iPassConnect™ 3.0 for Windows User Guide

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Introduction

Welcome to iPassConnect™ 3.0 for Windows! 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 iPass access points, and supports Microsoft® Windows 98 SE, ME, NT, 2000 and XP. In addition, the iPassConnect client can be customized to automatically launch other programs such as a VPN, personal firewall, or Web browser.

This guide will serve as an introduction to the use of the iPassConnect client, providing end users with valuable information on installation, configuration, basic and advanced usage.

New Features

The list of new features found in this version of iPassConnect includes the following:

New Graphic User Interface
With version 3.0, iPassConnect has a brand new graphic user interface that elegantly incorporates today's 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.

System Requirements

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

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

Wireless Cards

The following wireless cards have been successfully tested for connectivity on the iPass network.

- Cisco AIR-PCM352 (Note that Windows XP ships with the version 7.49.0 drivers for the Cisco Aironet 340/350. Please ensure you have drivers version 8.2.3 or above, available from the Cisco Web site.)
- Intel WPC2011BWW
- Compaq WL100
- IBM / Lucent / Orinoco PC24E-H-FC
- Netgear MA701
- Toshiba Built in Wi-Fi

Installation Instructions

In order to install iPassConnect 3.0, your system must meet the requirements shown above. If not, the iPassConnect installer will prevent the installation. You must also have local admin rights on your system in order to perform the installation.

To install the iPassConnect client software:

1. Download the software installation package from your company intranet or service provider Web site.
2. Double-click the downloaded file.
3. Follow the installation directions.

Uninstalling the iPassConnect Client

To uninstall the iPassConnect client:

1. Right-click the Windows System Tray icon  and choose ***Exit***.
2. From the Windows ***Start*** Menu, open ***Start→Settings→Control Panel.***
3. Select ***Add/Remove Programs.***
4. Select iPassConnect from the list.
5. Click ***Add/Remove.***
6. Windows will uninstall the iPassConnect software.

Configuring iPassConnect

Before using iPassConnect, you should configure the client with your basic settings, which include login information, connection settings, and configuration for any personal wireless network.

Login Information

iPassConnect can store your login credentials, making it easier and faster for you to log in. You will generally only need to enter this information prior to using iPassConnect for the first time.

You should verify with your Help Desk whether you will need separate credentials for Internet access and for VPN access.

To set your login credentials:

1. On the ***Settings*** menu, select ***Login Information.***
2. Under ***Internet Credentials***, type your Internet user name and password.
3. If you want iPassConnect to store your Internet password, check ***Save Password***.
4. If required, in ***Dept/Project***, type your department or project name. (Check with your help desk to see if this is required to log in.)

5a. If you will use a VPN to connect to your organization's resources, and your VPN credentials are identical to your Internet credentials, check the ***Same As Internet Credentials*** checkbox. Then, in the ***NT Domain*** name box, type the name of your NT domain and proceed to Step 5.

-OR-

5b. If your VPN credentials differ from your Internet credentials, make sure the ***Same As Internet Credentials*** checkbox is unchecked. Then, type your VPN user name, your NT domain name, and VPN password.

6. From the ***Default Country*** drop-down list, select the country you wish to appear as the default in the ***Country*** filter on the main iPassConnect dialog box.
7. Click ***OK***.

Dial Properties

Dial properties are required settings for your dial-up connection, such as a number needed to access an outside line, or to disable call waiting. If you're a dial-up user (which includes modem, PHS and ISDN connections), it's important to set your dial properties correctly. (You won't need to set dial properties if you are using a broadband connection like DSL or Wi-Fi.)

Note that different access points can have different dial properties.

Your *dial string* is the phone number you're dialing, plus any additional numbers set from your dial properties. For instance, if you are dialing the local number 555-1212, and you need to dial a 9 to access an outside line, plus *70 to disable Call Waiting, then your dial string would be: 9, *70, 555 1212.

