

iPassConnect™ 2.31 for Mac OS X Frequently Asked Questions (FAQs)

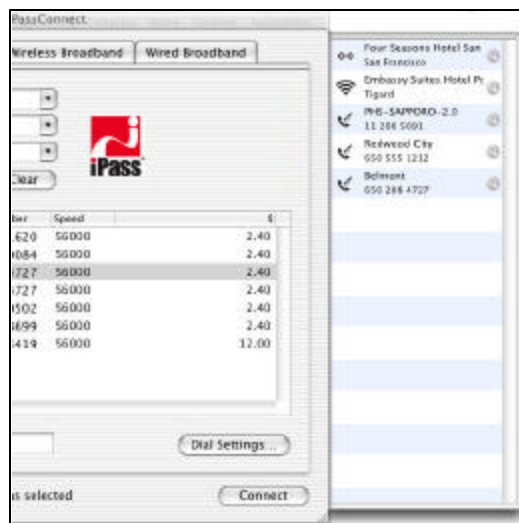
General

What are the key features of iPassConnect 2.31 for Mac OS X?

- Easy connectivity: Full support for modem, ISDN, PHS, wireless and wired broadband with one account
- Secure access: VPN integration to make secure enterprise connectivity simple for both the IT manager and the corporate users
- IT setting control: Policies are easily set by the IT manager and may be corporate-wide, such as, idle time outs and Smart Redial
- Proactive troubleshooting: Quality data is captured for each user connection attempt which can be used by IT groups to identify user issues for troubleshooting and monitoring usage
- Customizable: Options, such as, adding corporate RAS numbers to the phonebook, designating different connection behaviors for corporate-owned access points or iPass' access points, and adding a corporate logo in the primary co-branding space on the client give the administrator connection flexibility and control of the GUI appearance.
- Compatibility with both Jaguar (10.2) and Panther (10.3) with a single installer.

What are the enhancements specific to iPassConnect 2.31 for Mac OS?

- Bookmarks: you can now Bookmark frequently-used access points for quick and easy connection.
- More Wi-Fi by including support for two new authenticators: Nomadix and Inter-touch
- Seamless Upgrades - Upgrading from 2.3 to 2.31 will be handled by the installer
- Wait for dial. When check box is turned off, iPassConnect will not wait to hear dial tone and will begin dialing immediately. Default mode is ON.



When will iPassConnect 2.31 for Mac OS X be available?

The client is targeted for release on November 17, 2003. Customers/partners may order the new client by submitting an SOS ticket.

What is the status of the iPassConnect 2.3 for Mac client?

iPass will continue to support iPassConnect 2.3 for Mac OS. A migration plan and end of life strategy is in development and will be communicated separately.

What specific features are in the Windows client that is not available in the Mac client?

The following features are not currently supported in iPassConnect 2.31 for Mac OS X:

- Calling card support
- Billing code
- Maximum session length
- Personal firewall integration
- Home Broadband

iPass will look to include these features in a later release of the Mac OS X client.

Do the Windows and Mac clients have the same dial-up footprint?

Yes, iPassConnect for Windows and Mac have the same number of dial-up access points for both Windows and Mac clients.

What connectivity solutions does the new Mac client offer? i.e. GBR, PHS, etc

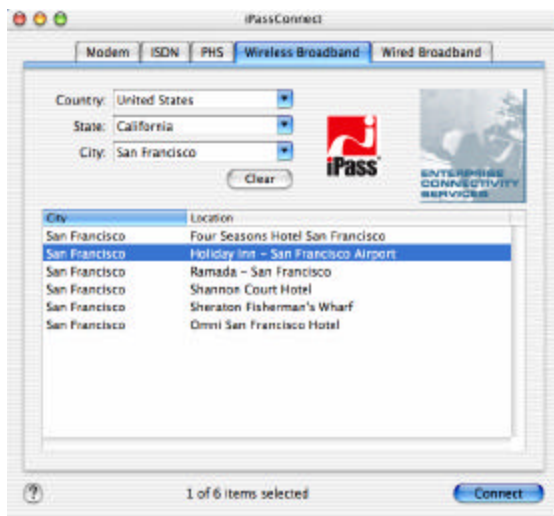
iPassConnect 2.31 for Mac OS X offers modem, ISDN, PHS, wireless and wired broadband.

How do I update my company to the new client software?

