

# Installation

## System Requirements

iPass Open Mobile 2.3.0 for iOS has the following system requirements:

- iOS 4.3 or later.
- Multitasking support (for example, iPhone 3GS or later, iPod Touch third generation or later, or any iPad).
- Users need an iPass account in order for the service to function. In addition, the user must be connected to the Internet (by Wi-Fi or Mobile Broadband connection) to activate Open Mobile.
- Only the Apple App Store is supported for distribution.
- **Supported Languages:** iPass Open Mobile 2.3.0 for iOS is available in English, French, German, Spanish, Italian, Korean, Japanese, Thai, Simplified Chinese, and Traditional Chinese.

## Required Network Configurations

Click [here](#) for a complete list of required network configurations for Open Mobile access.

# Installation and Activation

Installation and activation can take place in one of three ways: by Profile ID/PIN, by URL, or by application.

## By Profile ID/PIN

If you choose to enable this method, users will download the application from the Apple App Store and install it on their iOS devices (iPhone, iPad, or iPod Touch).

After downloading and installing, users will need the Profile ID to activate Open Mobile. If you have assigned one to the profile, they will also require a PIN.

The user can tap the **Activate** button on the Welcome Screen, and on the Activation Screen enter the Profile ID (and optional PIN, if required).

Users without a PIN should leave that field blank.

## Test Profile Mode

If you are testing the app, tap the bottom left corner of the screen three times to enter Test Profile Mode before entering the Profile ID and PIN.

To exit Test Mode, simply tap the **Back** button to return to the splash screen, and then tap **Activate**. (There is no need to uninstall the app.)

## Default Mode

A user without a Profile ID and PIN can tap **Activate Later** to enter default *mode*. In default mode, users have access to the Usage Meter and Hotspot Finder, but cannot use the app to authenticate to networks.

Users in default mode can activate the app at any time by tapping Activate Now on the Dashboard.

## Activation by URL

If you choose to enable this activation method, upon creating the profile, you will be supplied with an email template containing two URLs:

- The first URL will give the link for the Apple App Store, where users can download the application.
- The second URL will give the link to complete the activation.

If this method fails, users will be able to activate using the Profile ID/PIN method, described above. They will require the Profile ID and PIN in order to complete this.

Click **Create Email** to create an email containing the template text using your default email client, or click **Copy to Clipboard** and paste the email text as needed. You can supply this information to either your test users in order to test the profile, or your entire user base, as desired.

## Activation by Application

**Available for:** Open Mobile 2.3.0 and later versions

The Open Mobile Provisioning API can be used to create an separate app that will handle the activation or configuration of Open Mobile. If such an application is supplied, the user may not need to take any steps to activate Open Mobile. Consult the document [The Open Mobile Provisioning API](#) for details.

## Updating the Directory

The user can update the network directories by tapping **Settings > About > Check for Updates**.

## Uninstalling

### To remove Open Mobile from your device:

1. Touch and hold the Open Mobile application icon on the Home Screen until the icons start to wiggle.
2. Tap the "x" in the corner of the Open Mobile icon.
3. Tap **Delete** to remove the application and all of its data from your device.
4. Press the Home button to stop the icons from wiggling.

## Upgrading

Open Mobile upgrades are automatically handled through the Apple App Store.

Users with a 1.X profile can upgrade to the latest 2.X version without issues.  
[installation](#), [activation](#), [requirements](#)

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# Profiles

A client *profile* is a set of customization options that determine the features, policy settings, and behavior of the Open Mobile client. Profiles are created in the Open Mobile Portal.

## The Open Mobile Portal

The Open Mobile Portal is a powerful Web-based tool that enables you to manage all of your clients, issues, and accounts in one place. To launch the Open Mobile Portal, browse to <https://openmobile.ipass.com>.

The Open Mobile Portal includes the following capabilities:

- Centrally manage your Open Mobile client profiles, including configuration, deployment, and testing.
- View your open iPass Technical Support tickets.
- Download important documentation.
- Review your iPass accounts, including invoices and outstanding balances
- Run reports on your user data.

## Creating a Profile

### To create a profile:

1. Select the Configuration tab and then select **Manage Profiles**.
2. Click the **Create New Profile** button on the top-right corner of the screen and then continue past the instruction page.
3. Enter the following:
  - **Profile Name:** Enter a name for the new profile.
  - **Platform:** Select *iOS*.
  - **Software Version:** Select *Open Mobile iOS*.
4. Click **Save & Continue**.

You can now edit the profile to enable your desired features. These features will include at least one [account definition](#) and your network policy settings. You may also wish to create and apply a brand to your profile.

