

Version 9.7

AT&T Global Network Client

Client Features Guide





Notice

Every effort was made to determine that the information in this document was complete and accurate at the time of publication. However, information is subject to change.



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Overview

The AT&T Global Network Client is a program that enables your Windows computer to easily connect to the Internet or your company's private network over any connection.

Using this Document

This document is intended to highlight the most commonly used features of the AT&T Global Network Client.

The reader is assumed to have basic knowledge of Microsoft Windows and computer networking.

This document may refer you to your Customer Account Administrator for additional help on various topics. Your Customer Account Administrator is an employee at your company who can provide you with additional support and is usually a technical resource for your company.

Related Documents

AT&T Global Network Client User's Guide

<ftp://ftp.attglobal.net/pub/client/win32/9.7.0/usersguide.pdf>

AT&T Global Network Client Administrator's Guide

<ftp://ftp.attglobal.net/pub/client/win32/9.7.0/adminguide.pdf>

AT&T Domain Login Guide

<ftp://ftp.attglobal.net/pub/client/win32/9.7.0/domainlogonguide.pdf>



Understanding the AT&T Global Network Client

The AT&T Global Network Client is software that allows Windows computers to easily access the Internet and your company's private network from many locations around the world. It provides a simple, powerful interface that automatically detects and connects over mobility, Wi-Fi, broadband, dial, and ISDN networks. It also provides security policy enforcement, offline access-point directory browsing, detailed connection history, and in-depth diagnostic logging.



Figure 1: Main Window



Installation Packages

The AT&T Global Network Client installation is packaged using Microsoft Windows Installer and InstallShield and can be installed and updated locally or remotely.

The AT&T Global Network Client is available in two installation packages. The AT&T Global Network Client installation package includes all required and optional features and can be used for the majority of installations. The AT&T Global Network Client for Export installation package does not contain VPN encryption software for use in countries to restrict the import of such technology. More information about the AT&T Global Network Client Editions can be found in the Installation Chapter of this document.

You should only install the edition provided to you by your Customer Account Administrator. Installing an edition which includes services your company does not use may prevent you from connecting to the network.

An overview of each of the editions is shown in the table below.

	AT&T Global Network Client	AT&T Global Network Client for Export
Remote Access Services	✓	✓
AT&T IP-VPN	✓	
Extended Access	✓	✓
AT&T Firewall	✓	✓
Lightweight Policy Enforcement	✓	✓
Mobility Drivers	✓	

Figure 2: AT&T Global Network Client Installation Packages



Upgrading Previous Releases

If you already have the AT&T Global Network Client installed on your workstation, AT&T Global Network Client version 9.x will perform an upgrade of previous version 7.x and version 8.x releases of the AT&T Global Network Client. During the upgrade, the previous AT&T Global Network Client will be uninstalled, the workstation may be rebooted, and then the new AT&T Global Network Client will be installed. Your user data and most AT&T Global Network Client customizations will be preserved.

To upgrade you must be running version 7.0 or higher: If you are using a version of the AT&T Global Network Client prior to version 7.0, you should uninstall your current version prior to installing.



User Interface



Version 9 introduces a new user interface for the AT&T Global Network Client. The new user interface simplifies the experience for the user and minimizes the need for user input. A network connection is initiated by clicking the **Connect** button and the connection is automatically attempted over all available network interfaces. The order in which the network interfaces are attempted is from left to right: Ethernet, Wi-Fi, Mobile, Dial-up.

To connect, click the BIG green **Connect** button on the **Main Window** or click on the Connect button underneath the method desired, e.g. Wi-Fi.

The AT&T Global Network Client provides a snapshot of network health for your computer with status of network interfaces and network protection software combined into a single interface.

Available Networks displays the networks Microsoft Windows categorizes as active. **Security Status** displays informational icons for your system **Firewall** and/or **Malware** status. When connected the **Security Status** area may also display informational icons for **VPN** and/or **Updates**.



Each icon provides a status indicator shown under the icon, next to the icon name. The indicator will be shown as green meaning ready or orange meaning needs attention. If the icon is not applicable to your system or connection the icon will not be shown.



Security Status

Click on the icons in the **Security Status** panel of the **Main Window** to open a pop-up window with useful information related to the icon topic.



Figure 3: Firewall Status Info

The icons in the security status area can display the following states:

Icon	Status
	Firewall available and on, no additional action is required
	Firewall off or not present, additional action or configuration is needed if your company is enforcing a firewall policy
	Anti-malware (anti-virus and anti-spyware) are available and on, no additional action is required
	Anti-malware (anti-virus and anti-spyware) are off or not present, additional action or configuration is needed if your company is enforcing an anti-malware policy
	A mobile device which includes the ability to provide GPS data via the NMEA port is present and available



The Security Status section can also be hidden using a client customization. See the [AT&T Global Network Client Administrator's Guide](#) for additional information about customization.



