

Version 9.9

AT&T Global Network Client

Domain Logon Guide





Notice

Every effort was made to ensure 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.

Using this Document

This document is intended for users of the AT&T Global Network Client who require access to their remote network for authentication to their computer.

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

<https://www.corp.att.com/agnc/windows/documentation/usersguide.pdf>

AT&T Global Network Client Administrator's Guide

<https://www.corp.att.com/agnc/windows/documentation/adminguide.pdf>

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AT&T Global Network Client Overview

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 using mobile devices, 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. Remote Domain Authentication is supported using a Microsoft Windows Pre-Login Access Provider (PLAP) for Windows 7, Windows 8 and Windows 10.



Figure 1: Main Window



Remote Domain Authentication Overview

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 to obtain 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, when using Windows 7, Windows 8 and Windows 10, the AT&T Global Network Client acts as a Microsoft PLAP Credential Provider.

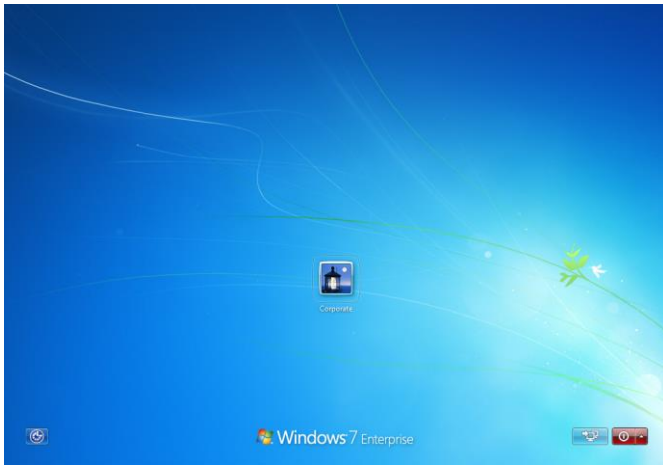
Because the AT&T Global Network Client is running prior to user authentication, the AT&T Global Network Client provides you with the minimal control necessary to establish a network connection, while not compromising the security of your computer by allowing full access to the desktop.

When launched prior to user authentication, the AT&T Global Network Client will run on the Microsoft WinLogon desktop. The WinLogon desktop is separate and unique from your user desktop from which you normally run applications. Some features of the AT&T Global Network Client will be disabled on the WinLogon desktop to protect the security of your computer.



Microsoft PLAP Credential Provider

Microsoft introduced the Credential Provider architecture with Windows Vista to allow for customized user authentication scenarios while maintaining the consistency of the standard Windows user authentication. The AT&T Global Network Client acts as a Pre-Logon Access Provider (PLAP) Credential Provider to provide access to your network before Windows User Authentication is performed.

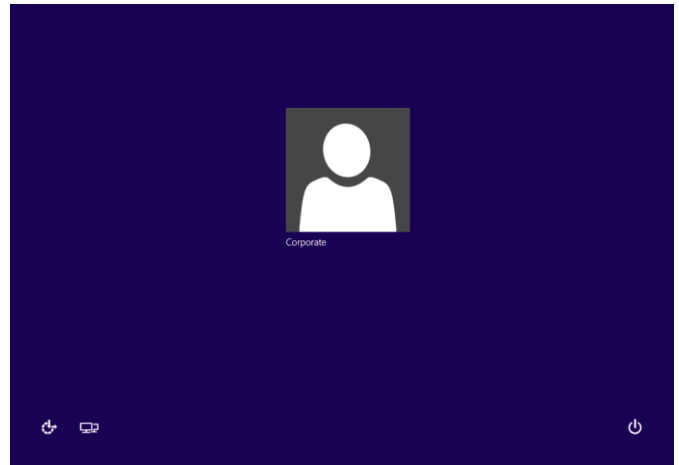


Click the **Network Logon** button



in the lower right hand corner of your screen to display all PLAP applications installed on your computer.