## Profile ID

The Profile ID is automatically generated by the Open Mobile Portal.

## PIN

A PIN (Personal ID Number) provides an extra level of security for users activating the client. Adding a PIN is optional. A PIN is usually an alphanumeric string a few characters in length.

A PIN may not contain any of these special characters: space ( ), dollar sign (\$), ampersand (&), plus (+), percent sign (%), at sign (@), apostrophe ( ' ), comma ( , ), forward slash ( / ), colon ( : ), semicolon ( ; ), equals ( = ), question mark ( ? ), quotation mark ( " ), greater than ( > ), less than ( < ), pound sign ( # ).

</note>

### To create an optional PIN for this profile:

1. On the **Configure a profile** page, click **Edit**. The **Edit Profile Details** dialog box is displayed.
2. Enter a PIN and click **Save**.

Once you have published to Test, you may no longer change the profile's PIN.

## Profile Finder

**Available in:** iOS 2.2 and later clients

The Profile Finder feature enables easier activation of Open Mobile for users who already have a profile ID for another platform. For example, a user may have Open Mobile installed on a Windows laptop. The Windows installation includes a profile ID (viewable on the About dialog). The user can use this Windows Profile ID to activate a new iOS profile.

To enable the profile finder for your Open Mobile users, on the Open Mobile Portal, designate a profile as a Favorite for the iOS platform. This will be the default profile received by your iOS users. (A Favorite profile may not include a PIN.)

Subsequent to this, a user can download and install Open Mobile for iOS from the iTunes App Store. When choosing to activate Open Mobile on an iOS device, the user can enter any valid profile ID (such as one from the Windows installation of Open Mobile). Open Mobile will connect to the Internet, use the supplied Profile ID to locate the Favorite profile for iOS, download it, and install it on the iOS device.

## More Information

For more information on creating and using profiles, see [Manage Profiles](#).

[ios](#), [profile](#), [manage profiles](#), [pin](#), [profile finder](#), [profile id](#)

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# User Interface

The Open Mobile for iOS interface, for either iPhone or iPad, is simple to use.



## Current Connection

Current Connection displays the current network name and a timestamp of when the connection started.

- indicates an iPass Network.
- indicates an OpenAccess (free) network.

## Log In/Out Button

Tapping the **Log In** button logs in to the current network with your iPass credentials, and tapping the **Log Out** button disconnects from the current network.

If the network is OpenAccess, the Log Out button will not appear, since Open Mobile cannot be used to disconnect from an Open Access network.

### Tool Tips

The **Tips** box randomly displays a random tooltip each time the user navigates to the Dashboard. These tips are supplied by iPass, and are not customizable.

## Account Settings

You must enter your iPass credentials before logging in to an iPass network.

### To enter your account credentials:

1. Tap **Settings**.
2. Tap **Account Settings**.
3. Enter your **Username**, **Password**, **Domain**, and **Prefix** (optional) by tapping on each box and using the keyboard.

## How to Connect

Open Mobile works with the native iOS Wi-Fi settings to connect you to the Internet.

### To connect to an iPass Network:

1. Tap the **iOS Settings** icon.
2. Tap **Wi-Fi**.
3. Select a network from the list.
4. Return to the home screen and tap the Open Mobile icon.
5. On the dashboard, tap the **Log In** button.

## Usage Meter

The user can swipe between two Usage Meter screens. The **Usage History** screen shows graphs of the user's data usage, and the **Recent Connections** screen shows the user's last twenty successful connections.

## Cellular Data Usage Alerts



Open Mobile can send data usage alerts when the user is close to reaching the monthly cellular data limit.

Usage alerts will only work when the app is running in the foreground due to a limitation in iOS.

**To set the cellular data limit:** 1. Tap the **Set Limit** button on the Usage Meter screen (or the **Usage Setting** button on the **Settings** screen).

2. Tap the **My Billing Period Begins On** button and enter the first calendar day of your billing period.

3. Enter your limit by tapping **Limit** and entering the number, and then tapping **Limit In** to enter the memory unit.

4. Slide **Alert Me** to **ON**.

## Hotspot Finder



Open Mobile for iOS includes a Hotspot Finder that allows users to locate iPass Wi-Fi hotspots anywhere in the world. A custom Hotspot Finder can also be configured for profiles in the Open Mobile Portal. Users can enter a location in the search box or tap the List nearby hotspots button for a list of hotspots and their locations. The Hotspot Finder requires an Internet connection to function.