To set your dial properties:

1. On the ***iPassConnect*** dialog box, click the ***Dial Properties*** button.
2. Under ***General***, in the ***To access outside line*** dial text box, type any dial prefix you may need (such as 9) to get an outside line.
3. If you wish to disable Call Waiting, in the ***To disable Call Waiting dial*** box, select the characters needed from the drop-down list.
4. In ***Dial Using***, select whether your phone system uses tone or pulse dialing. (Most phone systems use tone dialing.)

5a. Under ***Dialing From Location***, if this will be the same location as the one you are connecting to, check ***Same Location*** and proceed to Step 6.

-OR-

5b. Under ***Dialing From Location***, if this will be a different location from the one you are connecting to, uncheck the ***Same Location*** checkbox. Then:

a. Select the country from which you are dialing from the ***Country*** drop-down list.
b. In ***Area Code***, type the area code you wish to dial.
c. From the ***Area Rule*** drop-down list, select a rule that reflects your local area's dialing rules (for example, dialing a 1 before the area code).
d. Proceed to Step 6.

6. If you will be using a calling card for dialing, under ***Calling Card***, type the calling card information.
7. Click ***OK***.
8. The complete dial string appears at the bottom of the main iPassConnect dialog box next to the ***Dial Properties*** button. You are now ready to connect.

Wireless Connection Settings

If an 802.11b (Wi-Fi) card is installed in your computer, and there are any local iPass-enabled wireless hotspots detected nearby, iPassConnect will display them first in the Phonebook under ***Available Wireless Networks.***

This auto-detection of an iPass-enabled Wi-Fi hotspot will automatically configure all of your wireless settings, such as SSID (Service Set Identifier) and WEP (Wired Equivalent Privacy) key. Auto-detection is also sometimes referred to as *sniffing*.

However, if you are using a home or other personal wireless network that is not iPass-enabled, you must ensure that your wireless connection is configured properly. After you have configured settings for a home or personal wireless network, it will also show up by SSID under ***Available Wireless Networks.***

To configure your personal wireless settings:

1. Select ***Settings > Connection Settings.***
2. Click the ***Wireless*** tab.
3. Under ***Device Settings***, in ***Device,*** choose your wireless device from the drop-down list.
4. In ***Power mode***, select a power saving mode for your wireless device from the drop-down list.
5. Under ***Personal Wireless Settings***, in ***SSID***, type your home network's Service Set Identifier.
6. If your home network uses WEP, select ***Enable WEP.*** Otherwise, click ***OK*** to close the dialog box.
7. In ***WEP Key Type***, select a WEP key type from the drop-down list.
8. In ***WEP Key***, type your network WEP key.
9. Click ***OK***.

Basic Use

Basic use of the iPassConnect client will connect you to the iPass network.

Connecting to the iPass Network

After basic configuration is complete, you're ready to connect.

To connect to the iPass network:

1a. Available Wireless Networks: If a Wi-Fi card is installed in your computer, and there are any local iPass-enabled hotspots detected nearby, iPassConnect will display them first in the Phonebook under ***Available Wireless Networks***, in order of signal strength. Proceed to Step 5.

-OR-

If there are no available wireless networks listed, proceed to Step 1b to locate a nearby access point by location, or to Step 1c to locate a nearby access point by phone number.

1b. Search by Location: Under Search by Location or Phone Number, select the filter criteria you will use from the drop-down lists. Each filter criterion will narrow your search for an access point to a more specific location. You can make the search as broad or narrow as you need.

- For example, to see all the access points in a country, select that country from the ***Country*** drop-down list.
- To narrow the search to a specific state or province in that country, select the state or province from the ***State (Province)*** drop-down list. (***State/Province*** search is not enabled for some countries.)
- To narrow the search even further to a specific city, select the city from the ***City*** drop-down list.

Proceed to Step 2.

