



iPassConnect™ 2.4 Client Troubleshooting Guide

**For Microsoft® Windows
Operating Systems**

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For Microsoft® Windows Operating Systems

Introduction

Welcome to the iPassConnect™ 2.4 Client Troubleshooting Guide. This guide will serve as a troubleshooting reference and resource for the iPassConnect client for Windows operating systems. It provides end users with answers to frequently asked questions, as well as troubleshooting tips to help ensure reliable connectivity.

The iPassConnect client is a simple, easy to use desktop client that allows remote users to connect to the Internet through iPass' global network of providers. It has a point-and-click interface for connecting to the iPass local access points and supports Windows 95, 98, ME, NT, 2000 and XP. iPass has other versions of the iPassConnect client which support PalmOS, WinCE, and PocketPC, as well as a client for Macintosh users. In addition, the iPassConnect client can be customized to suit the needs of the iPass customer.

Within this guide, you will find information on system requirements, troubleshooting tips, and a list of error messages to help diagnose common errors and problems. This information has been divided into sections based on content for ease of use. In addition, information provided in more than one section is cross-listed for added convenience.

This guide is a companion volume to the *iPassConnect 2.4 Client Software User Guide*, which discusses the iPassConnect client installation, features, and both basic and advanced configuration instructions. You should be familiar with the material in the *iPassConnect User Guide* before consulting the *Troubleshooting Guide*.

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System Requirements

This section provides end users with information about minimum system requirements for laptops, operating systems and accessory hardware and software.

Laptop Requirements

To support the iPassConnect client software, your laptop must meet the following requirements:

- At least 8 MB free disk space

- Pentium 150 MHz processor minimum, 233 MHz or faster processor recommended
- 32MB RAM minimum, 64 MB RAM or more recommended
- Microsoft TCP/IP protocol installed
- Microsoft Dial-up Networking (DUN) Version 1.3 or later installed
- At least one connectivity device, depending on your connection type:
 - ◆ A modem for a dial-up connection
 - ◆ An Ethernet card for a wired broadband connection
 - ◆ An 802.11b wireless card for a wireless broadband connection.

Operating System Requirements

To support the iPassConnect client, your operating system must meet the following requirements:

- Windows 95 OSR (original release)
- Windows 95 OSR-1, 2, 2.1, 2.5 (a.k.a. Win95 "Gold")
- Windows 98 OSR (with or without Service Pack 1) and Second Edition
- Windows NT Workstation 4.0 and Server 4.0 with Service Pack 3 or later
- Windows 2000
- Windows ME
- Windows XP Home or Professional Edition

Additional Requirements for Dial-up Users

To support Dial-up options, you must have a modem installed and functioning. In addition, dial-up users must have Windows Dial-up Networking 1.3 or later installed on their operating systems to support the iPassConnect client. To verify that the correct DUN is installed and functional, see the "DUN Verification and Installation Instructions" provided in the *iPassConnect 2.4 Client Software User Guide*.

Additional Requirements for Wired Broadband Users

To support wired broadband options, you must have a network interface card with an Ethernet interface installed and functioning.

Note: Wired broadband access is not compatible with all VPN solutions. The following VPNs have been tested and proven to support wired broadband connections:

- Cisco VPN Client
- Nortel Contivity Client
- Aventail Connect Client
- Microsoft PPTP
- Checkpoint SecuRemote
- Intel NetStructure

Additional Requirements for Wireless Broadband Users

To support wireless broadband options, you must have a Wireless 802.11b LAN card installed and functioning.

The preferred adapters for use on the iPass network are:

- Cisco AIR-PCM352
- Intel WPC2011BWW



- Compaq WL100
- IBM/Lucent/Orinoco PC24E-H-FC
- Netgear MA701
- Toshiba Built in Wi-Fi

Note: Wireless broadband access is not compatible with all versions of the Windows operating system. Please refer to your wireless card's manual to determine which Windows operating systems are supported.

Support and Troubleshooting

Below you will find answers to frequently asked questions about use of the iPass service. If our troubleshooting tips do not resolve your issue, please contact your Help Desk.

General Troubleshooting Tips for All Users

Difficulty Connecting To the Access Point

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area. The iPass service offers multiple access points in major business centers.
- Bookmarks are not updated when you update your Phonebook. You may be using an outdated access point that you have bookmarked. If this is the case, update the Phonebook in your client and/or choose a new access point.
- Verify that your Dial Properties are entered correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used your client.
- Verify that you have the correct hardware for the access type selected.
- If you are a dial-up user, see *Difficulty Connecting to the Access Point* in the "Troubleshooting Tips for Dial-up Users Only" section on page 8.

