



AT&T Global Network Client

User's Guide

10.7.0





Notice

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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 all users of the AT&T Global Network Client as a tool to understand the basic function and configuration 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 likely 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 Administrator's Guide

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

AT&T Domain Login Guide

<http://www.corp.att.com/agnc/windows/documentation/domainlogonguide.pdf>



AT&T Global Network Client Overview


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

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.

Preparing for Installation

System Requirements

The AT&T Global Network Client and its components are supported* on the following operating systems and hardware. (The AT&T Global Network Client may function properly on other operating systems and lesser hardware, but it is not formally tested or supported):

| Operating System | Software | Hardware |
|---|--------------------------------|---|
| Windows 8.1 | Windows Installer 3.5 or later | IBM PC or 100% compatible |
| Windows® 10 | .NET Framework 4.6 or later | 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor |
|  Administrator Rights Required: The user must have administrator rights when the installation is executed. | | 2 MB RAM or higher recommended |
| | MSXML 3 or 4 | 250 MB free disk space |
| | | Wi-Fi connection: wireless adapter that adheres to NDIS 5 specifications and tested by AT&T |



Requirements for Installation & Use

Before starting the AT&T Global Network Client installation and setup, verify you have the information required in the following checklist. If you are missing any information, please contact your AT&T account administrator.

- Administrator rights to install or upgrade
- Your Windows install media (CD or installed MSI files) may be required.
- Hardware/Equipment necessary to establish basic network connectivity. For example, an existing Internet connection via cable or Wi-Fi, Mobility modem/card.

For credential driven connections:

- Account
- User ID
- Password, passcode, or PIN and token



AT&T Global Network Client Editions

The AT&T Global Network Client is packaged in three editions. 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 Internet or your company's private network.

An overview of the installation package to be used with each service is shown in the table below.

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

Figure 1: AT&T Global Network Client Installation Packages

Obtaining the AT&T Global Network Client

The AT&T Global Network Client is distributed through a public Internet download. If you have previously installed from a private FTP/Intranet download location, you may be using a custom version of the AT&T Global Network Client; contact your Customer Account Administrator to request an updated version.



Users of Custom Version: Do not manually download new releases.

Contact your AT&T Account Representative to request an updated custom version.

| Package | Downloads |
|---------------------------------------|---|
| AT&T Global Network Client | http://www.corp.att.com/agnc/windows/agnc.exe |
| AT&T Global Network Client for Export | http://www.corp.att.com/agnc/windows/agnc_export.exe |

Figure 2: Download Location Table



Installation

Upgrading Previous Releases

If you already have the AT&T Global Network Client (version 7 or later) installed on your workstation, the installation can perform an upgrade to version 9.x. 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 AT&T Global Network Client customizations will be preserved.

If you are using a version prior to version 7.0 of the AT&T Global Network Client, it is recommended you uninstall your current version prior to installing the latest release of the AT&T Global Network Client.

If you already have a 7.0 or later version of the AT&T Global Network Client installed, when you launch the installation program the upgrade confirmation dialog shown below will be displayed. Click **Yes** to continue.



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.



Figure 3: Upgrade Confirmation Dialog



Installation

Begin the installation by double-clicking on the executable file on your installation media (USB drive, software download, etc.). The executable file name for each of the editions is shown below.

| Installation Package | Executable File |
|---------------------------------------|-----------------|
| AT&T Global Network Client | agnc.exe |
| AT&T Global Network Client for Export | agnc_export.exe |

Figure 4: Executable File Names Table

Step 1

Click **Next>** on the Installation Confirmation Window to continue.



Figure 5: Installation Initialization Window



Step 2

You must agree to the License Agreement to continue. Click the checkbox next to **I accept the terms in the license agreement**. Click **Next>**.



Figure 6: License Agreement Window

Step 3

A **Typical** installation is recommended. You should only change to **Custom** if your account administrator has provided you with detailed instructions for a **Custom** installation. Click **Next>**.

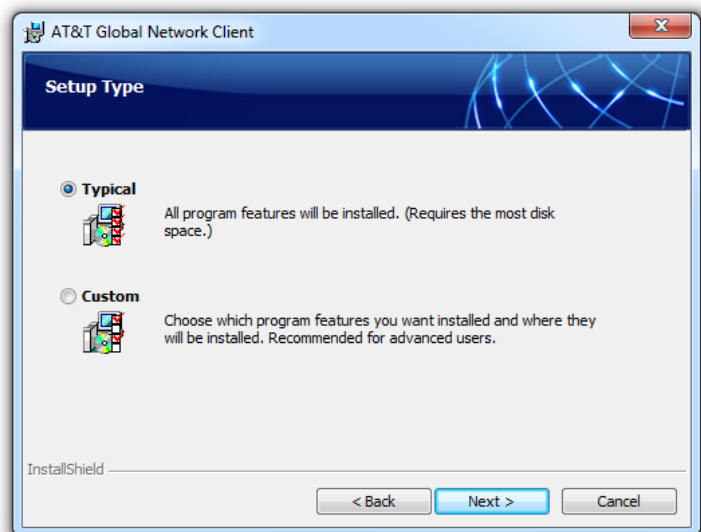


Figure 7: Typical or Custom Selection Window



Step 4

You can choose the Hotspots for the geographies you need or know you will be visiting.

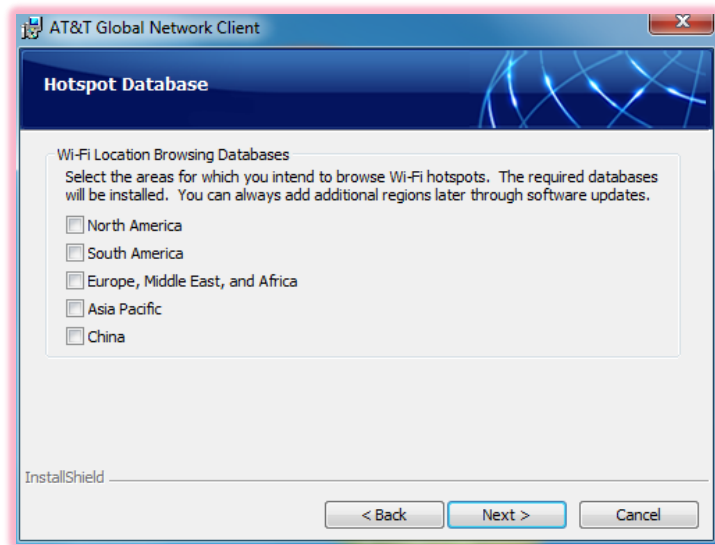


Figure 8: Wi-Fi Selection Window



Step 5

Click **Install**.



Note: Choose “Custom” installation if you wish to select your Language Support. See the section below on “Custom Installation Options” for more information.

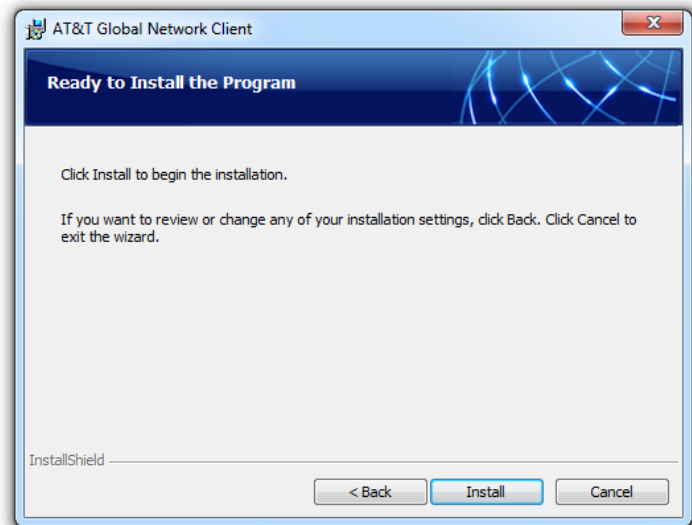


Figure 9: Installation Ready Window

Step 6

Click the checkbox next to **Launch AT&T Global Network Client Edition** to immediately launch the AT&T Global Network Client. Click **Finish**.



Figure 10: Installation Complete Window



Failed Installation

If you cancel the installation prior to receiving the Installation Complete Window confirmation, or an error occurs during installation, an error window will confirm the installation was not successful. Click **Finish** and reboot your computer before attempting installation again or resuming other work.



Figure 11: Installation Interrupted Window



Custom Installation Options

Selecting Custom Installation Path

To access Custom Installation Options, select **Custom** during Step 3 of the Installation as described above and as shown in Figure 12: Custom Installation Path. Click Next> to continue and view Custom Installation Options.

Including Optional Features

Each edition of the AT&T Global Network Client should include the core features necessary for most services. You should only select custom features if instructed by your Account Administrator. When installing the AT&T Global Network Client you must select the Custom Installation Path to access optional Features.

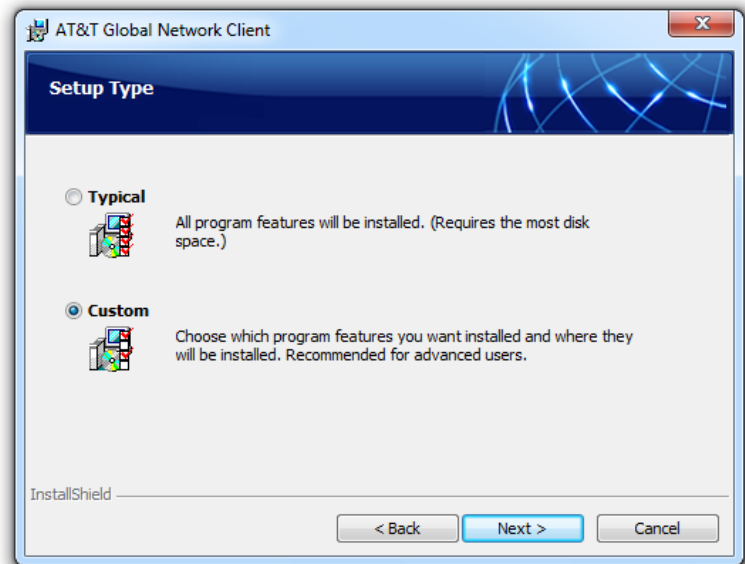


Figure 12: Custom Installation Path

Selecting Your Language Support

The AT&T Global Network Client automatically installs support for English, French, German, Japanese¹ or Spanish languages.

Installing the files necessary to support English language is required. Support for other languages is configurable.

Expand the **Languages** folder to change your language support settings.

Select the arrow next to the language you wish to change to view available options.

