

# Open Mobile 2.3.0 for Windows Release Notes

VERSION 1.2, OCTOBER 2012

These release notes contain the latest news and information about Open Mobile 2.3.0 for Windows, including new features and resolved issues.

## New Feature

The Open Mobile 2.3.0 release includes support for Windows 8 (both 32-bit and 64-bit).

## System Requirements

Open Mobile 2.3.0 has the following system requirements:

### Operating System

Any of the following:

- 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)
- Windows 8 (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 Vista SP1 or later).

### Hardware Requirements

- 1 GHz 32-bit (x86) or 64-bit (x64) processor
- 1 GB of system memory



- 1 GB of disk space
- 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 is recommended that your screen resolution is at least 1024x768.*

## Supported Languages

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

## Resolved Issues

This release of Open Mobile resolves the following issues:

Issue ID	Description
118323	An issue has been resolved where in some cases, the user password was deleted after resuming from sleep.
118316	If a VPN connection was active, and Open Mobile inherited a connection, the VPN connection would be torn down. Now, the VPN connection will be maintained.
118257	If a network was present in both the OpenAccess and regional directories, the OpenAccess method of connectivity failed, and user passwords were not already saved, Open Mobile would not prompt for a password and proceed with GIS authentication. Open Mobile could attempt to authenticate once before prompting the user for a password. This issue has been resolved.
118120	Non-numeric and special characters were not being permitted for VPN PIN entry. Such characters will now be permitted.
118085	In apn.ini, the network 26001 was incorrectly entered without being enclosed in square brackets [ ]. This entry has been corrected.
118073	Open Mobile was not handling a Windows Winsock API exception gracefully, which could return an unhandled exception. The exception will no longer be returned.
117739	In some cases, multiple instances of the logonpolicy process could be running simultaneously. The process will now only run one instance at a time.
116680	In some cases, the autoconnect flag for a WLAN profile would be turned off after a machine was restarted. The autoconnect flag will no longer be turned off after restart.



## Known Limitations

This release of Open Mobile includes these limitations:

### Mobile Broadband Limitations

Many mobile broadband adapters, their firmware, and drivers are not currently supported by the Windows 8 operating system. As such, these mobile broadband adapters are not officially supported by Open Mobile on Windows 8. It is strongly recommended that you thoroughly test any adapters you plan to use with Open Mobile on Windows 8 prior to deployment.

Issue ID	Description
117414	After a Sierra Wireless AC320U device is plugged out, there should be at least a ten-second delay before it is plugged back in or it may not be detected.
117364	For Icon 225 devices, 3G networks may not be detected on the device.
117039	Sierra 875 devices may show up twice in the <b>Devices</b> section ( <b>Options &gt; Mobile Broadband &gt; Devices</b> ) due to a device limitation.
116985	On a few devices, switching from regular Open Mobile or ODF integration to WWAN integration may cause the SIM state to change to "Unknown." This does not occur when switching from ODF to regular integration or from WWAN to ODF or regular integration.
116877	When configuring an ODF, do not include the standalone character "-". For example, if the Port name is "Sierra Wireless MC8355 – Gobi 3000 (TM) HS-USB Modem 9013" then configure the Port name in the XML as "Gobi 3000 (TM) HS-USB Modem 9013" or "Sierra Wireless MC8355".
116867	For Gobi 3000 devices, when there is no SIM in the device, Open Mobile will state the SIM status as unknown (instead of no SIM or SIM removed) due to a device limitation.
116272	For 320U devices, if the first connection attempt is canceled, the next connection attempt sometimes fails.
116271	For 320U devices, on 64-bit Windows 7 machines, the device may not be detected after the computer resumes from hibernation mode. If this happens, pull the device out and plug it back in.
116217	Due to a device limitation, Huawei E352 may fail to detect a 3G network because it is reporting it as 2G. You can fix this by manually scanning for the network.
115498, 115500	For Gobi 3000 devices, occasionally the Wi-Fi radio will turn off after the computer returns from hibernate or sleep (and all of the Wi-Fi networks will disappear from the Available Networks list). If this happen, the Wi-Fi radio can be turned back on manually.
115431	For Gobi 3000 devices using a BSNL SIM, after the PIN is entered, the device may still show as locked, and the PIN will have to be entered in the SIM tab for this status to correct. Enable PIN may also be shown when the PIN is already enabled—this can be fixed by selecting Enable PIN and entering the correct PIN.
115035	For ZTE 633+ devices, Open Mobile may prompt the user to enter the SIM PIN when Flight Mode is turned off due to the SIM powering down during Flight Mode.
114904	For Option Icon 422 devices, when the device is plugged out it may still be shown as plugged in due to a limitation with the devices driver.
114700	For some older Sierra devices, updating the driver or SDK to the latest may cause the device to not be detected properly by Open Mobile. Uninstalling the latest driver and reinstalling the correct driver for these older devices will fix this problem.
114688	On some SIMs, the Sierra 320U may not be able to send SMS messages until you set the correct Service Center number.
114383	The 880E+ device may occasionally be detected as an 880E device due to a device limitation.
114171	For 320U devices, when the user logs off and logs on to Windows the device may not be fully recognized by Open Mobile and the network will not be detected. To fix this, pull the device out and plug it back in.