Windows 7

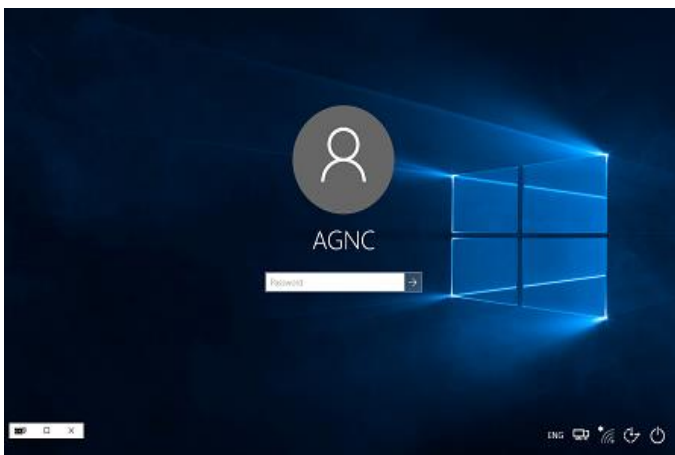


Click the **Network Logon** button



in the lower left hand corner of your screen to display all PLAP applications installed on your computer.

Windows 8.1





Click the **Network Logon** button



in the lower right hand corner of your screen to display all PLAP applications installed on your computer.

Windows 10

Installation

The PLAP feature is not installed by default. To install the client including the PLAP feature, select the Custom installation path and select the PLAP feature to be installed locally. If you are pushing out the installation, you can use the ADDLOCAL public property to specify the features you want installed, including the PLAP feature. For example, to install the VPN client, the firewall, and the PLAP, you could use a command line such as the following:

```
msiexec /i agnc_vpn.msi ADDLOCAL=Net_Client,VPN_Client,Firewall_GUI,PLAP
```

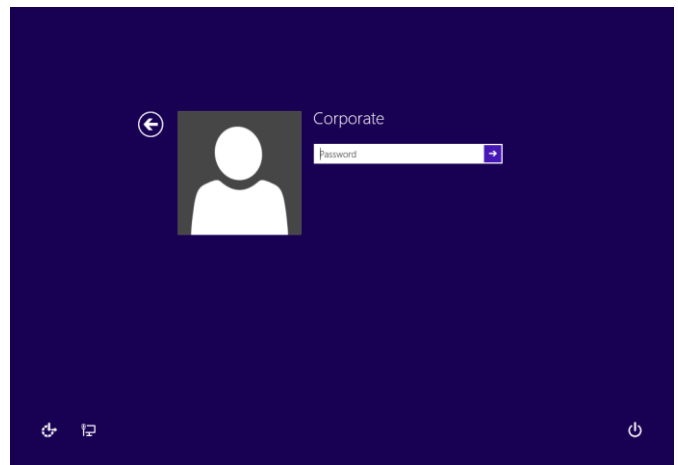
For additional information on installation options, refer to the AT&T Global Network Client User's Guide.

Configuration

No additional configuration is required.

Remote Logon

From your default logon page click **Switch User**.





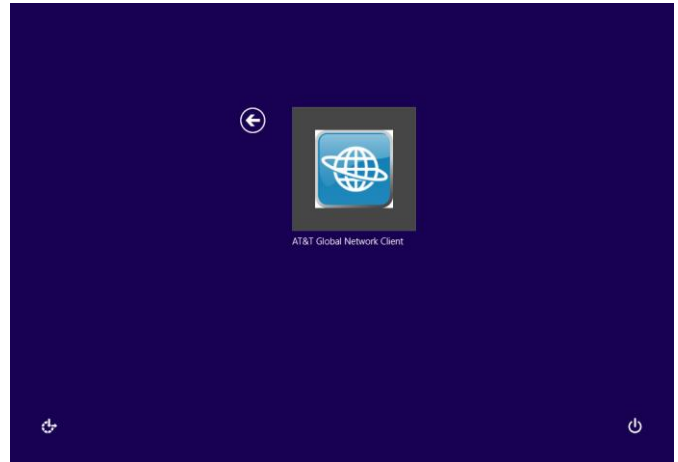
Windows 7

Windows 8.1

Click the credential tile for **AT&T Global Network Client**. On the AT&T Global Network Client Credential