Connected

During an active network connection a throughput meter which shows your network statistics for your current connection on the **Main Window**. You can mouse over the numbers of the throughput meter for more information about each number. Starting in the upper right hand corner and moving clockwise, displayed are the statistics for:

- Maximum Number of Bytes Transferred per Second
- Bytes Sent in the Last Second
- Bytes Received in the Last Second
- Bytes Sent/Received from the Network



User Experience

The AT&T Global Network Client is designed for ease of use and intuitive function. All versions of the AT&T Global Network Client include ease of use features, but in addition to the new user interface, the AT&T Global Network Client includes several usability features listed below. This list does not include all features of the AT&T Global Network Client. For detailed information about the features available in the AT&T Global Network Client see the documents listed in the Related Documents section.

Microsoft Windows 7 Support

AT&T Global Network Client version 8.0 and later includes full Windows 7 support including support for VPN connections over Windows Mobile Broadband devices.

Microsoft Windows 8 Support

AT&T Global Network Client version 9.0 and later includes full Windows 8 support including support for VPN connections over Windows Mobile Broadband devices.

The following limitations apply to support for Windows 8:

- As with previous releases, drivers for embedded devices are provided by the laptop manufacturer (check for availability before upgrading)
- When connecting to attwifi and some partner hot spots, the operating system may unnecessarily display the browser

Microsoft Windows 10 Support

AT&T Global Network Client version 9.7 and later includes full Windows 10 support including support for VPN connections over Windows Mobile Broadband devices.



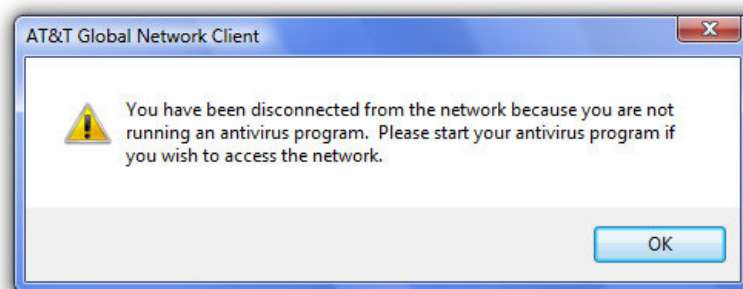
Automatic Connection

Automatic Connection allows most users to establish a connection with no manual configuration or set-up prior to their first connection. The Automatic Connection feature will attempt a connection over all possible network types installed on your computer without any prompting to the user.

Because of the Automatic Connection feature, there is no longer a setup wizard for the AT&T Global Network Client.

Lightweight Policy Enforcement

AT&T Lightweight Policy Enforcement (LPE) is an optional service which performs basic application monitoring. Your Customer Account Administrator may customize your version of the AT&T Global Network Client to require firewall, anti-virus, anti-spyware or VPN software be installed and running on your computer before you can connect using the AT&T Global Network Client. If you are not in compliance with the rules defined by your Customer Account Administrator you will receive an error.



Wi-Fi Connections

The AT&T Global Network Client supports connections to both public and private Wi-Fi hotspots. If you wish to bypass the automatic connectivity selection in order to select a specific Wi-Fi hotspot, click on the Connect button in the Wi-Fi connectivity panel. A list of available hotspots will be presented allowing you to select the one you wish to use for your connection.

Mobility Connections

The Mobile connectivity panel will be enabled if a mobility device is available. If you wish to bypass the automatic connectivity selection in order to connect using a mobile device, click on the Connect button in the Mobile connectivity panel. If a single Mobile device is present, the connection will be established using that device. If more than one Mobile device is present, such as if you have an embedded device and a USB device, you will be prompted for which device you would like to use for the connection.

AT&T Mobility Device Drivers can be optionally installed with the Managed VPN Edition of the AT&T Global Network Client; other carriers' mobility device drivers must be manually installed independent of the AT&T Global Network Client installation process.



Administration

The AT&T Global Network Client is designed with the Enterprise Customer in mind and includes features that simplify the administration for large scale deployments. Customer IT Support Professionals (aka Customer Account Administrators) can take advantage of advanced features to protect and monitor their users as well as brand and customize the AT&T Global Network Client so that it is consistent with their corporate culture.

The most popular Administration topics are listed below. This list does not include all features of the AT&T Global Network Client. For detailed information about the features available in the AT&T Global Network Client see the documents listed in the Related Documents section.

Customizations

The AT&T Global Network Client has supported customizations in all recent releases and that ability continues to be improved. Many features are now customizable through the setup and installation process and can be customized by the Customer Account Administrator. For advanced customizations, AT&T continues to offer customization services. See the [AT&T Global Network Client Administrator's Guide](#) for additional information about customization and branding.

Branding

The AT&T Global Network Client Main Window can now be customized to include customer specific branding. See the [AT&T Global Network Client Administrator's Guide](#) for additional information about including customer brand.

