



Vodafone Mobile Broadband

Release 10.5.7.56405 RC1

ReadMe

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Summary

Software Name: Vodafone Mobile Broadband

Version: 10.5.7.56405 RC1

Issue date: December 2017

The Vodafone Mobile Broadband application is designed specifically for use with the range of Vodafone Mobile Broadband USB sticks, Hotspots and Built-in modules.

What's new in this release

New Vodafone branding images

Installation notes

If your computer runs without problems now, it may not be necessary to update the software. To determine if you should update the software, refer to the version Information section. For deployment in corporate environments please refer to the Vodafone Mobile Broadband Standard Install Guide and Enterprise Install Guide.

Determining which version is installed

- 1) Start the Vodafone Mobile Broadband application
- 2) Go to view
- 3) Select <About VMB> in the menu
- 4) Check the "Release"

Requirements

Supported operating systems

Supported operating system

Windows 7 (Starter, Home Premium, Professional, Ultimate) 32 bit / 64 bit with and without SP1

.Net Framework 4.5.1

If .Net Framework 4.5.1 is not installed it will be downloaded during the installation of VMB. When downloading the .Net Framework 4.5.1 during the installation of VMB an internet connection is needed.

Supported devices

Supported external devices (VMB Full)

Model	Vendor	Min. required Firmware*	Win7 32	Win7 64	SDK support
K3770	Huawei	21.023.04.00.11	√	√	MBN-Full
K3771	Huawei	21.023.04.00.11	√	√	MBN-Full
K3772	Huawei	21.157.40.00.11 (v1.6)	√	√	MBN-Full
K3806	Huawei	31.116.31.01.11 (v3.4)	√	√	MBN-Full
K4203 E	Huawei	21.318.29.01.11	√	√	MBN-Full
K5150 E	Huawei	21.436.11.13.11	√	√	MBN-Full
K4606 E	Huawei	21.146.31.02.11	√	√	MBN-Full
K5160 E	Huawei	21.313.21.62.11	√	√	MBN-Full
K4505	Huawei	11.818.02.01.11	√	√	MBN-Full
K4510	Huawei	11.810.09.16.11	√	√	MBN-Full
K4511	Huawei	11.810.09.16.11	√	√	MBN-Full
K4605	Huawei	11.113.17.10.11	√	√	MBN-Full
K5005	Huawei	11.335.21.30.11 (v7.4)	√	√	MBN-Full
K3570-Z	ZTE	BD_P680A8V1.0.0B03	√	√	MBN-Full
K3571-Z	ZTE	BD_P680A8W900V1.0.0B03	√	√	MBN-Full
K3770-Z	ZTE	BD_K3770V4.0	√	√	MBN-Full
K3772-Z	ZTE	BD_K3772V3.0	√	√	MBN-Full
K3805-Z	ZTE	R1.5.15	√	√	MBN-Full

K3806-Z	ZTE	R1.5.12	√	√	MBN-Full
K4505-Z	ZTE	BD_P680A2V1.0.0B10	√	√	MBN-Full
K4510-Z	ZTE	BD_K4510V5.0	√	√	MBN-Full
K5006-Z	ZTE	BD_VDF_K5006-ZV3.2	√	√	MBN-Full

√	Integrated, tested, and supported.
Min. required firmware.	Please use the latest VF approved firmware version. At least the mentioned firmware version is required.

Supported Quick Start devices

Model	Vendor	Min. required Firmware / WebUi.	Win7 32	Win7 64	SDK support
K3773	Huawei	4.0 / 2.021	√	√	QuickStart SDK
K4201	Huawei	3.0 / 2.021	√	√	QuickStart SDK
K4203	Huawei	4.1 / 2.021	√	√	QuickStart SDK
K4305	Huawei	5.0 / 2.021	√	√	QuickStart SDK
K4606	Huawei	4.1 / 2.021	√	√	QuickStart SDK
K5150	Huawei	8.1 / 2.021	√	√	QuickStart SDK
K4201-Z	ZTE	3.0 / 2.021	√	√	QuickStart SDK
K4203-Z	ZTE	3.2 / 2.021	√	√	QuickStart SDK
K4607-Z	ZTE	3.3 / 2.021	√	√	QuickStart SDK
K5008-Z	ZTE	4.3 / 2.021	√	√	QuickStart SDK

Supported embedded devices

Device Name / Generic Name	Alternative Names / OEM branded Names	Win7 32	Win7 64	SDK support
Ericsson F3307	Acer F3307	√	√	MBN-Full
Ericsson F3507g	Dell D5530, Toshiba F3507g, Lenovo F3507g	√	√	MBN-Full
Ericsson F3607gw	Dell D5540, Lenovo F3607gw	√	√	MBN-Full
Ericsson F5521gw	Dell D5550, Lenovo F5521gw	√	√	MBN-Full
Ericsson F5321gw	Dell D5560, Lenovo F5321gw, HP hs2350	√	√	MBN-Full
Ericsson H5321gw	Dell D5565	√	√	MBN-Full
Qualcomm Gobi2000	Dell D5620, HP un2420	√	√	MBN-Full
Qualcomm Gobi3000	HP un2430	√	√	MBN-Full
Huawei E770	Acer EM770	√	√	MBN-Full
Huawei E820	Acer EM820	√	√	MBN-Full
Huawei EM770W	Acer EM770	√	√	MBN-Full
Option GTM382	Sony GTM382	√	√	MBN-Full
Samsung GT-Y3100	Samsung GT-Y3100	√	√	MBN-Full
Samsung GT-Y3300	Samsung GT-Y3300	√	√	MBN-Full
Samsung GT-Y3400	Samsung GT-Y3400	√	√	MBN-Full
Sierra Wireless EM7345		√	√	MBN-Full

√	Integrated, tested, and supported.
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Firmware

If the device is detected and works properly it is usually not necessary to update the firmware.

A working installation of Vodafone Mobile Broadband on a computer is required to perform a firmware upgrade.

We recommend contacting the support hotline in your country for instructions on firmware upgrades.

In case you would like to perform an upgrade of your Built-in Mobile Broadband module firmware, please contact your computer manufacturer for further instructions.