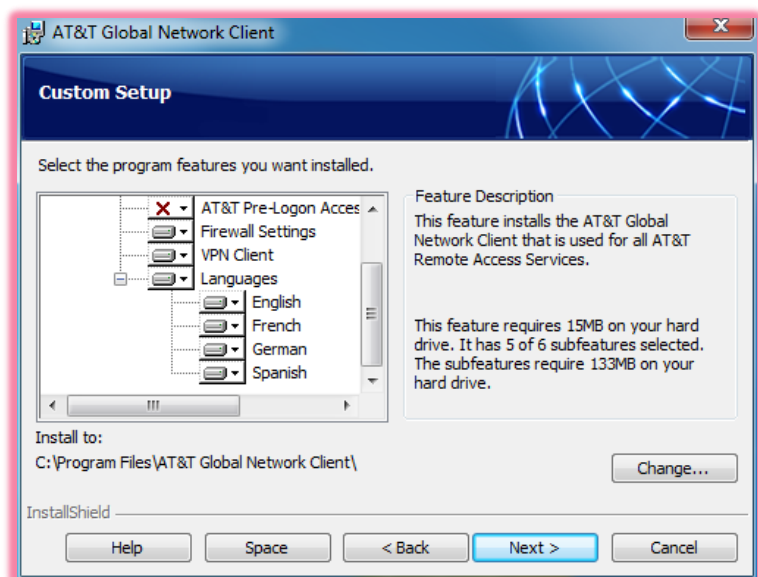


Figure 13: Language Selection

¹ Japanese is only supported if installed on a Japanese version of the Microsoft Windows Operating System.



Once all optional features have been selected, click **Next>** to continue installation.

Select Hotspot Databases

Starting with Version 9.2.0, the hotspot databases are now segmented so users no longer have to download the entire database. They can now select just the databases that they will be using in their day to day activities.

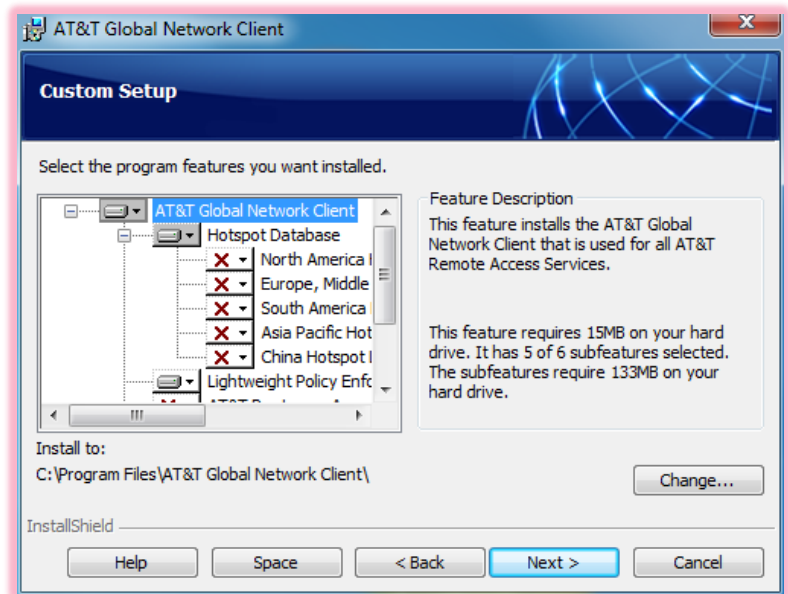


Figure 14: Hotspot Database

Shortcuts

You can choose to have the installer create an icon on your desktop.

Click **Next>** to continue.

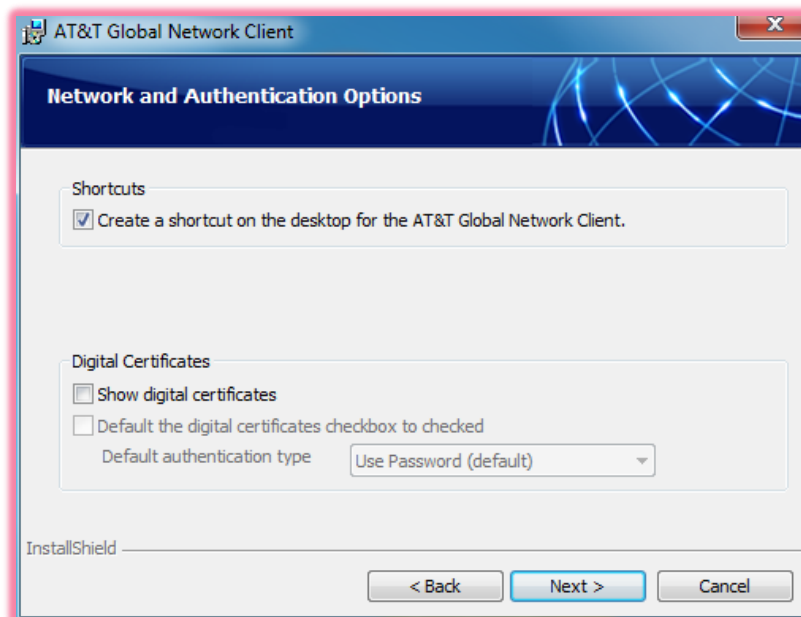




Figure 15: Shortcuts

Connecting to the Network

Most users are able to establish a connection with no manual configuration prior to their first connection. The AT&T Global Network Client includes an Automatic Connection feature which will attempt a connection over all possible network types installed on your computer.

Starting the AT&T Global Network Client

To launch the AT&T Global Network Client double-click on the **AT&T Global Network Client** icon on your desktop OR click **Start**, click **All Programs**, Click **AT&T Global Network Client** folder, and click **AT&T Global Network Client**.



Figure 16: AT&T Global Network Client Icon

Connecting

To connect, click the large green **Connect** button on the **Main Window**. Clicking the large green **Connect** button will cause the application to attempt to connect using best connectivity method available at that time. The application will try to connect using each of the available methods in the order shown on the main window. If you would prefer to select a specific connectivity method to use for the connection attempt, click on the smaller green **Connect** button beneath the method desired, e.g. Wi-Fi.

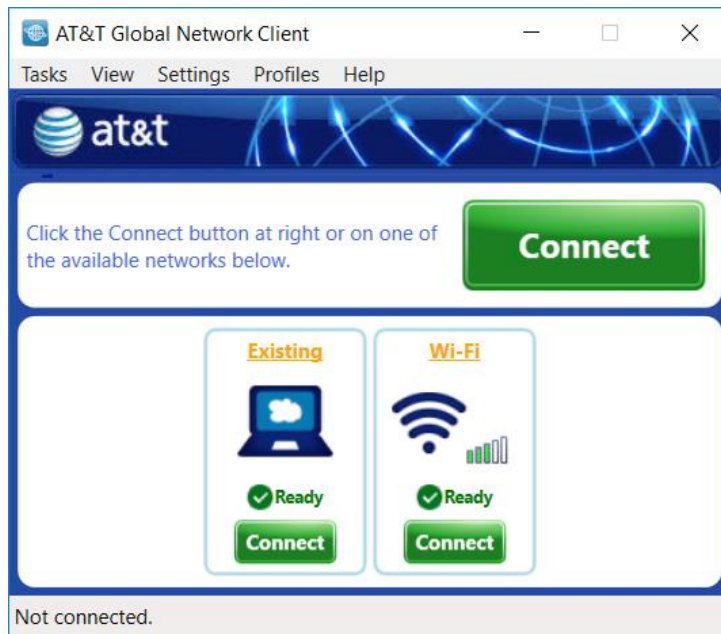


Figure 17: Main Window

Figure 18:
Wi-Fi Connect Button

If a connection sequence item is unavailable, the AT&T Global Network Client will grey-out the item and will not attempt to use it during an automatic connection attempt.



Figure 19: Connection Panel with Unavailable Connection Methods



The first time you attempt to connect, the AT&T Global Network Client will prompt you to enter your **Account**, **User ID**, and **Password**. If your administrator allows it, you may click **Save password** to save your password in the AT&T Global Network Client and you will not be prompted to enter it for future connections. Click **OK**.



Token Users If you are using an authentication type which requires a PIN and token, enter your PIN immediately followed by the current token in the Password field. See the section titled PIN and Token Authentication on page 26 of this guide for additional information.

When the AT&T Global Network Client has completed the connection, the Main Window will show a throughput graph of the current traffic for your connection and the **Disconnect** button will be available to terminate your connection.



Figure 20: Network Login Window

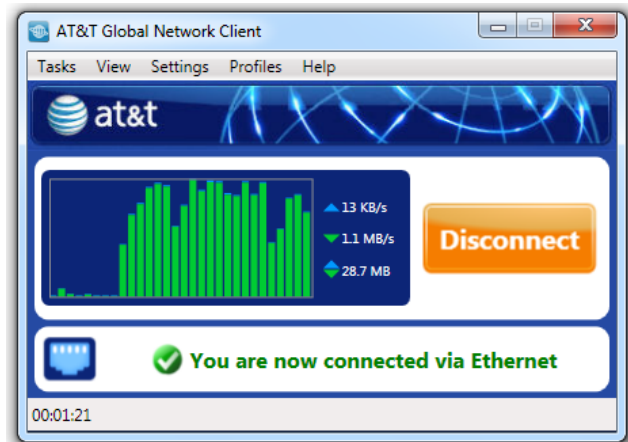


Figure 21: Main Connection Window

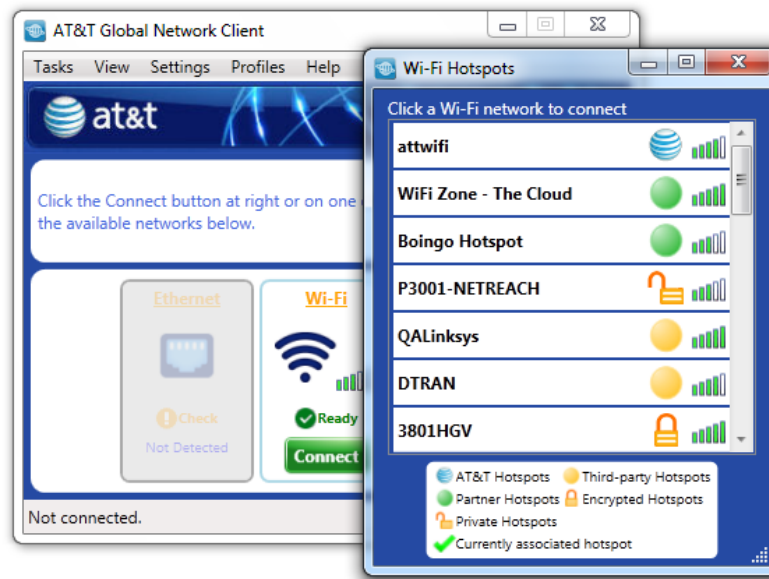


Figure 22: Main Window - Available Network Details

Connected

Included on the **Main Window** when connected is a throughput meter which shows your network statistics for your current connection. 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:

- Bytes Sent in the Last Second
- Bytes Received in the Last Second
- Bytes Sent/Received to the Network

Security Status

When enabled by your Account Administrator, a Security Status Bar is shown on the AT&T Global Network Client Main Window. The Security Status Bar includes useful information about your computer and network security.

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



Figure 23: 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. |
| | A warning that Firewall is off or not present, additional action or configuration is needed if your company is enforcing a firewall policy. If your company enforces a disconnect if a Firewall is not present, a red error icon is shown. |
| | Anti-malware (anti-virus and anti-spyware) are available and on, no additional action is required. |
| | A warning that 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. If your company enforces a disconnect if an Anti-malware is not present, a red error icon is shown. |
| | A mobile device which includes the ability to provide GPS data via the NMEA port is present and available. |

Change Password

You can change your password while establishing your connection. From the Network Login Window, click the **Change** button to display password change fields as shown below. Enter your current password in the **Password** field and enter your new password in the **New Password** and **Confirm new password** fields. Your password may be required to meet criteria defined by your administrator (e.g., it may need



to be a minimum number of characters). Click the **Password Rule** button to view your currently configured password rules. Click OK on the Network Login Window to connect and change your password.