Windows 7

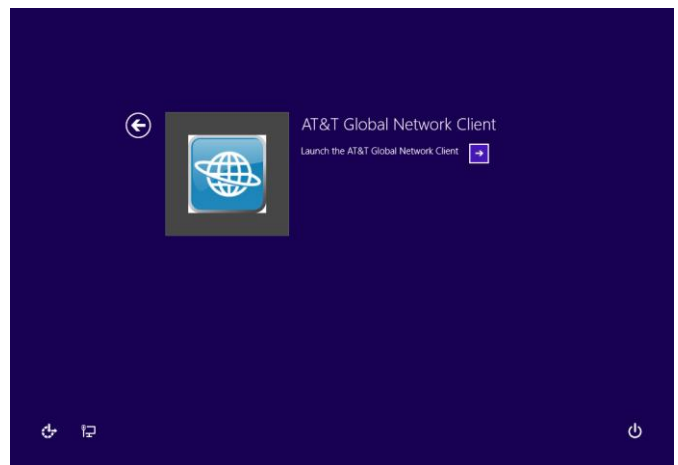
Windows 8.1



Click the **Submit Button** next to **Launch the AT&T Global Network Client**.



Click the **AT&T Global Network Client** icon.

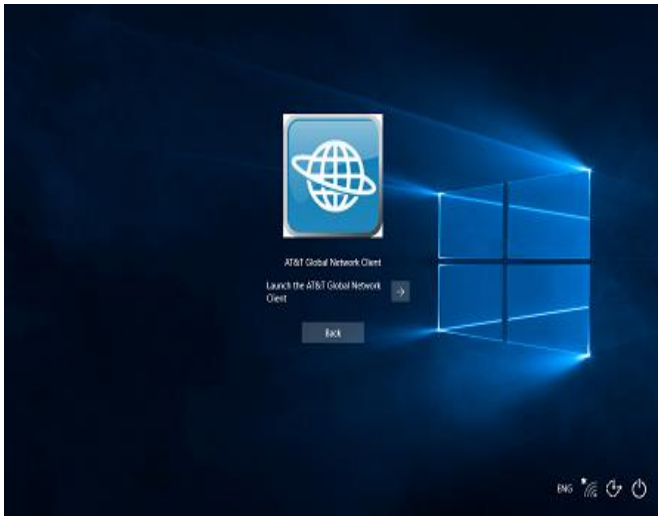


Click the **Submit Button** next to **Launch the AT&T Global Network Client**.