Determining which firmware is installed

- 1) Start the Vodafone Mobile Broadband application
- 2) Go to view
- 3) Select <Diagnostics> in the menu
- 4) The <Device> tab will show the “firmware version” of the device

Language & Network Support

The following languages and mobile networks are supported with this software:

Supported Languages		
Albanian	English	Latvian
Arabic	Estonian	Lithuanian
Bulgarian	Finnish	Macedonia
Chinese (Hong Kong)	French	Portuguese
Chinese (Taiwan)	French (Belgium)	Romanian
Croatian	German	Russian
Czech	Greek	Slovenian
Dutch	Hungarian	Spanish
Dutch (Belgium)	Italian	Turkish

Supported OpCo's and partner's network

Supported Vodafone and Partner Networks		
A1	Swisscom	Vodafone FO
Airtel-Vodafone	Tango	Vodafone Ghana
Bite Latvija	TDC Denmark	Vodafone Greece
Bité Lietuva	TDC Norway	Vodafone Hungary
Celcom Malaysia	TDC Sweden	Vodafone Iceland
Cytmobile-Vodafone	Vip operator	Vodafone IE
DIALOG	Vipnet Croatia	Vodafone India
du EITC	Vodacom Congo	Vodafone IT
Elisa	Vodacom Lesotho	Vodafone Malta
Elisa Estonia	Vodacom Mozambique	Vodafone NL
Entel PCS	Vodacom Tanzania	Vodafone NZ
MobileOne	Vodafone Albania	vodafone P
M-Tel BG	Vodafone Australia	Vodafone Qatar
Proximus	Vodafone Brazil	Vodafone RO
SFR	Vodafone CZ	Vodafone TR
Si.mobil	Vodafone DE	Vodafone UK
SmarTone-Vodafone	Vodafone Egypt	Zain BH
SRR	vodafone ES	Vodafone Fiji

Removal instructions

Open the Windows <Control Panel>

Double-click <Programs and features>

Right-click and select <Vodafone Mobile Broadband> and select <Uninstall>

Removing profile data

To remove profile settings and user specific data please delete the data folder in the user profile. This will delete SMS and contact information, as well as device profiles.

Please make sure that showing hidden files and folders is turned on in your folder options
Open C:\Users\%USERNAME%\AppData\Roaming\Vodafone\
Delete the "Vodafone Mobile Broadband" folder

Changes to previous VMB versions

The following Change Requests are implemented for VMB 10.5:

- 476 (Rebase VMB to new .Net) (VMB 10.5.0.50241 RC1)
- 480 (Digital Security Signature) (VMB 10.5.1.50518 RC1)
- 482 (VMB for Windows User Experience Rebrand) (VMB 10.5.1.50518 RC1)
- 488 (PR 249) VMB Software Update Spain (Prepay change) (VMB 10.5.2.51282 RC1)
- 492 (WebUI SoR Certification) (VMB 10.5.2.51282 RC1)
- 493 Upgrade VMB to current Microsoft Native Wifi API (VMB 10.5.2.51282 RC1)
- 505 Disable GRS on VMB for Windows

The following Change Requests are implemented for VMB 10.3:

- 246 (Add Roaming to ABC Assistant Screenflow) (VMB 10.3.100.32994)
- 255 (Multiple SDK Support) (VMB 10.3.300.42078 RC1)
- 284 (Sierra Wireless SDK DALI Provider) (VMB 10.3.200.36472 RC1)
- 287 (Add HomeZone text back into Gadget) (VMB 10.3.100.32994)
- 292 (RNDIS, HTTP API DALI Provider) (VMB 10.3.200.36472 RC1)
- 295 (Flexible Controls in Prepay View) (VMB 10.3.200.35107)
- 300 (IPv6 Phase 1) (VMB 10.3.300.42078 RC1)
- For the CR 300 implementation please refer to the low level design document: https://teamrooms5-vista.vodafone.com/eRoomReq/Files/Global26/VMB_R9/0_76f2a/v1.0_CR%20300%20VMB%20Low%20Level%20Design.docx Please refer to mantis for related bugs. Please note that due to a missing IPV6 radio network we could not test it in Munich. The testing was limited to the task carried on in Portugal.
- 303 (APN checking plug in (for VF-UK)) (VMB 10.3.203.38322 RC2)
- 311 (Integrate BOC version 4.3.2 for Vf DE) (VMB 10.3.200.35107)
- 312 (Amend Start and Close Options) (VMB 10.3.202.37394 RC1)
- 313 (Vf-UK enhance customer experience phase 1 20111009_v3) (VMB 10.3.200.36472 RC1)
- 316 (Amend What's new Window) (VMB 10.3.202.37394 RC1)
- 319 (Flexible Presentation of Account Types)(VMB 10.3.200.36472 RC1)
- 329 (Add clickable links to incoming messages) (VMB 10.3.203.38322 RC2)
- 333 (Global WiFi Integration) (VMB 10.3.207.40215 RC1)
- 334 (Additional Mondrian API Calls) (VMB 10.3.400.43138 RC1)
- 335 (Mondrian Authentication) (VMB 10.3.400.43138 RC1)
- 336 (Quickstart: DALI Provider for ZTE HTTP Device) (VMB 10.3.301.42866)
- 338 (Install continues without Net Framework v0.1) (VMB 10.3.300.42078 RC1)
- 339 (User Control of OpCo Hotspots) (VMB 10.3.204.39000 RC1)
- 344 (Two new buttons in Diagnostics window) (VMB 10.3.204.39000 RC1)
- 350 (Prepay for Swisscom) (VMB 10.3.206.40060 RC2)
- 351 (Dashboard Evolution for VF-DE)(VMB 10.3.407.45991 RC1)
- 353 (New SIM Detected Window) (VMB 10.3.300.42078 RC1)