Issue ID	Description
114087	For AC312U devices, after moving out of range of the network (and losing Internet connection), the device will still report the network as connected.
113468	USB 308 and USB 309 devices may fail to detect some networks (such as Tata DoCoMo) due to a limitation in the device
111280	For the Huawei E180 device, only 2G networks will be detected.
112503, 110580, 110486	For the Sierra 312U device: <ul style="list-style-type: none"> <li>■ Open Mobile does not save the band if it is set to “3G All.”</li> <li>■ The Sierra 312U device firmware will only support 3G enabled SIMs.</li> </ul> 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.
110295	Due to a limitation in Windows 7, manual network selection may not work properly (and may be disabled).
109772	In some cases, turning off Flight Mode on a Mobile Broadband device may cause Open Mobile to prompt for the SIM PIN.

## Wi-Fi Limitations

Issue ID	Description
115446	In some cases while connecting to a GTC network, the user will be prompted to enter a second passcode even if the connection has already timed-out.
114739	In some cases, if a user cancels a connection to a GTC network then attempts to connect to the same network shortly afterwards, the second connection will fail since Windows is still waiting for the passcode from the first connection.
112700	When using token authentication, if the user response is delayed for server challenges. Open Mobile may fail to authenticate to some PEAP-GTC 802.1x networks.

## Login Assist Limitations

Issue ID	Description
115696	Save Password has to be selected for the account used by Login Assist or the password will not be passed through.
115673	If a security page displays before the login screen, the Login Assistant may not be able to automatically enter credentials.
112739	Login Assistant will not submit login credentials when Internet Explorer is in InPrivate mode.
N/A	The Login Assist feature is not yet supported on Windows 8.

## VPN Integration Limitations

Issue ID	Description
113761	Checkpoint VPN profile names are case-sensitive. The name of the profile must be entered exactly as it appears in the Checkpoint VPN.
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.
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";

## Connect Before Logon (CBL) Limitations

Issue ID	Description
117374	If Connect Before Logon is configured with a very short timeout, the connection process may continue in the background after the timeout so that when the user reopens Open Mobile from the pre-logon screen, they may be able to connect and proceed to their VPN and Windows Logon.
117176	A Cisco AnyConnect VPN may display as connected in pre-logon mode when it is not.
116669	On 64-bit machines, Connect Before Logon may not pass credentials through to the VPN and Windows Logon (if configured to do so) after connecting to the network. This can be solved by completely deleting all Open Mobile files and doing a fresh install of Open Mobile 2.2.0.
114999	In pre-logon mode, adding a connection method or campus network in <b>Options &gt; Wi-Fi &gt; Campus Networks</b> will not work. The user has to log on to the computer before adding a connection method or campus network.
114781	If a user has set a Wi-Fi usage limit, Connect Before Logon connections will stop working after that limit is reached.
N/A	The Connect Before Login feature is not yet supported on Windows 8.

## Multiple Networks at a Time (MNAAT) Limitations

Issue ID	Description
115137	On a few Mobile Broadband devices (such as Novatel MC 990D), attempting to connect to a Wi-Fi network while the user is connected to a Mobile Broadband network will not work as the device interferes with the connection.
114516	When a user connects to a Wi-Fi network after already connecting to an Ethernet network, the VPN will not auto-connect even if it is configured to do so when a Wi-Fi connection is established. The VPN can still be manually connected by clicking on the VPN switch.

## General Limitations

Issue ID	Description
118603	Although Event Actions enable a process to be specified as running in Hidden Mode, this is subject to the limitations of the process itself. Some Windows applications may not actually run in Hidden mode.
118500	In some cases, on Windows 8, Open Mobile may abruptly terminate after the system tray icon is clicked.
117735	Windows 8 automatically launches a browser when it detects that the user is in a captive portal environment. It attempts to eliminate the browser window since and handle the login for the user; however, this window cannot be eliminated in all circumstances and may be displayed..
117058	To add Custom Profile Attachments, a 2.1.3 or later profile is required—you cannot upgrade an existing profile.
117036	If a device only has a Modem Port and no additional port that responds to AT commands, the SMS feature will not be supported for that particular device. <SMSsend> and <SMSreceive> tags will have to be set to false.