[hotspot finder, usage settings](#)

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# Account Definitions

An *account definition* is comprised of the specific credential types required for a successful login. When logging in to Open Mobile, users are prompted for the required credentials for the account definition, based on the settings you configure.

For example, one account definition may require username and password, while another may require a password and domain name but no username. Account definitions are created in the Open Mobile Portal.

You can create multiple account definitions as needed, but you must create at least one for use on the iPass network that includes username, password, and domain.

An account definition represents the attributes used to create an account. It does not represent a particular user's login credentials.

## Credential Types

Credential types are highly configurable to accommodate a variety of login and authentication schemes. This allows you take granular control over the user's login experience. For example, you can control whether or not the user is prompted for a domain prefix when logging in, or whether the prefix is pre-supplied.

- The values of several attributes may be pre-populated.
- Field Labels even can be hidden so that the information never needs to be entered by the end user.

Unlike other platforms, for iOS profiles, credentials cannot be re-labeled.

Account credentials can be configured as follows:

- **Username:** you can set a username on the account.
- **Password:** you can set a password on the account.
- **Domain:** You can choose to allow the user to enter the domain, select it from a drop-down list of previously entered domains, or to use a specific domain.
- **Prefix:** prefix can be pre-populated or hidden from the end user.
- **Authentication Format:** In some cases, an authentication format that differs from the standard iPass authentication may be desired. You can use any of the following tokens to assign a format to the authentication string for the profile: %a for prefix, %u for username, and %d for domain. Your iPass technical contact will be able to advise you on how to define an alternate authentication format for your Open Mobile profile.

# Account Settings

## Account Name

An account name is an identifier to differentiate between multiple accounts. Some examples of account names:

- Internet
- Campus Network

## Account Description

When defining a user account, the administrator can configure a description that will appear in the prompt the user will receive when entering that account name. Use the description that might help the user remember what username and password to use for this account. Some examples:

- "This is the same username/password used for Acme Corporation email accounts."
- "This is your corporate username/password."

## Username

A username is required for authentication on the iPass network. In addition to authentication, this username will be used in reporting statistics.

## Password

A password is required for authentication on the iPass network. Although an Open Mobile password can be any number of characters in length, some iPass providers support only a RADIUS limit of 15 characters for password size. As a result, Open Mobile users with passwords longer than 15 characters may encounter issues at some network locations.

## Password Encryption

An Open Mobile is encrypted in three ways when it is stored locally: first, by characteristics derived from the user; second, by machine characteristics; and third, using an AES 256 key.

## Valid Password Values

An Open Mobile password (for client connections or Portal logins) may include any of these characters:

- Alphanumeric: A-Z, a-z, 0-9.
- Special: accent mark (`), approximation mark (~), exclamation point (!), at-sign (@), pound sign (#), dollar sign (\$), percentage (%), carat (^), ampersand (&), asterisk (\*), left or right parenthesis, dash (-), underscore (\_), equals sign( = ), plus sign (+), left or right bracket ({, }), left or right square bracket ([, ]), slash (/), backslash (\), pipe (|), colon( : ), semicolon(;), question mark (?), period (.), apostrophe ('), comma (,), quotation mark ("), greater than sign(>), less than sign (<), space ( ).

Unicode characters are not supported for Open Mobile passwords.

## Domain

A routing domain is required for iPass authentication. The routing domain is used to differentiate one customer's users from another and is established during the initial setup of service with iPass.

The routing domain does not have to be a registered Internet domain or even in the format of an Internet domain. However, It must be unique across the iPass customer base.

If the routing domain field is not used for iPass authentication routing, it can be used for authentication routing on the customer network. For instance, in a multiple domain Active Directory model, a domain name may be necessary to differentiate usernames that might exist in more than one domain (for example, jdoe@europe.acme.com instead of jdoe@asia.acme.com).

**Fully Qualified Domains:** A pre-filled domain may be fully qualified. However, you can only configure domains with a root suffix that matches a domain which is already registered to you. For example, if you were configuring a domain for example1.com, then sales.example1.com would be an acceptable fully qualified domain, but sales.example2.com would not be.

Options	Description
<b>Pre-Filled Domain</b>	You can choose to pre-fill the domain field with a fixed value. If the domain field is used for iPass authentication and only one domain is to be used, then pre-filling the domain field (and making it non-editable) will ensure that the user utilizes the correct domain name.
<b>Drop-Down List</b>	You can choose to pre-configure a list of domains from which the user can choose.
<b>User Text Entry</b>	Allows users to type in their own domain name. (If the user could be part of a large list of domains, or the profile in use is shared among multiple customers, then this is the most desirable option.)
<b>Allow Edit</b>	If enabled, the user can edit the pre-populated domain.
<b>Hide Field</b>	You can choose to hide a pre-filled domain field from users completely.