-OR-

1c. Search by Number: Alternately, if you are searching for a US access point, in the ***Country*** drop down list, select *United States*. Then, under ***Enter a local phone number***, in the ***Area Code*** and ***Phone Number*** text boxes, type the area code and exchange (first three digits) of your location. (You can enter 800 to search for local access points in the toll-free 800, 855, 866, 877 and 888 area codes.) Proceed to Step 2.

2. Click ***Find***. The access points matching your location criteria will be displayed in the Phonebook.

3. The Phonebook now displays a number of access points for each connection type. For example, ***Modem (25)*** shows there are 25 available access points for which you can use a modem connection. Click the right arrow ▸ next to the connection type to show the locations available.

4. The expanded list under the connection type now displays a set of locations and the number of access points of that type in each location. For example, under ***Modem (25)***, the notation ***Townsville (5)*** shows there are 5 modem access points in Townsville. Click the right arrow to expand the list further and show each access point.

5. From the list of access points, click the access point you wish to connect to.

6. Click ***Connect***. You will be connected to the iPass network.

*If you change the filter criteria to look for a new access point, click **Find** in order to refresh the access points shown in the Phonebook. (If you wish to start a new search, click **Clear** and return to Step 1.)*

VPN Integration

A program that securely connects you to directly to your corporate resources is called a *virtual private network* (VPN). A VPN client is commonly used in conjunction with iPassConnect to give a secure connection to an enterprise network.

- ***VPN Autolaunch:*** You can configure iPassConnect to automatically launch your VPN client after connecting to the Internet. See *Launching Programs After Connecting* on page 13.
- ***Home Broadband:*** If you're a home broadband (such as cable modem or DSL) user, who is already connected to the Internet, you can use iPassConnect to launch your VPN across your Internet connection. If you are connected by home broadband, you will see this indicated in your Phonebook under ***Home Broadband.***
- ***VPN Credentials:*** Depending on the configuration of your VPN, you may have to enter another user name and password in addition to the credentials used to connect to the iPass network. (You should check with your Help Desk for details.) You can set up your VPN credentials in the ***Login Information*** dialog box. See *Login Information* on page 6.
- ***VPN Auto-teardown:*** This feature ensures that if your VPN connection is terminated, either accidentally or on purpose, your Internet connection will also be closed safely.

Disconnecting from the iPass Network

To disconnect from the iPass network:

1. In your Windows System Tray, right-click the iPassConnect icon .
2. Select ***Disconnect***. You will be disconnected from the iPass Network.

Note that even if you disconnect from the iPass network, your iPassConnect client will still run in the background, and can be accessed using the Windows System Tray. See *The System Tray Icon* on page 14.

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Exiting iPassConnect

To exit iPassConnect:

1. Right-click the iPassConnect icon in your Windows System Tray.
2. Select ***Exit***.

Help

You can get help on iPassConnect by pressing the F1 key, or by selecting ***Help > Help Topics.***

Advanced Features

The iPassConnect client contains a number of advanced features to make your connection experience quicker and easier.

Smart Redial

By using the Smart Redial feature with dial-up (modem, PHS or ISDN) connections, your client will automatically continue dialing all access points within the same city until a successful connection is made.

To activate the Smart Redial feature:

1. Select ***Settings > Connection Settings.***
2. Depending on your connection type, select either the ***Dial-up*** tab (for a modem or PHS connection) or ***ISDN*** tab (for an ISDN connection).
3. Under ***Redial Settings***, check ***Smart Redial.***
4. Click ***OK***.

> *In most cases, Smart Redial is turned on by default. If possible, iPass recommends you turn it on enhance your dial-up connection experience.*

Busy Number Redial

The Busy Number Redial feature, used for dial-up (modem, PHS or ISDN) connections, allows you to configure your client to retry a busy access point if a connection attempt fails. This feature is useful when using a bookmarked access point, or when roaming in areas where there are few access points and heavy Internet traffic.