Issue ID	Description
115541	When the screen resolution is 800x600, some of the user interface, including some buttons, may become inaccessible. It is recommended that the screen resolution be set to at least 1024x768.
115314	If you change the preferred language to Japanese on a Windows XP computer that does not have Japanese language support installed, the characters will show up as boxes.
113642	Open Mobile may not detect BlackBerry devices running the version 6.1 set of drivers.
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, <a href="http://support.microsoft.com/kb/2564571">http://support.microsoft.com/kb/2564571</a> .
112589	Windows UAC must be disabled in order for Login Assist to work, unless Internet Explorer is set to run in the administrator context.
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.
112247	Sometimes when running Juniper Setup Client while uninstalling Open Mobile, an empty iPass/OMSI folder will remain on the hard drive and will have to be removed manually.
110109	Attempts to connect to DeviceScape access points at Wayport venues will instead failover to local GIS access points.
N/A	There are no Windows 8 specific ODF integration files. Use the Windows 7 files instead.

## Known Issues

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

### Mobile Broadband Issues

Many Mobile broadband adapters, their firmware, and drivers are not currently supported by the Windows 8 operating system. As such, mobile Broadband officially supported by Open Mobile on Windows 8. It is strongly recommended that you thoroughly test any adapters you plan to use with Open Mobile on Windows 8 prior to deployment.

Issue ID	Description
117611	For Huawei E1823 Gobi 3K devices, the embedded device may be detected after resuming from sleep or hibernate, even though an external device is plugged in. The work around is to plug out and plug in the external device.
117263	If a user with an embedded Mobile Broadband device plugs in an external Mobile Broadband device and changes the settings, those settings will be saved even after the device is plugged out. They will not revert to the settings saved for the embedded device.
115928	When a Huawei E367 (OBS version only) device is pulled out and plugged into a different port on a Windows 7 machine, it will occasionally fail to connect to a 3G network due to a limitation with the device. This can be fixed by pulling the device out and plugging it back in to the same port.
110334	Flight mode is not available for the Sierra USB 306 device.
109188	The Novatel MC 950D is not supported on Windows 7.



## Wi-Fi Issues

Issue ID	Description
115150	When configuring an Account for a Profile in the Open Mobile Portal, if <b>Token</b> is enabled and a <b>Soft Token</b> is selected, you have to select <b>Save Token</b> or connections to networks requiring token authentication may fail.
114825	When using token authentication, the first time a user connects to a FAST-TLS network the connection may fail due to the authentication process, but all subsequent attempts should succeed.
113120	Wi-Fi connectivity may fail on laptops with adapter Intel 5100 AGN, when the Avast Anti-Virus service is running.
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.
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 computer.

## VPN Integration Issues

Issue ID	Description
118440	Open Mobile will not connect with the Cisco IPsec VPN on Windows 8.
117084	When Juniper is configured to automatically launch, Open Mobile does not support "Next Passcode" mode. The workaround is to wait for the passcode to change and manually provide the next passcode in the VPN browser. The next passcode can be retrieved either from the RSA SecureID Application or by right clicking the System tray icon and generating the passcode.
116937, 116766	Connection attempts made using 1-click integrated Cisco AnyConnect v3.0.5080 and v3.0.07 on Windows XP, and v3.0.07059 on SP3, will fail.
116710	If a profile is configured to pass token information to the VPN, and the token is entered in the Open Mobile Portal with Allow End User to Edit PIN not selected, the PIN information will not be saved and the user will not be able to enter it.
116038	Cisco AnyConnect VPN may not launch after it is upgraded from 3.0.2052 to 3.0.5080.
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.
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 Checkpoint VPN or a Custom VPN if the user is on a corporate network.
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.

## Operating System-Specific Issues

Issue ID	Description
118687	On 32-bit operating systems, attempting to connect to a DSL connection may cause the OS to abruptly terminate.
118564	On Windows 8, Open Mobile is unable to connect to a TTLS/FAST MS-CHAPV2 network.