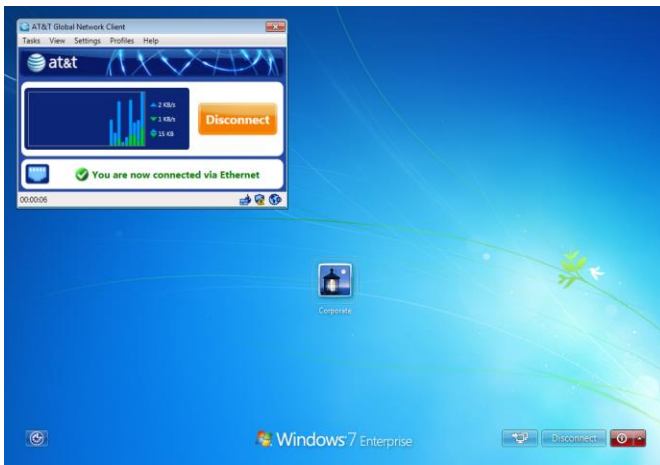




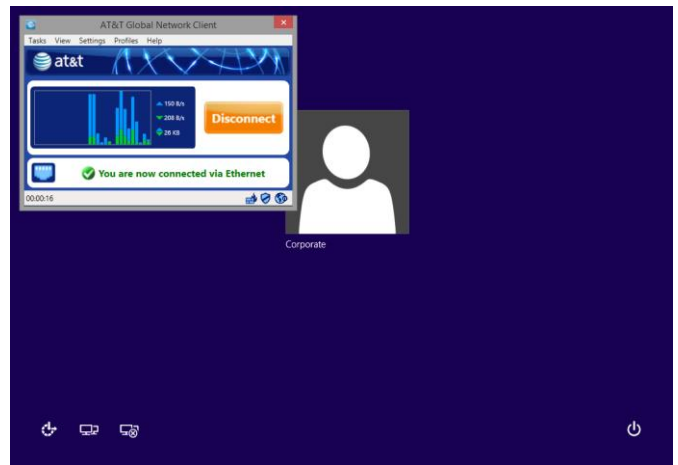
Windows 10



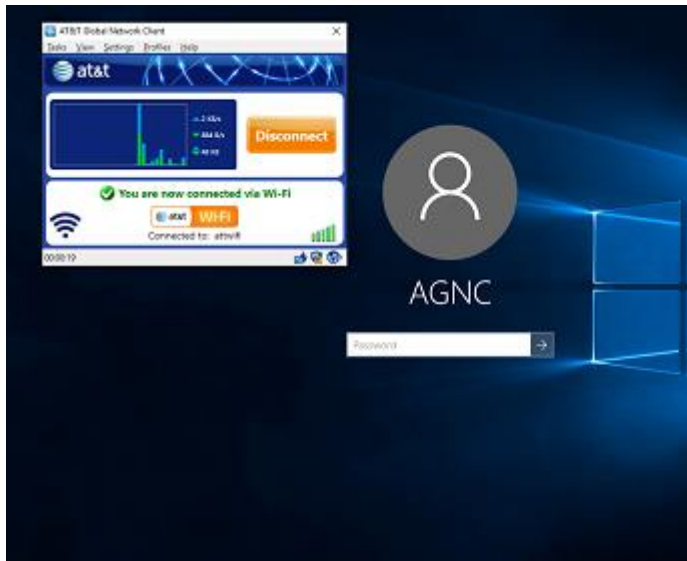
Click the **Submit Button** next to **Launch the AT&T Global Network Client.**



Windows 7



Windows 8.1



Windows 10

Once the AT&T Global Network Client is shown, connect as described in the AT&T Global Network Client User's Guide. After the connection is established, select your user credential tile from the Windows 7 or Windows 8 Domain Logon screen to logon to your computer.

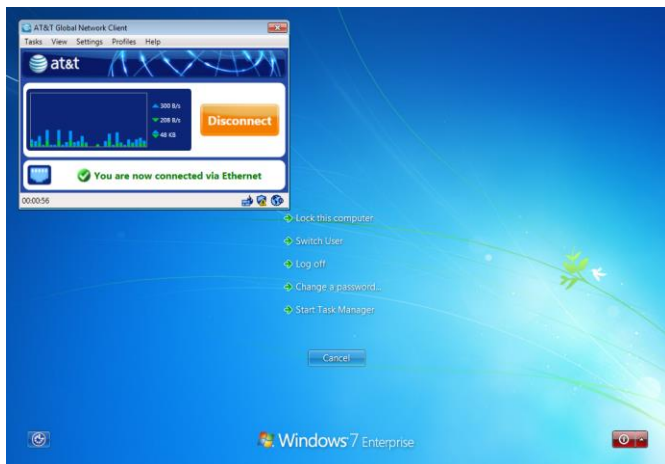
Your domain logon will be processed and once successful you will have access to your desktop.