To configure your client to redial a busy access point:

1. Select ***Settings>Connection Settings.***
2. Depending on your connection type, select either the ***Dialup*** tab (for modem and PHS connections) or ***ISDN*** tab (for ISDN connections).
3. Under ***Redial Settings***, in the ***Redial Attempts*** text box, enter the number of connection attempts you want iPassConnect to make.
4. In the ***Redial if not connected within*** text box, enter the amount of time (in seconds) you want to elapse between each dial attempt. This should be set to a minimum of 120 seconds in order to give each dialing attempt time to finish.
5. Click ***OK***.

> *The Busy Number Redial feature, which will redial a busy number, may be incompatible with the Smart Redial feature, which will cause the client to roll over to the next access point upon a failed connection attempt. Whenever possible, for greater reliability, you should give preference to Smart Redial.*

Connecting at the City Level

If you're using a dial-up connection (modem, PHS or ISDN) you don't need to select an individual access point to connect to the iPass network. Instead, you can also have iPassConnect attempt to connect to a set of access points in a city, one after another, until you're connected. This is helpful if you don't have a particular access point in mind but simply wish to connect to any nearby one.

You can configure dial properties at the city level, too. See *Dial Properties*, page 6.

To connect at the city level:

1. Select an access point like you would normally, either by location or by phone number.

2. Under ***Modem, PHS*** or ***ISDN***, double-click the name of the city you wish to connect to. iPassConnect will attempt to dial the best access point in that city.
3. If Smart Redial is turned on, and the client fails to connect to the first access point, it will dial the others in that city until it connects. If Smart Redial isn't turned on, and the client fails to connect, the client will attempt to redial the first access point based on the settings described under *Busy Number Redial* on page 10.

> *Some enterprises may disable dialing of individual access points and only enable city-level dialing. Check with your Help Desk for details.*

Bookmarks

The ***Bookmarks*** menu allows you to conveniently save and re-use connection information for access points you use most frequently.

To bookmark an access point:

1. Select an access point as you would normally.
2. Select the access point, then click the ***Add Bookmark*** button.
3. On the ***Add Bookmarks*** dialog box, type the Bookmark details, such as a Bookmark name and other data. Note that you can enter the dial properties for the bookmarked access point as well.
4. Click ***OK***. In your Phonebook, the  symbol indicates that you've bookmarked the access point.

For dial-up connections, in addition to bookmarking individual access points, you can also bookmark all the dial-up access points in a city. You can then use the Bookmark to connect to that city, as described in *Connecting at the City Level* on page 10.

To bookmark a city (for modem, PHS and ISDN connections only):

1. Select a country and city as you would normally.
2. Under ***Modem***, ***ISDN*** or ***PHS***, click the city name, and then click the ***Add Bookmark*** button.
3. On the ***Add Bookmarks*** dialog box, type the bookmark details, such as a Bookmark name and other data. Note that you can enter the dial properties for the bookmarked connection as well.
4. Click ***OK***. In your Phonebook, the ribbon  symbol indicates that you've bookmarked the city.

To connect using an existing bookmark:

1. On the ***Bookmarks*** menu, select the access point you wish to use.
2. If the Bookmark is a single access point, iPassConnect will attempt to connect to the access point. If the Bookmark is a city, iPassConnect will dial all the dial-up access points in that city until a connection is made as described in *Connecting at the City Level* on page 10.

> *Because the iPass network is constantly evolving and growing, you may occasionally find that a Bookmark points to an obsolete access point. If you attempt to connect to a bookmarked access point that is no longer valid, iPassConnect will search for an access point with a similar location and connection type and offer to connect you. You will also be presented with a chance to substitute the new access point for the old one as a permanent Bookmark.*

To modify a bookmark:

1. On the ***Bookmarks*** menu, click ***Edit Bookmark.***
2. On the ***Edit Bookmark*** dialog box, select the Bookmark you wish to edit and click ***Modify***.
3. On the ***Modify Bookmark*** dialog box, type the new or revised information as needed.
4. Click ***OK***, and then click ***OK*** on the ***Edit Bookmark*** dialog box.

