

iPassConnect™ 2.3 for Mac® OS X

Release Notes

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I. System Requirements

The requirements for running iPassConnect 2.3 for Mac® OS X are as follows:

Hardware Requirements

- Any of the following computer models:
 - Power Mac G3 or G4
 - G4 Cube
 - iMac
 - PowerBook G3 or G4
 - iBook
 - eMac
- At least 8 MB free disk space
- At least one connectivity device installed, depending on your intended connection type:
 - A modem for a dial-up connection
 - An Ethernet adapter for a wired broadband connection
 - An 802.11b wireless adapter for a wireless broadband connection
 - A ISDN terminal adapter for an ISDN connection
 - A PHS phone for PHS connections

Operating System Requirements

- Mac OS 10.2, 10.2.1, 10.2.2, and 10.2.3

II. New Features/Enhancements

The following list shows features and enhancements new to this version of the client.

iPassConnect for Mac V2.3	<ul style="list-style-type: none">• Connection options supported now include: modem, PHS, ISDN, wireless broadband, and wired broadband.• Secure access: VPN integration to make secure enterprise connectivity simple for both the IT manager and corporate users. VPN support for Cisco auto-launch and PPTP• Cost control settings: Cost control policies are easily set by the IT manager and may be corporate-wide, such as idle time out• Proactive troubleshooting: Quality data is captured for each user connection attempt which can be used by IT groups to monitor usage and identify user issues for troubleshooting• Customizable options, such as:<ul style="list-style-type: none">○ Adding corporate RAS numbers to the Phonebook○ Designating different connection behaviors for corporate own access points or iPass' access points○ Adding a corporate logo to the primary co-branding space on the client gives the administrator connection flexibility and control of the client image• New functionality: automatic Phonebook updates• This release requires a fresh install; it will not upgrade a copy of iPassConnect for Mac v1.8.• This release is not backwards compatible for Mac OS 8 or OS 9.
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III. Known Issues

The following issues are known for iPassConnect 2.3 for Mac OS X:

- Broadband:
 - An alert message displays when disconnecting from an Aptilo hotspot. However, the disconnection is successful. You may safely ignore this message.
 - When using broadband, sometimes there is a delay when selecting *Cancel* during authentication.
 - If an error occurs during a broadband connection attempt it may take up to 40 seconds before the client responds with an error message.
 - If a time out occurs because there was no wired connection plugged, Dial History reports "- 103 user cancelled operation". The error in Dial History should be "501&502 - check connection".
- Modem:
 - If you are using a Zoom USB external modem, you will not be able see or select the hard drive during the installation process.
 - *Redial* and *Dial Another* buttons are not currently enabled.

- When connecting using a modem, if no answer is received, the program returns an error message: "A modem error occurred. Please verify your settings and try again." The user should see a message that there was no answer.
- General:
 - The following message may be presented repeatedly when attempting to connect via dialup *"An unknown error occurred while attempting to connect. Check your connections and user settings and try again."* To resolve this issue, create a new location in Network preferences that enables the internal modem only, both Ethernet and Airport (if installed) should be disabled. Then drag this location to the top of the port configuration list. Select this location before launching the iPassConnect application.
 - It is very important that redial attempts in the iPC for Mac client are never set to zero (0). The redial attempts should always be at least one (1) or greater. This insures that the application is able to configure the modem correctly.
 - A message saying "Connection Successful" displays in sqmhistory and dialhistory, even if the line was busy or there was no answer. . You may safely ignore this message.
 - Only the admin account who installed the application, and the root account, can be used to uninstall the application.
 - If you drag the iPassConnect icon to the Trash, upon trying to reinstall, the installer will report "0 bytes of disk space" required. This is incorrect (see system requirements above). You may safely ignore this message.
 - The connection dialog does not have a *Details* button. As a workaround, enable *Show modem status in menu bar* in the *Network Preferences / Modem* tab. During the connection, select the phone icon. In the menu select *"Open internet connect..."* to see details of the connection.
 - The Smart Redial feature uses functions in a slightly different way than it does in the MS Windows client. If the user selects any access point other than the first and receives a busy signal, the client will go to the first number and begin the Smart Redial process.
 - If the client times out in attempting to connect, no error will be reported to the user. The user should increase the "seconds to redial" in their *Preferences* .
 - For all connection methods (Dial-Up, Wi-Fi, etc.) there is a five second pause after clicking the *Connect* button and the beginning of the actual connection process. This pause is intentional and allows the various configuration commands to be received by the hardware components and to take effect.
 - If you move the iPassConnect application out of the Applications Folder to any other folder, you will not be able to uninstall or move the application to trash. Rather than moving the application, users should create an alias (cmd_l) on the desktop or other desired location. This is restriction is common to most applications installed on Mac OS X. In the event you do move the application out of the Applications Folder, you will need to log-in as root and move the application back into the applications folder or move it to trash.
 - After a force-quit (Cmd+Option+Esc) while connected, the next time you attempt to connect, you will see this alert: *"An unknown error occurred while attempting to connect. Check your connections and user settings and try again."* The user will then be returned to the main Dialer window. To correct the condition the user should simply quit the application, and re-launch the software.

- Prior to connecting the first time via dial-up and possibly after rebooting, it is possible for users to see a "disconnecting" message, immediately followed by the application connecting correctly. This behavior is part of the modem configuration process and is an expected behavior.
 - If you are using iOQ in conjunction with iPassConnect, users of iPassConnect for Mac will have a blank value in their iPassConnect version. The OS version will be reported accurately.
- PHS:
 - When dialing out using PHS, the leading zero is not added to the dial string. To workaroud the problem, add a zero to the "access outside line" field in the dial settings.

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