No Access Point in Your Location

- In some instances, you may not find a particular city listed in the Phonebook, but there might be access points that are local or close to where you are.
- If possible, try connecting through an alternate access type. For example, broadband users without local access to broadband may be able to find a local dial-up connection.
- If you are in the United States, check if there are other cities within the same area code, which might be local.
- In some countries there may be All Cities listings or Toll Free listings. Neither are local calls.
 - ◆ All Cities access points have local rates (less expensive).
 - ◆ Toll Free access points are not local and usually yield a higher connection charge for you or your company.

Note: When in the United States, entering 800 will also list access points in 800, 855, 866, 877 and 888 area codes. Like the 800 area code, 855, 866, 877 and 888 are all toll-free phone numbers.

- Check in-country rates with the local operator for a non-local access point. In many countries, it is very inexpensive to dial long-distance within the country.

Error Message Indicating Incorrect Password

- Re-enter your username, domain name and password (to correct any typographical errors you might have made).
- Password entry is case-sensitive. If your password is lower case, make sure the CAPS LOCK key is not depressed, and vice versa. (You can check the letter case by typing in the *Username* field; this is a readable field).
- Make sure you have entered the domain name, such as *domain.com*, in the *Domain* field of the *User Info* window.
 - **Note:** You do not need to add the “@” symbol as you did using previous versions of the iPass client.
- It is possible that the authentication server or the iPass RoamServer at your ISP or company may be down or offline; check with your Help Desk.
- Your user account may no longer be active. Check with your Help Desk.
- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in your area. The iPass service offers multiple access points in major business centers.
- For a broadband connection, your password cannot contain a plus (+) or ampersand (&) symbol.

Password Authentication is Slow

- Do not click *Cancel*. In some areas, it may take up to 120 seconds or more to connect.
- Generally, the further away from home you are, the longer the authentication process will take. If you are traveling in a foreign country, look on the iPassConnect *Options* menu under *Options*→*Settings*→*Dialup*. Ensure that the option *Redial if not connected in... seconds* is set to 120 seconds. If this doesn't work, you may also try higher settings, up to 180 seconds.
- It is possible that the authentication server or the iPass RoamServer at your ISP or company may be down or offline. Check with your Help Desk.

Screen Is Blank

- Your monitor could be in Sleep mode. Wake it up by moving the mouse or pressing the Enter key.
- Make sure your computer is plugged into an electrical outlet and turned on.
- Make sure your monitor is turned on.
- If the problem continues, see the monitor's user guide.

What is Dial History?

- Accessed on the *Help* menu, this data is stored to allow you to easily read and relay connection attempt information to Help Desk personnel during troubleshooting efforts.

Troubleshooting Tips for Dial-Up Users Only

These tips are specific to a dial-up connection using a standard modem.



Error Message: “No Numbers Found”

After attempting a Search by Number, this means that either the area code or the exchange you have entered is invalid. Verify that you have typed in the correct digits.

Error Message: “No Local Numbers Found”

After attempting a Search by Number, this message signifies that there are neither local access points for the specified number, nor any toll-free numbers available. Verify that you entered the search number correctly.

Difficulty Connecting To the Access Point

- Make sure you’ve set Dial Properties to the required prefixes and local dial code for the region. Many hotels require you to dial additional characters to reach an outside line.
- Pick up the phone and dial the access point manually. You may hear a message explaining the problem. For example, the hotel PBX system may be overloaded, or you may be required to dial a 9 to get an outside line.
- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area. The iPass service offers multiple access points in major business centers.
- You may be attempting to connect to an outdated access point that you have bookmarked. If this is the case, update the Phonebook in your client and/or choose a new access point.
- Verify that your Dial Properties are entered correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used your client.
- **Do not manually enter the access point number in the client window**, even if you have memorized the number. Always use the procedures outlined in the *iPassConnect User Guide* to connect.

No Dial Tone

- Verify that there is a working phone line by connecting a phone to it and dialing out.
- Verify that the phone extension is connected securely to your computer and the wall phone jack.
- Verify that the phone line is connected to the input jack in the correct PC card.
- Verify that your speaker volume is turned up.
- Your modem may not recognize the local dial tone. You may need to reconfigure your Windows software to not detect a dial tone when dialing. See *Disable Windows Wait for Dial Tone before Dialing* on page 10.

