You can search for a company with either their name or Company ID.

Download

You can click the **Download Report** icon in the top-right corner to download a CSV file of the table. This process may take a few minutes because you will be downloading 7 days worth of data.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

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

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Exceptions

This report displays users that are having the least success with the service for a specific date range.

Search

When you first arrive on the Exception Report page, you will see a **Search** dialog box.



To initiate an Exceptions report:

1. In the **Search By** dropdown menu, select one of the following:
 - **All Users** for all of your users
 - **User ID** for a specific user
 - **Domain** for a specific domain
2. After **Date Range**, click one of the date ranges shown or click the calendar icon to enter a custom date range.
3. After **Connections**, click **Inherited** (for a summary of only connections that Open Mobile inherited from the native connection client) or **Client-Initiated** (for a summary of only connection that Open Mobile initiated).
4. When you are finished, click **Go**. You can return to the Search dialog box by clicking on the **Search** icon in the top-right corner of the Exceptions page.

Exceptions

This table will show the users with the least success over the date range that you chose and it contains the following columns:

- **User ID** identifies each user, click on the link to see this user's recent activity. You can open the [User Activity](#) report by clicking on a User ID.
- **Error Rate** is the percent of connections in the selected date range that resulted in error for this user during the selected date range.
- **Connection Attempts** is the total number of connection attempts by this user in the selected date

range.

- **Errors** is the total number of connections that resulted in error for this user during the selected date range.
- **Successes** is the total number of successful connections for this user during the selected date range.

You can click the **Download Report** icon in the top-right corner to download a CSV file of this table.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

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

[reports](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

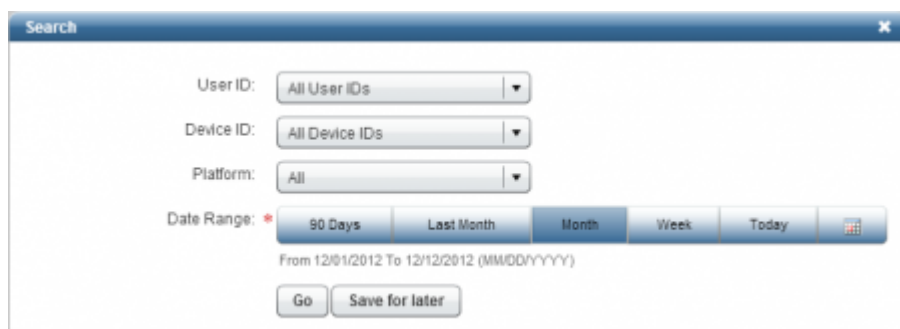
Last update: **2013/02/05 22:21**

Devices & Platforms

This report displays two pie charts showing the distribution of your client by Operating Systems and client versions, and if you click Switch View you can see a table showing more details of your user's devices.

Search

When you first arrive on the Devices and Platforms page, you will see a Search dialog box.



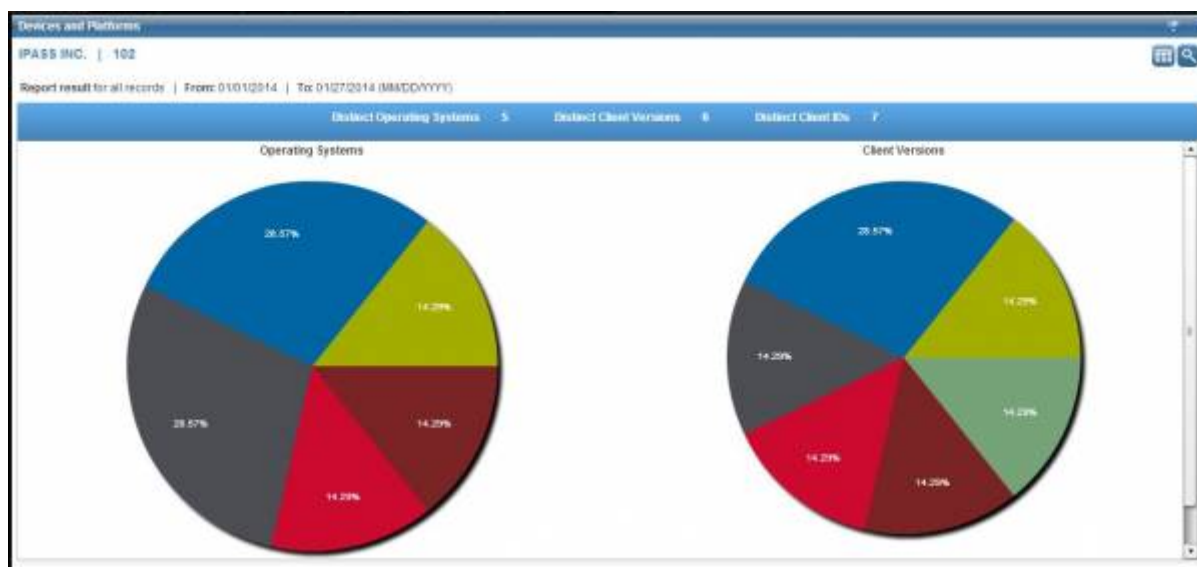
The Search dialog box contains the following fields and controls:

