Open Mobile 2.0.1 for Windows Release Notes

VERSION 1.2, NOVEMBER 2011

These release notes contain the latest news and information about Open Mobile 2.0.1 for Windows, including:

- New features and enhancements
- Technical requirements
- Known limitations
- Resolved issues

New Features

Open Mobile 2.0.1 includes these new features and enhancements:

- **New User Interface:** Open Mobile 2.0.1 includes a smoother, easier to use interface, which is highly customizable and re-brandable.
- **Login Assist:** Working in conjunction with Internet Explorer, Login Assist expedites login to frequently visited Web destinations, by passing user credentials automatically.
- **Run Once Packaging:** Administrators can create a Run Once package to deliver a file payload to all users with a given profile, and even include an installer script or executable to install the files. A Run Once package is an ideal way to deliver driver or other software updates to your user base. (Run Once packaging was originally introduced in Open Mobile 1.4.1, but is now generally available to all Open Mobile customers.)
- **Conflict Detector:** The new Conflict Detector tool can be configured to detect and resolve conflicts between Open Mobile and third party connection clients. (For more information on Conflict Detector, consult your iPass account representative.)
- **OCR Protocol Support:** Open Mobile 2.0 now supports the PEAP-GTC, and EAP-FAST-MSCHAP2 protocols for On Campus Roaming. In addition, support has been added for 64-bit Windows OS platforms with multiple certificate environments.
- **Reduced Time for Services Startup:** Open Mobile-related services will now start much faster after a system reboot.
- **Proxy Settings**: You can now set authentication settings for users who connect through a proxy server.
- **Authentication Token Support:** RSA Authentication tokens can now be specified as a type of account credential.
- **Mobile Broadband Usage Policies:** Open Mobile 2.0 includes detailed Mobile Broadband usage policies. The policies can be set for roaming, non-roaming, and personal hotspot usage. You can set usage

thresholds, display warning messages, and trigger consequences such as disconnection when users approach or exceed defined thresholds.

- **Session Timeouts:** To help control usage costs, you can now set session timeouts for Wi-Fi. Users who exceed the time limit you define can be warned, warned and then disconnected, or disconnected automatically.
- **Endpoint Security:** You can design and implement detailed endpoint security policies to ensure a secure network connection. The policies can be set to monitor anti-virus, anti-spyware, firewalls, or other security applications. If the application is not running, you can set the user's machine to warn the user, disconnect the VPN, or even disconnect from the Internet completely.

Technical Requirements

Open Mobile has the following system requirements:

Operating System

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

Additional Software Components

- For Windows XP: WLAN API and .NET Framework 3.5 SP1 or 4.0 must be installed. In addition, 802.1x connections on Windows XP require the Windows hotfix available at http://support.microsoft.com/kb/958071
- For Windows Vista: .NET Framework 3.5 SP1 or 4.0 must be installed.

Hardware Requirements

- 1 GHz 32-bit (x86) or 64-bit (x64) processor
- 1 GB of system memory
- Support for DirectX 9 graphics and 32 MB of graphics memory
- At least one of these connectivity device types installed, plus any required drivers:
  - o Wi-Fi adapter for a Wi-Fi connection.
  - o iPass-supported Mobile Broadband device.
  - o Ethernet adapter for an Ethernet connection.
  - o DSL adapter for a DSL connection.
  - o 56K v90/92 modem for a Dial connection.
  - o ISDN terminal adapter for an ISDN connection.

Antivirus Software

- Antivirus software must not block the operation of Open Mobile services (iMobility.exe, iPlatform.exe)

Supported Languages

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

Installation

Installation of Open Mobile requires an account with local administrative privileges. However, administrative privileges are not required to run the application.