Modem Not Found/No Modem Noise

- Verify that you have a modem installed in your computer. If you do not, you will need to install one.
- If you have more than one modem installed, verify that you have selected the correct modem in both your Windows Start menu (open *Start*→*Settings*→*Control Panel*→*Modems*) and in the iPassConnect Options menu (open *Options*→*Settings*→*Dialup*→*Modem*).
- Verify that there is a working phone line by connecting a phone to it and dialing out.

- Verify that any phone extension is connected securely to your computer and the wall phone jack.
- Verify that the phone line is connected to the input jack in the correct PC card.
- If the local phone system is digital (as opposed to analog), you may need a special adapter to connect. You could also request access to a fax line, which is an analog line.
- Verify that your Dial Properties are entered correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used your client. From the iPassConnect menu bar, select *Options*→*Dial Properties*. Check (or uncheck) the box *Location same as selected number* and attempt to connect again.
- If you can't hear your modem, verify that the speaker volume is not turned off or disabled.
- Your modem may not recognize the local dial tone. You may need to reconfigure your Windows software to not detect a dial tone when dialing. See *Disable Windows Wait for Dial Tone before Dialing* on page 10.

Loud or Ongoing Modem Noise

- Verify that the phone line is not already in use.
- The modem volume may be set too loud. Turn down the computer and/or modem volume.
- If your modem is not negotiating the connection, or is not compatible, you may need to set the modem manually. See the instructions that came with your modem or contact your Help Desk for further assistance.

Busy Signal

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area. The iPass service offers multiple access points in major business centers.
- You may be using an outdated access point that you have bookmarked. Try updating the Phonebook in your client and/or choose a new access point.
- Pick up the phone and dial the access point manually. You may hear a message explaining the problem. For example, the hotel PBX system may be overloaded, or you may be required to dial a 9 to get an outside line.
- Your modem may not recognize the local dial tone, local busy tone, or both. You may need to reconfigure your Windows software to not detect a dial tone when dialing. See *Disable Windows Wait for Dial Tone before Dialing* on page 10.

No Answer/Human Answer

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area. The iPass service offers multiple access points in major business centers.
- You may be using an outdated bookmark. If this is the case, update the Phonebook in your client and/or choose a new access point.
- Verify that your Dial Properties are entered correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used your client.

Disable Windows Wait for Dial Tone Before Dialing

Usually, Windows will wait to hear a dial tone before dialing the modem. However, in some cases, if your modem fails to recognize the local dial tone, this can cause problems. You may need to shut off this feature in Windows in order to connect successfully.

To reconfigure your Windows software to not wait for a dial tone when dialing:

1. From the Windows Start menu, open *Start→Settings→Control Panel→Modems*.
2. On the *Modems Properties* window, select your modem and click *Properties*.
3. On the *Connection* tab, uncheck *Wait for dial tone before dialing*.
4. Click *Advanced*.
5. In the *Extra Settings* box, enter *ATX2*. (You may also need to try *ATX1* in order to disable both dial tone and busy tone detection.)
6. Click *OK* until you can close out of the *Modem Properties* window. On some machines, you will need to reboot for changes to take effect.

Connection Drops/Disconnects In The Middle Of a Session

- A sudden disconnect is often a result of electro magnetic interference (EMI), a “noisy” phone line, or traffic congestion. Try reconnecting to the access point.
- If you remain connected to the Internet but are inactive, the iPassConnect software might be set to automatically disconnect you. Contact your Help Desk for assistance.

Access to the Web Is Slow

Slow Web access could be the result of electromagnetic interference (EMI), a “noisy” phone line, or Internet congestion. Try reconnecting to the access point.

Wired Broadband Troubleshooting

These tips are specific to a wired broadband connection.