Since iPassConnect 1.8 was built specifically for Mac OS 8.6 to 9.2, users of this client not only need a new 2.31 profile built, but need to upgrade their OS (and likely their hardware) as well.

Users of iPassConnect 2.30 can have iPassConnect 2.31 automatically pushed. All iPass customers/partners should order upgrades or new iPassConnect for Macintosh software via an SOS ticket on the iPass Web site.

Screen shot



Technical

What versions of the Macintosh OS does iPassConnect 2.31 for Mac OS X support?

iPassConnect 2.31 for Macintosh OS X supports versions Mac OS 10.1.5, 10.2.0 to 10.2.8, and 10.3. As Apple releases more point versions of the 10.x OS, we do anticipate having support for the updated operating system. This does not imply that iPassConnect 2.31 for Mac will immediately support 10.x when it is made available.

What products does it work with? i.e. Powerbook, G3

iPassConnect 2.31 for Macintosh works with any Macintosh device that supports Mac OS 10.3.

Local Number Lookup is for Windows client. When will it be available on the Mac?

We hope to add the Local Number Lookup feature to the Macintosh version during 2004.

Which iPass Global Broadband Roaming venues are available to users of iPassConnect 2.31 for Mac OS X?

All Wayport, Nomadix, inter-touch and GIS-enabled locations are available.

Which VPNs are supported and to what level (1-click, auto-launch) by the iPassConnect 2.31 for Mac OS X client?

iPass has successfully tested the Cisco VPN 3.7 and the native PPTP client inside Mac OS X for auto-launch integration. Currently, no VPNs have one-click support with iPassConnect for Mac.

Can iPassConnect 2.31 for Mac inter-operate with Personal Firewall (PFW)/Intrusion Detection solutions like the Windows client?

Currently, iPassConnect 2.31 for Macintosh OS X does not integrate with personal firewall or intrusion detection software.

Is SQM data collected by iPassConnect 2.31 for Mac OS X?

SQM quality metrics are collected by the iPassConnect client and sent to iPass upon every successful connection. SQM data can be viewed using the iOQ tool.

What are the device requirements for Mac OS X?

- At least 20 MB free disk space for installer
- At least 5 MB to 6 MB* free disk space for installed app
- At least 128 MB RAM (256 MB recommended)

* The size is different based on the installation mechanism chosen by the user. If the user conducts a fresh installation of the 2.31 client, then the application size will be approximately 4.7MB. If the user conducts a software update from 2.30, then the application size will be approximately 5.8 MB (2.30 is 4.5 MB and the software update is 1.3 MB).

Does iPassConnect 2.3 for Mac OS X support wireless connections?

Yes. iPassConnect supports 802.11b wireless connections to the Wayport and inter-touch access points and any Nomadix and GIS-enabled hotspot.

Which NIC cards have been tested?

iPass has specifically tested both the Cisco Aironet 350 card and the built-in AirPort card.

How does iPassConnect 2.31 for Mac OS X make Wi-Fi connections easier? What is the auto-configuration feature for the built in AirPort Wi-Fi capability?

After the user selects the wireless broadband access point from the phonebook, the OS makes a call to the built-in AirPort Wi-Fi card to set the SSID for that access point and disable the WEP key (if appropriate). The user does not have to undertake the cumbersome and confusing task of setting the SSID for that access point nor disabling the WEP key.

What can be customized?

Many features of iPassConnect 2.31 for Mac OS X can be customized. Please review the iPassConnect 2.31 for Mac OS X User Guide and the iPass Fast Track form for specific configuration options.

For which languages will the client be localized?

iPassConnect for Macintosh 2.31 is available in English only.

How does an iPass customer/partner order iPassConnect Mac OS?

All iPass customers/partners should order iPassConnect for Mac OS via an SOS ticket on the iPass Web site.

What kind of training is available?

A computer-based self-paced module is available.

About iPass

iPass Inc. (www.ipass.com) provides software-enabled enterprise connectivity services designed to give employees secure access to information and applications on the corporate network from virtually any location in the world. As a virtual network operator (VNO), iPass offers enterprise employees a range of Internet protocol-based connectivity technologies, including wired and wireless broadband service at airports, hotels and conference centers worldwide. The iPassConnect™ smart client can be easily deployed across multiple computing devices and operating systems within an enterprise. Once deployed, the iPass service gives the corporate IT department complete control over how network resources are accessed. Founded in 1996, iPass is headquartered in Redwood Shores, Calif., with offices throughout North America, Europe and Asia Pacific.

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