

Open Mobile Portal 2.15 Release Notes

VERSION 1.0, JULY 2013

These release notes contain the latest news about Open Mobile Portal 2.15 including:

- New features and enhancements
- System requirements
- Resolved and known issues

New Features and Enhancements

Open Mobile Portal 2.15 includes these new features and enhancements:

- **Service Summary Report**
 - Track where and how often your users connect to iPass networks.
- **RoamServer Test Tool Enhancement**
 - Test your RoamServer with an automatically generated user or one of your user's login credentials.
- **Profile Recovery**
 - Recover profiles after they have been deleted.
- **Service Alert Notification**
 - Easily subscribe to helpful email service alerts.
- **CDR Enhancements**
 - Daily CDR Adjustments are now available so you can view a report of any adjustments to the daily CDR report.
 - CDR API is now available through the Open Mobile Portal (please try it and provide your feedback).
- **Added support for Internet Explorer 10**
 - Internet Explorer 10 is now fully supported.
- **Subscription Management**
 - Restrict profiles to a group or groups of users (defined in the LDAP server).
 - Prioritize these groups so users have access to the most important features.

System Requirements

Using the iPass Open Mobile Portal requires an Internet connection and one of the following browsers with both JavaScript and Adobe Flash Player 10 or later enabled:

- Internet Explorer 8, 9, and 10.
■ *Compatibility Mode must be turned off.*
- Mozilla Firefox version 12 or later.
- Google Chrome (latest version).
- Apple Safari version 5.1.7 on the Mac

Resolved Issues

The following issue has been resolved for this release of the Open Mobile Portal:

Issue ID	Description
121361	The Switch Company option will now work immediately.
121184	Refreshing the page no longer logs you out (you are returned to the Dashboard page).
120852	Clicking Switch Company no longer causes the Resources tab on the Dashboard to go blank until you exit from the Switch Company dialog box.
120448	If a locked profile is downloaded and before it finishes downloading the user clicks on the breadcrumb (to go back to the Manage Profile page), an unexpected error will no longer occur.
120387	Custom Profile Attachments are now copied over to the template version of a profile.

Known Issues

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

Issue ID	Description
122225	The Total Users (in the blue bar) includes the sum of users that connected in each country, so if a user connected in more than one country in the past month, they will be counted each time.
122068	After adding a PIN to a profile, while navigating to other pages for that profile the PIN information may not show up in the header.
122055	For the Subscription Management feature, a user that was disabled but not removed from a group subscribed to a profile will not have their account disabled for that profile. The user has to be removed from the group to be disabled on this profile.
121980	Pop-up windows may appear slightly different in Internet Explorer 8 than in other browsers.
121936	Users connecting with Internet Explorer 8 may have trouble downloading Call Detail Records (CDRs). If this occurs, use one of the following solutions: <ol style="list-style-type: none">1. Hold the control key (allow pop-ups) while clicking the download button.2. Enable Automatic Prompting for downloads by going to the browser and clicking Tools > Security/Internet Customer Level.
121439	After navigating to another page and then returning to the Manage Profiles page, users may experience a lack of responsiveness. If this occurs, click on any item in the Configuration tab.

Issue ID	Description
120865	Navigating to a different tab and then navigating back to the previous tab may result in the user getting sent to the landing page for that tab (instead of the previous page they were on).
120233	If a VPN is configured without passing all user credentials, then "Prompt User Upon Connection Attempt" should not be selected or it will cause issues in the client (and no warning message explains this).
118532	Some records may show a few more sessions than there should be and sessions with no duration recorded. This has been observed when there is profile activity (such as a profile update) during a session, and we are investigating other possible causes.
116928	The User Activity report may freeze the browser for several seconds while it loads.
116842	Sometimes an "Unexpected Error" message will appear when downloading a User Activity report. If you see an unexpected error when downloading the User Activity report: <ol style="list-style-type: none"> 1. Close the "Unexpected Error" dialog box. 2. Click the Download Report link in the right side of the page. 3. Save the file.
115561	It is possible for a child company to create a custom directory with the same name as the parent company (so that two custom directories share the same name with no indication of which company created the directory).
115379	In Manage Brands , for Windows clients 2.x, the installer preview will not match the actual installer image.
115274	If the same image file is used for the Provider logo in a Service Package and the logo for a client brand that is applied to a profile using that Service Package, the profile cannot be published. Make sure you use unique names for the Provider Logo image file and any image file you use in client branding.
114339	Brand sharing allows a brand to be shared with a child customer, even though the service package has not been assigned to the child company.
114040	Accounts can be saved without entering an authentication format. If so, then the client will try to authenticate with an empty format (and fail).
113213	In Windows 1.4.x clients, the same message is configured for all required endpoint applications. If this client is migrated to Windows 2.x, this message will be used as the default for all required applications. This can result in a confusing user experience as the same message is displayed multiple times. When migrating from 1.4.x clients, make sure to configure different messages for each required application.
107283	Use of some foreign-language characters (for example, å, ä or ö) in a profile name will lead to a "corrupt profile" error when the profile is installed.
107225	Branding live preview does not show changes to the application bar.
105232	If the user is on the Export Data report when the Portal times out, it is still possible to download the report by clicking the download link.

Known Limitations

The following limitations are known for this release of the Open Mobile Portal:

Issue ID	Description
119834	The Portal may not behave as designed if a user connects using Safari on a Windows machine. Safari is only fully supported on the Mac.
119626	Due to a limitation in Flash, if a downloaded installer is stopped before it can complete, the file is not erased or saved as a temporary file—it will exist in the downloaded location as a broken installer.
119040	When downloading a client on a Mac, the Hide Extensions option should not be turned on (make sure the box is unchecked) or the file may save without an extension.
117722	When viewing the Open Mobile Portal with Internet Explorer, you may get an error message that you need to

Issue ID	Description
	upgrade. A workaround is turning off compatibility mode by clicking Tools and then clicking Compatibility View to uncheck it.

Copyright ©2013, iPass Inc. All rights reserved.

Trademarks

iPass, iPassConnect, ExpressConnect, iPassNet, RoamServer, NetServer, iPass Mobile Office, DeviceID, EPM, iSEEL, iPass Alliance, Open Mobile, and the iPass logo are trademarks of iPass Inc.

All other brand or product names are trademarks or registered trademarks of their respective companies.

Warranty

No part of this document may be reproduced, disclosed, electronically distributed, or used without the prior consent of the copyright holder.

Use of the software and documentation is governed by the terms and conditions of the iPass Corporate Remote Access Agreement, or Channel Partner Reseller Agreement.

Information in this document is subject to change without notice.

Every effort has been made to use fictional companies and locations in this document. Any actual company names or locations are strictly coincidental and do not constitute endorsement.

