

## ***Troubleshooting Guide: iPassConnect 1.8 Mac OS***

### **Supported Platforms –**

Mac OS 8.6, 9.04, 9.1

### **Minimum Requirements –**

- Mac OS 8.6, 9.04, 9.1
- Open Transport 2.6 or later
- 10 MB free hard disk space
- 32 MB RAM
- Compatible modem or ISDN adapter

### **iPassConnect will not run on Mac OS X –**

At this time, iPass does not support Mac OS X. iPassConnect has not been Carbonized for use under OS X, nor will the application run in emulation mode.

### **No dial tone-**

No dial tone may be a result of the phone line or the volume settings of the computer; check the following:

- Confirm that the phone line is live, and properly connected to your Mac.
- Check that the system volume on the Mac is turned up, and that alert sounds are audible (use the Sound Control Panel).
- Open the Modem Control Panel, and confirm that the Sound option is set to “On” for the configuration selected in iPassConnect.

### **There is a long pause between selecting “Connect” and the actual dialing of the number.**

There is typically a 4-8 second pause when establishing a dial-up connection, whether it be through iPassConnect or the Remote Access Control Panel. This is normal for the Mac OS.

### **Unable to access LAN/Corporate network after using iPassConnect-**

iPassConnect automatically configures the TCP/IP Control Panel for PPP connections when dialing. After disconnecting, iPassConnect will restore the previous TCP/IP settings.

If you do not terminate the internet connection from iPassConnect, the TCP/IP settings may still be in PPP mode. To check, open the TCP/IP Control Panel. From the File menu, select Configurations and choose your LAN configuration (typically, “Default”) and click “Make Active.”

### **Unable to specify Modem in iPassConnect Settings dialog –**

iPassConnect uses the available modem configurations. Modem configurations are created and managed in the Modem Control Panel. Open the Modem Control Panel and select configurations from the File menu. Additional configurations can be created for each modem used, or for different settings (ignore dial-tone, sound on/off, etc.) Consult the Apple Help Guide for more information on creating Modem configurations. You will need to quit and restart iPassConnect for new configurations to be available.

### **After receiving a software update, the version information is still the same in the About dialog.**

If you are using an alias (shortcut) to launch iPassConnect, this is not updated during the software update process. You must create a new alias from the application icon in the iPassConnect directory.

## **Can I use an alias to launch iPassConnect?**

While an alias can be created and used to start iPassConnect, the alias will not point to the correct version of iPassConnect after a software update is received. We strongly recommend that you do not use an alias with iPassConnect.

## **Other issues**

If you or your users are experiencing problems not addressed by this document, please use the SOS ticket system (available on the iPass Partner web site) to report the problem. Please be sure to include:

- OS version, Open Transport version
- Location dialing from
- Location (POP) being accessed
- Description of problem
- Copy of Config.ini and Thruput.dat files (located in iPassConnect directory), if possible.