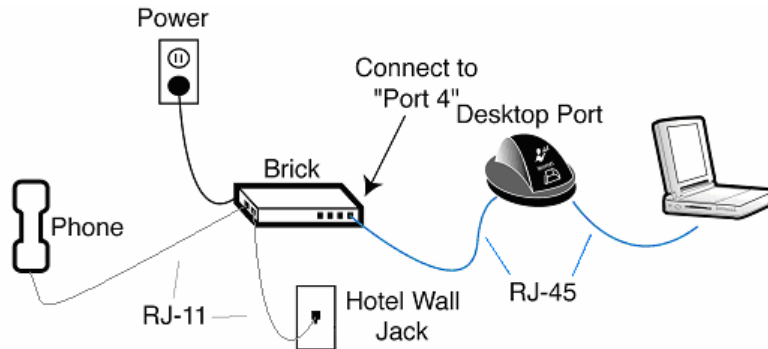
Unable to Log in using iPassConnect

- If you’ve never successfully logged in using iPassConnect, your account may not be activated or enabled for roaming. Please follow your company’s procedure for verifying your account status, or contact your company’s iPass administrator for details.
- Verify that your Ethernet cable is securely plugged in to both the computer and the wall jack at your location.
- Most Ethernet cards have a light on the connector to the cable, indicating whether there is a valid Ethernet connection. Ensure that the light is on.
- For a broadband connection, your password cannot contain a plus (+) or ampersand (&) symbol.

Troubleshooting Wayport Equipment

- Verify that your room contains Wayport equipment by consulting your guest room documentation or contacting the hotel.

- This diagram illustrates the correct setup of a typical Wayport broadband-enabled guest room.
- Your room's setup may differ significantly from this diagram.
- Note that the RJ-45 cable used for an Ethernet connection is slightly different from a standard RJ-11 phone cable. The plastic connector on the end of the RJ-45 is slightly wider and flatter than the end of a phone cable, and the two connectors are not compatible in the same sockets.



- All cables must be connected as shown above.
- The Brick is usually located either underneath or on the desk in the guest room. The Brick's power supply must be connected to a live power outlet.
- The computer must be connected by an Ethernet cable (RJ-45), to either the desktop port or directly to any of the Ethernet jacks on the Brick itself.
- The RJ-11 jack labeled 'wall' must be connected to the live phone jack on the wall, and the jack labeled 'phone' should be connected to the Brick. Both jacks use standard RJ-11 phone cables.
- "Power-cycling" your guest room's Brick may resolve connectivity issues related to problems with guest room equipment. This procedure takes approximately one minute. After power-cycling, you will also need to verify your IP assignment.

To power-cycle the brick:

1. Disconnect the power plug from the A/C outlet in the wall.
2. Wait at least 60 seconds.
3. Plug the power back in.
4. Release and renew your computer's IP address assignment, depending on your computer's operating system.

For Windows 95/98:

1. Click *Start* → *Run* and type: winipcfg
2. On the *Windows IP Configuration* window, select your Ethernet adapter from the drop-down list.
3. If the IP address listed is 0.0.0.0, or 169.xxx.xxx.xxx, click *Release*, and then *Renew*.

4. If you receive a valid IP address, (that is, one other than 0.0.0.0 or 169.xxx.xxx.xxx), click *OK* to accept changes.
5. Launch the iPassConnect client and attempt to connect. If you still fail to connect, contact your Help Desk.

For Windows NT/2000/XP:

1. Click *Start* → *Run* and type: `cmd`
2. At the *Command* prompt, type: `ipconfig`
3. If the IP address listed is 0.0.0.0, or 169.xxx.xxx.xxx, type: `ipconfig /release` and press *Enter*.
4. Type `ipconfig /renew` and press *Enter*.
5. If you are assigned a valid IP address, (that is, one other than 0.0.0.0 or 169.xxx.xxx.xxx), launch the iPassConnect client and attempt to connect. If you still fail to connect, contact your Help Desk.

Error Message: Unable To Connect To Router

- Verify that your Ethernet cable is securely plugged into both the computer and the wall jack at your location.
- Make sure that your computer's Ethernet card is enabled.
- Check that your Ethernet LED link is on.
- Change your modem settings to 10 Mbps half duplex instead of Auto Detect and Auto Negotiate.

Personal Firewall Software Perceives the Access Point as an Attack

Verify the hostname of the "attacker". In a Wayport location, if the hostname is NMD, specify to the firewall that it should trust the host. Then see if the connection can be made.

Wireless Broadband Troubleshooting

These tips are specific to a wireless broadband (Wi-Fi) connection. You'll also find information on how to configure your wireless card in Windows XP, as well as how to configure three models of wireless card for iPassConnect: the Cisco Aironet 340, Cisco Aironet 350, and Lucent Orinoco Gold/Silver.

Unable to Log in using iPassConnect

- If you've never successfully logged in using iPassConnect, your account may not be activated or enabled for roaming. Please follow your company's procedure for verifying your account status, or contact your company's iPass administrator for details.
- Verify that your 802.11b Wireless Ethernet Adapter is correctly installed. If necessary, consult the adapter documentation.
- Make sure you are working away from any obstructions, such as walls, pillars, columns, or other possible sources of interference.
- Launch your Link Status Meter and make sure the signal strength and quality are at least 50%. (This is usually found in your Windows system tray. Move your mouse pointer over the icon to display the link status.)