Figure 24: Network Login Window Change Password Option



Saved Login Information

After your first successful connection, if your Customer Account Administrator allows you to save your network login credentials and password and you selected the Save Password checkbox on the Network Login window, the Network Login Window will no longer be displayed after clicking Connect. To display the Network Login Window, uncheck the “Log in with saved credentials” checkbox and click **Connect**.



Figure 25: Main Window/Connect with Saved Login Credentials

Network Awareness

Your Customer Account Administrator may define certain networks for which it is not necessary to connect with the AT&T Global Network Client. When connected to a network for which no AT&T network connection is required, the AT&T Global Network Client **Connect** button will be disabled.



Figure 26: Main Window: Network Awareness Customization

Persistent Connections

The Persistent connection feature was renamed to Auto Reconnect from client version 9.6 onwards. Please refer to the Auto Reconnect section in this document for more details.

Disconnect

To end your session click the orange **Disconnect** button on the **Main Window**. Click **Yes** on the **Disconnect Warning** dialog.

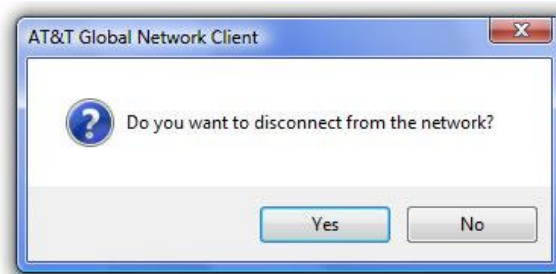


Figure 27: Disconnect Warning Dialog



Lightweight Policy Enforcement

AT&T Lightweight Policy Enforcement (LPE) is an optional service which performs basic application monitoring. Your Customer Account Administrator may have customized your version of the AT&T Global Network Client to require firewall, anti-virus, or anti-spyware software be installed and running on your computer before you can connect using the AT&T Global Network Client. The Security Status area of the AT&T Global Network Client Main Window displays information about security programs running on your computer that may be required for your Lightweight Policy Enforcement compliance. If you are not in compliance with the rules defined by your Customer Account Administrator you will receive an error. If you receive an error that specified software is not running, contact your Customer Account Administrator for assistance.

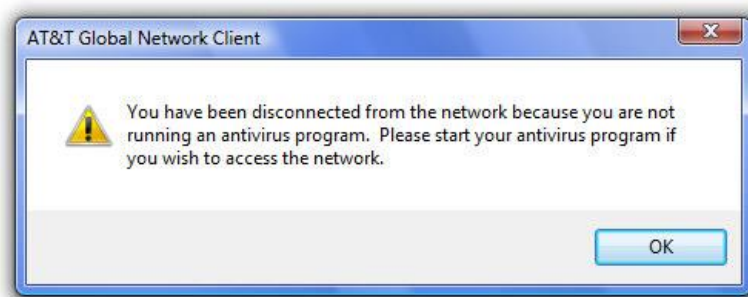


Figure 28: Lightweight Policy Enforcement Error Dialog

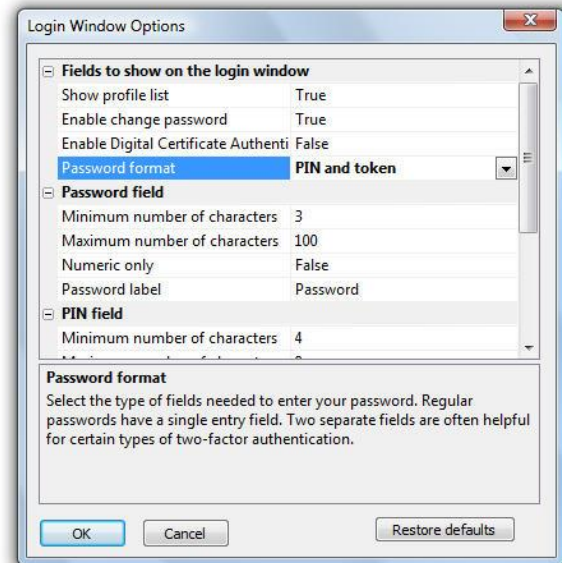
PIN and Token Authentication

You can input a PIN and token together with no spaces into the Password field of the Network Login Window.

You can manually control the style of the Network Login window by clicking **Options...** located on the bottom right corner of the Network **Login Window** to open the **Login Window Options** dialog.



Figure 29: Network Login and Options Dialog Windows



On the **Login Window Options** dialog change the drop down box labeled **Password format** to **PIN and token**. Click **OK**.

When **PIN and token** is set at the **Password format** type, the **Network Login Window** will include fields for PIN and token.

If a software token application is installed, the AT&T Global Network Client will recognize it and issue a prompt asking if the token is to be used for authentication. If the answer is “yes”, the AT&T Global Network Client should automatically obtain the token from the token software and send it in along with the PIN entered.



Figure 30: Network Login with Token

Connecting to a Specific Type of Network

In general, simply pressing the main Connect button on the main window of the AT&T Global Network Client will connect you to your network using the best connectivity option available. However, there may be times when you wish to connect to a specific network, instead of letting the AT&T Global Network Client determine the best network option. One possible example is when a Wi-Fi hotspot is not functioning properly or the signal strength is low and you would prefer to connect using mobility.

If you wish to connect using a specific type of network, just click the connectivity type you want to use from the possible connection type. For Wi-Fi connections, all hot spots in the area that can be detected will be listed, along with an indication of what type of hot spot it is (Preferred, encrypted, etc.). For **Mobile** connectivity, a Connect button will be shown to connect directly using mobility, along with details on the mobility device and network statistics.



Connecting to Third-Party Wired and Wireless Locations that Require a Browser Login

The AT&T Global Network Client has support for connecting to Third-Party locations that require a browser login.

The third-party network should be detected automatically by the AT&T Global Network Client. For example, if Third-Party Wired Ethernet is detected then the **Connection Sequence** will display “Ethernet (third-party)” in the corresponding connection type of the **Connection Sequence** panel of the **Main Window**.

A Third-Party Ethernet warning dialog is displayed during the connection process. Proceed by clicking “**Yes**”; cancel this connection process by clicking “**No, stop**”; or skip the connection by clicking “**No, continue**”.

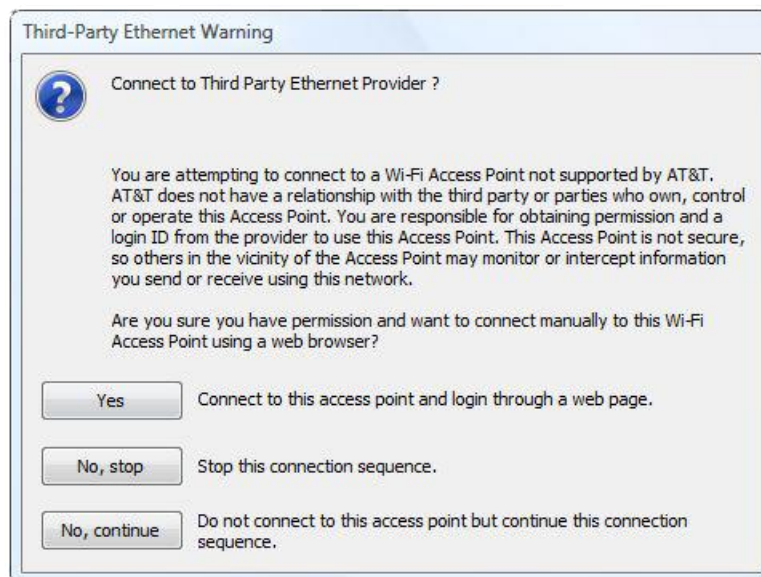


Figure 31: Third-Party Ethernet Warning

If you proceed by clicking “**Yes**” then you will be shown the Third-Party Login dialog box providing instructions for connecting manually using a web browser-based login.

Note: 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 connections which require browser-based login will not appear in the connection sequence as this would require that an Internet browser be launched.



Access Point Updates

The AT&T Global Network Client is designed to automatically attempt to update the following components after initial installation and on regular intervals thereafter:

- Hotspot Directory (Wi-Fi locations)
- Dynamic customizations files

Automatic Check for Updates

A service that periodically checks for updates to all AT&T Global Network Client software components is installed with the AT&T Global Network Client and runs in the background when your Windows machine boots up. It does not require the AT&T Global Network Client to be running.

If an update is available, the download is initiated. Downloads in the background run at low priority and only occur when the workstation is idle.

The software update service will check for new updates for all software components every 14 days. The interval between updates can be customized by the Customer Account Administrator.

If the Hotspot Directory or Dynamic customizations files are newer than the installed files, the updates will be automatically downloaded and installed without prompting the user.

Manual Check for Updates

To manually initiate a check for updates, click **Check for Access Point Updates** from the **Help** panel on the left-hand side of the **Main Window**. This triggers the update process and launches **Software Updates** window.

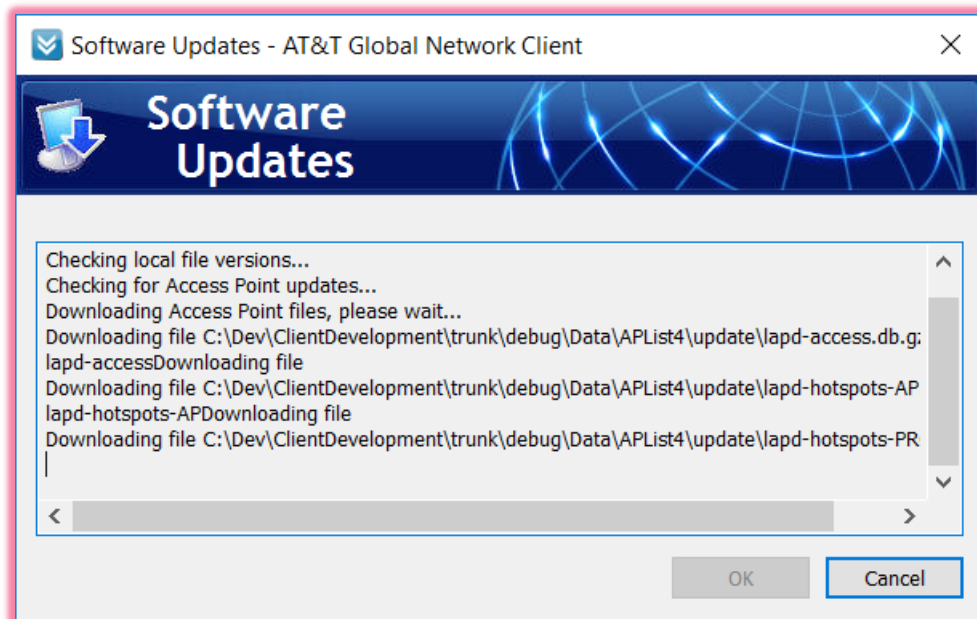


Figure 32: Software Updates Window

The **Software Updates** window shows the detailed status while the updates are being downloaded. **Cancel** button can be used to cancel the updates while updates are being downloaded. This can be useful in case download process takes too much time because of slow response from server. In that case, updates can be checked at a later time.