361 (Add Patch to change the BT Openzone certificate fingerprint) (VMB 10.3.210.41379 RC1) 362 (Prepay for VF-Qatar) (VMB 10.3.210.41379 RC1)
365 („Improve Progress Window Cancel UX“) (VMB 10.3.301.42866)
366 (Simplify ABC Connect & Switch Dialogs) (VMB 10.3.301.42866)
367 (USSD 2 Menus for Vodafone Tanzania) (VMB 10.3.301.42866)
369 (Correct error message for UltraCard) (VMB 10.3.300.42078 RC1) 371 (remove SMSI sdk) (VMB 10.3.400.43138 RC1)
373 (Remove trailing F values from the IccID) (VMB 10.3.402.44263 RC1)
374 (Re-instate CR 249 in new QuickStart splash screen)
375 (Improve Usage view when Limit exceeded) (VMB 10.3.301.42866)
376 (Simplify prompt settings) (VMB 10.3.301.42866)
377 (VMB configuration to enable device on start-up) (VMB 10.3.400.43138 RC1) 378 (Additional Uninstall Action) (VMB 10.3.301.42866)
379 (National Roaming for VF-AU) (VMB 10.3.405.45220 RC1)
380 (Save Status of Updates and News items) (VMB 10.3.401.43721 RC1)
382 (Remove SIM number from Branding bar) (VMB 10.3.400.43138 RC1)
385 (Dynamic USSD Menus for VF-GH Contract) (VMB 10.3.401.43721 RC1) 386 (Install Novatium App for Vodafone India) (VMB 10.3.402.44263 RC1) 387 (Landing Page for Vodafone India) (VMB 10.3.401.43721 RC1)
388 (Blind Integration (of all pre-registered PIDs / Vids)) (VMB 10.3.405.45220 RC1) 394 (Add missing days to Usage selection) (VMB 10.3.402.44263 RC1)
395 (Add PDF file for VF-Romania) (VMB 10.3.402.44263 RC1)
396 (Add PIN Help file for VF-Spain) (VMB 10.3.402.44263 RC1)
397 (Add support for RTL messages for VF-EG) (VMB 10.3.405.45220 RC1)
398 (Quickstart Device Integration into VMB Full) (VMB 10.3.405.45220 RC1)
399 (Make VMB compatible with FIPS 140-2) (VMB 10.3.405.45220 RC1)
400 (Enhanced connection detection (mantis 27699)) (VMB 10.3.407.45991 RC1)
402 (Remove Huawei Voice Client) (VMB 10.3.405.45220 RC1)
403 (Modified SMS and USSD in the Quickstart SDK) (VMB 10.3.403.44552 RC1)
401 (Quickstart Support for K3773) (VMB 10.3.405.45220 RC1)
404 (Disable MyLocation for all OpCos) (VMB 10.3.405.45220 RC1)
405 (Support for Concatenated SMS Messages in VMB Notifier) (VMB 10.3.408.46426 RC1)
406 (Update Infragistics module (mantis 34326)) (VMB 10.3.405.45220 RC1)
409 (Remove ABC 9.3 compatibility mode (mantis 33821)) (VMB 10.3.405.45220 RC1)
410 (Revise APN Checker) (VMB 10.3.407.45991 RC1)
411 (Simplify zero click for VF-DE) (VMB 10.3.405.45220 RC1)
412 (Vodacom SA Enhancements for Postpaid customers. Mantis 34839, 34840, 34841) (VMB 10.3.405.45220 RC1)
413 (Specific error message for incorrect APN (mantis 34078 & 34582)) (VMB 10.3.410.47672 RC2)
414 (My Account window for Ghana (mantis 34199)) (VMB 10.3.405.45220 RC1)
421 (Optimise Footprint) (VMB 10.3.407.45991 RC1)
423 (Sms indicator) (VMB 10.3.408.46426 RC1)
424 (Hide Reset and Logging in QuickStart SKU) (VMB 10.3.406.45697 RC1)
425 (Add Device Locked State) (VMB 10.3.410.47672 RC2)
426 (BT Openzone & Quickstart devices) (VMB 10.3.406.45697 RC1) 438 (Update Support for F5 VPN Client) (VMB 10.3.408.46426 RC1) 444 (Device Name from QS API) (VMB 10.3.410.47672 RC2)

- 450 (Remove ByteMobile and Flash Netgain clients) (VMB 10.3.409.46933 RC1)
- 451 (Implement support for LTE module Sierra Wireless EM7345 for Vodafone Office IT)
(VMB 10.3.412.48742 RC1)
- 465 (FTS VMB Document Updates) (VMB 10.3.412.48742 RC1)
- 467 (Provide support for Vodafone Brazil) (VMB 10.3.412.48742 RC1) 469
(VMB Refactoring) (VMB 10.3.413.49320 RC1)
- 478 (Update accounts and services for Ghana) (VMB 10.3.414.50177 RC2) 479
(Vodacom SA – Postpaid Data bundles) (VMB 10.3.414.50177 RC2)

The following Change Requests are implemented for VMB 10.2:

- 123 (WLAN Authentication and QOS check before switching) (VMB 10.2.0.24459)
- 152 (Basic Support of Generic NDIS 6.2 Devices in Win7) (VMB 10.2.0.24261)
 - 157 (Windows7 Taskbar) (VMB 10.2.0.24261 testbuild)
 - 161 (Interface to Ad Server) (VMB 10.2.0.25678)
- 189 (VSRA Reporting) (VMB 10.2.0.25333)
- 206 (Improved SIM swapping) (VMB 10.2.0.28906 RC2)
- 223 (Create separate account type for WebSessions with the restriction Mantis 25172)
(VMB 10.2.0.28467 RC1)
- 225 (ABC Flow Update) (VMB 10.2.0.25678)
 - 227 (Error message for Ad-hoc Wi-Fi problems on XP) (VMB 10.2.0.27369)
 - 228 (Additional Display Names) (VMB 10.2.0.27369)
- 231 (Gadget Improvements) (VMB 10.2.0.27369)
 - 235 (Enable Compression of Reporting Data) (VMB 10.2.0.28906 RC2)
 - 238 (Flexible Usage and Prepay Views) (10.2.100.29897 RC1)
- 242 (UE Updates) (VMB 10.2.0.28467 RC1)
- 244 (Software Registration) (VMB 10.2.100.29243)
 - 245 (Implement VSRA Reporting) (VMB 10.2.0.25333) 247
 - (Landing Page in Connect) (VMB 10.2.0.28979 RC3) 249
 - (1st Boot comfort message) (VMB 10.2.100.29243)
 - 250 (Link to Videothek for Vf Germany) (VMB 10.2.0.28467 RC1)
 - 251 (Port R201 Support to Full) (VMB 10.2.100.29243)
- 253 (VF-NL pre-pay button) (VMB 10.2.0.26316)
 - 257 (Make Own Number feature OpCo-specific) (VMB 10.2.100.29556 testbuild)
 - 258 (Add VSRA Shortcut button for DE Business Sku) (10.2.100.29897 RC1)
- 260 (Support language variants for OpCo display names) (VMB 10.2.0.28467 RC1)
 - 261 (VF-UK BT Openzone Seamless Authentication Phase 1) (VMB 10.2.300.32558 RC1)
 - 262 (SMS desktop icon configurable) (VMB 10.2.200.32025 RC1)
- 264 (Branding Refresh) (VMB 10.2.100.29556 testbuild)
 - 281 (Add display name for HSPA bearer) (VMB 10.2.300.32558 RC1) 282
 - (Single left-click on Notification icon) (VMB 10.2.200.32025 RC1) 285
 - (Dynamic Data Bundles for Vodacom) (VMB 10.2.200.32025 RC1)
- 293 (Dynamic Data Bundles for Vodacom Phase II) (VMB 10.2.301.32820 RC1)