## Prefix

If the routing domain field is needed for customer authentication routing, then a routing prefix field can be enabled. If chosen, this value must be unique across the iPass customer base. A routing prefix can be used to differentiate one customer's users from another. This prefix is typically established during the initial establishment of service with iPass.

Options	Description
<b>User Text Entry</b>	Allows users to type in the prefix name. <b>Note:</b> <i>If the prefix is not recognized by iPass, the connection will not succeed. As a result, it is recommended that you disable this option.</i>
<b>Pre-Filled Prefix</b>	Administrators can choose to pre-fill the prefix field with a fixed value. This is the most commonly used option.
<b>Allow Edit</b>	If enabled, the user can edit the pre-populated prefix. <b>Note:</b> <i>If the prefix is not recognized by iPass, the connection will not succeed. As a result, it is recommended that you disable this option.</i>
<b>Hide Field</b>	You can choose to hide a pre-filled prefix field from users completely. This is the most commonly used option.

## Authentication Format

In some cases, an authentication format that differs from the standard iPass authentication may be desired. You can use any of the following tokens to assign a format to the authentication string for the profile: %a for prefix, %u for username, and %d for domain.

Your iPass technical contact can advise you on how to define an alternate authentication format for an Open Mobile profile.

[authentication format](#), [password](#), [username](#), [accounts](#), [credentials](#), [domain](#), [prefix](#)

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# Networks and Policies

Open Mobile serves as a Wi-Fi connection manager that can be used to connect to various types of Wi-Fi networks. The iPass website includes a Hotspot finder that can be used to locate iPass Network access points, located at <http://mobile-hotspot-finder.ipass.com/smartphone>.

## iPass Hotspot Connectivity

The app can be used to connect to Wi-Fi hotspots that are part of the iPass network. Connecting at these locations with an accompanying iPass account enables the user to bypass the normal login and billing associated with that location.

## Non-iPass Hotspot Connectivity

The app can also be used to assist with login at hotspots that are not part of the iPass network service.

If a hotspot login procedure is needed, a small browser window is launched that enables the user to complete the log in to that hotspot. If a login attempt to an iPass Hotspot fails, the user is given the option either to retry logging in, or to log in to the hotspot through the non-iPass Hotspot browser login window.

## OpenAccess

You can make the free OpenAccess Wi-Fi access points available to your users in the iPass Portal. Use of an OpenAccess hotspot will not incur the user any cost to connect and are marked with this icon:

For some free networks, Open Mobile may display both the free, OpenAccess version and the iPass (pay) version of the network.

If a user attempts to connect to a free OpenAccess network and the connection fails, then if there is an alternate iPass network available, the user will be connected to the iPass network instead. However, depending on your access plan, there may be an additional charge incurred for connection to the iPass access point. This capability is currently not configurable.

## Enabling Wi-Fi

To enable Wi-Fi, check the **Enable Wi-Fi** box.

To assign directories to this profile, select each one from the Available Lists (on the left), and click the right arrow (>) button to add them to the Assigned Lists (on the right). You can add iPass and custom directories. When you are finished, click **Save**.

Do not add custom directories that include networks with walled garden or proxy access to the Internet. These networks may not be able to access the iPass sniff servers used for Internet detection, and as a result, the user will be disconnected.

## Authentication Format Overrides

After network lists have been assigned, Authentication Format overrides can be applied by clicking **Set Authentication Format** above the Assigned Lists. Accounts are generally assigned to an entire profile, and connections made using the account will use the authorization format defined for the account. However, accounts can be assigned for directories. Any authorization formats assigned to such accounts will override the more general one.

## Auto-Login

If enabled, Open Mobile will automatically connect and log in to access points to which the user has previously connected. The user will not need to interact with Open Mobile.

[auto-login](#), [network policies](#), [authentication format overrides](#), [openaccess](#), [security](#)

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# Branding

Branding capabilities are optional and may not be available for your enterprise.

## Before Creating a Brand

Branding requires that you make design decisions, and select an image file for client components. You should prepare the image file before beginning the process of creating a brand. The logo file must be in PNG format, up to 250 px by 250 px, and up to 150kB in size.

The brand logo will appear in the iPad UI only, and only when the iPad is in landscape orientation.

## After Creating a Brand

Once you have created one or more client or portal brands, you can publish them to production. Only one brand may be active at a time, and it cannot be deleted. (Deleting a brand could cause conflicts with deployed profiles that use an existing brand.)

