A large background image of a globe with a grid overlay, showing the Americas. The globe is rendered in a light blue and grey color scheme. A vertical red bar is on the left side of the globe image.

iPassConnect™ 2.35 for Mac OS X™ User Guide

For the Macintosh OS X Operating System

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iPassConnect™ 2.35 for Mac® OS X User Guide

FOR THE MACINTOSH OS X OPERATING SYSTEM

Introduction

The iPassConnect™ client is a simple, easy-to-use desktop client that allows remote users to connect to the Internet through iPass' worldwide network of providers. It has a point-and-click interface for connecting to iPass local access points, and can be customized to automatically launch many other programs or applications.

Within this guide, you will find information on system requirements, installation instructions, client features, and basic and advanced use of iPassConnect.

System Requirements

In order to run iPassConnect 2.35 successfully, your system must meet the following minimum requirements:

Hardware Requirements

Any of the following Macs:

- Power Mac G3 or G4
- G4 Cube
- iMac
- PowerBook G3 or G4
- iBook
- eMac
- 4.5 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 or Airport Extreme wireless adapter for a wireless broadband connection
- A ISDN terminal adapter for an ISDN connection
- A PHS phone for PHS connections

Operating System Requirements

- Mac OS 10.0.3x. 10.1.5, 10.2.0 to 10.2.8
- BSD subsystem must be installed

Installation Instructions

The installation file for installing the client software can be found on your company intranet, or on your service provider's Web site.

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 displayed directions.

You should also make sure that your connectivity device (modem or broadband adapter) has been properly installed and configured on your computer before attempting to connect to the iPass network. Consult your documentation for details.

Getting Started

Your Preferences

You should make sure your preferences are set correctly before trying to connect. These include your user information and (if you're a dial-up user) your modem and dial settings.

Setting Your User Info

On the User Info tab, you can store your user name, domain and password for future use.

To set your user name, domain and password:

1. On the iPassConnect menu, choose Preferences.
2. On the User Info tab, under Internet Login, enter your user name and domain. (For example, for jack@domain.com, jack is the user name and domain.com is the domain.)
3. Enter your password. (Note: For a broadband connection, your password cannot contain a plus (+) or ampersand (&) symbol.)
4. To save your password for future sessions, check Save password.
5. Click OK.

Selecting Your Modem

If you're a dial-up user, you will need to tell the iPassConnect client which modem to use before connecting for the first time.

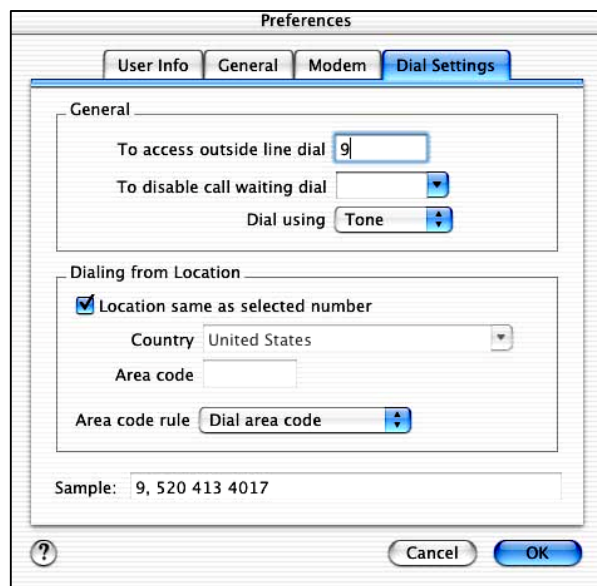
To specify your modem:

1. On the iPassConnect menu, choose Preferences.
2. Click the Modem tab.
3. Under Device, select the correct modem and script.
4. Click OK.

Dial Settings

If you're a dial-up (modem, PHS or ISDN) user, correct dial settings are crucial to getting a proper connection. There are two ways to view the Dial Settings dialog:

1. On the iPassConnect menu, choose Preferences, then click the Dial Settings tab, or,
2. On the main iPass dialog, click the Dial Settings button.



To configure your dial settings:

1. Under General, enter any numbers needed to access an outside line. For example, if you are in a hotel, you may need to dial 9.

- From the drop-down list, select any characters needed to disable call waiting, or enter any characters required by your telephone system to disable call waiting. If your telephone system does not support call waiting, leave this blank.
- Select whether the phone system is tone or dial. (Most phone systems use tone.)
- Under Dialing from Location, check the box if the location you are dialing from is the same as the access point you have selected. If the location is not the same as the access point, enter the country and area code of your location.
- Select an area code rule. (The selected rule will determine what will prefix the phone number: no area code, the area code, or 1+the area code.)
- The results of your cumulative dial settings are shown in Sample. If the number in Sample appears correct, click OK.