- For a broadband connection, your password cannot contain a plus (+) or ampersand (&) symbol.

Personal Firewall Software Perceives The Access Point As An “Attack”

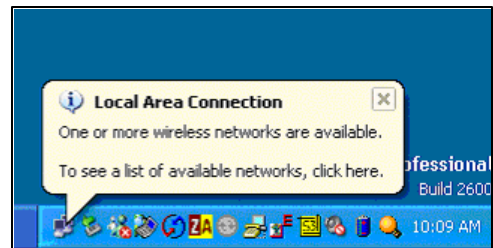
Verify the hostname of the “attacker”. In a Wayport location, if the hostname is NMD, specify to your personal firewall to trust the host. Then see if the connection can be made.

Error Message: Broadband System Error

1. Verify that WEP is disabled. See instructions below for how to disable WEP for your particular model of 802.11b card.
2. If an SSID (Service Set Identifier) is required, please verify that you have properly entered the SSID into your wireless card’s software. See instructions below for how to change the SSID for your particular model of 802.11b card.
3. Please note that an SSID is required at all iPass airport locations.

Wireless Card Configuration in Windows XP

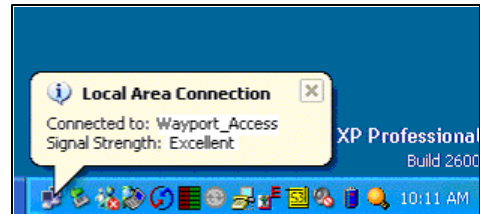
Windows XP has built-in drivers for many of the leading 802.11b cards, and allows you to configure your 802.11b card with virtually no manual configuration. The first time you insert an 802.11b card in the laptop, and are in range of an access point, a notification balloon will appear in your Windows XP system tray, as illustrated here. The *Local Area Connection* notification balloon will also appear anytime you move your computer and wireless card within range of an access point.



The *Local Area Connection* notification balloon will also appear anytime you move your computer and wireless card within range of an access point.

To connect to the wireless network:

1. On the desktop, click the *Local Area Connection* balloon.
2. On the *Connect to Wireless Network* window, under the list of available networks, select the network you wish to connect to.
3. Click *Connect*.



Move your mouse pointer over the *Local Area Connection* icon on your system tray. The *Local Area Connection* box now displays the name of the network and your signal strength.

Configuring the Cisco Aironet 340

- *Disabling WEP (Wired Equivalent Privacy):* Currently, all iPass Wireless Broadband Access Points require that WEP be disabled.

To disable WEP for the Cisco Aironet 340:

1. Make sure the Aironet 340 card is inserted in your laptop and is active.
2. Open the Cisco Aironet Client Utility Version 5. (On most systems, it can be found at C:\Program Files\Cisco Aironet\Aironet Client Utility\windgs.exe.)
3. Click *Profile Manager*.

4. Under *Select Active Profile*, select your current profile and click *Edit*.
 5. Select the *Network Security* tab.
 6. Under *WEP*, select *No WEP*.
 7. Click *OK*.
- *Identifying an SSID*: A few iPass Wireless Access Points require that a specific SSID (Service Set Identifier) be identified in the 802.11b card software. If an SSID is required, the iPassConnect client will inform you of the new SSID.

To identify an SSID for the Cisco Aironet 340:

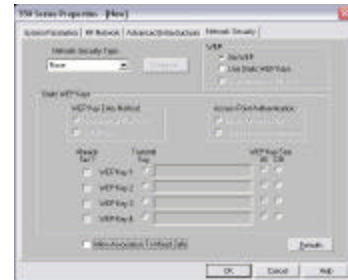
1. Make sure the Aironet 340 card is inserted in your laptop and is active.
2. Open the Cisco Aironet Client Utility Version 5. (On most systems, it can be found at C:\Program Files\Cisco Aironet\Aironet Client Utility\windgs.exe.)
3. Click *Profile Manager*.
4. Under *Select Active Profile*, select your current profile and click *Edit*.
5. On the *System Parameters* tab, in the *SSID1* text box, enter the appropriate SSID as directed by iPassConnect.
6. Click *OK*.