## Branding Your Client

A client brand includes a single logo that you can include in the client's look and feel.

### To create a new client brand for a supported platform:

1. Log in to the Open Mobile Portal, and click the **Account** tab.
2. Under **Branding**, click **Client Options**.
3. Click the **Create a Brand** button.
4. Enter the fields on the **Create a Brand** tab:
  - In **Brand Name**, assign a new brand name.
  - In **Platform**, select iOS.
  - In **Software Version**, select the software version from the dropdown.
5. On the **Image/Icon** tab, click **Browse**, then browse to the logo file you wish to upload.

## 6. Click **Save**.

Once created, you can publish the brand so that you can include it in your Open Mobile profiles.

### **To edit an existing client brand:**

1. Under **List of Brands**, select the brand you wish to edit.
2. In the **Actions** column, click **Manage**.
3. Enter the requested text strings, or upload the requested files.
4. When complete, click **Save**.

A published brand may not be edited.

## **Publishing a Brand**

A published brand can be included in your Open Mobile profiles, and can be shared with your child accounts. A published brand may not be edited.

### **To publish a brand:**

1. Create a brand (see above).
2. From the **List of Brands**, select the brand you wish to publish. Then, in the **Actions** column, click **Publish**.
3. On the **Publish Client Brand** page, click **Publish**, and then click **Yes** to confirm publication.

## **Sharing a Client Brand**

Once a brand is published, it can be shared with your child accounts. These accounts will be able to include the brand in their own client profiles. (You can only share a brand one level down—that is, with your immediate child accounts.)

### **To make a brand shareable:**

1. On the **List of Brands**, select the published brand you wish to share. Then, in the **Actions** column, click **Share**.
2. On the **Share Client Brand** dialog, select the direct child accounts with which you wish to share the brand.
3. Click **Share**, and then click **Yes** to confirm sharing.

## Applying the Brand to a Profile

Once you have created and published a brand, you can apply it to a profile.

### To apply a brand and styling to a supported client:

1. On the **Configure a Profile** page, under **Brands and Features**, click **Configure**.
2. Click **Select a Brand**.
3. Under **Client Branding**, select a brand from the drop-down list of previously created brands. Only a single brand may be assigned to a profile at one time.
4. Click **Save**.

## Distribution

Branded clients must be distributed using a private installer created in the Open Mobile Portal (not the App Store). If the branding is later changed, the private installer must be redistributed (a profile update and migration will not generate the branding changes).

[branding, creating a brand](#)

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# Support

## About Open Mobile

Before contacting the help desk, users can check the version of Open Mobile and the Profile ID in use by tapping Settings > About.



## Troubleshooting Logs

Open Mobile logs connection data, which can be useful in troubleshooting connectivity or application issues.

### To send logs:

1. Tap the **Settings** button and then tap **About**.
2. Tap **Send Logs**.
3. An email will open with a Troubleshooting Report attached. Enter the email address of your Help Desk in the **To:** field and describe the problem in the body of the email.
3. Tap **Send**.

## Troubleshooting Tips

Wi-Fi users can occasionally run into difficulties in connection, such as those listed here.

### Duplicate SSID

The client identifies iPass Wi-Fi networks by their network name (SSID). A network name that duplicates a network name in the iPass Network directory will display the iPass logo, normally indicating that it is an iPass network. However, there are some circumstances where the indicated network is not actually an iPass location, such as the following:

- The local provider is using a name that is also used by one of the iPass network providers.
- The local provider has other locations that are part of the iPass service, but has excluded this particular location.

### Failed Venue Login

On occasion, an association to a Wi-Fi access point is successful, but the log in to the venue fails because of a timeout, authentication failure, or some other error.

Connecting to an iPass network requires a successful association, but in addition, Open Mobile must also receive an IP address from the venue and it must be able to pass HTTPS communication to the access gateway. A weak signal can cause a failure in the IP address assignment or HTTPS communication. Moving closer to the access point, or moving to a location with a stronger signal, may resolve this situation.

### Back-End Infrastructure Issues

Authentication errors can occur if the back-end authentication infrastructure is not available. This could be an outage at the provider, or with your RoamServer or AAA system.

### Personal Wi-Fi

Some common issues that can occur for personal Wi-Fi access points include:

- The home access point has MAC address filtering, which prohibits the user from communicating over it even if a successful association is made.
- A weak signal prevents association.
- The location is 802.1x-enabled. 802.1x connections are not currently supported.

[support, troubleshooting](#)

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