- User ID: All User IDs (dropdown)
- Device ID: All Device IDs (dropdown)
- Platform: All (dropdown)
- Date Range: * (90 Days, Last Month, Month, Week, Today buttons)
- From 12/01/2012 To 12/12/2012 (MM/DD/YYYY)
- Go (button)
- Save for later (button)

To initiate a Devices and Platforms report:

1. In the **User ID** dropdown menu, select one of the following:
 - **All User IDs** for all of your users.
 - **Specify User ID** for a specific user.
2. In the **Device ID** dropdown menu, select one of the following:
 - **All Device IDs** for all devices.
 - **Specify Device ID** for a specific device ID.
3. In the Platform dropdown menu, select **All** or a specific Operating System.
4. After **Date Range**, click one of the date ranges shown or click the calendar icon to enter a custom date range.
5. When you are finished, click **Go** to run the report now or **Save for later** to send the report to the [Saved Report](#) page. You can return to the Search dialog box by clicking on the **Search** icon in the top-right corner of the Device and Platforms page.

Operating System and Client Version



These pie charts show what percent of your users are on each applicable Operating System and Client Version respectively.

Switch View

By clicking the **Switch View** icon you can see these details in a table.

Device User Summary

This table will show of your user's devices over the date range that you chose and it contains the following columns:

Since the Client ID represents each installed client, every time a client is re-installed on a device or laptop a new Client ID is produced. Therefore, the number of Client IDs may not match the number of devices or laptops that the client is installed on.

- **User ID** identifies each user.
- **Client Version** is the version of the client installed.
- **OS** is the Operating System on which the client is installed.
- **Client ID** identifies each installed client.
- **MBB Device Model** is the Mobile Broadband device model (if applicable).
- **MBB Device ID** is the Mobile Broadband device ID (if applicable).
- **MBB Manufacturer** is the Mobile Broadband device manufacturer (if applicable).
- **MBB Driver Version** is the Mobile Broadband device driver (if applicable).
- **MBB Firmware Version** is the Mobile Broadband firmware (if applicable).

You can click the **Download Report** icon in the top-right corner to download a CSV file of this table.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

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

[reports](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

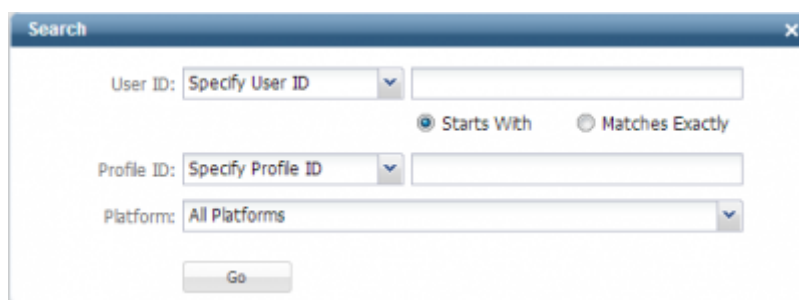
Active Deployment

This report should not be used for billing purposes.

The Active Deployment report displays all the devices that have connected or attempted to connect in the last 3 months. The report includes information on which client versions users have and in which month they connected using those clients.

Please note that a **User ID** can appear more than once if a user connects with multiple devices and a **Client ID** can appear more than once if multiple users connect with the same device.