Configuring the Cisco Aironet 350

- *Disabling WEP (Wired Equivalent Privacy)*: Currently, all iPass Wireless Broadband Access Points require that WEP be disabled.

To disable WEP for the Cisco Aironet 350:

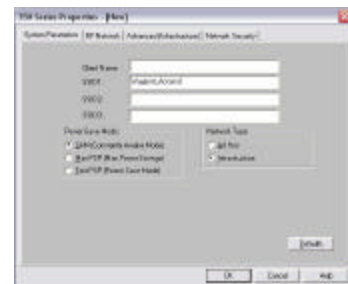
1. Make sure the Aironet 350 card is inserted in your laptop and is active.
2. Open the Cisco Aironet Client Utility Version 5. (On most systems, it can be found at C:\Program Files\Cisco Aironet\Aironet Client Utility\windgs.exe.)
3. Click *Profile Manager*.
4. Under *Select Active Profile*, select your current profile and click *Edit*.
5. On the *Network Security* tab, under *WEP*, select *No WEP*.
6. Click *OK*.



- *Identifying an SSID*: A few iPass Wireless Access Points require that a specific SSID (Service Set Identifier) be identified in the 802.11b card software. If an SSID is required, the iPassConnect client will inform you of the new SSID.

To identify an SSID for the Cisco Aironet 350:

1. Make sure the Aironet 350 card is inserted in your laptop and is active.
2. Open the Cisco Aironet Client Utility Version 5. (On most systems, it can be found at C:\Program Files\Cisco Aironet\Aironet Client Utility\windgs.exe.)
3. Click *Profile Manager*.
4. Under *Select Active Profile*, select your current profile and click *Edit*.
5. On the *System Parameters* tab, in the *SSID1* text



- box, enter the new SSID as specified by iPassConnect.
6. Under *Default Profile*, select *Use Enterprise Configuration*.
 7. Click *OK*.
- *Alternate Settings*: If your Aironet 350 card already has WEP and SSID settings that are currently used regularly, there is an alternate method for setting up the card to properly function with iPassConnect, without sacrificing your current settings. You can enter the configuration parameters on the *Home Networking* tab.

To configure the Aironet 350 card using with alternate settings:

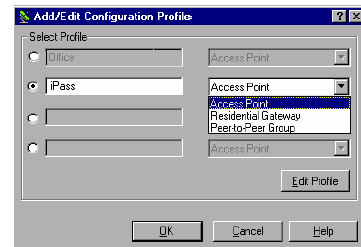
1. Open the Cisco Aironet Client Utility.
2. On the *System Parameters* tab, select *Enable Auto Configuration Switching*.
3. To disable WEP, on the *Home Networking* tab, make sure the *Enable Encryption (WEP)* box is unchecked.
4. To change SSID, on the *Home Networking* tab, in the SSID text box, enter the appropriate SSID.
5. Click *OK*.

Configuring the Lucent Orinoco Gold/Silver

The Lucent Orinoco 802.11b card requires you to select a profile to connect to a wireless network, so you will need to create a profile to use the iPass broadband service. The Orinoco software is only required when using Windows 95, 98, 2000, NT and ME.

To create a profile for connecting:

1. Right-click the Orinoco icon in your system tray
2. Left click *Configuration Profile*, then left click *Add/Edit Profile*.
3. In the *Add/Edit Configuration Profile* window, in the left column, select the radio button next to an empty field.
4. In the empty field in the left column, type "iPass"
5. In the right column, select "Access Gateway" from the drop-down list.
6. Click *OK*.



- *Disabling WEP*: Currently, all iPass Wireless Broadband Access Points require that WEP be disabled.

To disable WEP for the Orinoco card:

1. Make sure the Orinoco card is inserted in your laptop and is active.
2. Right-click the Orinoco icon in the system tray.
3. Left click *Configuration Profile*
4. Left click *Add/Edit Configuration Profile*.
5. Select the iPass profile and click *Edit Profile*.
6. On the *Edit Profile [iPass]* window, click the *Basic* tab, in *Network Name*, enter an appropriate network name.
7. On the *Encryption* tab, ensure that *Enable Data Security* is not checked.
8. Click *OK*.

- *Identifying an SSID:* A few iPass Wireless Access Points require that a specific SSID (Service Set Identifier) be identified in the 802.11b card software. If an SSID is required, the iPassConnect client will inform you of the new SSID.