General Preferences

The General Preferences tab allows you to set advanced program options, such as your Phonebook updates. See Advanced Features on page 8 for more information.

Help

To get help in iPassConnect:

- On the Help menu, click iPassConnect Help, or,
- Click the ? on the main iPassConnect dialog.

The help file explains basic iPassConnect settings, procedures, and advanced features. It also contains a troubleshooting section with a basic discussion of the most common issues that can arise when using iPassConnect.

As a further resource, you may also wish to contact your organization's Help Desk.

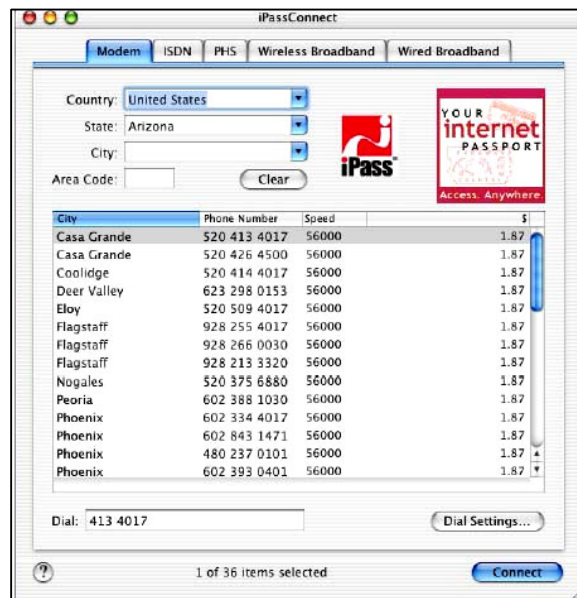
Getting Connected

Your connection procedure depends on which connection type you are attempting to establish. The iPassConnect client supports the following connection types:

- Modem
- PHS
- ISDN
- Wired broadband
- Wireless broadband

You should have the appropriate hardware installed on your Mac before attempting to connect. For example, a wired broadband connection requires an Ethernet card and cable for your computer. See "System Requirements", on page 4, for details.

iPassConnect allows you to search for a nearby access point to connect to, by entering geographical search criteria. For instance, you can search for all access points in a country, in a state of that country, or a city in a given state. The more search criteria you enter, the narrower your search will be. For a dial-up connection, you can also search for all access points in an area code.



Before connecting, you should make sure your preferences are set properly. If you're using a dial-up connection, like modem or ISDN, you should pay particular attention to your modem and dial settings.

See Advanced Features, on page 8, for options to make your connection even quicker and easier.

Connecting by Modem

iPassConnect supports most standard modems.

To connect to the iPass Network using a modem connection:

1. Select the Modem tab.
2. On the Modem tab, search for an access point to connect to:
3. Select a country, state, and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
 - a. Alternately, enter the area code to search on.
4. The search results that match your criteria are displayed showing City, Phone Number, Connection Speed, and hourly connection rate. (Note that some organizations turn off the display of hourly connection rate for their users.)
5. Select an access point and click Connect.

Connecting by PHS

A PHS (Personal Handyphone System) connection is only available in Japan.

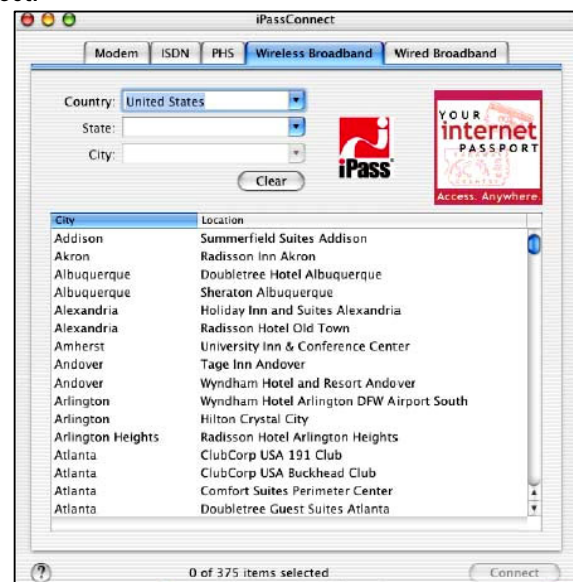
To connect to the iPass Network using a PHS connection:

1. Select the PHS tab.
2. On the PHS tab, search for an access point to connect to:
3. Select a prefecture and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
 - a. Alternately, enter the area code to search on.
4. The search results that match your criteria are displayed showing City, Phone Number, Connection Speed, and hourly connection rate. (Note that some organizations turn off the display of hourly connection rate for their users.)
5. Select an access point and click Connect.