Search



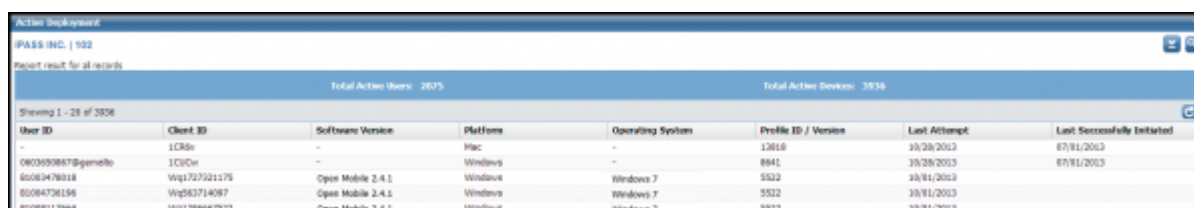
The search form is titled "Search" and contains three main input sections. The first section is for "User ID", with a dropdown menu showing "Specify User ID" and a text input field. Below this are two radio buttons: "Starts With" (selected) and "Matches Exactly". The second section is for "Profile ID", with a dropdown menu showing "Specify Profile ID" and a text input field. The third section is for "Platform", with a dropdown menu showing "All Platforms". A "Go" button is located at the bottom of the form.

The **Search** feature allows you to search for users based on their **User ID**, **Profile ID**, and **Platform**. You can also do a comprehensive search of all User IDs, all Profile IDs, and all Platforms.

Active Deployment Table

The blue bar atop the Active Deployment table displays the **Total Active Users** and **Total Active Devices**. This total amount is based on whatever type of filters you have used during your search.

An empty field likely indicates that we did not receive a record for that particular category.



The screenshot shows the "Active Deployment" table with a blue header bar. The header bar displays "Total Active Users: 2675" and "Total Active Devices: 3936". Below the header bar, the table lists columns: User ID, Client ID, Software Version, Platform, Operating System, Profile ID / Version, Last Attempt, and Last Successfully Initiated. The table contains several rows of data, including entries for "08030308678@gmail.com", "00080478018", "00084736156", and "00080117864".

User ID	Client ID	Software Version	Platform	Operating System	Profile ID / Version	Last Attempt	Last Successfully Initiated
08030308678@gmail.com	1C0De	-	Mac	-	12610	10/28/2013	07/11/2013
00080478018	1C0De	-	Windows	-	8841	10/28/2013	07/11/2013
00084736156	Wq1727121175	Open Mobile 2.4.1	Windows	Windows 7	5522	10/11/2013	
00080117864	Wq183714087	Open Mobile 2.4.1	Windows	Windows 7	5522	10/11/2013	
	Wq128667922	Open Mobile 2.4.1	Windows	Windows 7	5522	10/11/2013	

The table contains the following columns:

- **User ID:** A user's unique ID (which is the same across different types of reports).
- **Client ID:** The unique ID assigned to the client when it is installed on a user's device.
- **Software Version:** The version of Open Mobile used.
- **Platform:** The computing platform (hardware & software) used to connect.
- **Operating System:** The specific operating system running on a user's device when they connect.
- **Profile ID/Version:** The Open Mobile profile a user connected to.
- **Last Attempt:** The day in which a user last attempted to connect with either an initiated or inherited connection (whether that attempt was successful or not).
- **Last Successfully Initiated:** The most recent day where a user connected with an initiated connection.

An inherited connection will not have user identification details and will have a dash (-) in the User ID field.

Download Button

Click on the **Download** button (on the top right corner) to download a CSV file of your search result.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

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

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Mobile Broadband Usage Rate

The Mobile Broadband Usage Rate shows Mobile Broadband data usage in megabytes per thirty days (MB/M) for your Open Mobile users.

Search

When you first arrive on the Mobile Broadband Usage page, you will see a Search dialog box.