The following Change Requests are implemented for VMB 10.1:

- 165 (advert panel for standard view) (VMB 10.1.0.24111 RC1)
- 193 (Default Values for WiFi Profile Creation) (VMB 10.1.0.22598)
- 198 (Show Mobile profile after install) (VMB 10.1.0.22598)
- 200 (Adjust Advanced-Standard window interaction) (VMB VMB 10.1.0.22598)
- 204 (Remove Standby and Hibernate Options) (VMB 10.1.0.22774)
- 209 (Options to enable or disable tooltips) (VMB 10.1.0.24111 RC1)
- 210 (Enhancements to WiFi Network Management) (VMB 10.1.0.22919)
- 215 (Plugin Extensions) (VMB 10.1.0.24111 RC1)
- 216 (Re-organise Registry Setting Folders) (VMB 10.1.0.23387)
- 218 (Use VMB Service to handle PUK on Win7) (VMB 10.1.0.24111 RC1)
- 221 (Change Installer Custom Actions from VB to C) (VMB 10.1.0.24111 RC1)
- 224 (Improve Edit VPN View) (VMB 10.1.0.24111 RC1)
- 229 (Optional Account-specific Online Bill link) (VMB 10.1.0.24111 RC1)
- 230 (Custom device button with K3806z) (VMB 10.1.0.24804 RC2)
- 232 (APN Password Protection) (VMB 10.1.0.24111 RC1)
- 236 (Dual Carrier support in reporting) (VMB VMB 10.1.102.26544 RC2)
- 240 (Remove updates as default on Corporate build) (VMB VMB 10.1.102.26544 RC2)
- 250 (Link to Videothek for Vf Germany) (VMB 10.1.104.28614 RC1)
- 254 (Consumer / Business differentiated offer) (VMB 10.1.104.27423 RC2)

Known Issues and limitations

General limitations

- [327] Usually the QuickStart WebUi shows a stronger signal strength (more signal bars) than VMB. The algorithm of VMB and the WebUi to determine the number of signal bars is not exactly the same.
- [326] When installing VMB on Win 8 / 8.1 a dialog box "An app on the PC needs to install the following feature: .Net Framework 3.5 (including .Net 2.0 and 3.0)" may appear up to 3 times.
- [325] The link to Videothek for Vf Germany (CR 250) was implemented for VMB versions from VMB 10.1.106.28614 RC1 to VMB 10.2.304.33770 RC1. This link (url desktop shortcut) for the German OpCo was created at runtime. So it remains after uninstalling these VMB versions and has to be deleted manually.
- [307] VMB 10.3.407.45991 RC1 and all versions of VMB 10.3.408 don't support Vodafone.de. The plugin for CR 351 "Germany Dashboard Evolution" has been implemented in these VMB versions. The plugin will be removed again in VMB 10.3.409.
- [156] Using K5005 a LTE connection is only possible if the device is set to "4G Only". It falls back to 3G when it is set to "4G Preferred". This is a network limitation. Same problem with LTE and GPRS
- [151] LTE network does not yet support the APN "event.vodafone.de". Therefore customers using WebSessions cannot connect via LTE network.
- [084] Using NDIS 6.2: Microsoft VAN shows wrong number of Signal bars.
- [071] Cisco Client 5.0.0.7.0290 / No working vpn connection with Huawei devices under Win7 (no dashboard issue).
- [040] Windows 7 and NDIS 6.2 devices: it is not possible to enter the PUK. This is a Microsoft bug which will be fixed in Windows 7 Service Pack 1
- [011] If the own number (MSISDN) cannot be accessed or found a link to the relevant section of the Help file is displayed on the Help/Diagnostics window. Please select "Device" on this page of the Help file to get further information to get the MSISDN.
- [013] VMB does not support more than one attached device at the same time.
- [014] For some wireless LANs, automatic authentication is done as soon as the connection is established. This authentication needs some data from the SIM card. If the SIM card is inserted for the first time, there is a possibility that the data is not ready for successful authentication. Workaround: Disconnect and connecting again.

Software

- [345] A MobileBroadband stopped working can occur if a Cisco Anyconnect Client before 3.1.05160 is used.
- [339] If the error message "The File "filterconfig_x86.exe1" is not marked for installation" appears during an upgrade scenario, then do the following workaround:
1. Cancel the installation process, 2. Reboot the system, 3. Start the installation again.
- [338] VMB stops working when Cisco Anyconnect Client 3.1.03103 is installed. Not reproducible using Cisco Anyconnect Client 3.1.04072 or 3.1.05170.
- [323] The WebUI and VMB applications and Microsoft VAN may use different algorithms to map the signal strength to bars and therefore they show a different number of bars in the same network at the same time. Furthermore the current signal state indicated by the bars may fluctuate in a real environment, and the three applications may not update the signal strength display at the same time.
- [319] Upgrade from VMB OEM build to VMB FULL is not supported. Please first uninstall the VMB OEM build and then install VMB FULL.
- [314] F5 BIG-IP VPN-Client: Autoconnect VPN on connect does not work although VPN is configured to connect automatically the VPN on mobile connect. The resulting message "You are not connected" when connecting to

the mobile network does not mean that there is no mobile connection but that there is no open VPN session to the VPN gateway (F5 Edge gateway in the current case).

[313] In rare cases there is an inconsistency between the actual network signal strength shown in the Web UI and the VMB Dashboard. Sometimes VMB shows no signal bars although there is still an active internet connection working fine.

[310] Exiting VMB always closes all dial-up connections. Consequently, in Germany, exiting VMB will close connections over Alice DSL, because these are also dial-up connections.

[180] Global WiFi registration is still valid for device even after uninstalling the VMB client.

