

iPass Open Mobile 2.1.x for Windows Quick Start Guide

VERSION 1.5, MAY 2012

Technical Requirements

Open Mobile 2.1.x has the following system requirements:

Operating System

- Windows XP (SP3) (32-bit only)
- Windows Vista, Vista SP1 or Vista SP2 (32 or 64-bit)
- Windows 7 or Windows 7 SP1 (both 32 or 64-bit)

Additional Software Components

- For Windows XP:
 - WLAN API and .NET Framework 3.5 SP1 or 4.0 must be installed.
 - 802.1x connections on Windows XP require the Windows hotfix available at <http://support.microsoft.com/kb/958071>.
 - Com+ Event System, Com+ System Application, and MSDTC services must be installed and running.
- For Windows Vista:
 - .NET Framework 3.5 SP1 or 4.0 must be installed (not required for SP1 or later).

Hardware Requirements

- 1 GHz 32-bit (x86) or 64-bit (x64) processor
- 1 GB of system memory
- 512 MB of physical memory
- Support for DirectX 9 graphics and 32 MB of graphics memory
- At least one connectivity device installed, depending on your intended connection type:
- Wi-Fi adapter for a wireless connection.
- An iPass-supported Mobile Broadband device, plus appropriate driver software installed.

- Ethernet adapter for an Ethernet connection.
- 56K v90/92 modem for a Dial connection.
- DSL modem for a DSL connection.

It's recommended that your screen resolution is at least 1024x768.

Supported Languages

- Open Mobile is supported in English, French, German, and Japanese.

Installing Open Mobile

Your system must meet the Open Mobile requirements or the Open Mobile installer will block the installation. In addition, you must have local administrator rights in order to perform the installation. (Local administrator rights are not required to run Open Mobile.)

To install Open Mobile,

1. Double-click the Open Mobile installer file. The installation wizard is launched.
2. Follow the prompts for installation. iPass recommends that you install the application in the default location.

Always use the Open Mobile installer as it was supplied to you by your IT department. Do not rename or otherwise alter an installer file.

Login Information

Open Mobile can store your login credentials, making it easier and faster for you to log in. You will generally only need to enter this information prior to using Open Mobile for the first time, or when adding a new account.

- A valid Open Mobile password can up to 15 characters in length, and may include special characters.
- You should verify with your Help Desk whether you need separate credentials for Internet access and for VPN access.

Depending on how your account is configured, you may not see all of these credential fields when setting up your login credentials. (Some credentials may be pre-filled by an administrator.)

To set your login credentials for an account,

1. Select **Options | Accounts**.
2. Select the account for which you wish to store login credentials.
3. In **Username**, enter the username.
4. If you need to log in from a particular domain, in **Domain**, enter the domain, or select it from the drop-down.
5. In **Password**, enter the password.
6. If you want Open Mobile to store your account password for future use, select **Save Password** (if enabled).

*If you choose **Save Password**, and then deselect it later, the saved password will be retained until you restart Open Mobile.*

Connecting to a Network

To connect to a network,

1. From the Available Networks list, select an available network to which to connect. (You can click **Show More** to expand the Available Networks list.)
2. Click **Connect** and you will be connected to the network. (You may be prompted to enter additional information before connecting.) Open Mobile will display that you are *Online*.

Corporate Network Connection: Click **Details**. Open Mobile will display whether your connection is on the corporate network. Generally, a corporate network connection has access to secure corporate resources, such as the company intranet.

Disconnecting from a Network

To disconnect from a network,

1. Click **Disconnect**.
2. You will be disconnected from your current connection. Open Mobile will remain running in the Windows system tray.

If your system enters the suspended state (Standby or Hibernate), Open Mobile will automatically disconnect any active connection. Once the system is fully resumed, you can initiate a new connection.

Note that even if you disconnect from the network, Open Mobile will still run in the background, and can be accessed using the Windows system tray.

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