To identify an SSID for the Orinoco card:

1. Make sure the Orinoco card is inserted in your laptop and is active.
2. Right-click the Orinoco icon in the system tray.
3. Left-click *Configuration Profile*
4. Left-click *Add/Edit Configuration Profile*.
5. Select the iPass profile and click *Edit Profile*.
6. On the *Edit Profile [iPass]* window, click the *Basic* tab.
7. In *Network Name*, enter the new SSID.
8. Click *OK*.

WEP on Private Networks

You must have WEP disabled if you are attempting to log in from a public hotspot. However, if you are on a private network, you may need WEP enabled. Contact your help desk for more information on whether disabling WEP is necessary. If it is, you can have separate user profiles set up for each contingency.

Verifying Your IP Configuration

If you are unable to connect, it may be necessary to verify your IP (Internet Protocol) configuration. The correct procedure depends on whether your laptop is running Windows 95/98 or Windows NT/2000/XP.

For Windows 95/98:

1. Click *Start*→*Run* and type: winipcfg, and click *OK*.
2. On the *Windows IP Configuration* window, select your Ethernet adapter from the drop-down list.
3. If the IP address listed is 0.0.0.0, or 169.xxx.xxx.xxx, click *Release*, and then *Renew*.
4. If you receive a valid IP address, (that is, one other than 0.0.0.0 or 169.xxx.xxx.xxx), click *OK* to accept changes, the reboot your computer.
5. After reboot, launch the iPassConnect client and attempt to connect. If you still fail to connect, contact your Help Desk.

For Windows NT/2000/XP:

1. Click *Start*→*Run* and type: cmd, and press *Enter*.
2. At the Command prompt, type: ipconfig, and press *Enter*.
3. If the IP address listed is 0.0.0.0, or 169.xxx.xxx.xxx, type: ipconfig /release and press *Enter*.
4. Type ipconfig /renew and press *Enter*.
5. If you are assigned a valid IP address, (that is, one other than 0.0.0.0 or 169.xxx.xxx.xxx), launch the iPassConnect client and attempt to connect. If you still fail to connect, contact your Help Desk.



Error Code Reference

The following is a list of commonly encountered error codes, ordered by their code numbers. Along with each error code is a discussion of the problem that could trigger the message, as well as a suggested solution.

If the error code received is not listed here, or the listed steps do not resolve the issue, please contact your Help Desk for further assistance.

—103: User canceled operation

This error is caused by clicking cancel before the connection can be made. Try connecting again, and allow the client sufficient time to connect successfully. This could take up to 120 seconds or more.

—104: The NAS did not respond

This error can happen for several reasons, including:

- There was no modem answer on the other end. This error is usually caused by incorrectly configured Dial Properties, (for example, you may have entered an incorrect PBX digit for an outside line). Verify your Dial Properties are entered correctly and then attempt to reconnect.
- This can also happen when two modems cannot complete their negotiation process and is usually the result of a noise problem in the phone line. Attempt to reconnect.

602: The port is already open

This error indicates that your modem is already in use or hung. This is usually caused by the attempting to connect immediately after a disconnect, without allowing time for the modem to cycle. This error can often be corrected by closing iPassConnect, opening Windows DUN/RAS and using any existing entry, or creating a new one with any number. Once you hear a dial tone, you can close DUN/RAS and use the iPassConnect client as usual. If not, reboot your laptop.

629: The data link was terminated by the remote machine

This error indicates that your computer was unable to successfully negotiate a set of protocols for communication with the provider's equipment. Try connecting again to the provider using another number. If this error occurs on one number, but you can connect to another number, the problem was most likely a noisy line, or a possible temporary problem at the provider.

630: The port was disconnected due to hardware failure

This error generally occurs when your modem is either not connected correctly, or you have the incorrect modem device specified in the *Settings* menu, on the Dial-Up tab. If you have the correct modem specified, make sure that the device is not showing any problems or conflicts in the Device Manager, and that the modem driver is current. You can also try resetting the modem.

650: The Remote Access Server is not responding

This error indicates that authentication has failed for this connection attempt. Contact your Help Desk.

651: The modem (or other connecting device) has reported an error

This error often indicates that the modem is not ready to connect. This is usually caused by attempting to connect immediately after a disconnect, without allowing time for the modem to cycle. This can often be corrected by closing iPassConnect, opening DUN/RAS and using any existing entry, or creating a new one with any number. Once you hear a dial tone, you can close DUN/RAS and use the iPassConnect client as usual. Verify that you have the proper modem device selected in the *Settings* menu, on the Dial-Up tab, and that the modem is correctly installed and configured. If the problem persists, reboot your computer.

