

iPass Open Mobile 2.1 for Mac OS X Release Notes

VERSION 1.1, JULY 2012

These release notes summarize the latest news about iPass Open Mobile 2.1 for Mac OS X, including new features, technical requirements, resolved issues, known limitations, and known issues.

New Features

iPass Open Mobile 2.1 has the following new features:

- **Mac OS 10.8 (Mountain Lion) Support:** Open Mobile 2.1 is supported on Mac OS 10.8 (Mountain Lion).
- **Uninstall:** Open Mobile may now be uninstalled from inside the application.
- **Digital Signing:** Open Mobile will now be digitally signed, certifying that the binary is from iPass, an Apple identified developer.

Technical Requirements

iPass Open Mobile 2.1 has the following system requirements.

- **Operating System:** Mac OS 10.6 (Snow Leopard), 10.7 (Lion), or 10.8 (Mountain Lion).
Open Mobile 2.1 is the only version of Open Mobile supported on Mac OS 10.8. Administrators will need to create Open Mobile 2.1 profiles and provision upgraded clients for users of previous versions of Open Mobile, before users upgrade to Mac OS 10.8.
- 40 MB of disk space.

Supported Languages

iPass Open Mobile 2.1 is available in English only.

Mobile Broadband Devices

To use Mobile Broadband connectivity, you need an iPass-supported Mobile Broadband device and a subscription with either the iPass Mobile Broadband service or another Mobile Broadband network carrier.

The following devices have been fully integrated and are supported for Open Mobile 2.1:

- Sierra Wireless 320U (driver version 3.0.0.16)
- Sierra Wireless 312U N2 (driver version 3.0.0.16)
- Sierra Wireless U308 (driver version 3.0.0.16)



- Sierra Wireless 312U (driver version 3.0.0.16)
- Sierra Wireless AC503 (driver version 3.0.0.16)

Resolved Issues

Issue ID	Description
115543	Lengthy network names would previously be truncated. Now the entire name is displayed.
114694	In some cases, a previously connected network was seen in the list of Available Networks, although network was not present,
114579	Connection records were not being filled with location descriptions.
114525	Some applications, such as PDANet and Parallels, would create an Ethernet Adaptor interface that prevents connection to Wi-Fi and Mobile Broadband.
114395	When the main Open Mobile UI was not in the foreground, the application would fail to display some confirmation/ warning messages.
114203	When an application was in full screen mode in Mac OS X Lion (10.7), the Open Mobile Status Item would not work.
114203	In some cases, a Open Mobile menu item would fail to launch if another application was in full-screen mode.
113873	The personal network key was sometimes being cleared on Auto-Connect.
112792	When an OpenAccess network fails and Open Mobile fails over to an iPass network (with the same SSID), the User Interface would not indicate the changed network icon but would still show the OpenAccess icon.
111587	If the branded Application Name contains brackets ([]), the installer package will not open.
109861	If the user did not enter account credentials, the user would not show up in subsequent SQM records.
107828	If an account was removed from the Devicescape server, OpenAccess would stop working without an automated fix or error message explaining why.
106974	Even if Growl were already installed, the user was still prompted to install it.

Known Limitations

iPass Open Mobile 2.1 has the following limitations:

Issue ID	Description
116637	In some connection attempts, the captive page is displayed, and the application will show connected, when there is no actual connection.
116565	A connection to an OpenAccess hotspot sometimes takes almost a minute to show as connected.
113862	If you choose the same Status Color and Background Color when branding the client, the status and VPN text will disappear.
112791	In Mac OS X Lion (10.7), Open Mobile will not automatically open when a Mobile Broadband card is inserted. This is a limitation due to the new sandboxing feature.
112252	The Sierra Wireless AC503 device does not allow a laptop to enter sleep mode during an active



Issue ID	Description
	data session.
111130	Some branded elements, such as Application Name, Application Folder, and Application Icon, are set at installation, and cannot be changed by a profile update. Changing these branding elements require a reinstallation of Open Mobile.
109271	Some ASCII text (such as {} [] ~ € © £ € ¥) may not appear or appear incorrectly in an SMS message.
108720	2G mode is shown as an option on cards that only support 3G (this is a device limitation).
106777	When filling in the APN information for a Mobile Broadband device, both Username and Password have to be filled even for networks that only require one. The workaround is to fill the non-required field with blank spaces.

Known Issues

The following issues are known for iPass Open Mobile 2.1 for Mac OS X:

Issue ID	Description
116987	An Ethernet connection will not be inherited by Open Mobile if the user hotplugs the new Ethernet connection. In order for the connection to be inherited, the user must hotplug the new connection while Open Mobile is running, and then exit and restart Open Mobile.
116977	After some upgrades to 2.1, Open Mobile will fail to retain a saved password. The user will need to reenter and save the password again.
116337	After some installations, Open Mobile may be slow to launch for the first time.
116134	The Last Date Updated field will display the date of the last update attempt, regardless of whether the update was successful or not.
115843	A connection with a static IP will not be inherited by Open Mobile.
115633	The Uninstaller app is seen in the Recent Applications list.
115554	In some cases, when clicking the menu bar Open Mobile icon, the main UI will be displayed in addition to the menu item.
115488	In some cases, a connection will fail to be inherited, even if the Internet is reachable and the VPN is connected.
114662	If Open Mobile is quit while a VPN connection attempt is in progress, and the machine is placed into sleep mode and then resumes, Open Mobile will neglect to close the VPN browser.
113152	In rare cases, the Quick Launch bar will not be displayed. In order to display it, the application will need to be restarted.
111613	If the current Mobile Broadband network is manually switched to a new one, the new network will not be correctly displayed as current in the UI. In order to display the correct network, close and reopen the UI window.
111585	If a branded Application Name is the same as a folder that already exists on the computer, installation may fail and any currently installed version of Open Mobile may be uninstalled as a result.
110054	When the profile is updated, some newly included features (save password, pre-defined domain, VPN, RSS, Branding and auto-connect) may not appear until the Open Mobile client is restarted.
109891	The network list or Mobile Broadband Settings may not refresh when a 312U Card is plugged in and

Issue ID	Description
	the user inserts or removes the SIM card.
109841	In some cases, a Mobile Broadband network to which the user has connected may persist as the current network even when the Mobile Broadband device is not inserted into the machine.
106021	Open Mobile does not recognize a card that is already plugged-in when the user logs out and logs back in.
105016	When the user logs out of GoGo InFlight, Open Mobile continues to show the network as connected even though there is no valid connection to the Internet.

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