In manage global WiFi window Update, Deregister, Finder and timeout setting options are still available after re-installing VMB. Tested using VMB 10.3.402.

152] The progress bar which is shown during standard action "Removing backup files" takes longer than expected, because custom action which (pre-)install drivers is also being executed while displaying string "Removing backup files" and this custom action can take several minutes in an upgrade scenario. This behavior has only been observed on computers that are connected to the internet while VMB gets installed / updated.

Windows checks if it could find newer drivers.

[148] When upgrading VMB 10.1.000.25677 RC6 Full to a higher VMB version a critical exception may occur while uninstalling the old version.

Workaround: First uninstall VMB 10.1.000.25677 RC6 Full manually before installing the new version.

Alternative workaround: After rebooting and a 2nd attempt to install the new VMB version, the old version gets uninstalled and the new version can be installed.

[146] Disconnect not possible while sending/receiving a SMS (sequence). This is a design limitation.

[144] Malware warning for VmbServiceConfig.exe from Avast because the file is new and unknown.

For more information please have a look at <https://blog.avast.com/2012/03/20/autosandbox-why-are-you-annoying-me/>

[120] Mobile device switched off when deactivating Wlan module while ABC automatic mode is switched on.

[103] VPN traffic is not measured by VMB when VPN client is not 'connected' with VMB, e.g. for Cisco VPN client: you have to click VPN tab>Application>Cisco>VPN profile if you want the data traffic be measured by VMB. [083] Not possible to re-install BMOC as part of VMB after having removed BMOC.

BM ticket 10209-000002)

[078] Limitations in selecting a network manually with MBN:

When a network and a bearer is selected manually MBN works quite well. The chosen settings become active when a connection gets established.


BUT:After a few moments MBN selects the best available bearer if one is available (see

PacketServiceStateChanged-Event (CurrentDataClass)) – so it's quite useless to preselect a bearer with MBN.

[075] VMB MBN does not support USSD and Sync Contacts Option in SMS application.

[053] When device is inserted with an INACTIVE SIM, no message pops up saying SIM NOT ACTIVATED.

[041] Language Azeri cannot be selected during installation. If you would like to use Azeri in the application, please select a different language for the installation and switch to Azeri afterwards using

 , <Options>, <Language>

QuickStart SKU limitations

[330] Huawei QuickStart devices: Long loading time of error message when sending a SMS and the SMS Message Centre number is incorrect.

[324] All connection profiles used over QuickStart devices (on Windows 7) are saved and stay permanently on the QuickStart device (together with the username and password).

- [300] It's a limitation of the QuickStart approach that you have no access to special device features/updates when the VPN is active. Once a VPN tunnel is set, is not possible to access to the modem configuration (192.168.9.1). Therefore is not possible to read SMS, Account options, etc.
- [301] QuickStart SKU: Config SMSs for OpCo specific data (part of CR 351) are not evaluated.
- [302] QuickStart SKU: IMSI switching (Indian Roaming) is not possible.
- [303] QuickStart SKU: No APN checking plugin (see CR 303)
- [304] QuickStart SKU: Ultra Card detection is not supported.
- [305] QuickStart SKU: All features depending on USSD are not supported (e.g. Own Number, Balance Check, Data Bundles, ...) They have to be implemented by the Web UI.
- [306] QuickStart SKU: Disabled features are described in the file Customization.xml, e.g. market segment 'Global WiFi', throughput and volume for Mobile/WebSession, ribbon groups on Priorities View, profiles for WWAN and WebSessions, HomeZone, Voucher, Balance incoming messages should not be handled

General device issues

- [334] If a mobile device is not mentioned in the list of supported devices ([Error! Reference source not found.](#)), then the following services may not be available:
 - Dial-up functionality
 - Pre-pay account handling (for example checking or topping up the balance of a pre-pay account)
 - The International Roaming Switcher in India
 - Location services using the Cell Id and Local Area Code of the current cell
- [166] A Quickstart device cannot be found if VPN is active when starting VMB.
- [165] VMB supports only one QuickStart device at the same time, please remove all other devices and leave just the one you are using.
- [017] Contacts: Unicode is implemented but most of the devices do not support Unicode. Only Sierra Wireless, Motorola and LG devices support Unicode phonebooks. All other devices do not support them: Novatel, Option, Sony Ericsson, Seiko, Nokia 6282, Samsung, Rim, HTC.
No phonebook import possible if contacts contain special unicode characters.
No phonebook export (add contacts) to SIM / device possible if contacts on SIM / device contain special unicode characters
For some MBN devices (e.g. for specific embedded devices, see also chapter 3.3) there is no support for functionality that is based on:
 - Windows phone book (i.e. Dial-Up),
 - USSD (i.e. many account-handling activities like 'Check Balance' or 'Top Up'), AT commands (i.e. 'International Roaming Switcher' in India), and
 - Location (i.e. LAC, Cell Id, RNC Id).

Huawei devices

- [343] On Windows 8 the K4605 is not initialised on approximately 60% of attempts. This is a device/ firmware issue which is not expected to be fixed in the future.