Connecting by ISDN

To connect to the iPass Network using an ISDN connection:

1. Select the ISDN tab.
2. On the ISDN tab, search for an access point to connect to:
3. Select a country, state, and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
 - a. Alternately, enter the area code to search on.
4. The search results that match your criteria are displayed showing City, Phone Number, Connection Speed,



and hourly connection rate. (Note that some organizations turn off the display of hourly connection rate for their users.)

5. Select an access point and click Connect.

Connecting by Wired Broadband

Wired broadband access points are available in many hotels, airports and other locations.

To connect to the iPass Network using a wired broadband connection:

1. Select the Wired Broadband tab.
2. On the Wired Broadband tab, search for an access point to connect to by selecting a country, state, and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
3. The search results that match your criteria are displayed showing city and location.
4. Select an access point and click Connect.

Connecting by Wireless Broadband

Wired broadband access points are available in many hotels, airports and other locations.

To connect to the iPass Network using a wireless broadband connection:

1. Select the Wireless Broadband tab.
2. On the Wireless Broadband tab, search for an access point to connect to by selecting a country, state, and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
3. The search results that match your criteria are displayed showing city and location.
4. Select an access point and click Connect.

Disconnecting from the iPass Network

To disconnect from the iPass Network: click Disconnect.

Advanced Features

You can take advantage of some advanced connection features to make the process of connecting even easier and quicker.

Bookmarks

The Bookmarks menu allows you to conveniently save and re-use connection information for access points you use most frequently. This shortens the process of connecting to the iPass network.



To bookmark an access point:

1. Browse for an access point as you would normally.
2. Select the access point.
3. On the Bookmarks menu, choose Add Bookmark. The bookmark is added to your list of Bookmarks, shown on the Bookmarks menu.

To view your Bookmarks:

1. On the Bookmarks menu, select Show Bookmarks.
2. Your list of Bookmarks will be displayed in a sliding panel on the side of iPassConnect.

The icon next to each Bookmark will indicate the access type:

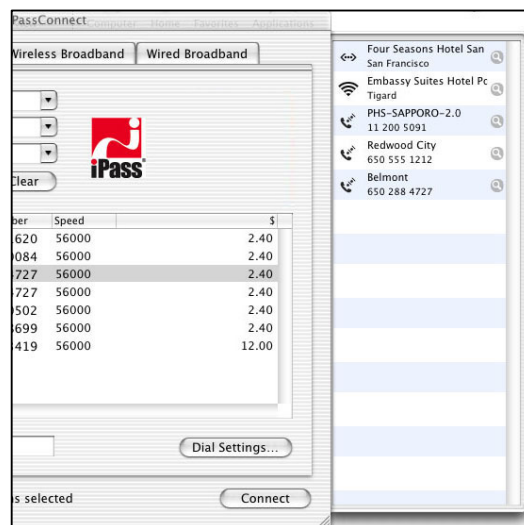
- Modem, PHS or ISDN 
- Wired Broadband 

- Wireless Broadband 


3. For additional information on the Bookmark, click the More Info  icon.

To connect using an existing bookmark: On the Bookmarks menu, select the bookmarked access point you wish to use.

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, select Show Bookmarks.
2. On the Bookmarks panel, click the More Info  icon in the right-hand column.
3. On the Bookmark Settings dialog, modify the bookmark as needed.
4. Click OK.

To delete a bookmark:

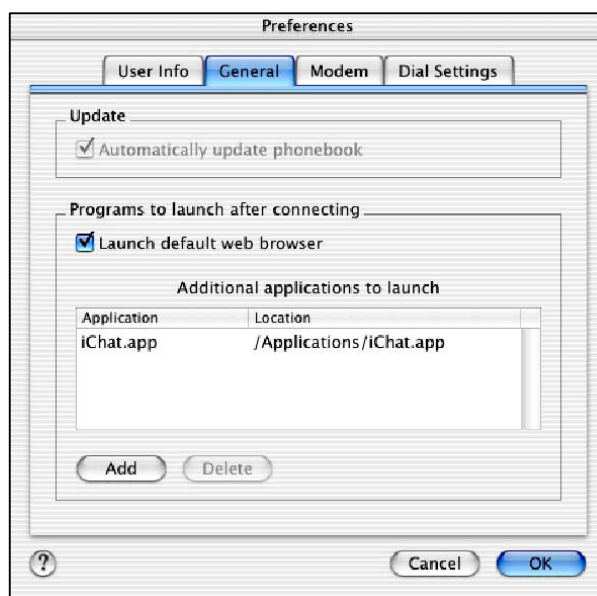
1. On the Bookmarks menu, select Show Bookmarks.
2. On the Bookmarks panel, select the Bookmark you wish to delete.
3. On the Bookmarks menu, choose Remove Bookmark.