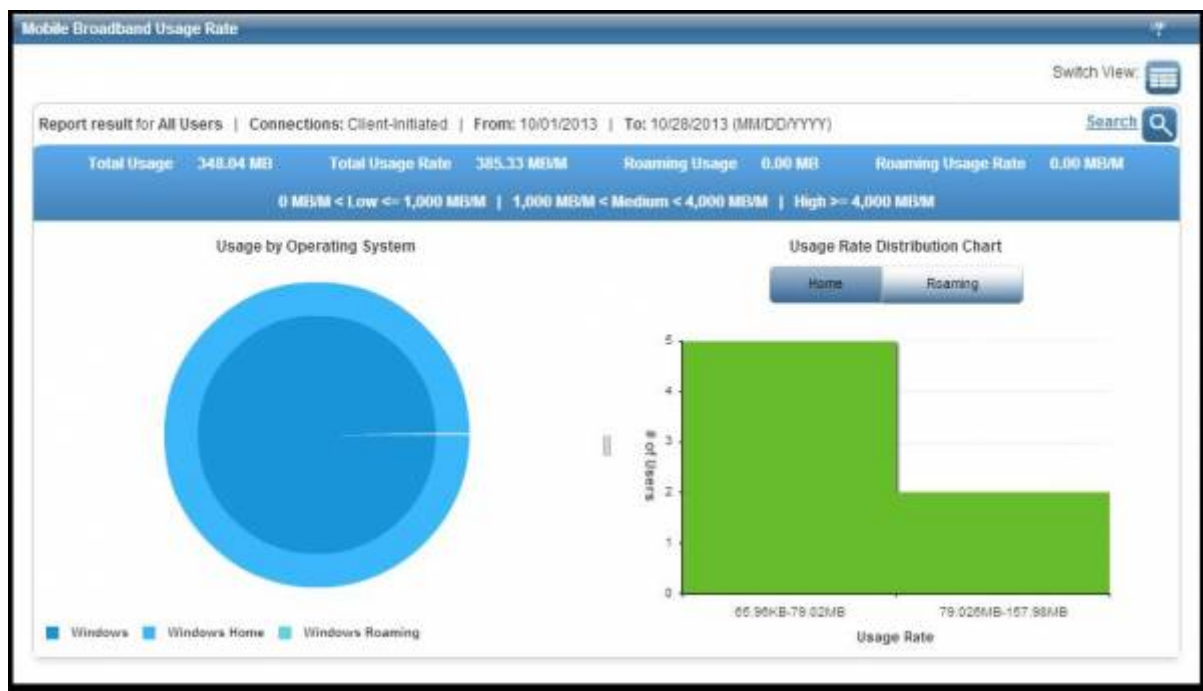
The image shows a 'Search' dialog box with a blue header and a close button in the top right. It contains several sections: 'Search By:' with a dropdown menu set to 'All Users'; 'Date Range:' with buttons for '90 Days', 'Last Month', 'Month' (selected), 'Week', and 'Today', and a date range 'From 10/01/2013 To 10/26/2013 (MM/DD/YYYY)'; 'Connections:' with buttons for 'Inherited' and 'Client-Initiated'; and 'Total Usage Rate Thresholds:' with a horizontal slider. The slider has labels '0 MB/M < Low <= 1,000 MB/M | 1,000 MB < Medium < 4,000 MB/M | High >= 4,000 MB/M' and a scale from 10 to 5,000. A 'Go' button is at the bottom.

To initiate a Mobile Broadband Usage Rate report:

1. In the **Search By** dropdown menu, select one of the following:
 - **All Users** for all of your users
 - **User ID** for a specific user
 - **Profile ID** for a specific profile.
 - **Domain** for a specific domain.
2. After **Date Range**, click one of the date ranges shown or click the calendar icon to enter a custom date range.
3. After **Connections**, click **Inherited** (for a summary of only connections that Open Mobile inherited from the native connection client) or **Client-Initiated** (for a summary of only connection that Open Mobile initiated).
4. Under **Total Usage Rate Thresholds**, select the range of data usage in megabytes that you would like to view. Changing the range will automatically adjust the definition of low, medium, and high usage.
5. When you are finished, click **Go**. You can return to the Search dialog box by clicking on the **Search** icon in the top-right corner of the Exceptions page.

Usage by Operating System and Usage Rate Distribution

Chart



The Operating System pie chart shows what percent of your users are on Windows, Android, or Mac. Within each operating system, you can view what percentage of your users were Roaming.

The Usage Rate Distribution pie chart shows the distribution of users for the date range and usage range you selected. By clicking the **Home** or **Roaming** button you can see this data usage on home networks or roaming networks respectively.

Switch View

By clicking the **Switch View** icon you can see these details in a table.