- [342] K4605 returns an error when manually searching for networks on Windows 8. This device / chipset issue is not expected to be fixed in the future.
- [337] K5150: Missing bearer types when running on Win 8.x. VMB shows only "4G|LTE Preferred" in the bearer preferences window for K5150.
- [333] K5150: Sometimes VMB does not recognise the K5150 when inserted in a laptop with Sierra Wireless Gobi 2000 before the laptop is started. In such a case try to remove and insert again the K5150 into the same USB port. Or try to use a different USB port.
- [322] When the user is searching for networks in Web UI, VMB is displaying "please insert SIM". This issue occurs when using Huawei QuickStart devices except K4606 and K5150.
- [320] The displayed signal strength when using QuickStart devices (K4305, K5150, K4606) is evidently higher than the signal strength when using non-QuickStart devices.
- [315] K5005 (FW 9.2): The session data counter is not resetted after disconnect and re-connect a 4G LTE connection. When establishing a new LTE connection the session data counter starts with the value of the last session. The wrong data are delivered by the device (FW).
- [308] K5005: Wrong data transfer reported, flow values drop down while connected. Tested with Firmware 9.2 (FW=11.533.03.10.11 Driver=2.0.6.719). This device is end of life, so we will not get a new FW.
- [193] K4505: Device disabled after enter PIN. This was only seen on first plug in.
- [185] EM770W (FW: 11.126.08.31.00): After hibernate mode VMB remains in status "Mobile device detected". Connect button is greyed out. Tested with Aspire 1410.
- [184] K3773: During Network search VMB sometimes shows "Please insert SIM". Tested with FW 3.0 and WebUI 1.6
- [178] K4605: When performing "Importing contacts from SIM" the device stops importing contacts after an invalid character in the text string.
- [174] K4505, (VDBSDK <= 1.0.24): Device remains in 'Network search' after re-enable.
Workaround: Sim Status will be updated using AT^CPIN?, which in turn will force the device to disappear as soon as possible. This workaround will be in VDBSDK (1.0.25).
- [172] K5005 with FW8.2: all non-VF networks are available.
- [169] K5005, K4605 / MBN SMS on Win8: Receiving an SMS while the storage is full, a random SMS is deleted to accommodate the new one. (Firmware: 8.2 (K5005), Drivers: 4.25.05.11).
- [168] K5005: Strange things (irrelevant messages) happen after entering correct PIN or PUK. Tested using OsVersion=Win7, DriverVersion=2.0.6.714, FirmwareVersion=11.433.25.10.11.
- [163] K3772: Device category in "Start / Devices and Printers" is displayed as "Optical drive". Tested with Windows 7 and Windows 8.
- [150] The QuickStart Devices K3773 and K4305 (FW < 1.2) use the IP Address 192.168.1.1 which is also used by many WiFi routers. K4305 (FW 1.2 or higher) uses 192.168.9.1
- [147] In very rare cases the K4505 performs a reset due to thermal problems when it is used a very long time. [145] K3520-Z is not supported in Win8.
- [141] K5005 gets hot and stops responding after using it a long time. At first the speed slows down and finally it stops responding. After unplugging and cooling down it works again.
- [131] K3770 (FW 21.023.04.00.11), K3771 (FW 21.023.04.00.11): The manufacturer name in netsh.exe of both devices on Win7 and Win8 is displayed as "huawei" instead of "Vodafone (Huawei)".
Fixed with FW V3.1(21.023.05.00.11), but it is not yet globally TA-ed.
- [130] K4505: The service provider name of Vodafone DE is reported by netsh.exe and MS-VAN as "voda DE" and not as expected: Vodafone.de. No FW update planned for the K4505.
- [129] K5005 does not support PIN2/PUK2.
- [125] K5005 has no AT command to report back the LTE cat in used by UE.
- [122] K4605 Rev. version 4.5, FW version 11.113.17.10.11: The Phonebook entries can't be read using UCS2 but only if the interface is set to IRA. Will be fixed with next FW version.
- [119] K4605: GPRS network information is not shown in VMB Tab "Status".

[110] K3765: Wrong behavior in Power Management options.

This is a known issue regarding old devices such as K3765, and it is fixed for newer devices such as K4505, K4510, K4511.

[096] K4505: Win7-VAN: NDIS APN was not recognized. This is a driver issue and not related to VMB.

[092] Huawei K4505: Win7: Not expected DHCP lease time shown in cmd.exe. 2 hours instead of 24 hours.

[074] Huawei K3765: MS VAN says "Unidentified network" when connected with VMB using K3765 (NDIS 5.1). K3765 is not an NDIS 6.2 supported device.

[067] Huawei K3765: Long LAC value reported. LAC values should have a max. length of 2 bytes (that means values < 65535) the K3765 reports values like 196794. The effect is that MyLocation will never work correct with this device.

ZTE devices

[345] K3805-Z on Windows 7: Device not visible in VAN after a replug.

[344] K3806-Z: On Windows 7/8 the DNS cannot manually set for the device. This device limitation is not expected to be fixed in future

[340] K3806-Z: On Windows 8 multi-part SMS messages are not received. This device limitation is not expected to be fixed in the future.

[332] ZTE Quickstart devices do not support static IP addresses in connection profiles.

[329] K5008-Z: In very rare cases VMB might not process a certain SMS.

[328] When using ZTE QuickStart devices only one custom connection profile can be created.

[316] K3772-Z: VMB shows "mobile device detected" endless. This issue occurs with VBD SDK version 1.0.29 (since VMB 10.3.400 RC1).

[312] When using ZTE K5008-Z VMB ignores connection profiles which have undefined authentication value (pap).

[309] K-5006Z, UK SIM: Status for Vodafone 2G/3G/4G(UK-SIM) in the manual network selection is "Unknown", although a compound with 2G/3G is possible. Using a German SIM it works as expected! Currently no FW-MR is planned. Workaround: upgrade to K5008-Z.

[192] K5006-Z: Device returns an exception when using GetSmsConfiguration. Currently no FW-MR is planned. Workaround: upgrade to K5008-Z.

[189] K5006-Z (FW 3.2): VMB shows wrong bearer indicators while device LED displays the correct indicator. Currently no FW-MR is planned. Workaround: upgrade to K5008-Z.

[188] K3806-z: After disconnect from 2G, VMB shows operator and bearer but the connect button is greyed out. The device is unsupported by ZTE.

[181] K3765-Z not recognized after first plug in but after reboot the device was recognized. The device has status "end of life", therefore no more support.

[176] K3772-Z: New SMS has "old" attribute. When a new SMS is available and you click the Get Messages button, the new message is listed with the attribute "old". Occurs only on Win8.

[175] K3772-Z sets DNS address as fec0:0:0:ffff::1%1.

But a connection can be established successfully and browsing is possible.

[167] Using K3806-Z: The L2TP/IPSec VPN connection using the Windows 7 embedded Microsoft VPN client is not working.

[160] K5006-Z, Win7 32 Bit: On some systems MBN of "Win7" stops working and then VMB cannot communicate with the device anymore and shows an unexpected behavior.

The command "netsh mbn show interface" does not respond too; this is a test for this situation.

A restart of Windows is required to get MBN working again.

Workaround (recommended only if the problem occurs frequently): install Microsoft Windows 7 Hotfixes 519740 and 2615592 (e.g. <http://support.microsoft.com/kb/2519740/EN-US> and <http://support.microsoft.com/kb/2615592/EN-US>)

[149] K3805-Z, K3806-Z, K4510-Z: Bad-looking FW information in Diagnostic menu. Will be fixed in the next FW MR.