Local Logon

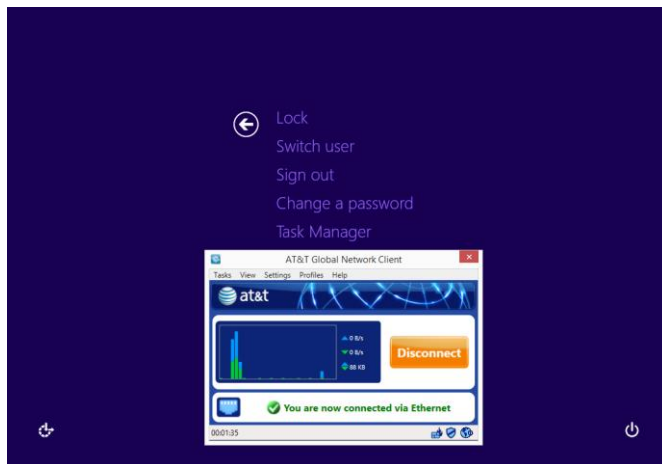
Select your user credential tile and perform standard domain logon.

AT&T Net Logon Extensions Monitor

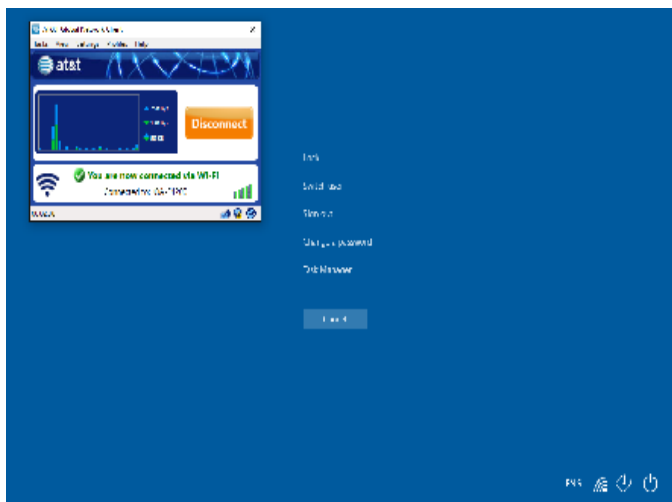
When using the AT&T Global Network Client in PLAP Mode, the AT&T Global Network Client runs on the WinLogon desktop. The WinLogon desktop is separate and unique from your user desktop from which you normally run applications. Some features of the AT&T Global Network Client will be disabled on the WinLogon desktop to protect the security of your computer. For example you will be able to create a support log file but the ability to view your support log file is not allowed. You will also be unable to view the integrated help.



Windows 7



Windows 8.1



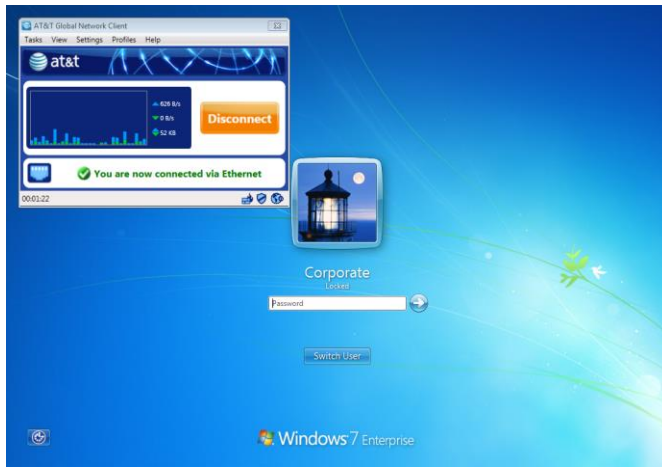
Windows 10

You can view the AT&T Global Network Client connected window by simultaneously pressing the **Ctrl + Alt + Delete** keys on your user desktop to view the WinLogon desktop.

