

iPassConnect™ 3.0 for Microsoft®Windows™

Release Notes

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I. System Requirements

The requirements for running iPassConnect 3.0 for Microsoft Windows are as follows:

Hardware Requirements

- An IBM-compatible PC with:
 - 133 Mhz or faster processor
 - 64 MB or more RAM
 - At least 12 MB free disk space
 - TCP/IP Protocol
 - 16-bit color mode or higher
 - At least 12 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

iPassConnect 3.0 is compatible with the following Microsoft Windows operating systems:

- Windows 98 Second Edition

- Windows ME
- Windows NT Service Pack 6
- Windows 2000
- Windows XP

II. New Features/Enhancements

The most significant new features and enhancements in this version of iPassConnect 3.0 for Windows include:

- **New Graphic User Interface:** With version 3.0, iPassConnect has a brand new graphic user interface that elegantly incorporates available networking technologies. In the new interface, you only need to enter your location and iPassConnect will present the available connection types from that location. For instance, if you wished to connect to the iPass network from a hotel in Tokyo, you merely enter the hotel's location and iPassConnect will display all of the connection options available from that hotel: wireless broadband, wired broadband, dial-up, PHS and ISDN.
- **Automatic Wireless Network Detection:** With iPassConnect 3.0, wireless connections are fast and easy. Using your laptop's wireless card, iPassConnect is able to automatically detect whether an iPass-enabled wireless network is nearby your current location. You can connect to it without have to enter any location information or configure your wireless card.
- **Policy Management:** iPassConnect 3.0 has improved policy management, including integration with leading VPN, anti-virus, and personal firewall solutions. iPassConnect 3.0 can also be integrated with the Windows prelogon.

III. Known Issues

The following issues are known for iPassConnect 3.0 for Microsoft Windows:

General Issues

- Some computers with MS Hotfix 328310 installed might report an iKernel error message. This is a known Windows issue, and is a benign error condition that can be ignored.
- When the WEP key is entered incorrectly for Home SSID, Windows will incorrectly report that you are connected with an excellent signal. Although there is an association to the access point, there is no real connection because the WEP key is wrong. This is a operating system networking issue, and other client utilities from other manufacturers will behave similarly. Please make sure the WEP key is entered correctly for Home SSID.
- If you wish to connect to a non-iPass hotspot, exit iPassConnect and use your other wireless utility to configure the appropriate network settings.
- iPassConnect 3.0 will not remember the last access point selected. We recommend you create Bookmarks for all frequently used access points.
- If a severe error occurs on either Microsoft XP or Windows 2000, these operating systems have the ability to restart the user's desktop rather than forcing the user to restart the PC. If this occurs, iPassConnect will not be visible in the system tray when the new desktop is displayed. Double-click on the desktop icon or select *iPassConnect* from the *Start* menu. iPassConnect will then appear in the system tray the next time the user starts their machine.

Interface Issues

- If a connected computer goes into Sleep or Suspend mode, the connection may be lost.
- The state of connection as shown by mouseover on the system tray icon may not accurately reflect the network state.
- Occasionally both the **Clear** and **Find** buttons are active (red) at same time. This is a screen refresh issue. Move the focus off iPassConnect by clicking on another application window and then back again. This should allow iPassConnect to refresh correctly.

Installation and Update Issues

- iPassConnect 3.0 requires access to the Windows Registry and adds drivers to the Windows System directory. If you're running Windows 2000, NT, or XP, an install or uninstall will require Admin privileges.
- The update process will only work on computers running iPassConnect 2.20 or later. Otherwise, please uninstall your iPassConnect client and install iPassConnect 3.0 from scratch.
- If you have personal firewalls running and you perform an update, please ensure iPCdownloader.exe can connect to the Internet. Otherwise, the software update process may not finish properly.
- The installation process may return the following error: "The decompression of %s failed. There may not be enough free disk space available in the TEMP directory." This is a known Installshield issue. You should manually empty the temporary install directory found at \Documents and Settings\[username]\Local Settings\Temp\.
- The progress bar of a Phonebook update does not show the names of the Phonebook files being downloaded.
- Occasionally, when the iPassConnect 3.0 installer is run on startup, it may return an error message: "RPC server unavailable", and the install will fail. You should instead start the installer using the desktop shortcut.
- Uninstallation on Windows NT doesn't remove iPassConnect from the Start menu. You should instead manually remove the iPassConnect icon from the Start Menu.
- During the update from 2.x to 3.0, you may receive an error message that says "Locked File Detected." If you encounter this error, click **Ignore**.

Broadband Issues

- Windows XP ships with the version 7.49.0 drivers for the Cisco Aironet 340/350 NIC. Please ensure you have drivers version 8.2.3 or above, available from the Cisco Web site.
- If your wireless broadband connection to the Internet is terminated without logging out properly, when you attempt to reconnect, iPassConnect may indicate that you're already connected.
 - Before attempting a new connection, we recommend you wait with your computer powered down for at least five minutes. This will allow the previous connection to time out.
 - You can also add a *VPN disconnect* command as a Disconnect action in iPassConnect to ensure that the VPN is not keeping the Internet connection live.
- If you're connected using Home Broadband, double-clicking the system tray icon may bring up the **Search** dialog box instead of the **Connect/Disconnect** dialog box.
- At some wired and wireless broadband locations, iPassConnect will allow a connection even if you pick the wrong location. This happens when the location is offered by the same underlying network provider. This will effect reporting of quality and connection data, but will not affect your connection experience.

Modem issues

- When entering information on a calling card for the first time, the **Dial String** display doesn't get updated. However, when dialing up, the calling card information will be used correctly. To see the dial string with the correct calling card number, close the **Dial Properties** dialog, and click the **Dial Properties** button again.
- Local number lookup will not allow connection if you click **Local Numbers** even though the **Connect** button is enabled. You must select a local number and click the **Connect** button.
- In **Settings > Connection Settings > Dialup** tab, if you clear the **Redial Attempts** box and click **OK**, you will receive an error message: "Please enter an integer." This message will appear 4 times. Clicking **OK** to close the messages will also close out the **Dialup** tab. You will need to open it again in order to make changes.

Bookmark issues

- You can add multiple Bookmarks with the same name.
- An ampersand (&) entered in a Bookmark name will be replaced with an underscore (_).
- If the signal strength of an available wireless item drops while you're attempting to bookmark the location, it is possible that the bookmarked entry will not be the same as the one you had originally picked.

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