Resolved Issues

This release of Open Mobile resolves the following issues:

Issue ID	Description
112780	If an authenticated proxy is configured to accept local Windows domain credentials, and the currently logged in user account provides invalid proxy login credentials, then profile update will fail (as expected) but a failure message will now be shown to the user.
112776	The VPN button is disabled when Quick Launch is configured to require VPN connectivity to launch.
112717	In some circumstances, Open Mobile on German Windows 7 could unexpectedly terminate.
112408	In some cases, the installer would permit installation of an earlier version of the application. From now on, only later versions of the application are permitted to be installed.
112088	Cisco IPSEC VPN integrated with Open Mobile 1.4.3 would not support certificate authentication.
112007	On Windows 64-bit platforms using the Cisco IPSEC VPN, Open Mobile would not launch the VPN UI if the Disconnected VPN icon was running in the system tray.
111570	VPN gateway selection is now correctly applied for on-demand Cisco IPSEC VPN connections.
111485	The VPN account would fail to prompt for credentials if Open Mobile was configured to prompt for a proxy account.
110703	Hot plugout of an MF633+ device, followed by immediate reinsertion, could result in a device error condition which can only be cleared by restarting your system.
110701	A manual scan for 3G networks would sometimes refresh the device drivers used, causing device detection to fail.
110535	In some circumstances when Open Mobile was running and then an Ethernet link was connected (such as when re-docking a laptop to a corporate LAN). Open Mobile could hang when attempting to identify the local area network.
110515	When using a 2G SIM with some Mobile Broadband devices, the Technology Type could be displayed as 3G/UMTS when a connection is established.
110499	Upon creating a campus connection method and searching for a certificate by name, Open Mobile selected the first certificate found, which might not be the correct one.
109240	In some circumstances, the network list would not always be refreshed in a timely way.
108981	Some Mobile Broadband networks may display as 3G for a short time as their network names, but would eventually show correctly.

Issue ID	Description
108774	Log files zipped using LogViewer would not properly unzip using WinZip on Windows XP.
106554	Switching from one network to another without disconnecting first could sometimes give inconsistent results with Juniper VPN integration configured.
106464	Open Mobile failed to initiate an Auto-connect to a Wi-Fi hotspot, if the first attempt failed with an association error.
106056	VPN status in Open Mobile was shown as connected after resuming from sleep even if the VPN was actually disconnected.
105937	Open Mobile failed to detect an Ethernet connection on a Dell Latitude XT2 m/c device.
105924	Open Mobile would not prompt the end user to enter valid credentials when connecting to 802.1x networks with invalid credentials.
105653	On some 802.1x connections on Windows XP SP3 or Vista SP2, Open Mobile was not using the Outer Tunnel identity attributes.
105191	Occasionally on Windows XP, when switching between networks, the Open Mobile network list would show a blank network.

Known Limitations

This release of Open Mobile includes these limitations:

Mobile Broadband Limitations

Issue ID	Description
112503, 110580, 110486	For the Sierra 312U device: • Open Mobile does not save the band if it is set to "3G All." • The Sierra 312U device firmware will only support 3G enabled SIMs. • On a hot plugin of the Sierra 312U device, Open Mobile may not capture the serial number, software version, and hardware version of the device.
111280	Huawei E180 : For the Huawei E180 device, only 2G networks will be detected.
110521	On the ZTE 129FU device with a 2G SIM, if the Bearer Type is set to 3G, 3G networks will be detected.
109772	In some cases, turning off Flight Mode on a Mobile Broadband device may cause Open Mobile to prompt for the SIM PIN.

Login Assistant Limitation

Issue ID	Description
112739	Login Assistant will not submit login credentials when Internet Explorer is in InPrivate mode.

VPN Integration Limitations

Issue ID	Description
112819	After installing Open Mobile with the integrated Nortel VPN, the PC must be restarted.
110170	An NCP VPN connection will not be torn down if the network connection status is Associated.
107381	The Cisco iPsec VPN disconnects and reconnects after a network switch, even if the Disconnect on switch option is disabled.
110472	On Windows XP, if the user ignores the Juniper VPN setup window, the iPlatform.exe service may abruptly terminate. To resolve this, upgrade the user's.NET framework to v4.0.