This problem can also be caused by incorrect or outdated modem drivers.

676: The line is busy

This is usually caused by traffic congestion. You may wish to attempt a connection at a later time.

However, this can also indicate incorrect settings in your *Dial Properties* menu. For example, if you have incorrectly specified the PBX digit to access an outside line, dialing may result in a busy signal.

Also, if your Dial Properties are set to disable Call Waiting on a line that does not have Call Waiting enabled, this can result in a busy signal upon dialing the prefix. Try another number, and if the same result is occurs, verify the Dial Properties settings.

677: A person answered instead of a modem

If you receive this error, verify that your Dial Properties are configured correctly for your location. For example, make sure you have entered the correct PBX digit for an outside line.

678: There is no answer

Generally this is caused by incorrect settings in the *Dial Properties* menu. For example, an incorrect or missing PBX digit to access an outside line will often cause a recording or human to answer, which the modem will detect as No Answer. Verify your Dial Properties settings and try reconnecting.

This can also be caused when two modems do not agree on a connection speed during the negotiation process. Try reconnecting. You may also wish to consult your modem's user guide.

680: There is no dial tone

Check to see that the phone line is properly connected to the modem, that the line is activated, and not currently in use. Sometimes, the modem does not recognize the local dial tone as a valid dial tone. To correct this problem, set Windows to not wait for the dial tone before dialing, as follows:

In Windows 95/98:

1. Click *Start* → *Settings* → *Control Panel* → *Modems*
2. Select the modem, and click properties
3. On the *General* tab, uncheck the *Wait for dial tone before dialing* box.
4. Click *OK*.
5. Try connecting again.

In Windows NT/2000:

1. Click *Start*→*Settings*→*Control Panel*→*Phone and Modem* options
2. Select the *Modems* tab
3. Select the modem, and click *Properties*
4. On the *General* tab, uncheck the *Wait for dial tone before dialing* box.
5. Click *OK*.
6. Try connecting again.

691: Access denied because username and/or password is invalid on the domain

This is often caused by entering your username and password incorrectly, but this error can indicate that the number dialed is experiencing a temporary outage. Try connecting again using another number. If one number won't connect, but another number works fine, the provider may be experiencing a temporary outage. If the same problem is encountered on every number attempted, contact your Help Desk.

692: Hardware failure in port or attached device

This error indicates a hardware error. You may wish to check the following:

- Verify that you have the correct device specified in the *Settings* menu, on the *Dial-up* tab.
- Verify that your modem is correctly installed and configured and that there are no hardware conflicts.
- Verify that you have the most current modem driver installed.

The following error codes are usually caused by the same issue:

718: Timed out waiting for a valid response from the remote PPP peer.

719: PPP terminated by the remote machine.

720: No PPP control protocols configured.

722: The PPP packet is invalid.

731: The protocol is not configured.

732: The PPP negotiation is not converging.

733: The PPP control protocol for this protocol is not available on the server.

Any of these error messages indicate that your computer was unable to successfully negotiate a set of protocols for communication with the provider's equipment. Try connecting again to the provider using another number. If you can successfully connect to this second number, the problem was most likely a noisy line, or a possible temporary problem at the provider.

Error Code Not Listed?

If your particular error code is not listed here, or the listed steps do not resolve the issue, please contact your Help Desk for further assistance.

Contacting Your Help Desk

To contact your company Help Desk, on the *Help* menu, click *Technical Support*. the iPassConnect client will display your Help Desk phone number. Click *OK* when done.



You may wish to write down the number here for future reference:

HELP DESK PHONE NUMBER:

Conclusion

In this guide, you have learned important information about troubleshooting issues with your iPassConnect client software, including frequently asked questions, troubleshooting tips for different connection types, and an explanation of commonly encountered error messages.

Thank you for choosing iPass Inc. for your remote access needs!

About iPass

iPass Inc. (www.ipass.com) provides software-enabled enterprise connectivity services that give employees secure access to information and applications on the corporate network from any location in the world. iPass' global virtual network offers employees a range of Internet protocol-based connectivity technologies, including wired and wireless broadband service at airports, hotels and conference centers worldwide. The award winning and user-friendly iPassConnect™ smart client is 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. iPass counts among its enterprise and service provider customers many of the most recognizable corporate brands and "Global 1000" companies. Founded in 1996, iPass is headquartered in Redwood Shores, California, with offices throughout North America, Europe and Asia Pacific.

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