



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

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## Table of Contents

Introduction.....	3
Benefits, Requirements, Billing, and Limitations .....	4
CPOC Steps to Request New Userids for Remote Access Use .....	5
CPOC Steps to Request Mac VPN Access for Existing Userids.....	5
Installing and Using the AT&T Global Network Client for Mac.....	9
Support and Troubleshooting .....	9
Appendix A - Document Version .....	10



## 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).

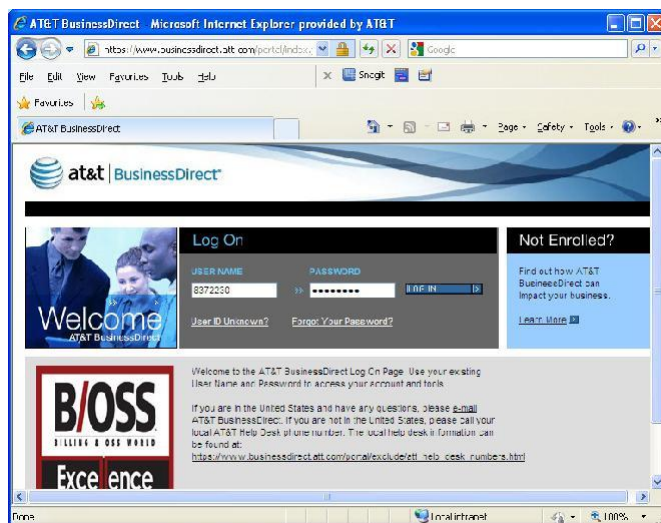
## CPOC Steps to Request Mac VPN Access for Existing Userids

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>

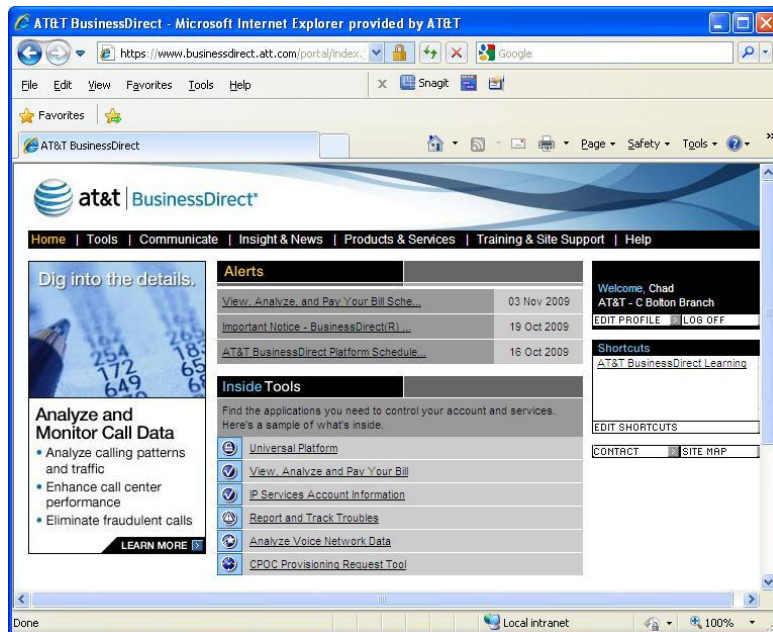


If either of these applications is not available please contact your account representative to have them added.

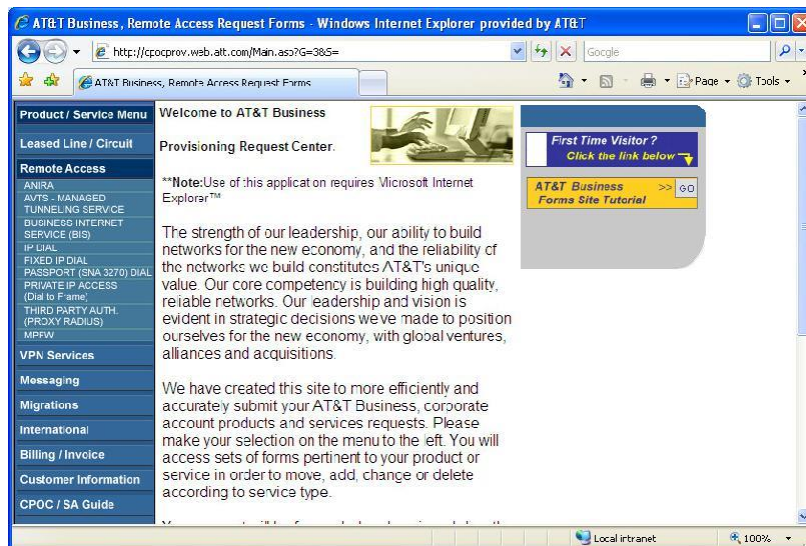
Alternatively, the applications to manage the AT&T Network-Based IP VPN Remote Access and AVTS services can be accessed using your CPOC account credentials at [https://globalnetwork.support.att.com/att/att\\_tools\\_welogan.html](https://globalnetwork.support.att.com/att/att_tools_welogan.html)



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 AVTS as appropriate.



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



AT&T Business, AT&T Network Based IP VPN Remote Access (ANIRA) Request Forms - Windows Internet Explorer provided by AT&T

http://cpocprov.web.att.com/Main.asp?G=385=58

Product / Service Menu

- Leased Line / Circuit
- Remote Access
  - ANIRA
  - AVTS - MANAGED
  - Third Party Auth.
  - 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
- CPOC / SA Guide

AT&T Network Based IP VPN Remote Access

- **AT&T Network Based IP VPN Remote Access (ANIRA)**
  - 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

Order forms

- ☐ Network Based IP VPN RA
- [SOHO Change Request](#)
- [SOHO Disconnection](#)
- [All Other Requests](#)

http://cpocprov.web.att.com/Main.asp?G=385=58

Local intranet 100%

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:	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



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.

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

\* 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

Please enable VPN access for Mac on the following userids.  
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 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