



AT&T Global Network Client for VPN on Android™

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Introduction

The purpose of this document is to provide the customer administrator responsible for AT&T Network-based IP VPN Remote Access and AT&T VPN Tunneling Services remote access (also known as the CPOC: Customer Point of Contact) with instructions for enabling VPN access for Android devices. The steps involved in providing such access include ordering VPN access and obtaining the application from Google Play.



Internet connectivity must be available on the device using cellular or Wi-Fi for the VPN to function. A&T Network-based IP VPN Remote Access is supported as well as AT&T VPN Tunneling Services with the AT&T Security Internet Gateway (SIG) and Cisco Adaptive Security Appliance (ASA). Other legacy AT&T VPN Tunneling Services VPN gateways are not supported.

The AT&T helpdesk will work with the CPOC as necessary to resolve any issues related to the Android client.



Benefits, Requirements, and Billing

Benefits:

- Fully Managed VPN Service for Android devices for AT&T Network-based IP VPN Remote Access and AT&T Virtual Tunneling Services customers.
- 24 x 7 helpdesk support available to CPOC
- Simple end user configuration experience.
- All authentication methods commonly used with the AT&T Global Network Client for Windows are supported, except for certificate based authentication.

Requirements:

Refer to supported devices and OS versions listed at <http://www.corp.att.com/agnc/android/>.

[OS version can be determined via setting->About Phone->Android Version]

Billing:

- Standard AT&T Network-based IP VPN Remote Access or AT&T Virtual Tunneling Services user charges (VPN Management Fee) for accessing VPN over existing Internet access apply. All monthly flat rate plans, including the Unlimited Plans, waive the VPN Management Fee.
- The VPN Management Fee or monthly flat rate plan will be billed no more than once per userid in a given billing period. For example, an existing Windows AT&T Global Network Client user that has connected already in a given billing period will not incur any additional billing for an Android VPN connection.
- Standard wireless usage charges will apply per the wireless rate plan.



CPOC Steps to Request New Userids for Remote Access Use

The VPN capability for Android devices is controlled using remote access userids in the same manner as Windows based AT&T Global Network Client users. If new userids are needed for remote access they can be ordered business as usual via Direct Registration Facility (DRF) or existing customer processes (for unregistered userids).

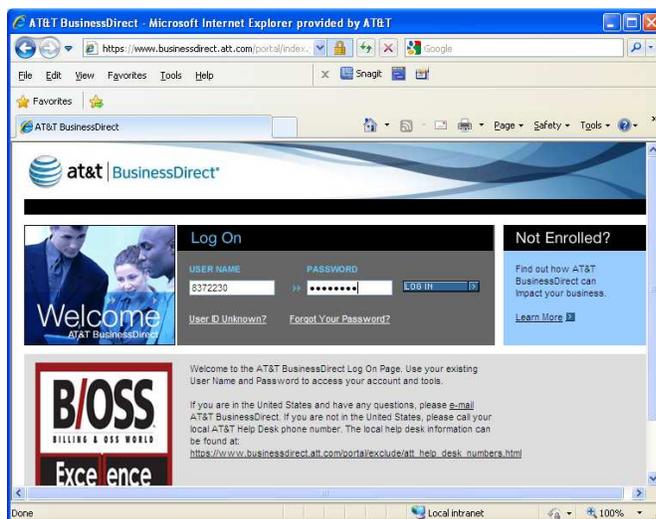
CPOC Steps to Request Android VPN Access for Existing Userids

The VPN capability for Android devices can be enabled for individual users, groups of users, or for all users of an account.

You will need access to the following applications on Business Direct.

- CPOC Provisioning Request Tool
- Administration Tools for SM

Go to <https://www.businessdirect.att.com>

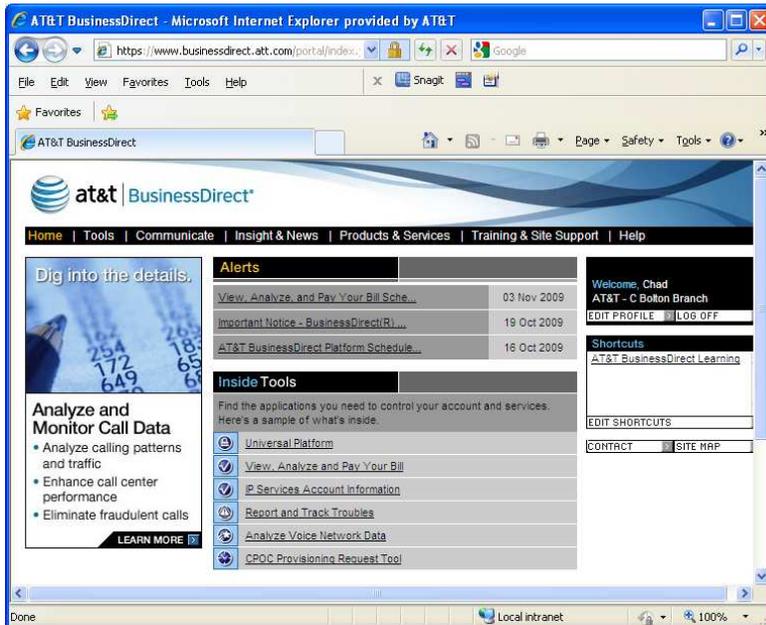


If either of these applications is not available please contact your account representative to have them added.