To delete a bookmark:

1. On the ***Bookmarks*** menu, click ***Edit Bookmark.***
2. On the ***Edit Bookmarks*** dialog box, select the Bookmark you wish to remove and click ***Delete***.
3. Click ***Yes*** to confirm deletion.
4. Click ***OK*** on the ***Edit Bookmark*** dialog box.

Using a Calling Card

If you wish to use a calling card for a dial-up connection, you can store the information for a single calling card in iPassConnect.

To store calling card information:

1. On the main iPassConnect dialog box, locate an access point as usual, and click ***Dial Properties.***
2. Under ***Calling Card,*** select the ***Use Calling Card*** checkbox.
3. Click the ***Calling Card*** button***.***
4. On the ***Calling Card*** dialog box, in the ***Dial Sequence***, type the phone number to dial for the calling card and/or any of the symbols shown here. You may type any combination of symbols and numbers provided they follow the format outlined on your calling card. For example, if the instructions for your calling card read "Dial 1 800 555 5050 + PIN + area code + phone number", your dial sequence would be 1 800 555 5050 HFG. ***Note:*** To view the list of symbols in iPassConnect, click the ***Symbols*** button.
5. In ***PIN***, type your calling card Personal ID Number.
6. Click ***OK***.

Symbol	Meaning
E	Country code
F	Area code
G	Phone number
H	Card number (PIN)
P	Pulse-dial subsequent numbers
T	Tone-dial subsequent numbers
W	Wait for second dial-tone
,	Pause (approx. 1 second)
!	Flash
@	Wait for quiet answer
$	Wait for calling card prompt tone
?	Wait for user input

POP Details

POP (Point of Presence) is another term for an access point. You can display the details of any POP, which can include:

- *Location:* location of the POP.
- *Address:* the physical address of the site.
- *Phone Number:* the phone number at which you can contact the site.
- *Maximum Speed:* if this is a dial-up POP.
- *Connection Price:* if known, the hourly connection rate.
- *POP Type:* the connection type possible at this access point.
- *SSID (Service Set Identifier):* for wireless broadband POPs.
- *Signal Strength:* for wireless broadband POPs.

Note that depending on your Phonebook and the type of access point, not all POPs will display all of this information.

To display POP details:

1. Search for an access point as usual.
2. In the Phonebook, on the line belonging to the POP, click the icon in the ***Info*** column.
3. When done, click ***OK***.

Launching Programs after Connecting

You can configure iPassConnect to launch other programs automatically after connecting to the iPass network. For example, you can launch your Web browser or other programs, such as a VPN client or personal firewall, by adding them to the launch list.

To configure your client to launch your computer's default Web browser upon connection:

1. Select ***Settings > Connection Settings.***
2. Click the ***General*** tab.
3. Under ***After Connecting***, check ***Default Web Browser***.
4. Click ***OK***.

To configure the iPassConnect client to launch other programs upon connection:

1. Select ***Settings > Connection Settings.***
2. Click the ***General*** tab.
3. Under ***After Connecting***, in ***Launch Programs***, click ***Add***.
4. On the ***Add/Edit Post-Connection Program*** dialog box, under ***Location***, click ***Browse***.
5. Browse to the program you wish to launch after successful connection and click ***Open***.
6. In ***Description***, type a brief description of the program to run. For example, if you launched your e-mail program upon connecting, you might type "My E-mail".
7. If you want to launch other programs, continue to add programs as desired to the list by following steps 3-6. (You can also come back later and add more programs, if desired.)
8. When done, click ***OK***.

To modify an entry in the list of launched programs:

1. Select ***Settings > Connection Settings.***
2. Click the ***General*** tab.
3. In ***After Connecting***, under ***Launch Programs***, select the name of the program you want to change and click ***Modify***.
4. On the ***Add/Edit Post-Connection Program*** dialog box, type a revised description, or browse to a new location for the program.
5. Click ***OK***.

