



FAQs: iPassConnect 3.50 for Windows Mobile 6

Version: 1.0, April 2008

Corporate Headquarters
iPass Inc.
3800 Bridge Parkway
Redwood Shores, CA 94065 USA



www.ipass.com
+1 650-232-4100
+1 650-232-0227 fx

TABLE OF CONTENTS

Platform/OS FAQs:	1
Does iPassConnect 3.50 run on Windows CE?	1
Does iPassConnect 3.50 run on Pocket PC 2000 or Pocket PC 2003?	1
Is iPassConnect 3.50 supported on Windows Mobile 5?	1
Is iPassConnect 3.50 supported on Windows Mobile 6.1?	1
What is the difference between the Windows Mobile 6 Standard and Windows Mobile 6 Professional versions?.....	1
Is Windows Mobile 6 Classic supported with iPassConnect 3.50?	1
What devices have been certified for use with iPassConnect 3.5?	2
What is the ARM architecture and does iPassConnect 3.50 support this architecture?	2
Installation FAQs:	2
Why are there two separate cab files (installers)?.....	2
How do I know whether I am running Windows Mobile 6 Standard or Windows Mobile 6 Professional?2	
How do I install iPassConnect 3.50 through ActiveSync?.....	2
How do I get the .cab file/Installer onto my device?	3
How much memory does iPassConnect 3.50 utilize?	3
Can iPassConnect 3.50 be installed on a storage card?	3
Configuration FAQs:	3
Can I pre-configure the client with my domain name before distributing it to users?	3
What phonebook options are available?	3
What language localizations are supported with iPassConnect 3.50?.....	3
Are there branding options available with iPassConnect 3.5?	4
Features/Usage FAQs:	4
Why was dial-up not included with iPassConnect 3.50?	4
Why would I use Wi-Fi on my device when it has data functionality through my cellular provider built-in?	4
What advantages do I have with using iPassConnect 3.50 to connect to WiFi locations versus the built-in Comm Manager?	4
Is SQM/IOQ data collected with iPassConnect 3.50?	4
What if my I need to use a routing prefix instead of a domain? How is that configured in the client?	4
Can I auto-upgrade users from a previous version of iPassConnect?	5



TABLE OF CONTENTS

Will users be able to auto-upgrade to a future version of iPassConnect from this version?	5
Is there any mobile data integration in iPassConnect 3.50?	5
Does iPassConnect 3.50 connect to non-iPass hotspots as well as iPass hotspots?	5
Does iPassConnect 3.50 support connections to non-broadcasting SSIDs?	5
Does iPassConnect 3.50 support WPA2?	5
Does iPassConnect 3.50 automatically update its phonebook upon connecting?	5
Does iPassConnect 3.50 have a search/lookup feature for trip planning purposes?	5
Are connect actions supported with iPassConnect 3.50?	6
Where are files installed with iPassConnect 3.50 (without branding)? Why is this location not \program files\ipass\ipassconnect?	6

Troubleshooting FAQs: 6

Why do I get an error that states “This installer is not meant for PocketPC” when trying to install the software?	6
Why won't iPassConnect 3.50 successfully auto-connect to my home Access Point?	6
Why won't iPassConnect 3.50 successfully connect to the iPass hotspot I am visiting?	6
Why did my “today” view go away or refresh incorrectly after installing iPassConnect 3.5?	6
Do I need to turn off Wi-Fi in Comm Manager before using iPassConnect 3.50 so that it does not conflict?	7
Why do I have to keep re-entering my security key each time I connect to my personal access	7
How do I turn on logging in iPassconnect 3.50?	7
What is the highest debug log level possible?	7
What are the log file names and where are they stored?	7

Copyright © 2006, iPass Inc. All rights reserved.

Trademarks

iPass, iPassConnect, and the iPass logo are trademarks of iPass Inc. All other brand or product names are trademarks or registered trademarks of their respective companies.

Warranty

No part of this document may be reproduced, disclosed, electronically distributed, or used without the prior consent of the copyright holder.

Use of the software and documentation is governed by the terms and conditions of the iPass Corporate Remote Access Agreement, or Channel Partner Reseller Agreement.



TABLE OF CONTENTS

Information in this guide is subject to change without notice.

Every effort has been made to use fictional companies and locations in this manual. Any actual company names or locations are strictly coincidental and do not constitute endorsement.



Platform/OS FAQs:

Does iPassConnect 3.50 run on Windows CE?

iPassConnect 3.50 was written for Windows Mobile 6, which is powered by Windows CE 5.2; so yes, iPassConnect 3.50 will be operating on Windows CE 5.x. iPassConnect will not run on Windows CE platforms 1.x through 4.x.

Does iPassConnect 3.50 run on Pocket PC 2000 or Pocket PC 2003?