Dynamic Customization updates

The AT&T Global Network Client periodically checks for and downloads updates as described in section **Software Updates**. This may also include corporate specific Dynamic customizations. The AT&T Global Network Client during the connection sequence should automatically query and retrieve the applicable network settings from the Service Manager. The AT&T Global Network Client then uses this information to initiate Dynamic Customization updates.

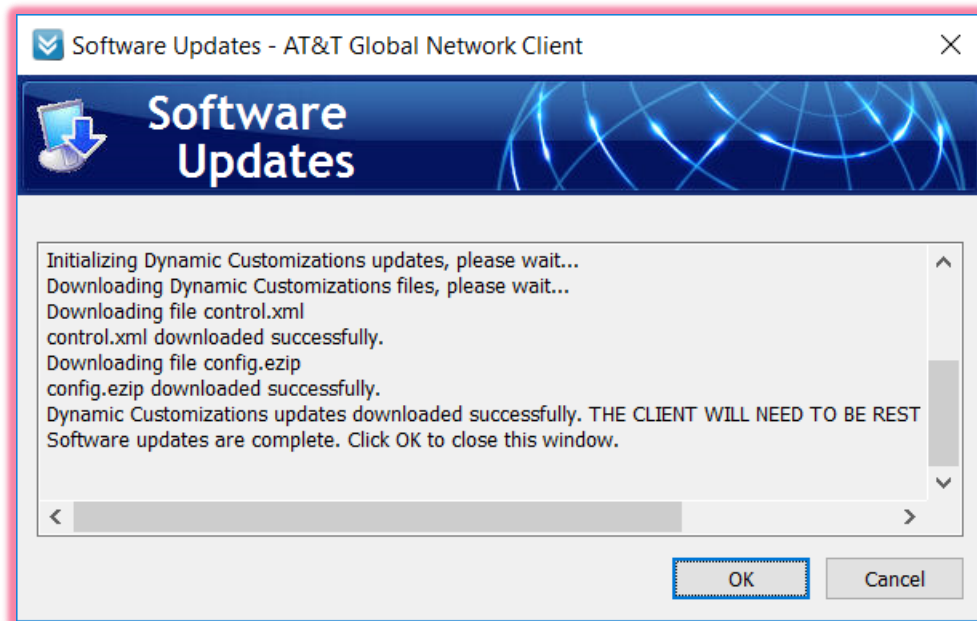


Figure 33: Software Updates Window



Browse the Hotspot Directory

The Hotspot Directory supports browsing of locations of available Wi-Fi, Wired Ethernet and hotspots without requiring a connection to the Internet. Click **Directories->Browse the Wi-Fi/Ethernet Hotspot Directory** in the **Tasks** menu to open the Hotspot Browsing Window to browse the global directory of connection locations including Wi-Fi, and Ethernet.

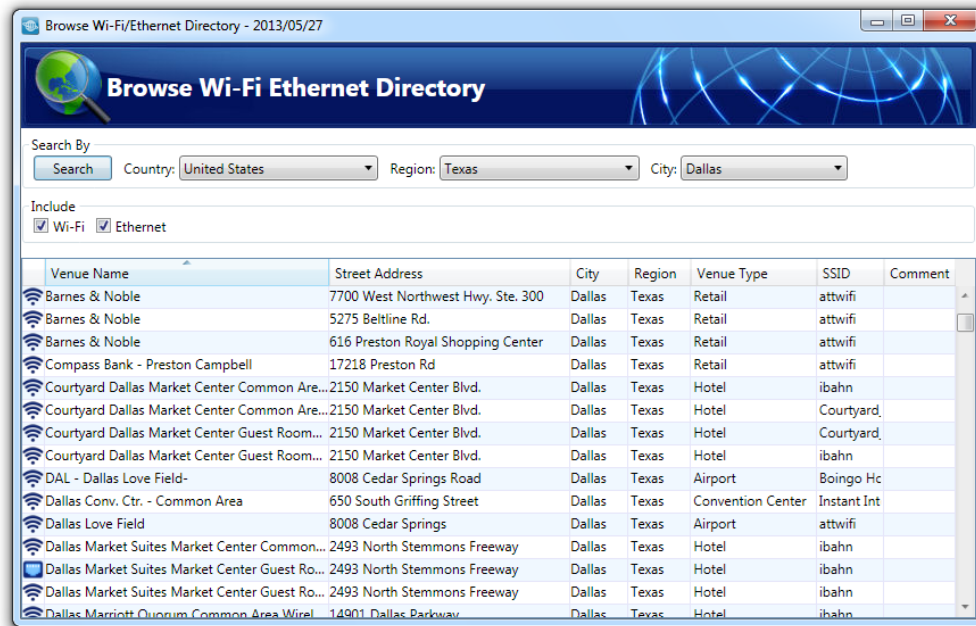


Figure 34: Hotspot Directory Window

If you double click on any of the Hotspots the location will be displayed in your browser.

Review Connection History

The **Connection History** window allows you to sort previous connection attempts by **Date/Time**, **Duration**, **Type**, or **Description**. Click the plus sign next to the connection attempt for additional information. Search for key words using the **Look For** field.



| Connection History | | | | |
|--|----------|-----------------------|------------|---|
| File View Help | | | | |
| Date/Time | Duration | Type | Traffic | Description |
| 11/7/2013 3:55:23 PM | 2:19:33 | broadband | 12.76 MB | Connect as default usagnits ro1263 Profile 1.. 0. |
| 11/8/2013 7:56:11 AM | 36:18 | mobile | 5.81 MB | Connect as vi usagnits ro1263 Profile 1.. 0. |
| 11/11/2013 8:18:17 AM | 0:00 | stop | - | Connection attempt canceled by user. |
| 11/11/2013 8:20:59 AM | 1:50:38 | mobile | 10.26 MB | Connect as vi usagnits ro1263 Profile 1.. 0. |
| 11/12/2013 4:22:06 PM | 1:21:19 | broadband | 6.39 MB | Connect as vi usagnits ro1263 Profile 1.. 0. |
| 11/21/2013 4:24:02 PM | 47:59 | broadband | 3.48 MB | Connect as vi usagnits ro1263 Profile 1.. 0. |
| 11/22/2013 12:21:35 PM | 1:41:49 | mobile | 3.62 MB | Connect as l.. |
| 12/3/2013 5:36:55 PM | 0:07 | broadband | 2.92 KB | Connect as l.. |
| 12/3/2013 5:37:07 PM | 25:03 | broadband | 15.07 MB | Connect as vi usagnits ro1263 Profile 1.. 0. |
| 12/4/2013 11:33:33 AM | 0:00 | stop | - | Connection attempt canceled by user. |
| 12/4/2013 6:12:31 PM | 11:59 | broadband | 21.30 MB | Connect as vi usagnits ro1263 Profile 1.. 0. |
| Summary | | | | |
| 11/7/2013 - 12/4/2013 | | Results | Duration * | Traffic * |
| 6 existing Internet connections selected | | 6 connects | 5:06:00 | 59.00 MB |
| 3 cellular connections selected | | 3 connects | 4:08:45 | 19.70 MB |
| total of 11 connections selected | | 9 connects, 2 cancels | 9:14:45 | 78.70 MB |

Figure 35: Connection History Window

Settings

Your Customer Account Administrator has preconfigured your network settings in a central AT&T Network Server. When you connect to the AT&T Global Network, the AT&T Global Network Client retrieves those settings and applies them to your connection.

It is recommended you do not override network settings using manual configuration in the AT&T Global Network Client unless you are instructed to do so by your Customer Account Administrator or AT&T Customer Care.



Configuration Is Not Required:

Most users can establish connections with no manual configuration.

Profile Management

AT&T Global Network Client profiles store user information.

A profile includes:

- Account
- User ID
- Advanced Login Properties (Service, WINS, DNS, Domain Suffix)

Most users connect with the same information a majority of the time and will only require one profile.



If you connect with different user IDs or services you may want to define profiles for your common combinations to easily switch between them. AT&T Global Network Client profiles can be assigned common names to help you remember when to use them, for example, "My Internet Profile" or "VPN Servers - Germany".

Login Properties

The AT&T Global Network Client **Login Properties** window allows you to configure the settings and properties for your current connection. It is recommended you use the default values and values defined in the AT&T Administration Server.

To access **Login Properties** click the **Settings** Menu > **Login properties** on the main window of the AT&T Global Network Client.

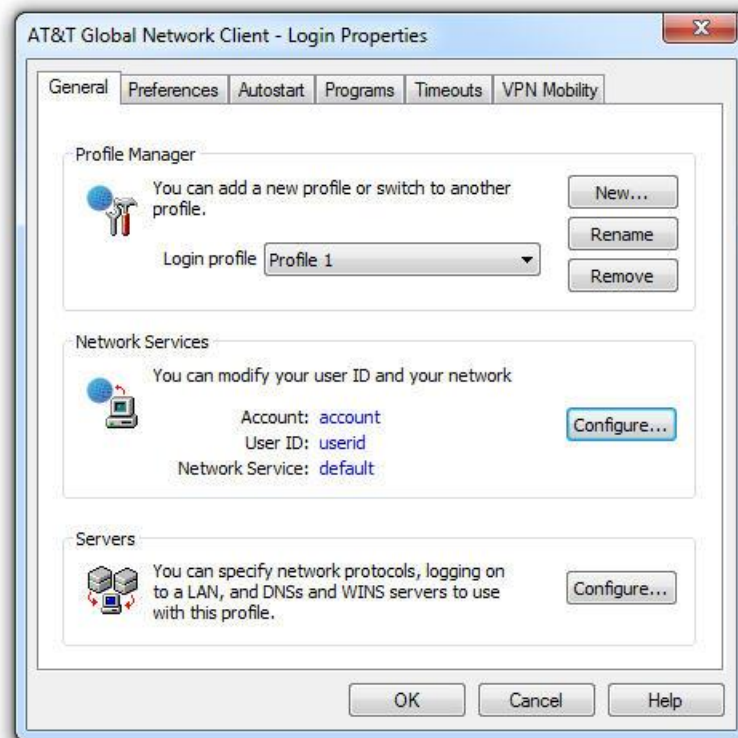


Figure 36: Login Properties Window

General

Profile Manager

Use the drop-down box to activate an existing profile. Click **New...** to create a new profile. Click **Rename** to rename a profile. Click **Remove** to delete a profile.



Network Services

Click **Configure...** to change the Account, User ID, or Network Service. Your default network service is the service defined in the AT&T Administration Server for your specified Account and User ID. If you override the network service in the AT&T Global Network Client, you must be authorized for the new service in the AT&T Administration Server for a successful connection.