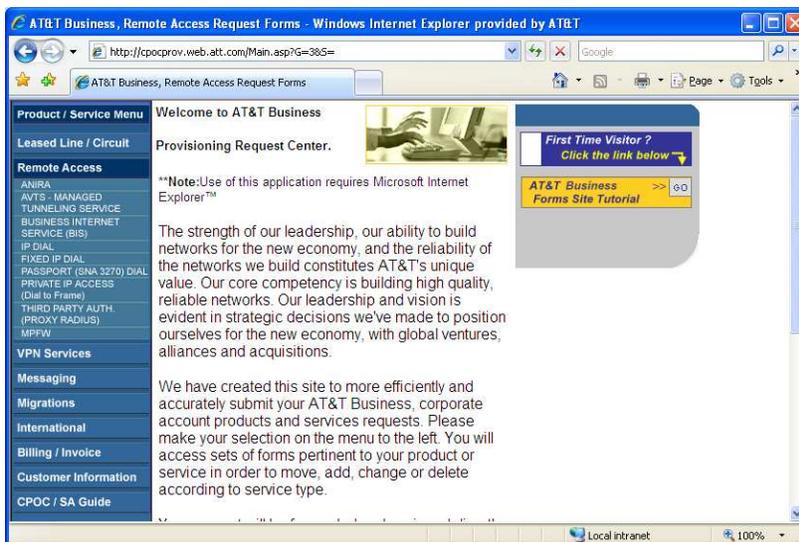
Alternatively, the applications to manage the AT&T Network-based IP VPN Remote Access and AT&T Virtual Tunneling Services can be accessed using your CPOC account credentials at https://globalnetwork.support.att.com/att/att_tools_welogan.html



Select the "CPOC Provisioning Request Tool" from the Inside Tools box.



Click on Remote Access and select AT&T Network-based IP VPN Remote Access or AT&T Virtual Tunneling Services as appropriate.





To the right of the screen select “All Other Requests” in the Order Forms box.

The screenshot shows a web browser window displaying the AT&T Business website. The page title is "AT&T Business, AT&T Network Based IP VPN Remote Access (ANIRA) Request Forms". The browser address bar shows "http://cpocprov.web.att.com/Main.asp?G=385=58".

The page content is organized into three main sections:

- Product / Service Menu:** A vertical navigation menu on the left side of the page, listing various services such as Leased Line / Circuit, Remote Access, ANIRA, AVTS - MANAGED, AT&T Network Based IP VPN Remote Access (ANIRA), SERVICE (BIS), IP DIAL, FIXED IP DIAL, PASSPORT (SNA 3270) DIAL, PRIVATE IP ACCESS (Dial to Frame), THIRD PARTY AUTH. (PROXY RADIUS), MPFW, VPN Services, Messaging, Migrations, International, Billing / Invoice, Customer Information, and CPOC / SA Guide.
- AT&T Network Based IP VPN Remote Access (ANIRA):** The main content area, which includes a bulleted list of services and their descriptions. It states that this is a strategic remote access solution for Network Based VPN customers who want to add remote access community into a seamless solution. It is required that the customer has already ordered a private AT&T VPN solution. This can be one of the following services:
 - IPeFR (IP Enabled Frame Service)
 - EVPN (Enhanced VPN)
 - ATT VPN
 - International FR/ATM
- ANIRA components:** A sub-section under the main heading, listing:
 - ANIRA RA
 - This is the solution based on the AT&T Global Network Client to support single users who might work from home, or other alternative locations or traveling around getting access via hotels or airports.
 - Different access methods are supported, PSTN, ISDN, DSL, Wireless, Wifi and 3rd party access

On the right side of the page, there is an "Order forms" section with a dropdown menu currently set to "Network Based IP VPN RA". Below the dropdown are three links: "SOHO Change Request", "SOHO Disconnection", and "All Other Requests".



Fill in the required fields.

ANIRA - All Other Requests - Windows Internet Explorer provided by AT&T

ANIRA - All Other Requests/All Other Requests

1 - Contact information for your request

Corporate Account: UserID:

* Required entries

* Customer Name (First Last)

* Customer Phone Number

Customer Fax Number

* Customer Email Address

* Company Name

* Country

When this request completes, I'd like to be notified by: Email Phone

2 - Specifics of your request

* Request Type

In the text box enter "Please enable VPN access for Android devices on the following userids." Include the account id and userids you are requesting accesses for.

ANIRA - All Other Requests - Microsoft Internet Explorer provided by AT&T

2 - Specifics of your request

* Request Type

Requested Completion Date (mm/dd/yy)

[Estimated time of completion for a request of this type: **DEPENDS UPON REQUEST**]

Please provide request detail in the text box below

account: attdemo
userids: user1, user2, user3

Attach a file to the request

3 - Submit your request

Please verify your email address above is correct prior to submitting your request.

Submit the request. Normal turnaround time is a few business days.



Installing and Using the AT&T Global Network Client for Android

After notification that the userids are ready for use, please refer to the Android AT&T Global Network Client User Guide for assistance with installing and using the application.

The app is installed using Google Play. Access Google Play and search for “AT&T Global Network Client” to locate the app.

Support and Troubleshooting

Support for the Android VPN capability is in the English language only. When calling the international helpdesks select the English language as the option to have your call routed appropriately.



Appendix A - Document Version

- Last updated September 30, 2013