



# iPassConnect™ 2.3 for Mac OS X

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## Frequently Asked Questions

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## General

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### **What are the key features of iPassConnect 2.3 for Mac OS X?**

- Easy connectivity: Full support for modem, ISDN, PHS, wireless and wired broadband with one account
- Secure access: VPN integration to make secure enterprise connectivity simple for both the IT manager and the corporate users
- Cost control settings: Cost control policies are easily set by the IT manager and may be corporate-wide, such as, idle time out and maximum connect times
- Proactive troubleshooting: Quality data is captured for each user connection attempt which can be used by IT groups to identify user issues for troubleshooting and monitoring usage
- Customizable: Options, such as, adding corporate RAS numbers to the phonebook, designating different connection behaviors for corporate-owned access points or iPass' access points, and adding a corporate logo in the primary co-branding space on the client give the administrator connection flexibility and control of the GUI appearance

### **When will iPassConnect 2.3 for Mac OS X be available?**

The client is targeted for release on January 16, 2003. Customers/partners may order the new client by submitting an SOS ticket after the release date.

### **What are my options if my customer is using a Mac OS earlier than the supported versions?**

iPass maintains iPassConnect 1.8 for Mac which supports OS 8.6 through 9.2. iPass does not provide a client for versions between 9.2 and 10.1.4. Customers may upgrade their Mac OS to 10.1.5 at

<http://www.apple.com/downloads/macosx/apple/macosxcomboupdate01678.html>

### **What is the status of the iPassConnect 1.8 for Mac client?**

iPass will continue to support iPassConnect 1.8 for Mac for customers using Mac OS 8.6 through 9.2. We are developing a migration plan and end of life strategy for users of iPassConnect 1.8 for Mac.

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### **What specific features are in the Windows client that are not available in the iPassConnect 2.3 for Mac client?**

The following features are not currently supported in iPassConnect 2.3 for Mac OS X:

- Bookmarks
- Calling card support
- Billing code
- Maximum session length
- Personal firewall integration
- Home Broadband
- Concourse and inter-touch GBR hot spots

iPass will look to include these features in a later release of the Mac OS X client.

### **Do the Windows and Mac clients have the same dial-up footprint?**

Yes, iPassConnect for Windows and Mac have the same number of dial-up access points for both Windows and Mac clients.

### **What connectivity solutions does the new Mac client offer? i.e. GBR, PHS, etc**

iPassConnect 2.3 for Mac OS X offers modem, ISDN, PHS, wireless and wired broadband.

### **How do I update my company's users to the new client software?**

iPassConnect 2.3 for Mac OS X requires a new installation. There is no previous version of the iPassConnect software for Mac OS X to upgrade from. All iPass customers/partners should order iPassConnect for Macintosh software via an SOS ticket on the iPass secure Web site.



## Screen shot

iPassConnect

Modem ISDN PHS **Wireless Broadband** Wired Broadband

Country: United States  
State: California  
City: San Francisco

Clear



City	Location
San Francisco	Four Seasons Hotel San Francisco
San Francisco	Holiday Inn - San Francisco Airport
San Francisco	Ramada - San Francisco
San Francisco	Shannon Court Hotel
San Francisco	Sheraton Fisherman's Wharf
San Francisco	Omni San Francisco Hotel

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## Technical

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### **What versions of the Macintosh OS does iPassConnect 2.3 for Mac OS X support?**

iPassConnect 2.3 for Macintosh OS X supports versions 10.1.5, 10.2, 10.2.1 and 10.2.2. As Apple releases more point versions of the 10.2 OS, we do anticipate having support for the updated operating system. This does not imply that iPassConnect 2.3 for Mac will immediately support 10.3 when it is made available.

### **What products does it work with? i.e. Powerbook, G3**

iPassConnect 2.3 for Macintosh works with any Macintosh device that supports OS 10.2.2 on it.

### **Local Number Lookup was just released in the iPassConnect 2.4 for Windows client. When will it be available on the Mac?**

We hope to add the Local Number Lookup feature to the Macintosh version during 2003.

### **Which iPass Global Broadband Roaming venues are available to users of iPassConnect 2.3 for Mac OS X?**

All Wayport and GIS-enabled locations are available, including Kubi Wireless (hotels and airports in Spain) and the Copenhagen airport. We will look to add support for the inter-touch and Concourse locations in the near future.

### **Which VPNs are supported and to what level (one-click, auto-launch) by the iPassConnect 2.3 for Mac OS X client?**

iPass has successfully tested the Cisco VPN 3.7 and the native PPTP client inside Mac OS X for auto-launch integration. Currently, no VPNs have one-click support with iPassConnect for Mac.

### **Can iPassConnect 2.3 for Mac inter-operate with Personal Firewall (PFW)/Intrusion Detection Solutions like the Windows client?**

Currently, iPassConnect 2.3 for Macintosh OS X does not integrate with personal firewall or intrusion detection software.

### **Is SQM data collected by iPassConnect 2.3 for Mac OS X?**

SQM quality metrics are collected by the iPassConnect client and sent to iPass upon every successful connection. SQM data can be viewed using the iOQ tool.

### **What are the device requirements for Mac OS X? i.e. disk space**

8 MB free disk space.

### **Does iPassConnect 2.3 for Mac OS X support wireless connections?**

Yes. iPassConnect supports 802.11b wireless connections to the Wayport access points and any GIS-enabled hotspot.

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### **Which NIC cards have been tested ?**

iPass has specifically tested both the Cisco Aironet 350 card and the built-in AirPort card.

### **How does iPassConnect 2.3 for Mac OS X make Wi-Fi connections easier? What is the auto-configuration feature for the built in AirPort Wi-Fi capability?**

After the user selects the wireless broadband access point from the phonebook, the OS makes a call to the built-in AirPort Wi-Fi card to set the SSID for that access point and disable the WEP key (if appropriate). The user does not have to undertake the cumbersome and confusing task of setting the SSID for that access point nor disabling the WEP key.

### **What can be customized?**

Many features of iPassConnect 2.3 for Mac OS X can be customized. Please review the iPassConnect 2.3 for Mac OS X User Guide and the iPass Fast Track form for specific configuration options.

### **For which languages will the client be localized?**

iPassConnect for Macintosh 2.3 is available in English only. We will evaluate localization to other languages based on business need.

### **How does an iPass customer order iPassConnect Mac OS?**

All iPass customers should order iPassConnect for Mac OS via an SOS ticket on the iPass web site.

### **What kind of training is available for customers?**

A computer-based self-paced module will be available in late December, 2002. In addition, the iPass training department will be offering several instructor led trainings via WebEx for customers who would like to attend.

## **About iPass**

iPass Inc. solves the complex issues of increasingly mobile workforces accessing their corporate networks, e-mail and the Internet from anywhere in the world. iPass enables secure access via wireless and wired broadband, ISDN, dial-up and other access media, over multiple computer platforms and devices, all through the award winning easy-to-deploy and easy-to-use iPassConnect™ client. 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, Calif., with offices throughout North America, Europe and Asia Pacific.

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