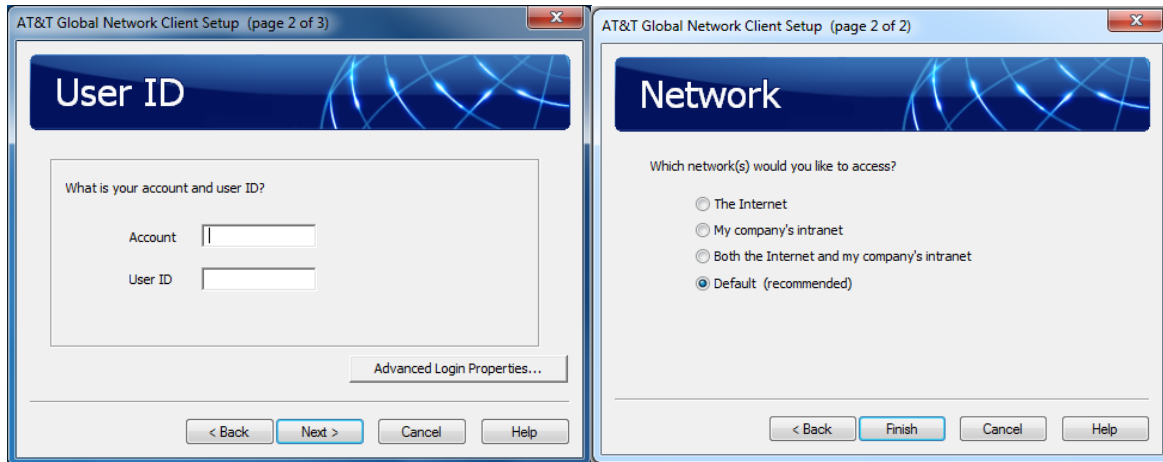


Figure 37: Configure Network Services Screens

Servers

DNS, **WINS**, and **Domain Suffix** configuration information is normally stored in the AT&T Administration Server. The AT&T Global Network Client should automatically retrieve the values and updates the workstation to use the supplied values throughout the connection. Click **Configure...** to verify or define your server information.

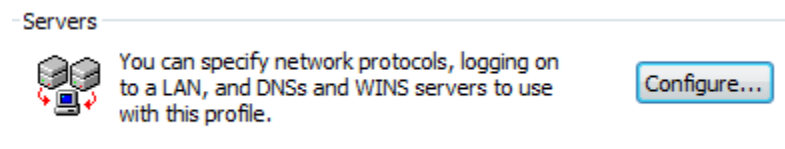


Figure 38: Server's Configure Button

To override the values defined in the AT&T Administration Server select **Use the following manual settings** and enter the corresponding values.

For **WINS** and **Domain Suffix** you also have the ability to select **Do not update** and the AT&T Global Network Client will not alter the specified settings when connected.



Preferences

Preferences define the usability settings for your connection. Preferences are organized by AT&T Global Network Client Profile. For more information about profiles see Profile Management section of this guide.

Click the checkbox next to **Override defaults** to change any of the settings.

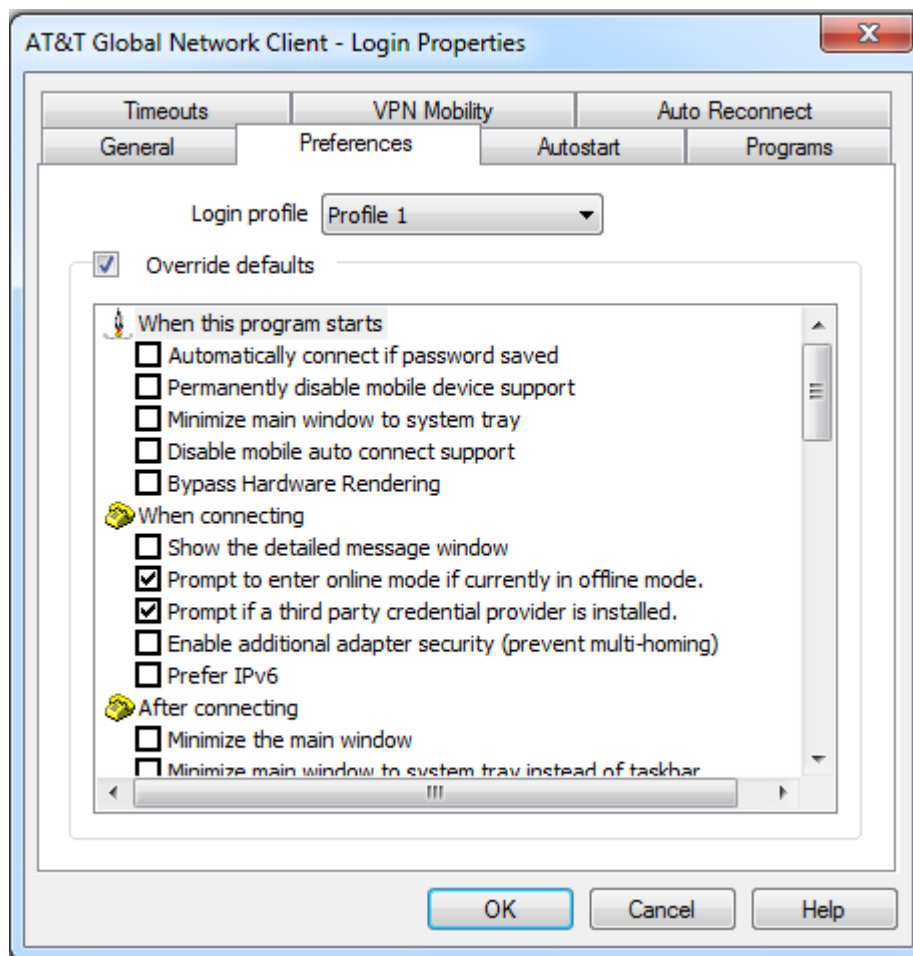


Figure 39: Login Properties - Preferences Tab



AutoStart

AutoStart allows you to define programs to launch at any of the following times:

- Before Connecting
- After Connecting
- After Performing Network Updates
- Before Disconnecting
- After Disconnecting

AutoStart settings are organized by AT&T Global Network Client Profile. For more information about profiles see Profile Management on page 33 of this guide.

Click the checkbox next to **Override defaults** to change any of the settings.

Click the **Add...**, **Change...**, and **Remove** buttons to configure the program information. Click on the arrow buttons to move a program up and down in the launch order.

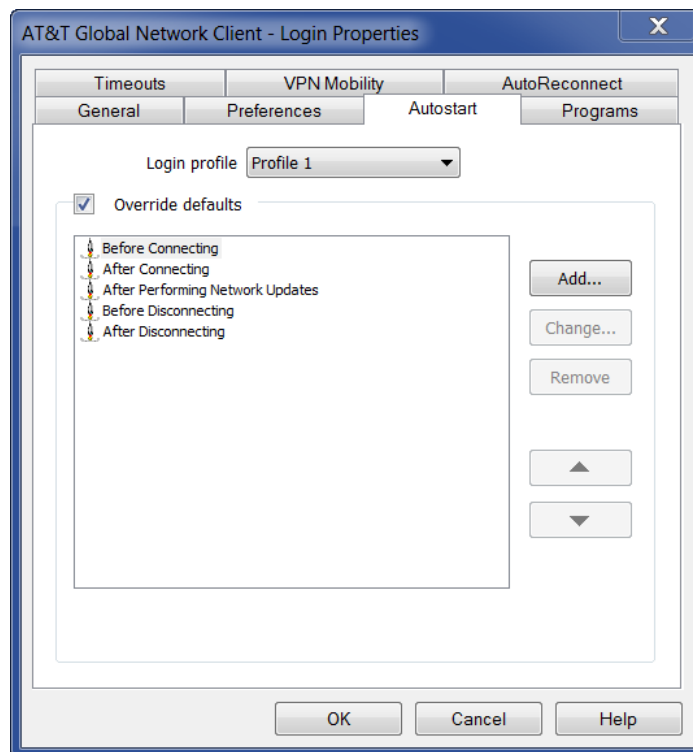


Figure 40: Login Properties - AutoStart Tab



Proxy

The **Proxy** tab allows you to configure which proxies will be updated by the AT&T Global Network Client when connected to the network. Temporary updates are useful to eliminate or reduce the manual configuration needed before using the programs. The update values are defined in the AT&T Administration Server.

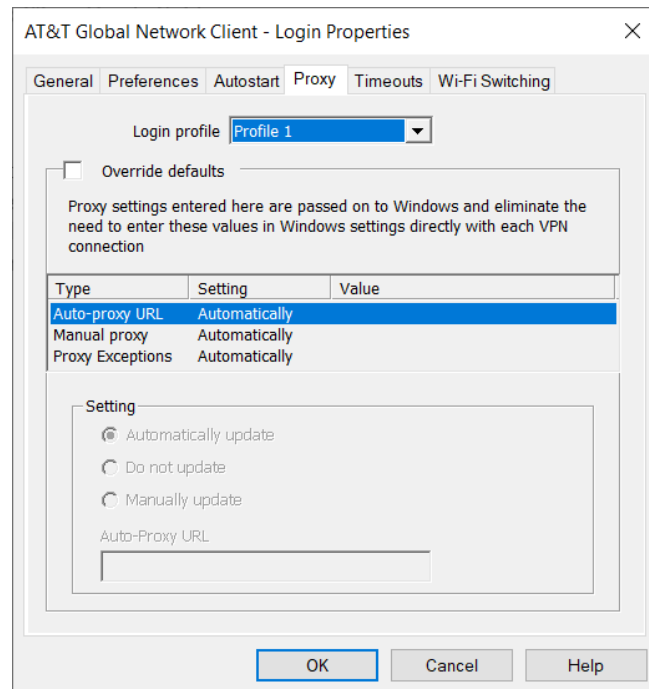


Figure 41: Login Properties - Proxy Tab

To prevent the use of the values from the AT&T Administration Server or to define new values, click **Override defaults** and select the program you wish to change. You can select to have the values **Automatically Update** to the values defined in the AT&T Administration Server, **Do not update the values**, or **manually update to** values you define locally.

For example, using the Programs tab, you can remove Microsoft Internet Explorer proxy settings while connected by clicking **Override Defaults**, clicking to highlight **Auto-Proxy URL**, clicking **manually update to**, and leaving the **Auto Proxy URL to use** field blank.



Timeouts

The AT&T Global Network Client supports two variations of **Timeouts** which can be configured by clicking **Override defaults**.