[137] Netsh.exe (Win7 32/64) reports that the device K3805-Z (FW R1.5.3.3), K3770-Z, K3772-Z, K3806-Z, and K4510-Z is an embedded module: "Mobile Broadband device is embedded in the system". To be fixed with a FW MR.

[123] K4510-Z: VMB gets in to inconsistent state after unplug and replug the device within less than 10 seconds while a connection is successfully established. This issue doesn't occur if the device is not connected or if you wait more than 10 seconds to replug the device.

[112] K3770-Z, FW version BD_K3770V0.2RAPTOR_R4.0: Operator selection sometimes fails (about 60% of the times) because OnSetRegisterModeComplete MB API event is not reported.

[109] K3806-Z: Issues when trying to connect to GPRS after network search.

Sometimes the LED and VMB indicator and the connection behavior is inconsistent after a network search. When unplugging and replugging the device all works fine again.

[107] When upgrading from 10.1.0.25677 RC6 Full to this or any newer VMB version: Icera drivers for K3806-Z are not updated (remain version 4.3.32.3613).

Workaround: Manually remove the old version of VMB from the target system, e.g. by using Add/Remove Software Panel, before installing the new version of VMB.

[102] K4505-Z (FW B10): After successful registration on a non-Vodafone network VMB connects to a Vodafone network (e.g. Vodafone.de). The chip for K4505-Z has reached EOL.

[099] Win7-VAN: NDIS APN was not recognized and had to be entered manually. Tested using K3805-Z, Fw 1.5.3.2, Win7 32.

[098] K3806-Z / Win7: It is not possible to store a PIN longer than 4 characters. Will be fixed with next driver set newer than 12.0.0.27.

[097] ZTE K4505-Z: Win7: Not expected DHCP lease time shown in cmd.exe. 2 hours instead of 24 hours.

[063] ZTE K3806-z sometimes fails to connect on Win 7 after resuming from standby [036] ZTE K3805-Z: Cannot send SMS with Turkish special characters.

Qualcomm WWAN adapter

[341] K4605, K4505 and the K5006-Z: Sometimes on Windows 8 an error "no networks found" is displayed during a manual network search. This is a device limitation in the Qualcomm code which is not expected to be fixed in the future.

[321] Sierra Wireless Gobi 2000 installed in Fujitsu laptops doesn't work after resume from hibernate with the TAed device driver version 1.01.18. Workaround: Update to non-TAed driver version 1.1.180.

[318] Gobi 2000: Mbnsdk: Device not detected after resume from hibernate. Gobi 2000 is an end of life product.

[317] Gobi 2000: Mbnsdk: Sometimes no SIM found after resume from hibernate. Gobi 2000 is an end of life product.

[127] In rare cases Windows OS freezes during VMB app restart using a Sierra Wireless Gobi2000.

[121] Generic Gobi 3000 reports a wrong SIM-PIN state when using a SIM that doesn't support PIN2/PUK2. The issue only happens if the SMSI SDK is used.

- [111] Fujitsu Celsius H Series with Sierra Gobi 2000 using an IE SIM: the internet cannot be accessed because of very little received data.
- [066] Gobi 2000: Sometimes RAS error 770 occurs when trying to connect
- [039] Gobi 2000: Provider name cropped for Vodafone. It will be fixed with Gobi3000.
- [038] Gobi 2000: Manual changes in DNS settings are not taken into account
- [035] Embedded Gobi2000 module (Dell D5620 und Lenovo Qualcomm Gobi 2000 HS-USB Modem): no connection possible using FW xx-3574 and UltraCard SIM. Reason: not supported USSD command regarding the UltraCard SIM. Solved using FW xx-3600 / driver version 2.0.7.1

Ericsson devices

- [194] N5321gw: Import/export of contacts to/from SIM not possible using VMB 10.3.407. N5321gw is a new MBN device and not yet fully supported in VMB 10.3.407.
- [106] F3307 R2: Bearer indication is stuck in "HSDPA" even in R99 coverage (bearer indication is "HSDPA" instead of "UMTS"). Issue is fixed in later products (F5521gw).
- [110] D5540 - F3607, hs2340 - F5521: Network name not displayed in VAN with a Roaming SIM that does not contain the Home Provider name in SPDI file
- [038] Under Win7: Usage counter not reset after disconnect and reconnect
- [023] Phonebook functionality works erroneous with Ericsson devices when synchronizing contacts if a contact contains a “\”

Sierra Wireless devices

- [336] EM7345: Not possible to set bearer preference. If the EM7345 finds the LTE network, all settings of the VMB Bearer Preferences tab of the setting screen are ignored except "4G Preferred".
- [335] MC7710: On Windows 7 / Windows 8.0: Deactivating the device via VMB doesn't persist after reboot. This issue doesn't occur on Windows 8.1.
- [331] In very rare cases, on laptops with Sierra Wireless embedded device, MBN-supported devices are not recognized by VAN or VMB. Workaround: Shut down the laptop (on Windows 8 run "shutdown /r"), maybe remove the battery and power supply for 30 seconds and reboot. After that the corresponding device will be recognized.
- [161] On OS systems where the VBScript engine is disabled, VMB 10.3.300 Full cannot be installed due to a VBScript error (2738). The reason is a VBScript custom action in the "SierraWireless Merge Module". Therefore the feature "SierraWireless Merge Module" will be temporarily disabled in 10.3.301 RC1. So embedded SW

devices Sierra Wireless MC8755 and Sierra Wireless MC8775 won't no longer be supported until Sierra Wireless fixes this issue.

Workaround for VMB 10.3.300 Full: <http://blogs.msdn.com/b/astebner/archive/2007/06/07/3151752.aspx>

Samsung devices

[108] GT3300 (FW Y3300BUKB1, dr. 5.35.8292.0) on Windows 7 32-bit SP1:
MS VAN: Roaming partner name is not correct:"Vodafone.de vodafone" instead of "Vodafone.de".

[087] NC10/Y3100: In rare cases VMB closed after first connection. Workaround:
Restart VMB. NC10/Y3100 has reached EOL.

[046] GT-Y3100: on Win7 VMB indicates GPRS when not connected although
set to "3G Only". GT-Y3100 has reached EOL.