Post-Connection Actions

The Post Connection Actions feature allows you to configure applications to run after you establish a connection. You may use this feature to launch a Web browser, connect to your corporate network using a VPN solution, or to launch various other applications.

To automatically launch your default Web browser after connecting:

1. On the iPassConnect menu, choose Preferences.
2. Click the General tab.
3. Under Programs to run after connection, check Launch default Web browser.



4. Click OK. The next time you connect to the Internet using iPassConnect, the client will launch your browser.

To configure the iPassConnect client to launch other applications:

1. On the iPassConnect menu, choose Preferences.
2. Select the General tab and click Add.
3. Browse to the program you want to run after being connected and click Open.
4. Continue to add applications as desired by repeating Steps 2 and 3.
5. Click OK to close the Preferences dialog. The next time you connect, the client will launch the applications you specified.

Running a Virtual Private Network (VPN)

An application that securely connects you to your corporate network is called a virtual private network (VPN). You can run your VPN as a post-connect action by selecting it as a program to run after connection. Depending on the configuration of your VPN, you may or may not have to enter another user name and password in addition to the one used in the iPassConnect client. Contact your Help Desk for more information.

Select All

The Select All feature allows you to select all of the access points shown in the Phonebook. (Note that this isn't all of the possible iPass access points, just the access points that are displayed after a search.)

When you Select All, the client will attempt each of the access points in sequence until a successful connection is made. Select All is helpful when connecting from a location where a connection may be unreliable, or where there is heavy phone or Internet traffic that may prevent access from the first access point chosen.

To select all access points shown in the Phonebook:

1. Depending on your connection method, search for a set of local access points.
2. On the Edit menu, click Select All.
3. Click Connect. If your connection to the first access point is unsuccessful, the client will cycle through all the selected points until a connection is made.

Smart Redial

By using the Smart Redial feature with dial-up connections, your client will automatically continue dialing all access points within the same city until a successful connection is made. (If you use Smart Redial, you don't have to use the Select All feature.)

To activate the Smart Redial feature:

1. From the iPassConnect menu, select Preferences.
2. Click the Modem tab.
3. Under Redial, check Smart Redial.
4. Click OK.

Busy Number Redial

The busy number redial feature, used for dial-up connections, allows you to configure your client to retry an access point if a connection attempt fails. There are few access points and heavy Internet traffic.

To configure your client to redial a busy access point:

1. From the iPassConnect menu, select Preferences.
2. Click the Modem tab.
3. In the Redial attempts text box, select the number of attempts you want the client to try from the drop-down list.
4. In the Redial if not connected within field, select the amount of time (in seconds) you want to elapse between each dial from the drop-down list. This should be set to a minimum of 120 seconds in order to give the first dialing sequence time to finish.
5. Click OK.

Phonebook Updates

The iPassConnect Phonebook can be updated automatically or manually. We strongly advise you to leave your settings on Automatic update.

Automatic Update

To set the client to update the Phonebook automatically:

1. From the iPassConnect menu, select Preferences.
2. On the General tab, select Automatically update phonebook.
3. Click OK.

Manual Update

This method will only work when you already have a connection to the Internet through some device other than your modem (for example, through LAN access).

To manually update your Phonebook:

1. On the iPassConnect menu, choose Update Phonebook.
2. The Phonebook will update.

Mandatory Phonebook Update

Even if you have disabled your automatic Phonebook updates, you will still receive periodic updates. iPass will force a Phonebook update to your client if you have not received an updated Phonebook in the last 14 days. This process is necessary to ensure that you have a positive connection experience by keeping your Phonebook up to date.

POP Info

The term POP (Point of Presence) is another word for an access point. You can examine the attributes of an access point in detail, including support information, POP location, and phone number.

To view detailed information on an access point:

1. Select the access point in the Phonebook.
2. On the Edit menu, choose Show POP Info. The POP details will display.

Uninstalling the iPassConnect Client

To uninstall the client, drag the iPassConnect icon from the Applications folder into the Trash.