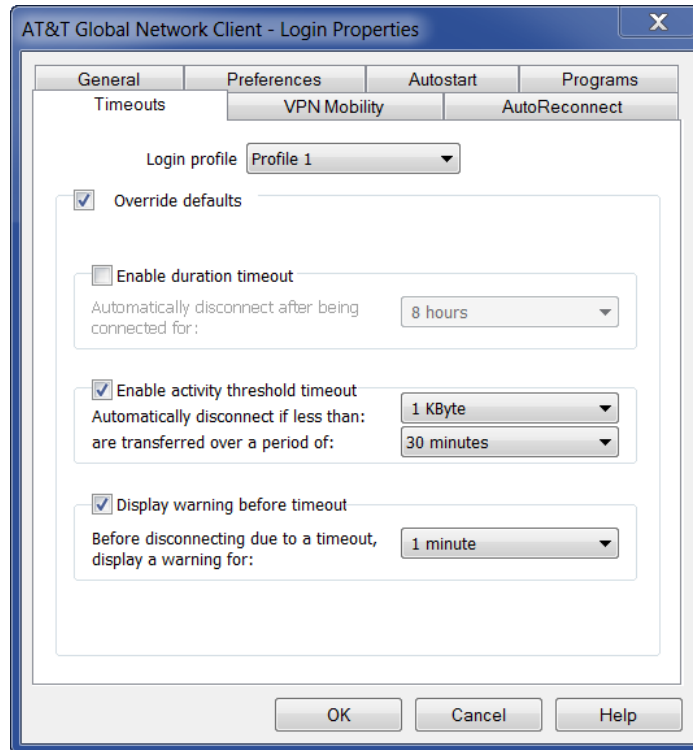


Figure 42: Login Properties - Timeouts Tab

Auto Reconnect

Persistent Connections terminology has been changed to Auto Reconnect in windows client from 9.6 onwards to be consistent across all the other client platforms (i.e. MAC, Android & iOS etc.) The functionality has been improved with use of multi-use session token. The enhanced auto-reconnect feature will utilize a multi-use session token provided by Service Manager, allowing the client to automatically re-establish the connection without any user intervention. It will automatically perform the reconnect at all necessary levels, including Wi-Fi (WISPR flow, or Phase 0), Service Manager Authentication (Phase 1), and the tunnel endpoint (VPN gateway, or Phase 2), without any additional input from the user. Note that the automatic reconnect establishes a new VPN session; it does not resume the previous VPN session. In order to use the features (like auto reconnect) which utilize a session token, a customer must opt-in for these features in the service manager (or) enable these features within the client.

The enhanced Auto Reconnect feature offers a more seamless user experience by keeping you connected with minimal user interaction. The client will attempt to automatically connect or reconnect to the network whenever possible. Listed below are some use cases:



- You launch the client and your session token is not expired or you are using saved credentials. The client will automatically attempt to connect to the network without any user intervention.
- You are traveling from one location to another. The client is running when you close your laptop while in transit. You re-open your laptop after arriving at your destination. The client will automatically reconnect.
- Network roaming. The client will automatically reconnect over another available network connection if the previous network connection is lost, regardless of connection type (Wi-Fi, Ethernet and Mobile).

The Auto Reconnect feature is enabled by default for all users. If it is not enabled, your Administrator may have disabled this feature.

Wi-Fi Switching

Wi-Fi Switching is a sub feature of Auto Reconnect that switches network connectivity from a mobile network (wireless wan) to AT&T Wi-Fi hotspots. This allows users to conserve some mobile data usage and possibly provide a better network connection.

The Auto Reconnect feature must be enabled to use Auto Switch Wi-Fi. Auto Switch Wi-Fi is disabled by default therefore it must be enabled by your Administrator or through the user overrides within the AT&T Global Network Client.

By default, Auto Switch Wi-Fi will prompt you before switching your connection to Wi-Fi, to obtain confirmation that you would like to use Wi-Fi instead of your mobile connection. Your response can be saved for the day or a week.

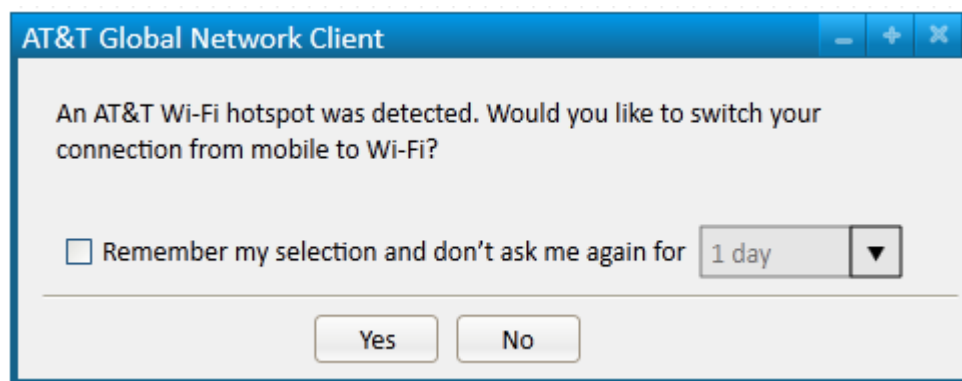


Figure 43: Auto Switch Wi-Fi Prompt

The client can also be configured to automatically switch your network connection when an AT&T Wi-Fi hotspot is in range without prompting.



Help

About this Program

Click **About this program** in the **Help** panel of the **Main Window** to display useful program information including the AT&T Global Network Client and Hotspot directory version information.



Figure 44: About Window

Help for this program

Click **Help for this program** in the **Help** panel of the **Main Window** to open the local help program for the AT&T Global Network Client.

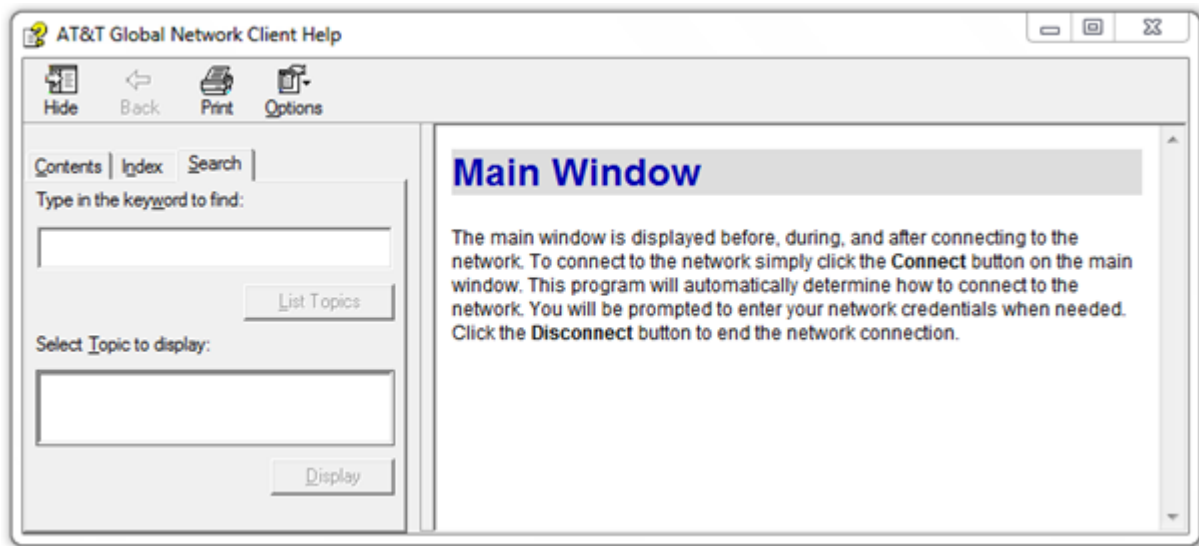


Figure 45: Help Window

Check for Access Point Updates

On the **Help** panel of the **Main Window** click **Check for Access Points Updates** to initiate a manual check for access point updates. See the chapter titled **Access Points Updates** on page 29 of this guide for more information about software updates.

Show Detailed Messages

On the **Main Window**, click on the **Help** menu; then **Show detailed messages** to open the **Detailed Messages Window**. The **Detailed Messages Window** is an in-depth troubleshooting tool normally used by only your Customer Account Administrator or AT&T Customer Care.

Contact Customer Support

On the **Main Window**, click on the **Help** menu; then click **Contact customer support** to open the **Customer Support** window containing your AT&T help desk phone numbers. Help desk phone numbers change for each country. All countries have help desk staff that speak both the local language and English. You should call the phone number for the country to which you are trying to connect.

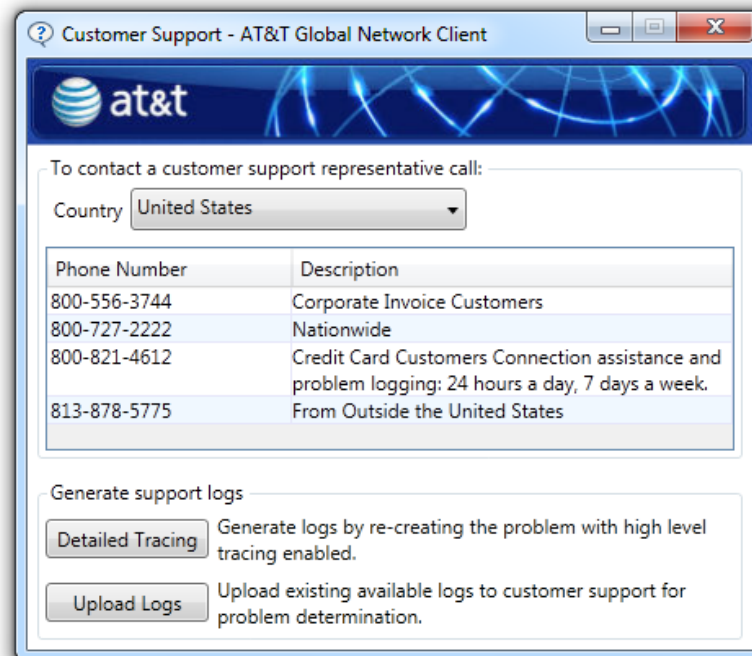


Figure 46: Customer Support Window

When working with support, the technician may request additional information in order to assist you. If they need to look at the logs from the AT&T Global Network Client, you can click the **Gather Logs** button which will gather all the AT&T Global Network Client logs and create a zip archive that can then be provided to the person assisting you. If you are having an issue, they may also request that you recreate the issue with detailed tracing enabled. Click the **Detailed Tracing** button to enable high level tracing. When you click the **Detailed Tracing** button, high level tracing will immediately be enabled and you will see the Stop Tracing Window. Leave the Stop Tracing window open and use the AT&T Global Network Client to recreate the issue.

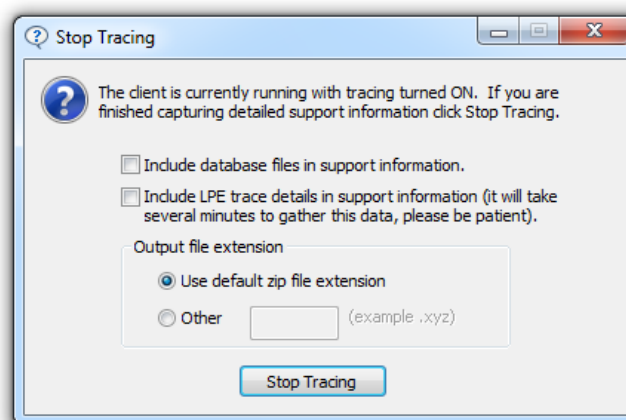


Figure 47: Stop Tracing Window



After you have recreated the issue, click the **Stop Tracing** button. When you click the **Stop Tracing** button, the tracing will be set to the normal tracing level and the logs which contain the high level tracing will be gathered into a zip archive. Depending on the issue you are having, the technician may request additional information to be included in the archive. If they would like to have the client database files included, you can click the “Include database files...” checkbox, and the database files will be included in the support archive. If they would like to have the LPE details included in the archive, you can click the “Include LPE trace details...” checkbox and the LPE details will be generated and the trace files will be included in the support archive. If you check the LPE details checkbox, expect to wait for several minutes while the LPE details are gathered. While the details are being gathered, the mouse icon will display the busy icon. After the support archive has been generated, the Submit Logs To Support window will then be displayed, providing options to get the log for the support technician. Use the Email Logs option to email the support logs using Microsoft Outlook.