No. Pocket PC 2000 and 2003 are based on a Windows CE 4.x OS for which iPassConnect 3.5 was not designed.

Is iPassConnect 3.50 supported on Windows Mobile 5?

There is no official support for Windows Mobile 5. iPassConnect 3.50 for Windows Mobile was only QA tested on Windows Mobile 6.

Is iPassConnect 3.50 supported on Windows Mobile 6.1?

iPassConnect 3.50 has not been tested yet on Windows Mobile 6.1. Windows Mobile 6.1 devices are now only starting to become available. We are hopeful that iPassConnect 3.50 will function fine with 6.1 and early reports have been positive, but won't be able to say for sure until we have completed QA testing. If there are issues with running iPassConnect 3.50 on Windows Mobile 6, we will try to include any necessary revisions in a follow-up release.

What is the difference between the Windows Mobile 6 Standard and Windows Mobile 6 Professional versions?

The versions are nearly identical with only a few cosmetic differences to account for the display differences of the OS. Obviously, touchscreen functions are not supported in the Standard version since they are not supported by the Device/OS itself.

Is Windows Mobile 6 Classic supported with iPassConnect 3.50?

There is no official support for Windows Mobile 6 Classic because, like Windows Mobile 5, we have not put this OS flavor through complete QA testing.



What devices have been certified for use with iPassConnect 3.5?

In much older versions of the handheld operating systems, it was important to test and certify specific devices. This is not as important today with the standard Windows Mobile 6 OS. We no longer test and certify specific devices, just like we don't test and certify specific laptop models with Windows XP or Vista.

What is the ARM architecture and does iPassConnect 3.50 support this architecture?

ARM stands for Advanced RISC machine and Windows Mobile 5/6 has been written to run on ARM CPUs. Since iPassConnect 3.50 was written for Windows Mobile 5/6, the ARM architecture and devices utilizing an ARM CPU is supported. MIPSx and SHx processors are not supported with this release since support for them are typically found with pre-Windows Mobile 5 versions of the OS.

Installation FAQs:

Why are there two separate cab files (installers)?

There is a separate installer for devices running Windows Mobile 6 Standard versus Windows Mobile 6 Professional. Please use the appropriate installer for your device.

How do I know whether I am running Windows Mobile 6 Standard or Windows Mobile 6 Professional?

The easiest way to tell is to "touch" the start menu on the LCD display. Windows Mobile 6 Professional has a touchscreen, Windows Mobile 6 Standard does not. If you touch the screen and it responds, you know you have the Professional version.

How do I install iPassConnect 3.50 through ActiveSync?

iPassConnect 3.50 is installed via the device, not through ActiveSync, although ActiveSync can be used to copy the installer .cab file onto the device. Historically, applications on Microsoft OS based PDA devices did come through the user's PC, connected and synched up to the device. Now however, many users don't really have a need to synch their phone with their computer. Installing the .cab file directly on the device addresses those users as well. Depending on demand, iPass may publish a PC based MSI/ActiveSync installer in a future version.



How do I get the .cab file/Installer onto my device?

There are a number of ways to get the cab file onto your device. If you utilize the device for email, you can email the .cab file to yourself and save the attachment within the email application you are using. If your company has posted the .cab file to a web server you can navigate to the URL they give you within the browser on the device. You can also use ActiveSync/Explorer to copy the file from your PC to the device.

How much memory does iPassConnect 3.50 utilize?

iPassConnect 3.50 utilizes about 0.62 MB. Installer is also than 1 MB in size.

Can iPassConnect 3.50 be installed on a storage card?

Yes, iPassConnect can be installed on a storage card. However, iPassConnect 3.50 should not be re-installed on a storage card if the original installation was not on a storage card. In those cases, de-install the original version before installing iPassConnect 3.50 again.

Configuration FAQs:

Can I pre-configure the client with my domain name before distributing it to users?

Pre-configuration/customization is not yet possible. The tool iPass utilizes for customizing profiles (DCT) has not yet been upgraded to accommodate iPassConnect 3.50 for Windows Mobile 6. This will be available in a follow-up release.

What phonebook options are available?

Customized phonebooks are not currently available. Phonebooks get assigned during the customization process. The tool for customizing profiles (DCT) has not yet been upgraded to accommodate iPassConnect 3.50 for Windows Mobile 6. This will be available in a follow-up release.

What language localizations are supported with iPassConnect 3.50?

Initially, the only language available is English. Additional language support will be available in a follow-up release. Professional Services can be engaged if additional language support is needed in the interim.



Are there branding options available with iPassConnect 3.5?

Because of the previously mentioned DCT limitation, branding is not possible with this release, but will be available in a follow-up release. In the meantime, professional services can be engaged if branding is needed in the short term.