Hotkeys for iPassConnect 2.35

iPassConnect makes use of the following keyboard shortcuts:

Command	Hotkeys
Add a Bookmark	Cmd+D
Show Bookmarks panel	Cmd+D

Show POP Info	Cmd+I
Close iPassConnect	Cmd+W
Hide iPassConnect	Cmd+W
Quit iPassConnect	Cmd+Q
Help	Cmd+?
Select All access points in Phonebook	Cmd+A

Troubleshooting

This section addresses some of the more common issues that arise when using iPassConnect. If you don't see your issue listed here, or our suggestions fail to resolve your problem, please consult your Help Desk.

General Troubleshooting Tips

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. The iPass service offers multiple access points in major business centers.
- Verify that your Dial Settings 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.
- Verify that you have the correct hardware for the access type selected.

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 (less expensive).
- Toll Free access points are not local and usually yield a higher connection charge for you or your company.
- Note: When in the United States, entering 800 will also list access points in 800, 855, 866, 877 and 888 area codes. Like the 800 area code, 855, 866, 877 and 888 are all toll-free phone numbers.
- 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.

Error Message Indicating Incorrect Password

- Re-enter your username, domain name and password, to correct any typographical errors you might have made.
- Password entry is case-sensitive. If your password is lower case, make sure the CAPS LOCK key is not depressed, and vice versa. (You can check the letter case by typing in the Username field; this is a readable field).

- Make sure you have entered the domain name, such as domain.com, in the Domain field of the User Info dialog. 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 service offers multiple access points in major business centers.
- For a broadband connection, your password cannot contain a plus (+) or ampersand (&) symbol.

Password Authentication is Slow

- Do not click Cancel. In some areas, it may take up to 120 seconds or more to connect.
- Generally, the further away from home you are, the longer the authentication process will take. If you are traveling in a foreign country, look on the iPassConnect menu under Preferences>Modem. Ensure that the option Redial if not connected in... seconds is set to 120 seconds. If this doesn't work, you may also try higher settings, up to 180 seconds.
- 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.

Screen Is Blank

- Your monitor could be in Sleep mode. Wake it up by moving the mouse or pressing the Return key.
- Make sure your computer is plugged into an electrical outlet and turned on.
- Make sure your monitor is turned on.
- If the problem continues, see the monitor's user guide.

Troubleshooting Tips for Dial-Up (Modem, PHS or ISDN) Users

Difficulty Connecting To the Access Point

- Make sure you've configured Dial Settings to the required prefixes and local dial code for the region. Many hotels require you to dial additional characters to reach an outside line. 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.
- Pick up the phone and dial the access point manually. You may hear a message explaining the problem. For example, the hotel PBX system 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.
- Do not manually enter the access point number in the client window, even if you have memorized the number. Always use the procedures outlined in this user guide to connect.

No Dial Tone

- Verify that there is a working phone line by connecting a phone to it and dialing out.
- Verify that the phone extension is connected securely to your computer and the wall phone jack.
- Verify that the phone line is connected to the input jack in your computer.
- Verify that your speaker volume is turned up.

- Your modem may not recognize the local dial tone.

Modem Not Found/No Modem Noise

- Verify that you have a modem installed in your Mac. If you do not, you will need to install one.
- If you have more than one modem installed, verify that you have selected the correct modem in Preferences.
- Verify 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.
- Verify that the phone line is connected to the input jack in your computer.
- 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 Settings 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.
- 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.

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. See 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.
- Pick up the phone and dial the access point manually. You may hear a message explaining the problem. For example, the hotel PBX 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.

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 in major business centers.
- Verify that your Dial Settings 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.

Access to the Web is Slow

Slow Web access could be the result of electromagnetic interference (EMI), a "noisy" phone line, or Internet congestion. Try reconnecting to the access point.

Troubleshooting Tips for Broadband Users**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.
- If you're using an Ethernet connection:
- 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.
- If you're using a wireless connection:
- Verify that your 802.11b Wireless Ethernet 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.
- For a broadband connection, your password cannot contain a plus (+) or ampersand (&) symbol.

Personal Firewall Software Perceives the Access Point as an Attack

Verify the hostname of the "attacker". In a Wayport location, if the hostname is NMD, specify to the firewall that it should trust the host. Then see if the connection can be made.

About iPass

iPass Inc. delivers enterprises simple, secure and manageable connectivity services for mobile workers as they move between office, home, and remote locations. iPass combines its global network of dial-up, Ethernet and the world's largest Wi-Fi footprint with support for campus wireless LANs and home broadband connections to deliver a unified and comprehensive solution. The award-winning iPassConnect™ user interface, centralized management, leading security features and powerful policy enforcement have made iPass services the choice of hundreds of Global 2000 corporations including General Motors, Dow Corning and Underwriters Laboratories. Founded in 1996, iPass is headquartered in Redwood Shores, California, with offices throughout North America, Europe and Asia Pacific

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