Proxy Authentication Limitations

Issue ID	Description
112769	If Open Mobile 1.4.x profiles had authenticated proxy set to use Windows login credentials by default, then updates to these profiles will break if they upgrade to 2.x without an administrator re-setting proxy authentications in the updated profile.
112507	An account type used for proxy authentication should, in general, not have its password configured with the options SleepHibernate, ByInterval, and NeverCache.
111275	OM and IE will fail to connect to proxy networks if the proxy.pac file contains the following expression if shExpMatch (url, "http://google.com") return "DIRECT";

General Limitations

Issue ID	Description
112869	Due to an issue with Windows 7, when uninstalling Open Mobile, this message may be displayed and persist: `"Error Opening installation log file. Verify the specified log file location exists & is writable."` To resolve this issue, Microsoft recommends restarting the explorer.exe process. For more information, consult the Microsoft Knowledgebase article, http://support.microsoft.com/kb/2564571 .
112571	If a profile update includes changes to the session timeout values, Open Mobile must be restarted in order for the changes to take effect.
110109	Attempts to connect to DeviceScape access points at Wayport venues will instead failover to local GIS access points.

Known Issues

The following issues are known for this release of Open Mobile:

Mobile Broadband Issues

Issue ID	Description
113697	For the Sierra AC 875, in some cases, after resuming from hibernate and turning off Flight Mode, Open Mobile may freeze.
113104	When using the Vodafone E3730 device, the network name is displayed in the Open Mobile UI, even when the Device remove safely is performed.
113101	When using the Sierra 312U TMUK device, all connection attempts fail on turning off the Flight Mode after resuming from sleep with Flight mode on.
113049	When using the Sierra 312U TMUK device, the first 3 connections after resuming from Sleep fail when the network settings are 2G All/Manual.
110616	On the Sierra AC 880E+, the PIN Unblocking Key operation will fail even if the correct PUK code is entered.
110512	For the USB 306 device, the Network Type displays as 3G/UMTS even though the device only has a 2G SIM. In addition, after unblocking the SIM, a message is displayed, 'Connection Failed to Internet.'
110334	Flight mode is not available for the USB 306 device.
110296	RAT selection is not available with GOBI 1 devices.
109594	After being plugged in, the Option iCon 322 device may not be recognized by Open Mobile, and cause the application to hang.
109301	On the Sierra AC860, the card will be detected, but network detection can fail.
109188	The Novatel MC 950D is not supported on Windows 7.
106793	After resuming from hibernation on a Mobile Broadband connection, a user may be prompted twice to enter a PIN.

Wi-Fi Issues

Issue ID	Description
112936, 113119	When using the NETGEAR WG111v3 Wireless-G USB Adapter, Open Mobile will fail to connect on the first connection. To resolve this, connect using the Windows native Wi-Fi client. After this connection is made, Open Mobile will be able to connect normally.
113612	On Windows XP, if the Wi-Fi radio is turned off on some laptop models, Open Mobile may freeze.
113120	Wi-Fi connectivity may fail on laptops with adapter Intel 5100 AGN, when the Avast Anti-Virus service is running.
112700	When using token authentication, if the user response is delayed for server challenges. Open Mobile may fail to authenticate to some PEAP-GTC 802.1 x networks.
106850	When a user is connecting to some Wi-Fi hotspots, and clicks Cancel, Open Mobile may hang in the

Issue ID	Description
	Connecting state. If this occurs, the Open Mobile services must be restarted.
106811	Open Mobile may fail to connect to an 802.1X network when there are two non-broadcast campus networks, and one is configured for machine authorization mode and the other for user authorization mode.
106801	Open Mobile may not successfully complete some Wi-Fi connections if the latest Intel Wi-Fi drivers (13.2.1.5) are installed without a restart. To resolve this issue, try restarting the machine.
106091	User ID is not sent in SQM data if an 802.1x connection is made from an account other than the master account.