Advanced Customizations Using Windows Installer

The AT&T Global Network Client installation is packaged using Microsoft Windows Installer and InstallShield® 2013¹. The installation of the AT&T Global Network Client can be customized. A number of Windows Installer public properties are available to specify details of the installation. Additionally, Windows Installer provides native capabilities that can be used to specify features to be installed and to control the installation experience.

Central Configuration

The AT&T Global Network Client interfaces with the AT&T Administration Server to retrieve values set by the Customer Account Administrator. Using central configuration simplifies client administration and distribution and minimizes the prompting for information at setup and each connection attempt. With each major release of the AT&T Global Network Client additional values are added to the central configuration tables. [Using the most recent software is the only way to guarantee you are taking full advantage of the benefits of central administration.](#)

¹ Flexera Software, AdminStudio, FlexNet Connect, InstallShield, and InstallShield Professional are registered trademarks or trademarks of Flexera Software LLC in the United States of America and/or other countries.



Central configuration simplifies your day to day administration. Values are stored in the AT&T administration server and retrieved with each connection, eliminating the need for manual changes on each user workstation.

Remote Domain Authentication

If your company has established security rules which require that your Windows User Logon is authorized by a Windows Domain Controller, you must have access to your company network and your domain controller for access to your computer. Therefore, when you are not directly connected to your company network you must use a remote access client such as the AT&T Global Network Client to authenticate to your remote network before you attempt to logon to your computer.

To establish network connectivity prior to Windows User Authentication, the AT&T Global Network Client acts as a Microsoft PLAP Credential Provider.

AT&T Global Network Client Firewall

The AT&T Global Network Client Firewall is a component of the AT&T Global Network Client which provides basic firewall capabilities. The AT&T Global Network Client Firewall uses the Windows firewall engine for the firewall and fencing.

The AT&T Global Network Client Firewall provides the following:

- Blocks unsolicited traffic when not connected
- Blocks unsolicited Internet traffic while VPN connected



Software Updates

The AT&T Global Network Client will automatically attempt to update the Hotspot Directory (Wi-Fi locations, phone numbers, etc.), and AT&T Global Network Client software after initial installation and on regular intervals thereafter.

Each update is handled independently allowing users to update the hotspot database without updating the client software.

Each customer has the ability to control the frequency of their software updates including how often the AT&T Global Network Client queries for available updates as well as when updates appear as available for their users. This allows customer administrators the ability to thoroughly test updates before the updates are made available for download to users.



Frequently Asked Questions

Can I continue to use an older version of the AT&T Global Network Client?

The AT&T Global Network Client is continually updated to introduce new features and improve functionality. Running an out dated version of the AT&T Global Network Client is not recommended.

Which version of the AT&T Global Network Client supports Microsoft Windows 7?

Microsoft Windows 7 support was introduced with Version 8 of the AT&T Global Network Client.

Which version of the AT&T Global Network Client supports Microsoft Windows 8?

Microsoft Windows 8 support was introduced with Version 9 of the AT&T Global Network Client.

Will my user information be restored automatically?

Yes, user data (including account and user ID data) should be migrated to the new installation.

Will I have to restart Windows during installation?

Yes, you should close all programs and be prepared to restart Windows during the upgrade installation. It is very likely a restart will be required during an upgrade, most brand new installations do not require a restart.

Why can't I access my Windows desktop during the Upgrade Installation?

The AT&T Global Network Client requires Windows to restart during the upgrade installation. After restart, the installation continues automatically after your successful Windows Logon. During this part of the installation you will not have access to your Windows desktop. After AT&T Global Network Client Installation is complete you will have access to your Windows desktop.

Will my customizations upgrade?

Custom packages may not retain all customizations during upgrade. If you are using a custom version of the AT&T Global Network Client and have not been told to upgrade by your Customer Account Administrator, you should contact your Customer Account Administrator prior to upgrade.

Will the user interface change?

The AT&T Global Network Client includes a new user interface as shown in the User Interface section of this guide.

Can version 9.0 upgrade all previous versions of the AT&T Global Network Client?



You must be running at a minimum version 7.0 of the AT&T Global Network Client to upgrade.

If you are using a version of the AT&T Global Network Client prior to version 7.0, you should uninstall your current version prior to installing the current version. For information about uninstalling your current version, consult the [AT&T Global Network Client User's Guide](#) for your current version. After uninstall, follow the instructions for installation detailed in the [AT&T Global Network Client User's Guide](#) referenced in the Related Documents section.

I do not currently have the AT&T Global Network Client installed, where can I find installation instructions?

Instructions for installation are detailed in the [AT&T Global Network Client User's Guide](#) referenced in the Related Documents section.

The AT&T Global Network Client is now successfully installed, where can I find more information about how to use it and the features available?

Instructions about use and features are detailed in the [AT&T Global Network Client User's Guide](#) referenced in the Related Documents section.