

# iPass

## Requirements

Here is some information from iPass - we don't support GRIC any more:

[http://www.ipass.com/support/support\\_sysrequirements.html](http://www.ipass.com/support/support_sysrequirements.html)

iPassConnect for Mac OS X

System requirements Mac OS X (10.4.x - 10.1.5)

- \* 20 MB free disk space for installer
- \* 5 MB free disk space for installed application
- \* 128 MB RAM (256 Meg recommended)
- \* BSD subsystem must be installed
- \* One or more connectivity devices installed, depending on your intended connection type:
  - o Modem for dial-up connections
  - o Ethernet adapter for wired broadband connections
  - o 802.11b wireless adapter for wireless broadband connections
  - o ISDN terminal adapter for ISDN connections
  - o PHS phone for PHS connections

## The removal of the software

Please ensure that you have backed up your registry and PC before making these modifications:

Delete these registry keys:

HKEY\_LOCAL\_MACHINE\SOFTWARE\iPass

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{installation string}

From the C: drive delete the following:

C:\Program Files\iPass

C:\Program Files\InstallShield Installation Information\{installation string}

The installation string will be {AB6FFA58-F491-11D3-8951-000000024939} where 24939 would be the profile ID.

Once you have removed all of these settings you should be OK to reinstall the iPassConnect client.

The reason that you are getting this problem is that the version of Install Shield that you have on your PC may be old or damaged. As the iPassConnect client is packaged using Install Shield if this becomes corrupt you can have problems.

You can install an up-to-date version of the Install Shield software from

<http://support.installshield.com/kb/view.asp?articleid=Q105097>