VPN Integration Issues

Issue ID	Description
113817	After switching networks on a VPN connection, Open Mobile does not always show the correct connection status, even if the connection is successfully switched. As a result, the option Disconnect VPN on Network Switch should be enabled for CheckPoint, NCP, and Cisco IPSEC VPNs.
113764	In some cases, when connected by the NCP VPN and the current network connection is switched, the user is prompted for credentials even if the credentials are saved. Due to this issue, when configuring the NCP VPN, the Disconnect on Network Switch option should be selected.
113761	Checkpoint VPN profile names are case-sensitive. The name of the profile must be entered exactly as it appears in the Checkpoint VPN.
112541	In some cases, after a software upgrade from Open Mobile 1.4.3 to 2.0, OesisCOM may fail to register, and the VPN button will not be shown in the Open Mobile UI.
111108	Open Mobile will not correctly report the connection status of the Checkpoint VPN if users are on a corporate LAN.
109270	When the Nortel VPN is connected by Dial, Auto-connect may fail.
108234	If Nortel VPN is configured for connection profile, then Open Mobile will not authenticate for RADIUS and for certificate-based profiles. Attempts to connect with the profile that is configured for an authorization type different from what was configured in the Portal will always fail.
106857	On Windows XP, after returning from sleep/hibernate, an Open Mobile connection made through the Cisco IPSec VPN may crash abruptly. If this occurs, try restarting the VPN application.

Operating System Issues

Issue ID	Description
112589	Windows UAC must be disabled in order for Login Assist to work, unless Internet Explorer is set to run in the administrator context.

Issue ID	Description
105571	Any event action that runs a script requires Windows UAC to be disabled.
110727	When installing Open Mobile on Windows Vista with UAC enabled, OesisCom.dll will fail to register during the installation process. If this occurs, you can resolve this issue in either of these ways: ● Reboot the machine or restart the Open Mobile services, so the DLL will register. ● Manually register the DLL after installation using this command: `regsvr32 /u "c:\Program Files\Open Mobile\opswat\OesisCom.dll"`

General Issues

Issue ID	Description
114085	The URL in the Gmail Login Assist preset used the old Gmail login address, preventing Login Assist from working correctly with Gmail. The URL has been corrected.
113741	Avasti 5.1.889 AntiVirus is not detected by the Open Mobile PolicyEnforcer. As a result, endpoint policies set to require this anti-virus solution will fail.
113737	If a co-brand logo is configured in the profile, it will not be shown in the new Open Mobile skin (Enterprise). To display a co-brand logo, switch to the Classic Enterprise or Classic skin.
113642	Open Mobile will not detect BlackBerry devices running the latest (v6.1) set of drivers.
113475	When user policies are enabled in a profile that require logging off and logging on again, and Windows Logon Processing is enabled, the logon process may hang.
112644	After a profile update that includes revised Endpoint Security settings, the user's system must be restarted in order for the new settings to take effect.
112246	In some cases, after making a profile update using ISDN or Dial, Open Mobile may re-start in Wi-Fi mode and may not select the right status.
109857	The SQM session length will be shown incorrectly for dial connections if the user unplugs the cable while connected.
109819	The Expand and Collapse buttons are not visible for Search, RSS and SMS if both the Header Bar and "Other" buttons are configured to be the same color.
109489	When a Non-broadcast network is defined in the customer directory and a connection is made, the profile which is created doesn't have the **Non-broadcast** check box enabled.
109407	Network annotations may not display correctly if they are very long (200+ characters).
106988	A Corporate Logo with a large horizontal pixel size, combined with a lengthy Application name, can cause an issue with the application display.
106851	Sometimes after returning from sleep/hibernate on an Ethernet connection, Open Mobile may erroneously report a state of limited connectivity.

Issue ID	Description
106596	In user-defined Quick Launch items, Name and Description fields are not programmatically restricted in length. Long entries can cause display issues. For best results, restrict entries in both fields to 36 characters in length.
106055	The username is being sent with a trailing "@" even if the Domain field is not in use.