Issue ID	Description
118296	On Windows 8, Open Mobile will fail to authenticate when using a smart card configured for PEAP-TLS.
118037	In some cases, on Windows 8, messages associated with OM Lite may be displayed on the screen indefinitely.
117927	On Windows 8, when Open Mobile is connected to a Wi-Fi network, if Airplane Mode is turned on and off, Open Mobile continues to show the previous connection as active even if there is no actual connection.
117806	BHOs do not work correctly on Windows 8. As a result, Login Assist will not function as intended on Windows 8.
117738	On Windows 8, Open Mobile is unable to connect to WLAN defined 802.1x networks that require user interaction.
117736	On Windows 8, Open Mobile is unable to convert a WLAN profile that is defined for TTLS-MSCHAPV2/PAP protocol.
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: <ul style="list-style-type: none"> <li>■ Root the computer or restart the Open Mobile services, so the DLL will register.</li> <li>■ Manually register the DLL after installation using this command: <code>regsvr32 /u "c:\Program Files\Open Mobile\opswat\OesisCom.dll"</code></li> </ul>

## Connect Before Logon (CBL) Issues

Issue ID	Description
118255	On Windows 8 64-bit, Open Mobile configured with Connect Before Logon will fail to launch <code>imobility.exe</code> .
117690	In some rare cases, automatic Windows Logon may not work.
117027	Connect Before Logon may not work with Cisco AnyConnect versions 3.0.5080 and 3.0.07059.
115316	Any preferences or settings that the user enables in Open Mobile's <b>Options</b> during pre-logon will not be saved and carried over after the user logs on to Windows due to a limitation in what preferences can be accessed in pre-logon mode.
114800	If Connect Before Logon (CBL) has been added to their profile after migrating the profile from an earlier version of Open Mobile, users will have to reinstall the new version of Open Mobile. Connect Before Logon will not work if the user only performs a software update.

## MNAAT Issues

Issue ID	Description
115407	If "Tear down Internet connection automatically when VPN is disconnected" option is selected and the user is connected by Ethernet without a VPN connection then attempts to connect to a Wi-Fi network with the VPN failing to connect, Open Mobile may try to disconnect from the Ethernet connection.
115151	If Multiple Networks at a Time (MNAAT) is enabled for a profile and a VPN launch is configured for multiple media types, the user may sometimes have an unreliable VPN experience.
114718	When a user is connected by Ethernet, they will not be able to connect to a Wi-Fi network that requires a browser log in (because the hotspot will detect that the user is already connected to the Internet).
114387	Multiple Networks at a Time (MNAAT) is not supported on profiles with DSL enabled.

## Connection Quality Test Issues

Issue ID	Description
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118335	On Windows 7 in French, during a speed test, download speed and latency are shown, but connection quality is reported as undefined.
117699	Sometimes when canceling a Speed Test and connecting to a different network, the Speed Test function becomes unavailable until Open Mobile is exited and restarted.
117524	In rare cases, the <b>Start Speed Test</b> link may not respond when the user clicks on it. If this happens, the user should exit Open Mobile. Then re-launch Open Mobile and attempt the link again.
117304	After the Connection Quality Test feature is added to a profile in the Open Mobile Portal and the profile is successfully updated, Open Mobile must be restarted.

## General Issues

Issue ID	Description
118384	On Windows 8, Open Mobile will be unable to connect to a network where a proxy is configured using a .PAC file.
117674	If a profile is configured to auto-detect the language and Open Mobile is installed on Windows 7 using the command line installation for U.S. English (msiexec.exe /qn /i <full path of install.msi> LANGID=1033), then Open Mobile will not launch in English.
117657	On Japanese versions of 32-bit Windows XP, Login Assist may not work properly.
117336	When Policy Enforcer is configured with McAfee Desktop Firewall 8.5, this application may cause the system to crash if the latest patch has not been downloaded and installed.
117248	If you uninstall Open Mobile and reinstall with the same MSI within about ten minutes, the installation will fail. The workaround is one of the following: killing the msiexec.exe process; waiting for that process to end; reinstalling a second time; or installing with a different MSI.
116535, 116526	Some BlackBerry phones running Device Manager version 6.0 and later may not be detected by Open Mobile. Optional fix: <ol style="list-style-type: none"> <li>1. Back up your registry.</li> <li>2. Launch Regedit and find: <i>HKEY_LOCAL_MACHINE\SOFTWARE\iOM\MobilityClient\</i>.</li> <li>3. Right click on <b>iMobilityClient</b> and add this new string: <i>BBTetherCheckNWTech</i>.</li> <li>4. Right click on <b>BBTetherCheckNWTech</b> and click modify to enter one or two of these value data: <i>gsm</i> for GSM phones or <i>cdma</i> for CDMA phones.</li> </ol>
115968	If the account settings for Username are changed to <b>Use the Windows username</b> , this change will not take effect after a profile update.
115541	When the screen resolution is 800x600, some of the user interface, including some buttons, may become inaccessible. It is recommended that the screen resolution be set to at least 1024x768.
114853	If you enable Wi-Fi Timeout for a Time-Based Session Limit, the timeout may not apply to an iPass network connection that is a fallback from a failed OpenAccess connection.
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.
106851	Sometimes after returning from sleep/hibernate on an Ethernet connection, Open Mobile may erroneously report a state of limited connectivity.

