

## Upgrading to iPassConnect 3.0

The purpose of this document is to outline the steps and requirements for upgrading to iPassConnect 3.0. After July 7, 2003, all worldwide English iPassConnect customers using iPassConnect version 2.20 and later are eligible for the upgrade.

iPass releases new versions of the iPassConnect software at regular intervals. With the 3.0 release of iPassConnect, existing users can continue to automatically receive program upgrades, freeing administrators from having to deploy new versions of the client.

### Requirements

#### **Download Requirements**

- On a typical 56kbps dial-up connection, downloading the necessary iPassConnect 3.0 files takes approximately 20 minutes. Accordingly, we recommend that a user perform the upgrade on a high-speed connection.

#### **Client Requirements**

- iPassConnect 2.20 or later.
- If you are using a version of iPassConnect earlier than 2.20, you will *not* receive a prompt to upgrade even if your customer profile has been set to iPassConnect 3.0. Instead, you must upgrade to iPassConnect 2.4 first, and then upgrade to iPassConnect 3.0. Alternatively, you can uninstall the existing version of iPassConnect, and install a fresh 3.0 client.

#### **System Requirements**

The installer will check for the following system requirements and prevent the upgrade if these criteria are not met:

- Microsoft Internet Explorer 5.01 or higher
- Windows 98 SE, Windows ME, Windows NT 4.0 SP6, Windows 2000, Windows XP
- 16-bit color mode (65536 colors)

## Performing the Upgrade

### Upgrade Files

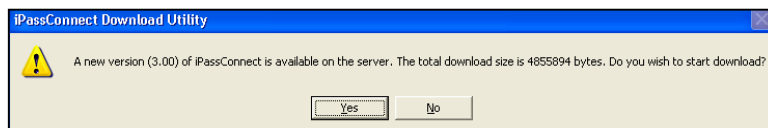
Once your customer profile has been set to version 3.0, your client will receive three files through a normal Phonebook push. Each file will be placed in the iPassConnect folder and is less than 100kB in size. These three files are:

- `ipccheck.exe`: this executable will run as a post-connect action and verify the client environment. This includes checking for:
  - operating system version
  - Internet Explorer version
  - whether or not the user has admin privileges
  - correct color settings
  - sufficient disk space
- `ipcdnldr.exe`: this executable is also known as the downloader, and will actually download the iPassConnect 3.0 installer.
- `ipcdnldr.ini`: this is the configuration file for the downloader, and indicates your system's upgrade eligibility. This file is not configurable by the customer.

### Upgrade Procedure

#### To upgrade from iPassConnect 2.20 or later to version 3.0:

1. Start your iPassConnect 2.x client.
2. If you are not connected to the iPass network, connect to the iPass network as usual. If you are already connected to the Internet via a LAN, you do not need to connect again.
3. You should receive an automatic Phonebook update. At this time, the three files described above will be downloaded.
4. Disconnect from iPassConnect and exit the application.
5. Start iPassConnect again.
6. Connect to the iPass network using an access point, or through the Home Broadband tab.
7. `ipccheck.exe` will verify whether or not your system meets the requirements.
  - a. *If No*: the upgrade process will be discontinued. iPassConnect records this information in a file in the `log` directory of iPassConnect 2.x named `ipcheck.log`. (`ipccheck.exe` will continue to check your system to determine eligibility, although notification ineligibility will only be presented once.)
  - b. *If Yes*: continue to Step 8.
8. If your system is eligible for the installation of iPassConnect 3.0, you will be prompted that there is a new 3.0 client version available. Click **Yes** to begin the installer download.



9. The installer download process will place the iPassConnect 3.0 installer in the `\Program Files\Common Files\iPassConnect` folder. During this process, an iPassConnect icon will appear in your Windows system tray that indicates that the downloader is running. Double-click the downloader icon in the system tray to show the download status. (The user can cancel the download at any time. If the download is cancelled, iPassConnect will keep a record of the download progress. This information allows the downloader to recover from the point at which it was interrupted. The downloader will begin again at the next system startup and wait for an Internet connection to continue the download.)
10. After the download is complete, the downloader will place a shortcut to the 3.0 installer on your Windows Desktop .
11. The iPassConnect Download Utility will check whether or not iPassConnect version 2.20 or later is running.
  - a. *If No:* If iPassConnect 2.20 or later is not running, the installation of iPassConnect 3.0 will begin immediately.
  - b. *If Yes:* If iPassConnect 2.20 or later is running, the iPassConnect Download Utility adds the installation program to the Run section of the Windows Registry so that the installation will be performed the next time you log in to Windows.
  - c. *Alternately,* you can double-click the iPassConnect 3.0 installer icon to start the installation.
12. Follow the installation prompts to complete the installation, including acceptance of the End User License Agreement.
13. The installer will uninstall your version 2.x client and install your 3.0 client. (If you receive a message stating *Locked File Detected*, click **Ignore**.) When the iPassConnect 3.0 installation is completed, all of the downloaded files (`ipccheck.exe`, `ipdnldr.ini`, `ipdnldr.exe`) will remain in the iPass folder.
14. After installation is complete, you may now launch and use iPassConnect 3.0.

*The installer file, `iPCSetup.exe`, is left in the folder `\Program Files\Common Files\iPassConnect`. Once the upgrade is complete, this file can be deleted.*

### **About iPass**

iPass Inc. ([www.ipass.com](http://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.