



AT&T Global Network Client for VPN on Apple Mac®

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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 AVTS remote access (also known as the CPOC: Customer Point of Contact) with instructions for enabling AT&T Global Network Client VPN access for Mac. The steps involved in providing such access include ordering VPN access and obtaining the AT&T Global Network Client for Mac.



Benefits, Requirements, Billing, and Limitations

Benefits:

- Fully Managed VPN Service for Mac for AT&T Network-Based IP VPN Remote Access and AVTS 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:

Supported Mac OS versions (also see documentation link below for the most current information):

OS X v10.13 (High Sierra)
OS X v10.14 (Mojave)

Billing:

- Standard AT&T Network-Based IP VPN Remote Access or AVTS 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 a Mac VPN connection.

Limitations:

- For ANIRA VIG and AVTS SIG VPN connections all traffic will go down the tunnel to the customer intranet when the VPN is up. The VPN connection will provide access to the entire customer VPN.
- Split Tunnel/Dual Access is supported with AVTS Cisco ASA, but not ANIRA VIG and AVTS SIG at this time. An update is planned in 2Q14 to add Split Tunnel/Dual Access to VIG and SIG.

Documentation:

- See <http://www.corp.att.com/agnc/mac/> for product documentation.



CPOC Steps to Request New Userids for Remote Access Use

The VPN capability for the Mac AT&T Global Network Client 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).

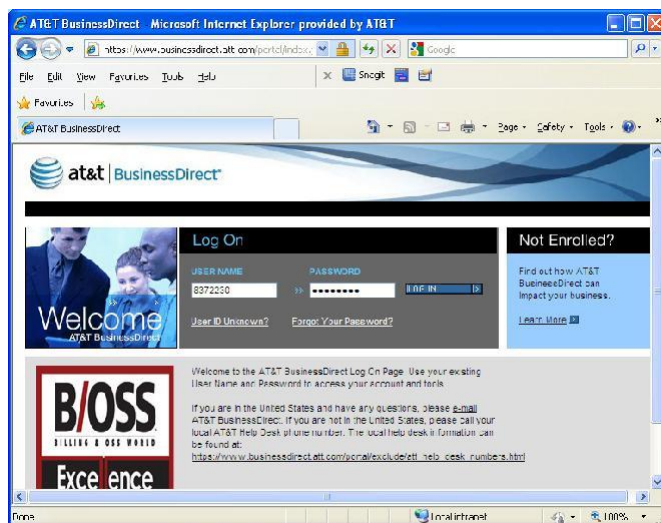
CPOC Steps to Request Mac VPN Access for Existing Userids

VPN capability for the Mac AT&T Global Network Client 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>

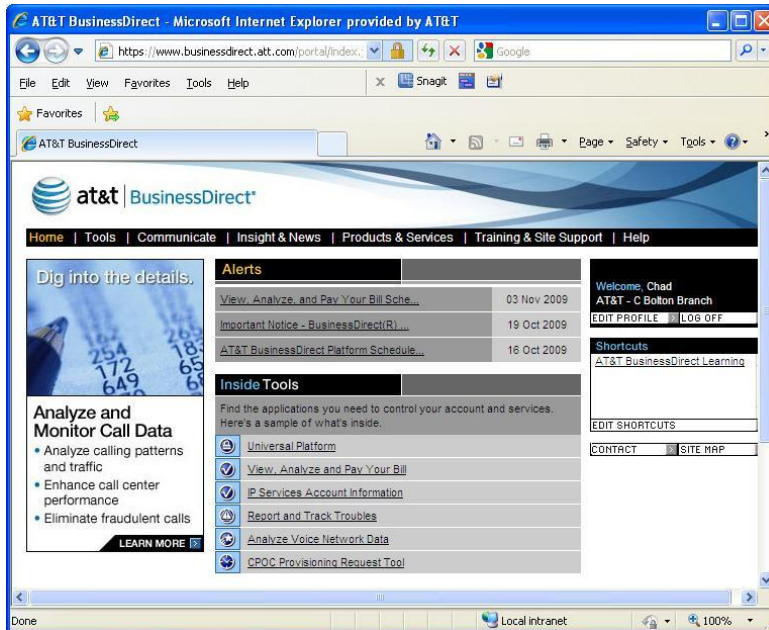


If either of these applications is not available please contact your account representative to have them added.