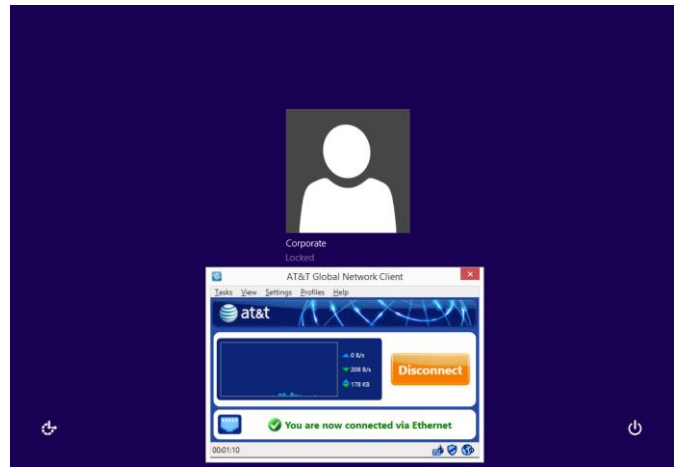
The AT&T Net Logon Extensions monitor application displays your network status on the user desktop. The AT&T Net Logon Extensions monitor is launched automatically once your Windows Domain authentication has completed and displays connectivity information.



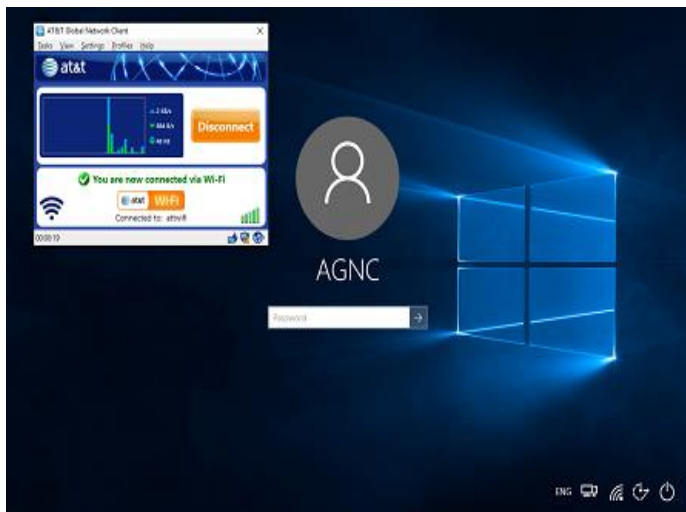
The AT&T Net Logon Extensions monitor is useful for situations such as an unexpected loss of your network connection. If your network connection unexpectedly ends, the AT&T Net Logon Extensions monitor will indicate the change in connectivity. There are no actions accessible through the Net Logon Extensions Monitor. If you close the Net Logon Extensions Monitor on your user desktop, your connection will remain active. All interaction with the AT&T Global Network Client is done through the AT&T Global Network Client interface on the WinLogon desktop.



Windows 7



Windows 8.1



Windows 10



Frequently Asked Questions

Is the AT&T Global Network Client required for remote domain logon?

If your company has a policy that requires your authentication be validated by a domain server, one of the AT&T Global Network Client Domain Logon Modes must be used. The mode to be used is dependent on your computer configuration and the requirements of your account administrator.

Why can't I access all of the features of the AT&T Global Network Client?

The Windows Logon Desktop (WinLogon Desktop) is the desktop that is shown when you start your computer, before you log on and have access to your user desktop. The Windows Logon Desktop is a restricted area of the Microsoft Windows Operating System. Since a domain server has not yet authenticated your user credentials, your actions cannot be trusted. When the AT&T Global Network Client is run on the Windows Logon Desktop to establish network connectivity prior to authentication, to prevent malicious activity from taking place through the AT&T Global Network Client, any features of the AT&T Global Network Client that may provide security risks are disabled.

Why can't I access third-party Wi-Fi or wired Ethernet from the Windows Logon Desktop?

To access third-party Wi-Fi or wired Ethernet would require that an internet browser be launched. This action is prohibited from the Windows Logon Desktop (WinLogon Desktop) to prevent your user desktop from being exposed to any potential security risks or malicious activity. Therefore, third-party wired Ethernet will not appear in the connection sequence. (See the above paragraph for additional information regarding the Windows Logon Desktop access restrictions.)