

## Upgrading to iPassConnect™ 3.30

**Version: 1.0, November 2004**

This document explains how to upgrade a previous version of iPassConnect (including iPassConnect 2.x or 3.x) to version 3.30.

iPassConnect 3.30 is supported on the following Microsoft Windows operating systems:

- Windows 2000 SP 4 or later
- Windows XP Home or Professional SP 1 or later

Also, in order to be eligible to upgrade to iPassConnect 3.30, you must be running iPassConnect version 2.20 or later and have administrator rights on the local system.

### To upgrade to version 3.30,

1. Launch your current version of iPassConnect and connect to the iPass network. (Alternately, launch iPassConnect and do a LAN Phonebook update.) iPassConnect will download all required upgrade files.
2. Exit iPassConnect.
  - a. *If running iPassConnect 2.x*, exit the client by clicking the **Exit** button.
  - b. *If running iPassConnect 3.x*, exit the iPassConnect 3.x client by right-clicking on the iPassConnect system tray icon and choosing **Exit**. (If you don't exit iPassConnect 3.x, then iPassConnect 3.30 will be installed in English by default.)
3. Launch iPassConnect again and connect to the iPass network.
4. The iPassConnect Downloader will run and prompt you to download the installer for iPassConnect 3.30. (There may be a short delay of approximately 4 minutes before the Download prompt appears.)
  - a. If the Speed Prioritized Update feature is enabled, then iPassConnect will wait to perform a software update until you connect over a high-bandwidth connection. (Typically this is a LAN connection of 128 kbps or greater.) Otherwise, the download will proceed.
5. Click **Download Now**. The installer will download to your computer.
6. After the download is complete, click **Install Now**.
7. Your iPassConnect connection will be terminated. Your existing iPassConnect will be uninstalled, and iPassConnect 3.30 will be installed in its place.
8. iPassConnect 3.30 will be launched automatically upon the completion of the installation.
9. Upon first starting, iPassConnect 3.30 will initialize and process the new Phonebook database. This processing will only occur the first time you start iPassConnect after upgrading and may take a few minutes. iPassConnect will then be ready for use.

■ Interrupted downloads will resume at the interruption point when you reconnect.

## 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.

Corporate Headquarters  
iPass Inc.  
3800 Bridge Parkway  
Redwood Shores, CA 94065  
United States  
Tel: +1 650.232.4100  
Fax: +1 650.232.4111  
www.ipass.com

Australia  
iPass Holdings Pty Ltd.  
Level 1, 80 Waterloo Road  
Macquarie Park, NSW 2113  
Australia  
Tel: +612 8876.8700  
Fax: +612 8876 8777

United Kingdom  
iPass (U.K.) Limited  
139 Piccadilly  
London W1J 7NU  
United Kingdom  
Tel: +44 20.7317.4400  
Fax: +44 20.7317.4450

Hong Kong  
iPass Asia Pte Ltd.  
3802A, Lippo Centre  
Tower Two  
89 Queensway, Admiralty  
Hong Kong  
Tel: +852.2918.8268  
Fax: +852.2918.8278

Germany  
iPass EMEA  
Region D/A/CH  
Wiener Platz 7  
D-81667 München  
Germany  
Tel: +49 89 44 142 - 100  
Fax: +49 89 44 142 - 111  
infoDach@ipass.com

Netherlands  
iPass EMEA  
Kingsfordweg 151  
1043 GR Amsterdam  
Netherlands  
Tel: +31 20 491 77 48  
Fax: +31 20 491 9090  
sales-emea@ipass.com  
Sweden  
iPass EMEA  
Frösundaviks Allé 15  
Solna  
Stockholm 16970  
Sweden  
Tel: + 46 (8) 590 041 39  
Fax: + 46 (8) 590 041 10  
sales-emea@ipass.com

Belgium  
Pegasus Park  
Pegauslaan 5  
1831 Diegem  
Belgium  
Tel: +32 2 709 29 40  
Fax: +32 2 709 22 22  
sales-emea@ipass.com

Denmark  
South Harbour  
Sluseholmen 2-4  
Copenhagen South 2450  
Denmark  
Tel: +45 36 94 45 65  
Fax: +45 36 94 45 10  
sales-emea@ipass.com

Japan  
iPass Japan  
Ginko Kyokai Building, 15th Floor  
1-3-1 Marunouchi  
Chiyoda-ku, Tokyo 100-0005  
Japan  
Tel: +81 3.3216.7266  
Fax: +81 3.3216.7281  
Singapore  
iPass Asia Pte Ltd.  
7 Temasek Boulevard  
#23-02 Suntec Tower One  
Singapore 038987  
Tel: +65 6334.8783  
Fax: +65 6337.033

Latin America  
Tel: +1 650.232.4186  
Fax: +1 650.232.0229  
sales-sa@ipass.com