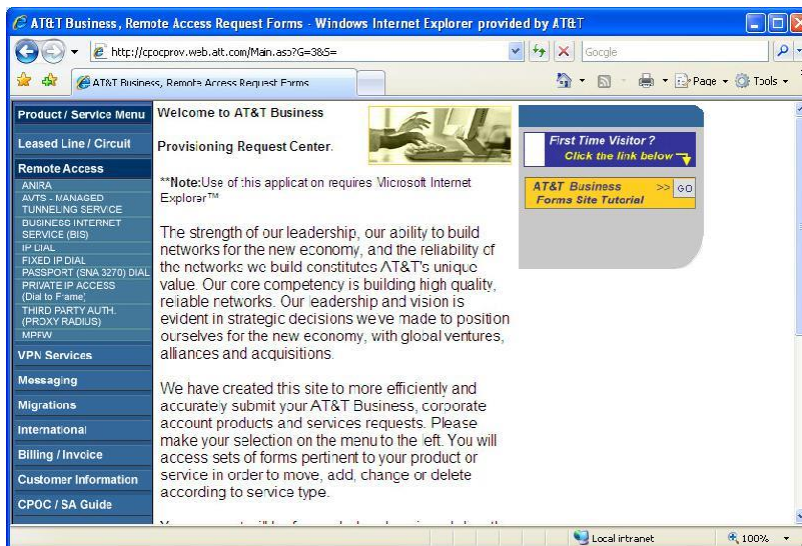
Alternatively, the applications to manage the AT&T Network-Based IP VPN Remote Access and AVTS services can be accessed using your CPOC account credentials at https://globalnetwork.support.att.com/att/att_tools_welogon.html



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 AVTS as appropriate.



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



The screenshot shows a web browser window with the URL <http://cpocprov.web.att.com/Main.asp?G=385=58>. The page title is "AT&T Business, AT&T Network Based IP VPN Remote Access (ANIRA) Request Forms". The main content area is titled "AT&T Network Based IP VPN Remote Access (ANIRA)" and contains the following text:

- This is the strategic remote access solution for Network Based VPN customers who want to add the 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**
 - 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

The left sidebar contains a "Product / Service Menu" with categories like "Leased Line / Circuit", "Remote Access", "VPN Services", "Messaging", "Migrations", "International", "Billing / Invoice", "Customer Information", and "CPOC / SA Guide". The "Remote Access" category is expanded, showing "ANIRA" as the selected item. The right sidebar is titled "Order forms" and contains a "Network Based IP VPN RA" section with links for "SOHO Change Request", "SOHO Disconnection", and "All Other Requests".

Fill in the required fields.

The screenshot shows a web browser window with the title "ANIRA - All Other Requests - Windows Internet Explorer provided by AT&T". The page content is titled "ANIRA - All Other Requests/All Other Requests" and is divided into two sections:

1 - Contact information for your request

Corporate Account:	ATTDEMO	UserID:	Internal Request
* Required entries			
* Customer Name (First Last)	<input type="text"/>		
* Customer Phone Number	<input type="text"/>		
Customer Fax Number	<input type="text"/>		
* Customer Email Address	<input type="text"/>		
* Company Name	<input type="text"/>		
* Country	US		

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

2 - Specifics of your request

* Request Type Select type



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

The screenshot shows a web browser window titled "ANIRA - All Other Requests - Microsoft Internet Explorer provided by AT&T". The form contains the following elements:

- A dropdown menu labeled "Request Type" with the text "Select type".
- A text input field for "Requested Completion Date (mm/dd/yy)".
- A note in red text: "[Estimated time of completion for a request of this type: **DEPENDS UPON REQUEST**]".
- A section header: "Please provide request detail in the text box below".
- A text area containing the request details: "Please enable VPN access for Mac on the following usersids." followed by "account: attdemo" and "usersids: user1, user2, user3".
- A section for file attachment: "Attach a file to the request" with a "Browse..." button.
- A final step indicator: "3 - Submit your request".
- A red warning message: "Please verify your email address above is correct prior to submitting your request.".
- Two buttons at the bottom: "SUBMIT REQUEST" and "CLEAR FORM".

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



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

After notification that the userids are ready for use, please refer to the AT&T Global Network Client User Guide for Mac (found at <http://www.corp.att.com/agnc/mac/>) for assistance with installing and using the application.

Support and Troubleshooting

- The AT&T helpdesk will work with the CPOC as necessary to resolve any issues related to the AT&T Global Network Client for Mac.
- Support for the Mac 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 July 10th, 2019