To delete a program from the list:

1. Select ***Settings > Connection Settings.***
2. Click the ***General*** tab.
3. In ***After Connecting***, under ***Launch Programs***, select the program you want to delete from your list of automatically launched programs.
4. Click ***Delete***. (Note that this procedure does not delete the program from your computer, just from your list of automatically launched programs.)
5. Click ***OK***.

Updating iPassConnect

You can manually update iPassConnect to make sure you have the most current Phonebook and software. Note that you must be connected to the Internet in order to perform an update. After updating, you will need to restart iPassConnect in order for the changes to take place.

To update iPassConnect:

1. Connect to the Internet using iPassConnect as you would normally.
2. On the ***Settings*** menu, select ***Update iPassConnect***, then select the item you wish to update. ***Phonebook*** will update your list of iPass access points. ***Software*** will update your iPassConnect client software and associated configuration files. (You will need local admin rights on your system in order to perform a software update.)

> *Next to each menu item, iPassConnect displays the time and date of that item's most recent update. For example,* ***Update iPassConnect > Phonebook (Thu Jun 12 2003 09:00:00)*** *indicates that your last Phonebook update was performed on Thursday, June 12th at 9 AM.*

3. iPassConnect will contact the update server. If an update is available, it will then download and install the most recent update to that item.
4. When the update is done, click ***OK***.
5. In the Windows System Tray, right-click and choose ***Exit*** to leave iPassConnect.
6. On your Windows Start Menu, choose ***Programs > iPass > iPassConnect*** to restart.

The System Tray Icon

When iPassConnect is running, you'll see an iPassConnect icon in the System Tray on the right side of your Windows taskbar. You can use this icon to accomplish a number of program functions.

To...	Right-click the icon and select...
open iPassConnect (when not already connected)	***Open iPassConnect***
exit iPassConnect	***Exit***
connect to the iPass network	***Connect***
connect to a Bookmark	the name of the Bookmark
update iPassConnect	***Update***
disconnect from the iPass network	***Disconnect***

Windows Prelogon

If the prelogon functionality is enabled, iPassConnect takes the place of your regular Windows logon. Check with your Help Desk to see if Windows prelogon is enabled for your enterprise.

To log on to your computer using iPassConnect:

1. At the Windows logon screen, type your iPassConnect username and password.
2. Check ***Login Using iPassConnect.***
3. Click ***OK***. iPassConnect will then log in to the iPass network and connect you to the Internet before logging you on to your local machine.

> *If this functionality is enabled, your iPassConnect login credentials (user name and password) must match your Windows logon credentials.*

Troubleshooting

If you have trouble connecting to the iPass network, these troubleshooting tips may prove helpful to resolve your issue. These tips should be considered suggestions only. Please contact your Help Desk for further assistance.

General Troubleshooting Tips

These tips apply to connections in general using iPassConnect.

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.
- 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 iPassConnect.
- Verify that you have the correct hardware for the access type selected. For instance, you must use a wireless Ethernet card to access a wireless access point.

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 and are therefore usually less expensive. Toll Free access points are not local and usually yield a higher connection charge for you or your company. When in the United States, entering 800 to search by number will also list access points in the toll-free 800, 855, 866, 877 and 888 area codes.
- 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.

Incorrect Password

- Re-enter your username, domain name and password.
- Password entry is case-sensitive. Make sure the CAPS LOCK key is not depressed.
- Make sure you have entered the domain name, such as domain.com, in the ***Domain*** field of your ***Login Info***. 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 network offers multiple access points in worldwide locations.

Password Authentication is Slow

- In some areas, it may take up to 120 seconds or more to connect. Do not click the ***Cancel*** button prematurely.
- Generally, the further away from home you are, the longer the authentication process will take. Check ***Settings>Connection Settings***, and click the ***Dialup*** tab. Ensure that the option ***Redial if not connected in... seconds*** is set to 120 seconds. If this doesn't work, you may also try setting this to a higher number of seconds, up to 180.

