

## Tech Note: Customizing the iPassConnect Technical Support Message

Version: 1.0, August 2004

The iPassConnect **Help** menu contains an item called **Technical Support**. This displays a brief message that gives assistance and direction to iPassConnect end users seeking support.

**To view the technical support message in iPassConnect,**

1. On the **Help** menu, click **Technical Support**.
2. When complete, click **OK**.

### Creating Custom Content

You can replace the default Technical Support message with custom content. For example, the message might include the phone number or numbers of your Help Desk, or contact information for your technical support staff.

Please keep your custom technical support message concise and pertinent.

**To create a custom technical support message,**

1. Using a text editor, create a new file with your technical support message. The maximum size of the file may be limited by the version of iPassConnect you are using.

Client Version	Maximum Lines	Scrollable?	Automatic Line Wrap?	Maximum Characters
2.x	No limit	No	Yes	No limit
3.00	3	No	Yes	130
3.02 and 3.10	No limit	Yes	No	No limit
3.20 or later	8	No	Yes	350

2. Save the file as `<language>.sup`, where `<language>` is the name of your client language. For example, for an English-language client, the file would be named `english.sup`.
3. Supply the saved file to iPass for inclusion in your client profile.

- If **Scrollable** is Yes, scroll bars in the message window will allow you to see the entire message.
- If **Automatic Line Wrap** is No, you should insert a manual line break in the file text every 46 characters to wrap the message correctly.

### Upgrading Your Technical Support Message from 2.x to 3.x

Note that there is no limit to the size of the Technical Support Message in iPassConnect 2.x, 3.02 and 3.10. As a result, a tech support message supported in iPassConnect 2.x, 3.02 or 3.10 may

exceed the size limit of a message supported in iPassConnect 3.20 or later. Accordingly, if you are upgrading from iPassConnect 2.x to 3.x, you may need to truncate your Technical Support message to fit within the 350 character limit.

For longer messages, iPass suggests you consider creating a custom Help file for inclusion with iPassConnect, to supplement the standard iPassConnect online Help. The procedure for creating your own custom Help is detailed in the Tech Note *Creating a Custom Help File*, available on the iPass portal.

### 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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