Figure 48: Submit Logs to Support Window

Click **Close** to return to the AT&T Global Network Client.

Create Support Log

On the **Main Window**, click on the **Help** menu; then click **Create support log** to gather the AT&T Global Network Client logs into a zip archive with useful support information for your Customer Account Administrator or AT&T Customer Care. The AT&T Global Network Client will display the Support Log Created window, providing the options to get the log for the support technician.

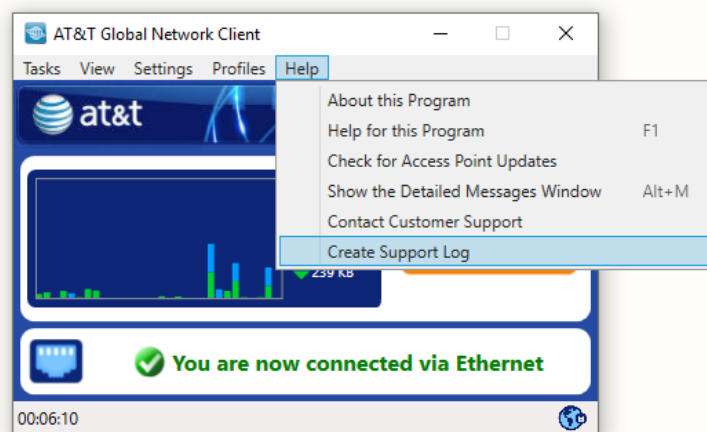


Figure 49: Support Log Created Window



Accessibility Features

The AT&T Global Network Client complies with US regulations to support accessibility for persons with disabilities, including Section 508 regulations.

Visual Display of Screen Element in Focus

The AT&T Global Network Client screen element in focus is depicted a gray dotted box surrounding the control. When first launched, the Connect button is in focus as shown below.

Keyboard Navigation

The AT&T Global Network Client can be navigated and utilized exclusively using a keyboard.

The controls can be operated either by pressing the space bar or the Enter key.

To move between controls, use the tab key to navigate forward or shift key and tab key in unison to navigate backward. To simulate a right mouse click, use the menu key or the shift key in unison with the F10 key.

Expanding screen elements such as **Available Networks**, **Security Status** and **Connection Sequence** should expand automatically as you tab through their controls.



Uninstall

The AT&T Global Network Client is removed via the **Windows Control Panel, Programs and Features** option.

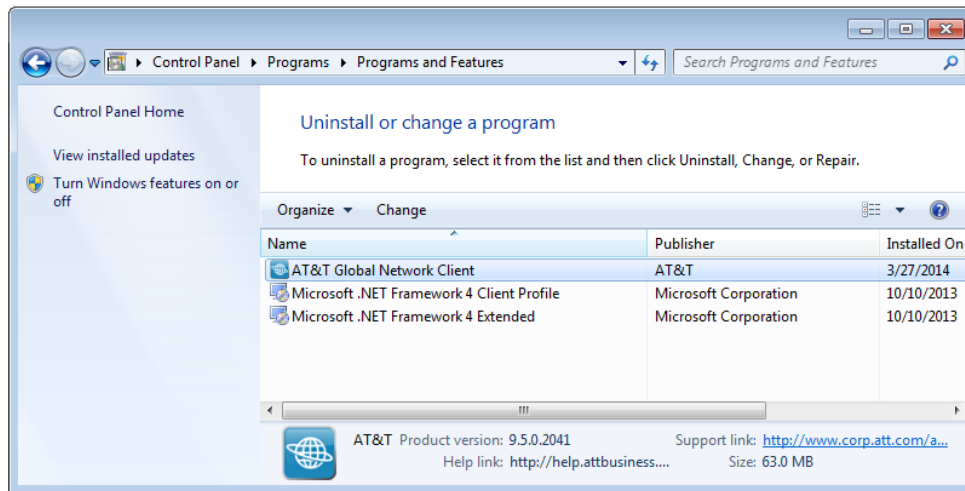


Figure 50: Programs and Features Window

Uninstall

The **Programs and Features** Uninstall option is not supported for the AT&T Global Network Client; to uninstall click **Change** and follow the directions below.

Change

Click **Change** on the **Programs and Features** window list to **Modify**, **Repair** or **Remove** the AT&T Global Network Client program

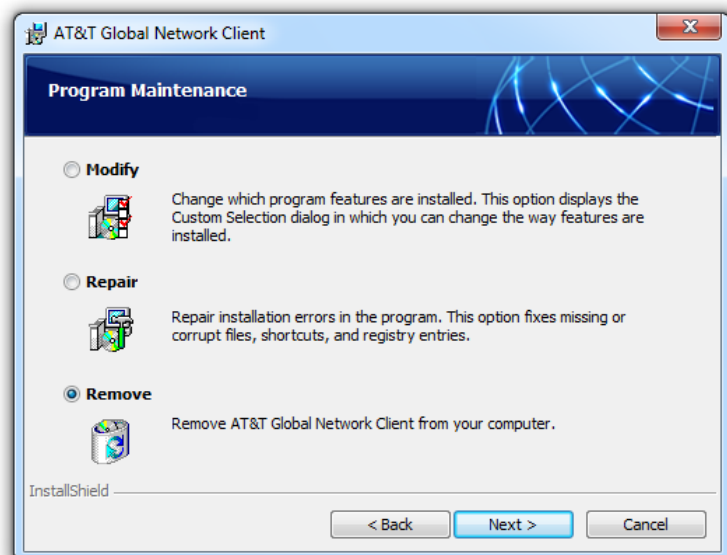


Figure 51: Modify, Repair, Remove Welcome



Step 1

Click **Remove** and click **Next>** to continue.

Step 2

Program files will be removed, you can select which user settings are removed.

Select **Leave all user settings on the computer. (default)** to leave user information such as account and user ID as well as profile information on the computer. Select **Remove only my user settings** to remove only the settings stored for the current user. Select **Remove settings for all users on this computer** to remove all AT&T Global Network Client user settings on the computer. Click **Next>** to continue.

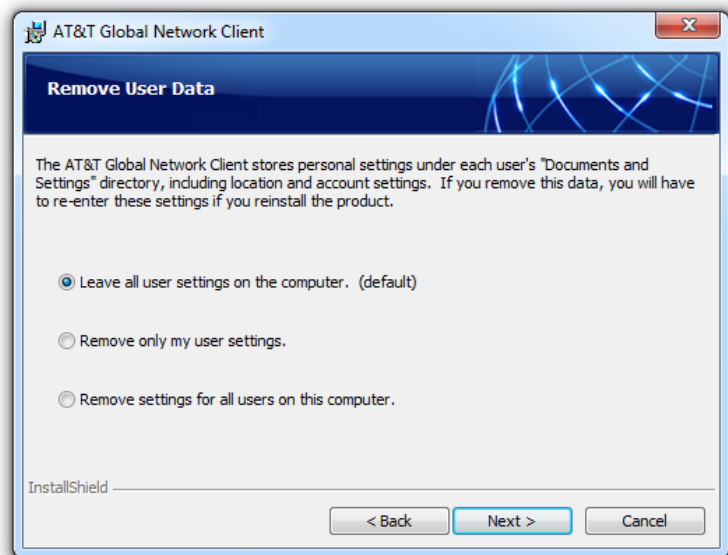


Figure 52: Remove User Data Window

Step 3

Click **Remove** to continue.

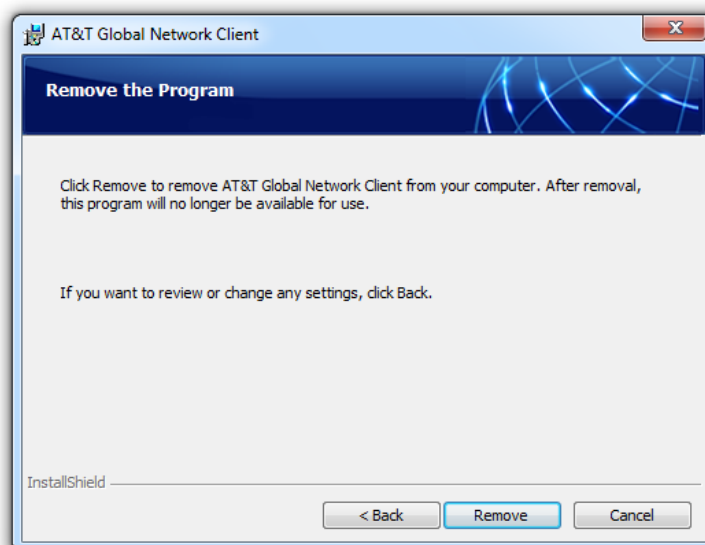


Figure 53: Remove the Program Warning



Step 4

Reboot May Be Required: You will be prompted if you must reboot your workstation after removing the AT&T Global Network Client.

Click **Finish**.

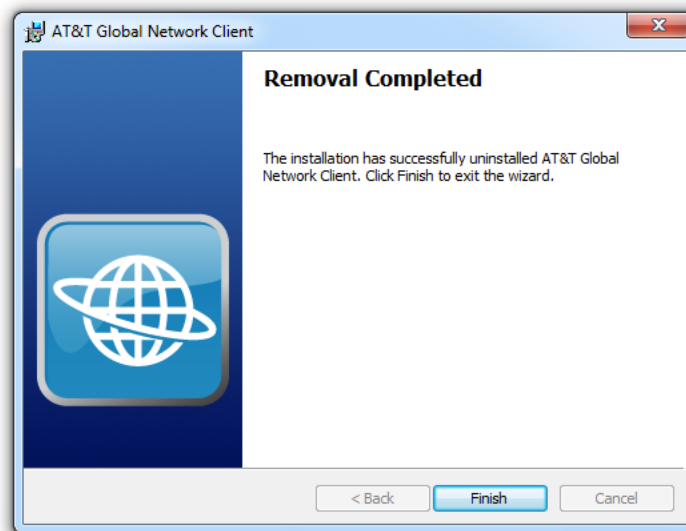


Figure 54: Removal Completed Window



Local Subnet Access

Local subnet access is not enabled for all users. Your Customer Account Administrator may enable this option which allows some traffic to flow to your local subnet when a VPN tunnel is active. This is useful when needing to print to a local printer, for example. However, in some cases, allowing local subnet access causes network addressing issues.

If your Customer Account Administrator has enabled local subnet access and there is a need to disable it, you can. To disable local subnet access, select **Login Properties**, select the **Preferences** tab, and check the box next to **Disable access to the local subnet while VPN connected** in the **VPN** section.

