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
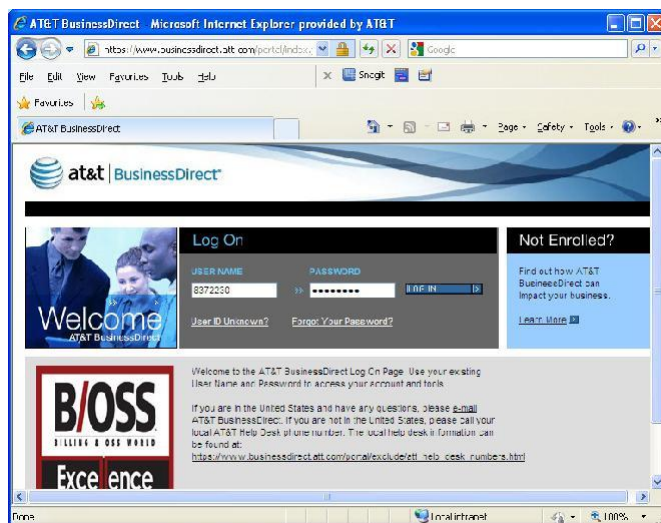
If either of these applications is not available please contact your account representative to have them added.
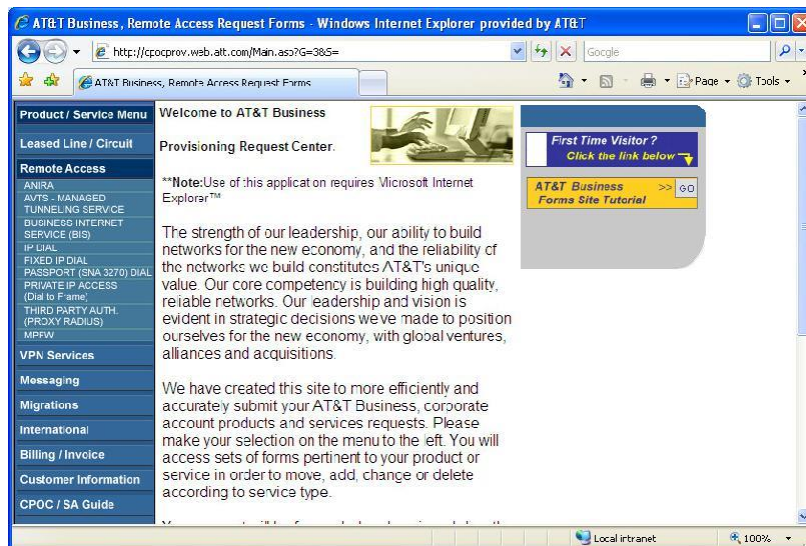
Alternatively, the applications to manage the AT&T Network-Based IP VPN Remote Access and AVTS services can be accessed using your CPOC account credentials at
https://globalnetwork.support.att.com/att/att_tools_welogon.html

Select the "CPOC Provisioning Request Tool" from the Inside Tools box.
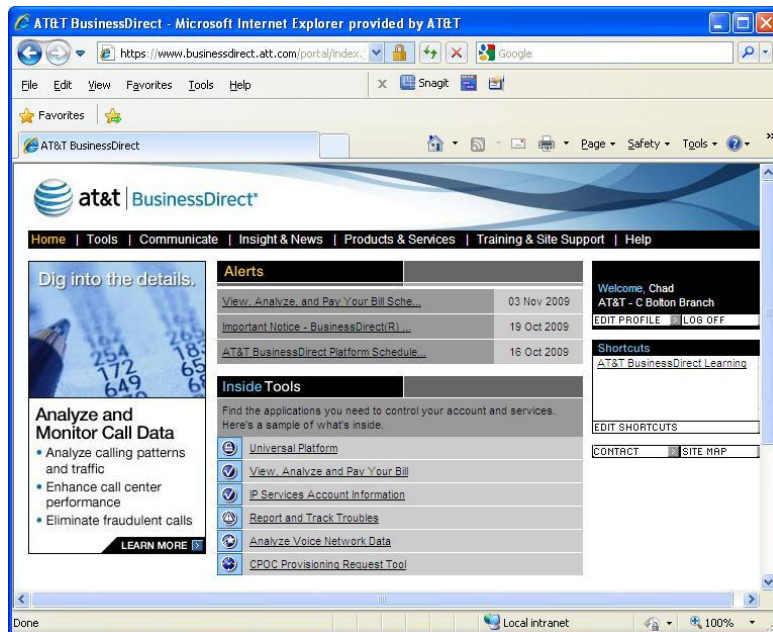
Click on Remote Access and select AT&T Network-Based IP VPN Remote Access or AVTS as appropriate.

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

Fill in the required fields.

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

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 December 12, 2018