Mobile Broadband Usage Table

This table will show of your user's devices over the date range that you chose and it contains the following columns:

- **User ID** identifies each user, click the link to see this user's recent activity.
- **Home Usage** is the total data used in the home network for the selected date range.
- **Home Usage Rate** is the rate of data usage in the home network per thirty days.
- **Roaming Usage** is the total data used in roaming networks for the selected date range.
- **Roaming Usage Rate** is the rate of data usage in roaming networks per thirty days.
- **Total Usage Rate** is the total Mobile Broadband data used for the selected date range.
- **Total Usage Threshold** defines the usage as low, medium, or high depending on the total usage

rate threshold you selected.

You can click the **Download Report** icon in the top-right corner to download a CSV file of this table.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

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

[reports](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Roaming by Country

The Mobile Broadband Roaming by Country report summarizes data usage by country. A summary at the top of the table shows the total data usage (in megabytes) , total roaming users, total roaming usage (in megabytes), and the percent of roaming usage for the selected time range. A table displays each country, the number of users in that country, and the data usage in that country (in megabytes) for the selected date range. Click the **Customize Report** button at the top of the screen to change the date range (once the date range has been selected click **Go**).

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

[reports](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**

Saved Reports

Job ID	Report	Requested By	Requested On	Status	Actions
1226	Devices and Platforms	admin@ipass.com	2012-12-13 15:27:23	Available	Select an action
1225	User Activity	admin@ipass.com	2012-12-13 15:27:06	Available	Select an action
1224	User Activity	admin@ipass.com	2012-12-13 15:25:46	Available	Select an action
1223	User Activity	admin@ipass.com	2012-12-13 15:14:21	Available	Select an action
1222	User Activity	admin@ipass.com	2012-12-13 15:05:52	Available	Select an action
1221	User Activity	admin@ipass.com	2012-12-13 15:04:55	Available	Select an action
1220	User Activity	admin@ipass.com	2012-12-13 10:00:26	Available	Select an action
1219	User Activity	admin@ipass.com	2012-12-13 09:54:07	Available	Select an action
1218	User Activity	admin@ipass.com	2012-12-13 09:54:05	Available	Select an action
1217	User Activity	admin@ipass.com	2012-12-13 09:54:03	Available	Select an action
1215	User Activity	admin@ipass.com	2012-12-13 09:51:29	Available	Select an action
1214	Devices and Platforms	admin@ipass.com	2012-12-13 02:39:40	Available	Select an action
1213	Devices and Platforms	admin@ipass.com	2012-12-13 02:39:28	Available	Select an action
1212	Devices and Platforms	admin@ipass.com	2012-12-13 02:39:03	Available	Select an action
1211	Devices and Platforms	admin@ipass.com	2012-12-13 02:37:45	Available	Select an action
1210	Devices and Platforms	admin@ipass.com	2012-12-13 02:37:33	Available	Select an action
1209	Devices and Platforms	admin@ipass.com	2012-12-13 02:37:03	Available	Select an action
1208	Devices and Platforms	admin@ipass.com	2012-12-13 02:36:43	Available	Select an action
1207	Devices and Platforms	admin@ipass.com	2012-12-13 02:36:27	Available	Select an action
1206	Devices and Platforms	admin@ipass.com	2012-12-13 02:36:17	Available	Select an action

The [User Activity](#) and [Devices & Platforms](#) reports have the option to save reports for later viewing. When you click **Save for later** in the search box, reports are saved on this page.

The list of saved reports includes the following (and can be sorted by any of these columns):

- **Job ID:** a number assigned to each saved report.
- **Report:** report type (User Activity or Devices & Platforms).
- **Requested by:** the user who originally requested the saved report.
- **Requested on:** time stamp of when the saved report was originally requested.
- **Status:** whether the report is Available, In Progress, In Queue, Failed, or Deleted.

In the **Actions** column, each report has the following actions available:

- **Download:** download an Excel version of the report.
- **View Results:** view the report in the browser.
- **View Search:** view the original search criteria of the report.
- **Delete:** delete the report.

To refresh the list or the status of saved reports, click the blue refresh button in the top-right corner of the page.

Very large User Activity reports (with over about 50,000 records) may not be available for viewing in the browser (**View Report** may not work), but they can be downloaded by selecting **Download** in the drop-down list.

If you are having trouble downloading a report, check your browser settings to make sure downloads are enabled.

go to: [Portal Guide](#) > [Reports Tab](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

Permanent link:

<http://help-dev.ipass.com/doku.php?id=wiki:ebook>

Last update: **2013/02/05 22:21**