- 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.

Recovering from Problems with Windows Prelogon

If you are able to log on to your system, use regedit to delete the following value from the Registry: \HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Winlogon\GinaDLL

If you are not able to log on to fix the problem, you can recover by doing one of the following:

- If the test machine is on the network and you have an account on another machine with Administrative privileges on the test machine, open the test machine registry remotely with regedt32 and delete the GinaDLL value.
- If the test machine is on the network, and %systemroot%\SYSTEM32 is available on a network share for that machine (e.g. \\<name>\c$), rename IPGina.dll to something else with a command like:
    - `ren \\<name>\c$\winnt351\system32\IPGina.dll gina.sdk`
    - Reboot the test machine.
    - Delete the GinaDLL value from the registry.
- If the test machine will dual boot to another version of Windows NT or another operating system capable of accessing %systemroot%\system32, boot to that operating system, delete %systemroot%\system32\Gina.dll, reboot, and delete the GinaDLL value from the registry.
- If these suggestions fail to resolve the issue, please consult the following URL: `http://support.microsoft.com/default.aspx?scid=kb;EN-US;302346`

Dial-up Troubleshooting Tips

These tips apply to dial-up (modem, PHS and ISDN) connections.

Difficulty Connecting To the Access Point

- Make sure you've set dial properties for 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 phone number of the access point manually. You may hear a message explaining the problem. For example, the hotel switchboard 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 a bookmarked access point that is now outdated. Try choosing 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.
- Never manually enter the access point phone number in the Dial String box, even if you have memorized the number. Always use the procedures outlined in this help file to connect.

No Dial Tone

- Check that there is a working phone line by connecting a phone to it and dialing out.
- Make sure that the phone extension is connected securely to your computer and the wall phone jack.
- Check 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 your Windows help file for instructions.

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 are connecting with the correct one.

- Make sure 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.
- Check 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. 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 your Windows help file for instructions.

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. Check 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 switchboard 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. Check your Windows help file.

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 worldwide.
- You may be using an outdated Bookmark. Try choosing 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.

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.

Slow Web Page Access

- 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 Tips

These tips apply to wired broadband connections.

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.

Wireless Broadband Troubleshooting Tips

These tips apply to wireless broadband connections.

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 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.
- Check your Link Status Meter, usually found in your Windows system tray, and make sure the signal strength and quality are at least 50%. Move your mouse pointer over the icon to display the link status.

Technical Support

To get technical support for iPassConnect:

1. On the ***Help*** menu, select ***Technical Support.***
2. The dialog box will display contact information for your organization's Help Desk.
3. Click ***OK*** to close.

Connection Log

The connection log displays your past connection history, including both successful and unsuccessful attempts to connect. This information can be useful when diagnosing access problems.

To view the connection log:

1. To view the connection log, on the ***Help*** menu, select ***Connection Log.***
2. The Connection Log will display.
3. Click ***OK*** to close.

About iPassConnect

The ***About iPassConnect*** dialog box the details of your iPassConnect client. You may require this information when dealing with technical support issues. Shown here are:

- *Version:* software version number
- *Configuration:* profile and phonebook number.
- *Copyright*
- *Phonebook Update:* shows the date the list of POPs was last updated
- *Software Update:* shows the date the client software and associated configuration files were last updated.

To view these details:

1. On the ***Help*** menu, click ***About iPassConnect.***

2. When done, click ***OK***.

Summary

In this guide you have been instructed on installation, configuration, and the unique features of the iPassConnect 3.0 client software. iPass strives to provide reliable and secure Internet connectivity, anywhere in the world. If you have questions about the installation or operation of your new client software after reading this guide, please contact your help desk for additional assistance.

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, California, with offices throughout North America, Europe and Asia Pacific.

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