Supported conflicting applications

Number	Conflict name	Conflict version	Conflict type	Shutdown type	Restart type	Operating system	OEM	VMC/VMB version
1	Dell Mobile Broadband Card Utility	all	WWAN	Normal	None	2K, XP, VISTA	DELL	9.3.3.10523
2	ThinkVantage Access Connections	3.82	WWAN + WLAN	Normal	None	2K, XP	LENOVO	9.3.3.10523
3	ThinkVantage Access Connections	4.12	WWAN + WLAN	Ordered	None	2K, XP	LENOVO	9.3.3.10523
4	ThinkVantage Access Connections	4.23	WWAN + WLAN	Ordered	None	2K, XP	LENOVO	9.3.3.10523
5	ThinkVantage Access Connections	4.31b	WWAN + WLAN	Ordered	None	VISTA	LENOVO	9.3.3.10523
6	ThinkVantage Access Connections	4.41	WWAN + WLAN	Special	None	2K, XP	LENOVO	9.3.3.10523

7	ThinkVantage Access Connections	4.42	WWAN + WLAN	Special	None	2K, XP, VISTA	LENOVO	9.3.3.10523
8	ThinkVantage Access Connections	4.50	WWAN + WLAN	Special	None	2K, XP, VISTA	LENOVO	9.3.3.10523
9	ThinkVantage Access Connections	4.51	WWAN + WLAN	Special	None	2K, XP, VISTA	LENOVO	9.3.3.10523
10	ThinkVantage Access Connections	4.52	WWAN + WLAN	Special	None	2K, XP, VISTA	LENOVO	9.3.3.10523
11	ThinkVantage Access Connections	5.00	WWAN + WLAN	Special	None	2K, XP, VISTA	LENOVO	9.3.3.10523
12	ThinkVantage Access Connections	5.02	WWAN + WLAN	Special	None	2K, XP, VISTA	LENOVO	9.4.5.19167
13	ThinkVantage Access Connections	5.12	WWAN + WLAN	Special	None	2K, XP, VISTA	LENOVO	9.4.5.19167
14	ThinkVantage Access Connections	5.20	WWAN + WLAN	Special	None	XP, VISTA	LENOVO	9.4.6.20319
15	ThinkVantage Access Connections	5.21	WWAN + WLAN	Special	None	XP, VISTA	LENOVO	9.4.6.20319
16	ThinkVantage Access Connections	5.22	WWAN + WLAN	Special	None	VISTA	LENOVO	9.4.6.20319
17	ThinkVantage Access Connections	5.30	WWAN + WLAN	Special	None	XP	LENOVO	9.4.6.20319
18	ThinkVantage Access Connections	5.31	WWAN + WLAN	Special	None	VISTA	LENOVO	9.4.6.20319
19	ThinkVantage Access Connections	5.33	WWAN + WLAN	Special	None	XP, VISTA	LENOVO	9.4.6.20319
20	ThinkVantage Access Connections	5.50	WWAN + WLAN	Special	None	XP, VISTA, 7	LENOVO	9.4.7.21014
21	ThinkVantage Access Connections	5.61	WWAN + WLAN	Special	None	XP, VISTA, 7	LENOVO	10.1.102.26544
22	ThinkVantage Access Connections	5.62	WWAN + WLAN	Special	None	XP, VISTA, 7	LENOVO	10.1.102.26544
23	ThinkVantage Access Connections	5.70	WWAN + WLAN	Special	None	7	LENOVO	10.1.102.26544
24	ThinkVantage Access Connections	5.72	WWAN + WLAN	Special	None	XP, VISTA, 7	LENOVO	10.2.100.29897
25	ThinkVantage Access Connections	5.80	WWAN + WLAN	Special	None	XP, VISTA, 7	LENOVO	10.2.100.29897
26	ThinkVantage Access Connections	5.82	WWAN + WLAN	Special	None	XP, VISTA, 7	LENOVO	10.2.200.32025
27	ThinkVantage Access Connections	5.83	WWAN + WLAN	Special	None	XP, VISTA, 7	LENOVO	10.2.200.32025
28	Sierra Wireless Watcher	all	WWAN	Normal	None	2K, XP, VISTA	all	9.3.3.10523
29	Vodafone Mobile Connect Lite	all	WWAN + WLAN	Normal	None	2K, XP, VISTA	all	9.3.3.10523
30	Intel(R) PROSet/Wireless	all	WLAN	Special	None	2K, XP, VISTA	all	9.3.3.10523
31	Vodafone Zuhause Easy Box	all	WWAN	Normal	None	2K, XP, VISTA	all	9.3.3.10523
32	GlobeTrotter Connect	all	WWAN	Normal	None	2K, XP, VISTA	all	9.3.3.10523
33	Acer eNet Management	all	WLAN	Normal	None	2K, XP, VISTA	ACER	9.3.3.10523
34	HP Connection Manager	1.1	WWAN	Normal	None	2K, XP, VISTA	HEWLETT	9.3.3.10523

35	HP Connection Manager	3.0	WWAN	Normal	None	2K, XP, VISTA	HEWLETT	9.4.7.21014
36	HP Connection Manager	4.0	WWAN	Normal	None	2K, XP, VISTA	HEWLETT	10.2.200.32025
37	Dell ControlPoint - Connection Manager	all	WWAN + WLAN	Special	Special	2K, XP, VISTA	DELL	9.3.3.10523
38	Samsung Connection Manager	all	WWAN	Normal	None	2K, XP, VISTA	SAMSUNG	9.4.4.17702
39	Ericsson Wireless Manager	all	WWAN	Normal	None	2K, XP, VISTA	all	9.4.5.19167
40	Dell Mobile Broadband Utility	all	WWAN	Normal	None	2K, XP, VISTA	DELL	9.4.5.19167
41	Acer 3G Connection Manager	2.00.3001	WWAN	Normal	None	7	ACER	10.1.104.27423
42	Vodafone Mobile Broadband (VMBAE)	all	WWAN	Normal	None	Win 10	all	11.0.0.52010
43	Mobile Broadband (PMBAE)	all	WWAN	Normal	None	Win 10	all	11.0.0.52010

Supported VPN clients

Number	VPN client name	Version	
1	Cisco VPN V5	5.0.x	
2	Checkpoint VPN	n/a	
3	Fortinet VPN	4.0	
4	Cisco AnyConnect	3.0.x	3.1x
5	F5 Networks	7	
6	NCP Juniper	1.0 Juniper edition	
7	Nortel	10.01	
8	Sonic Wall	n/a	
9	Microsoft VPN	n/a	

Fixed in VMB 10.5.7.56405 RC1

N/A

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