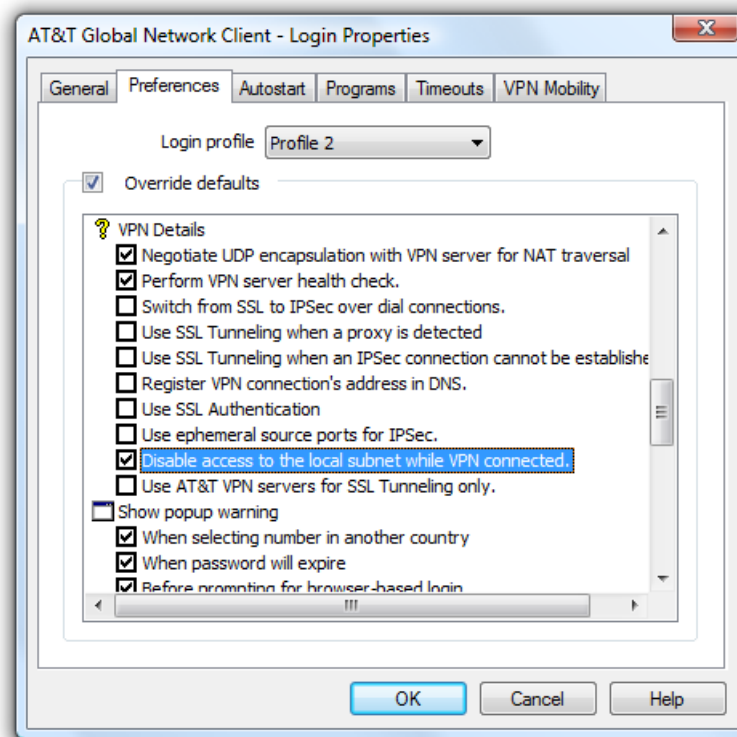


Figure 55: Disable Local Subnet Access

Wi-Fi Connections

The AT&T Global Network Client supports connections to both public and private Wi-Fi hotspots. If a wireless network is in range an additional option to **Click here to view nearby Wi-Fi networks** is available under the **Connect** button and a **Wi-Fi** icon will be shown in the **Available Networks** area.



Figure 56: Main Window - Wi-Fi Networks in Range

Associating to a Wi-Fi Hotspot

The AT&T Global Network Client recognizes a connection as Wi-Fi when the AT&T Global Network Client controls the association to the hotspot. If you are using another program that acts as a radio manager (i.e. IBM Access Connections), and that program automatically associates to Wi-Fi hotspots whenever they are in range the AT&T Global Network Client may categorize the connection type as a generic broadband/Ethernet connection type. There will be an Ethernet icon with the word Existing below it.

Click **Connect** and the AT&T Global Network Client will use the default automatic connection sequence to attempt to establish your connection using Wi-Fi provided Wi-Fi is in the connection sequence and a Wi-Fi network is in range.

To associate to a specific hotspot directly instead of using the automatic connection sequence, click the **Connect** button in the Wi-Fi panel. The networks in range will be displayed. Click on the name of the Wi-Fi network to which you would like to connect.



Figure 57: Main Window - Wi-Fi Details

Wi-Fi Hotspot Types

The AT&T Global Network Client categorizes Wi-Fi hotspots in five categories, Encrypted, preferred private, preferred, non-preferred and free. More information about each type is shown in the following table.

| TYPE | DESCRIPTION |
|----------------------|---|
| AT&T Hotspots | The hotspot is an AT&T Wi-Fi hotspot. |
| Partner Hotspots | The hotspot is owned by a partner of AT&T. You must be authorized to use Wi-Fi by your Customer Account Administrator. An AT&T account, user ID and password are required to associate to the hotspot. This hotspot type is usually located in a public location. |
| Third-party Hotspots | The hotspot is neither an AT&T Wi-Fi hotspot nor an AT&T partner hotspot. The AT&T Global Network Client will not automatically attempt to use these hotspots. You can select one manually if you are sure the hotspot is safe for use. |
| Encrypted | The hotspot supports encrypted traffic, requires a password to associate and the password is unknown to the AT&T Global Network Client. This hotspot type may be located in a private or public location. |

Figure 58: Hotspot Types



Wi-Fi Access Using AT&T mobility SIM

AT&T offers Wi-Fi access to users with certain AT&T service plans. Beginning with Version 7.4 the AT&T Global Network Client can be used to connect to supported AT&T Wi-Fi locations using the AT&T Mobility credentials read from your AT&T mobility card.

Your mobility data device must be attached to your computer for the connection to work to the “attwifi” hotspot.

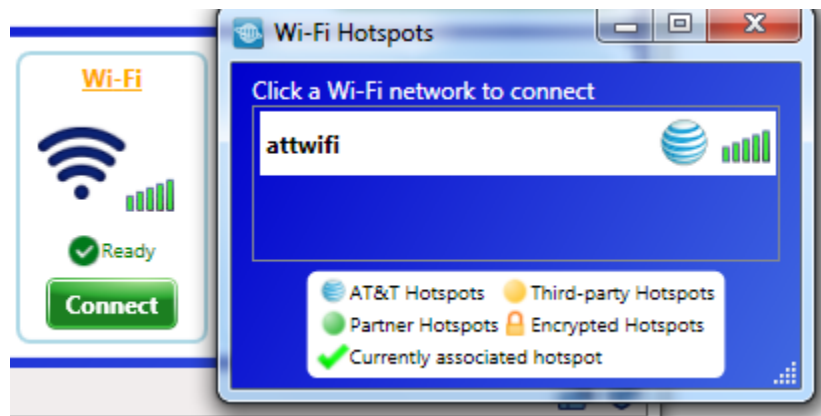


Figure 59: Connection Sequence – AT&T Wi-Fi

This option is included in your default connection sequence without any additional configuration needed by you. The AT&T Wi-Fi connection is prioritized ahead of any other Wi-Fi type connections.



Wi-Fi Signal Strength

When a Wi-Fi network is used for the connection the signal strength of the Wi-Fi connection is shown under the **Disconnect** button.



Figure 60: Main Window/Connected - Wi-Fi

Click on the signal strength icon under the **Disconnect** button for more information about the Wi-Fi connection and the SSID.

Mobility Connections

Mobility devices are used if Mobility is included in the automatic connection sequence and a mobility device is available. The AT&T Global Network Client supports various mobility cards. The mobile device drivers must be manually installed independent of the AT&T Global Network Client installation process.

Conflicts with Mobility Monitoring Programs

When connecting with the AT&T Global Network Client using a Mobility service, the AT&T Global Network Client and third-party programs that monitor your mobility connectivity (usually supplied by your Mobility Provider) may conflict with each other.

To prevent any conflict, third-party mobility monitoring programs should not be running when the AT&T Global Network Client is launched. An active third-party mobility monitoring program may prevent the



AT&T Global Network Client from establishing a connection. To use your third-party mobility monitoring program, you must disable mobility device support.

For information on integrating the AT&T Global Network Client with Lenovo Access Connections mobility support, see [Appendix D: Integrating with Third-party Software](#).

AutoConnect Feature

Some mobility devices have an auto-connect feature which configures the mobility device to automatically connect to the mobility network as soon as it has power.

The AT&T Global Network Client can be used to enable or disable the auto-connect setting on mobility devices connected to your laptop. If the current mobility device connected to your laptop supports the auto-connect feature, the mobility pop-up menu will include an **Automatic mobility connection** drop-down item.

When the AT&T Global Network Client is running, it is aware of the auto-connected state of the mobility device connected to the laptop. If the device is not auto-connected, the AT&T Global Network Client will show that a connection can be established, or if Persistent Connections are configured, the AT&T Global Network Client will automatically initiate the connection as it would for any available connection type for Persistent Connections. If the mobility device is auto-connected, the AT&T Global Network Client state will reflect that. If the service for the current profile is Internet, when the AT&T Global Network Client detects the auto-connected mobility device, it will immediately switch to the 'Connected' window. If the service for the current profile is one of the VPN services, the AT&T Global Network Client will denote that the mobility device is auto-connected in the Available Networks task panel and the Connect button will be enabled to allow the establishment of the VPN connection.



Figure 61: Auto-Connected Mobility with VPN Service

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 is **off** by default. Once the client is connected for the first time, the setting specified by your Customer Account Administrator in the AT&T Service Manager will be used.

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

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



Firewall Settings Window

The AT&T Global Network Client Firewall Settings Window allows you to select the Firewall state (On/Off) when a VPN connection is not active. The **Firewall Settings** window can be accessed by clicking the Microsoft Windows **Start** Menu, mouse over **All Programs**, click **AT&T Global Network Client**, and click **Firewall Settings**. The **AT&T Global Network Client Firewall Settings** window can only be open when the AT&T Global Network Client application is not running.



Figure 62: Firewall Settings Window

If the **Firewall Settings** is not available as an option in your **AT&T Global Network Client Programs Menu** your Customer Account Administrators chose to not install the application. If the buttons on your **Firewall Settings Window** are inactive and you cannot make changes, your Customer Account Administrator chose to not allow changes.



Appendix A: Third-Party Firewall Support

The AT&T Global Network Client program uses IP to communicate with other computers on the network just like other network programs (such as web browsers and e-mail programs). Third-party personal firewalls can prohibit certain types of network communication. Running multiple firewalls on users' PCs can cause difficulties and is not supported by AT&T.

Some firewalls must be configured to allow the AT&T Global Network Client to communicate with the network in order for client features to function properly. The table below lists the required changes. More information about the features is found in the list below the table.

| Feature | Protocol: Port |
|--|----------------|
| Disconnect Warning | UDP:7000 |
| SLA Data Collection, Hotspot Directory Updates, and Dynamic Customization Updates | HTTP/TCP:80 |

Figure 63: AT&T Global Network Client Firewall Configuration Table

SLA data collection

The AT&T Global Network Client uploads data about all connection attempts using HTTP (TCP:80) to a server after connecting. This data is used for measuring SLAs (Service Level Agreements). If the SLA data is not collected, AT&T will not provide service-level guarantees.

AT&T requires companies to add policy rules to the company's firewall to allow SLA data to be sent to those servers.



Appendix B: Integrating with Third-party Software

Although the AT&T Global Network Client contains an integrated VPN client that supports multiple tunnel endpoints, some customers prefer to use a third-party VPN client and use the AT&T Global Network Client to establish an underlying Internet connection. Examples of third-party VPN clients the AT&T Global Network Client integrates with are Cisco and Nortel.

In other cases, the AT&T Global Network Client is used to establish the VPN connection and third-party software is used as the underlying Internet connection. This section describes how the AT&T Global Network Client interacts with some third-party software clients.

Lenovo Access Connections

Access Connections can be used to establish network connections on a ThinkPad computer. When a Wi-Fi or mobility connection is made, there can be contention between the Lenovo Access Connections client and the AT&T Global Network Client.

The user can specify which software client is in control of the connection by clicking on **Login Properties, Preferences** tab, and checking the box next to **Disable Lenovo Access Connections** under the **When this program starts** section. This checkbox is only visible when the Access Connections software is detected on the user's computer.

If this checkbox is checked (default), the AT&T Global Network Client will assume control of both Wi-Fi and mobility access on startup and will disable the Access Connections software if running. If the AT&T Global Network Client does disable Access Connections on start up, it will re-enable it before exiting.

If this checkbox is *not* checked, the AT&T Global Network Client will disable its own Wi-Fi and mobility control and allow Access Connections to control the network access.



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