Features/Usage FAQs:

Why was dial-up not included with iPassConnect 3.50?

Newer devices are rarely equipped with dial-up capability and we could reduce the footprint of the client by excluding the phone number database.

Why would I use Wi-Fi on my device when it has data functionality through my cellular provider built-in?

There are a few reasons why you may want to use Wi-Fi in certain circumstances. Avoiding roaming data charges, faster connections and the ability to do voice and data at the same time are the most popular.

What advantages do I have with using iPassConnect 3.50 to connect to WiFi locations versus the built-in Comm Manager?

There are several advantages including: simpler user interface; ability to use your iPass account to authenticate to paid locations; it won't auto-connect to a potentially malicious/rogue Access Point like the built-in Manager; troubleshooting and historical information is logged in case you need to report a problem connecting.

Is SQM/IOQ data collected with iPassConnect 3.50?

Yes, connection data is collected and uploaded like previous versions of the software.

What if my I need to use a routing prefix instead of a domain? How is that configured in the client?

You will need to instruct users to prepend the prefix and a "/" character to the username until customization becomes available.



Can I auto-upgrade users from a previous version of iPassConnect?

No, there is no auto-upgrade feature.

Will users be able to auto-upgrade to a future version of iPassConnect from this version?

No.

Is there any mobile data integration in iPassConnect 3.50?

No. iPassConnect 3.50 is a Wi-Fi only client.

Does iPassConnect 3.50 connect to non-iPass hotspots as well as iPass hotspots?

Yes, iPassConnect 3.50 works with both iPass and non-iPass venues.

Does iPassConnect 3.50 support connections to non-broadcasting SSIDs?

No, not at this time. This functionality is under consideration for a future release.

Does iPassConnect 3.50 support WPA2?

No, not at this time. This functionality is under consideration for a future release.

Does iPassConnect 3.50 automatically update its phonebook upon connecting?

Yes, as with previous versions, iPassConnect 3.50 attempts a phonebook update after connecting. However, the sizes of these updates are greatly diminished with this version because we are no longer maintaining an entire directory of hotspots, only a directory of unique SSIDs.

Does iPassConnect 3.50 have a search/lookup feature for trip planning purposes?

No, unlike previous versions, iPassConnect 3.50 does not have this capability. The removal of the very large hotspot database allowed us to greatly shrink the size of the application and save the user precious memory for other applications and data. This also resulted in a faster performing client. Trip planning can still be performed on devices with any internet connection established by pointing a browser to <http://ipassmobile.jiwire.com/>.



Are connect actions supported with iPassConnect 3.50?

User defined connect actions are supported, pre-configured/administrator defined actions are not.

Where are files installed with iPassConnect 3.50 (without branding)? Why is this location not \program files\ipass\ipassconnect?

\Program Files\iPass iPassconnect. The normal convention on Windows Mobile is \program files\vendor-appname. With Windows, \program files\vendor\appname is more prevalent.

Troubleshooting FAQs:

Why do I get an error that states “This installer is not meant for PocketPC” when trying to install the software?

You must run the appropriate installer for your device/OS. If you try to run the installer for Windows Mobile 6 Professional, but you are running Windows Mobile Standard 6 (or vice-versa), you will receive this error.

Why won't iPassConnect 3.50 successfully auto-connect to my home Access Point?

In addition to enabling auto-connect in iPassConnect 3.50, you must also bookmark that access point and select the “Enable Auto-Connect” in the detail properties of that bookmark.

Why won't iPassConnect 3.50 successfully connect to the iPass hotspot I am visiting?

Not all hotspot locations are eligible for auto-connect.

Why did my “today” view go away or refresh incorrectly after installing iPassConnect 3.5?

This happens sometimes after installing software on the Windows Mobile 6 platform. It is not exclusive to iPassConnect 3.5; your today screen will successfully refresh after a reboot/reset of your device.



Do I need to turn off Wi-Fi in Comm Manager before using iPassConnect 3.50 so that it does not conflict?

No. In fact, you **MUST** have Wi-Fi turned on within the Comm Manager in order for iPassConnect 3.50 to be able to establish a Wi-Fi connection.

Why do I have to keep re-entering my security key each time I connect to my personal access point.

You must bookmark the SSID in order for the security key to be retained.

How do I turn on logging in iPassconnect 3.50?

Select Menu – Help – Log Settings and select the Enable Log checkbox. You must then exit and re-start the client for the settings to take affect.

What is the highest debug log level possible?

The value of 10 will yield the most troubleshooting information. A setting of 5 will provide basic connection information. A setting of 8 will be more detailed than 5.

What are the log file names and where are they stored?

The log files are stored in \program files\ipass iPassConnect. The log files are named Primarylog, SQMlog, PersonalWifi, LogWLAN, and Authenticatorhttplog.

