

AT&T WorldNet®

Virtual Private Network Service

User Guide



AT&T

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(Some pages of this document have been left intentionally blank so that chapter headings appear on the right-hand page when the document is printed duplex)

Welcome!

Welcome to AT&T WorldNet Virtual Private Network Service. This service allows your PC to connect to the network or networks of your company's choice from virtually anywhere in the world. All you need is a modem and the AT&T WorldNet VPN Software.

Getting Started

The AT&T WorldNet VPN Software may have already been installed by your network administrator. If this is the case, you can skip to the *Connection Manager* section of this guide. That section details how to use the AT&T WorldNet VPN Software to connect to the network or networks of your company's choice.

If you are asked to install the software yourself, follow the installation instructions provided to you by your network administrator. Note that any PC on which you wish to install the AT&T WorldNet VPN Software must meet the System Requirements listed below:

System Requirements

A PC must meet the following requirements in order to use the AT&T WorldNet Virtual Private Network Service:

<i>Operating System</i>	Windows 95 (requires Dial-Up Networking 1.2 or later) Windows 98 Windows NT 4.0 (Service Pack 3 must be applied)
<i>Processor</i>	66 MHz 486 (or faster, such as a Pentium)
<i>Memory (RAM)</i>	16 MB (or more)
<i>Hard disk space</i>	7.5 MB of free hard disk space are required to install the AT&T WorldNet VPN Software. Other network software provided to you by your network administrator (such as an e-mail package or browser) may require additional free space.
<i>Modem</i>	14.4 kbps (or faster) is required.

Connection Manager

Once you have successfully installed the software, you can access the service or add additional profiles by double-clicking on the *Connect via AT&T WorldNet VPN* icon on your desktop:



Choose the Profile you want to use to connect from this list.

What's a profile? See Page 6.

Click here to automatically launch additional software.

More info? See Page 6.

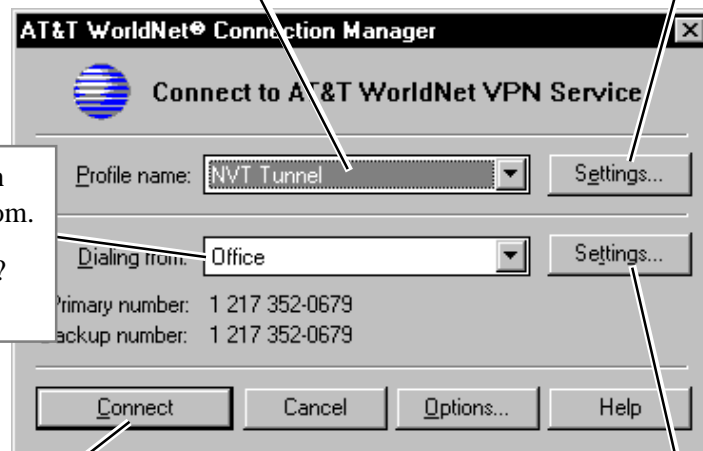
Select the location you are dialing from.

What's a location? See Page 8.

Click here to connect using the current Profile and Location settings.

Click here to add, delete or configure a location.

More info? See Page 9.



Using Profiles

Your AT&T WorldNet VPN Software is configured with one or more “Profiles.” Each profile grants you a specific type of access to a specific network or networks. Each time you want to use the AT&T WorldNet VPN Service to connect, select the Profile Name corresponding to the type of access you want.

In order to curtail the security risks that being connected to the Internet usually create, the access granted when using some of your profiles may be limited to a few sites within your company and have no access to the rest of the Internet at all. Conversely, if you have a profile used for general Internet access, you may not be able to access your company’s restricted sites while you are using it.

Automatically launching other applications

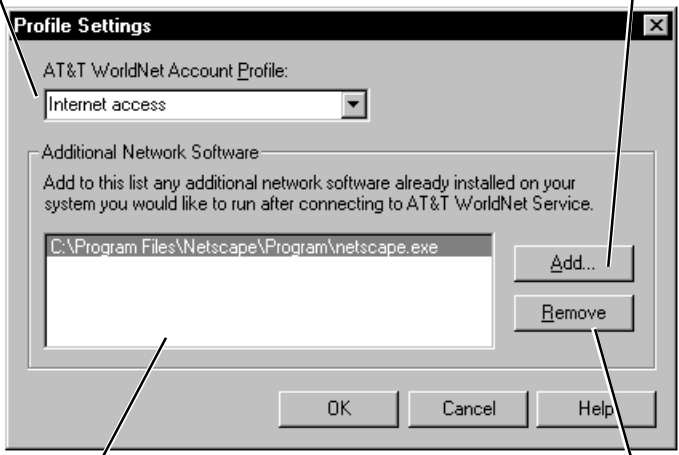
The Connection Manager can be configured to launch one or more applications of your choice each time it successfully connects using a given profile. For example, you may want it to start your e-mail software.

Follow these steps to configure the Connection Manager to start other software:

- 1** In the main window of the Connection Manager, click the *Settings* button next to the *Profile Name* box. The Profile Settings window appears.
- 2** Select the name of the profile for which you want to automatically launch software.
- 3** The bottom of this window contains a list of software packages that the Connection Manager will launch automatically for this profile. Your network administrator may have already added one or more applications to this list. Otherwise, it will be empty when you first see it. To add your own application, click the *Add* button next to this list.
- 4** Select the file you want to be automatically launched. (the file names of programs generally end in “.exe”).
- 5** Click *Open* when you are finished.

Select the profile you want to configure.

Click this button to add a software package to the list at the left.



This box displays a list of all the additional software packages that will be started when you connect using the selected profile.

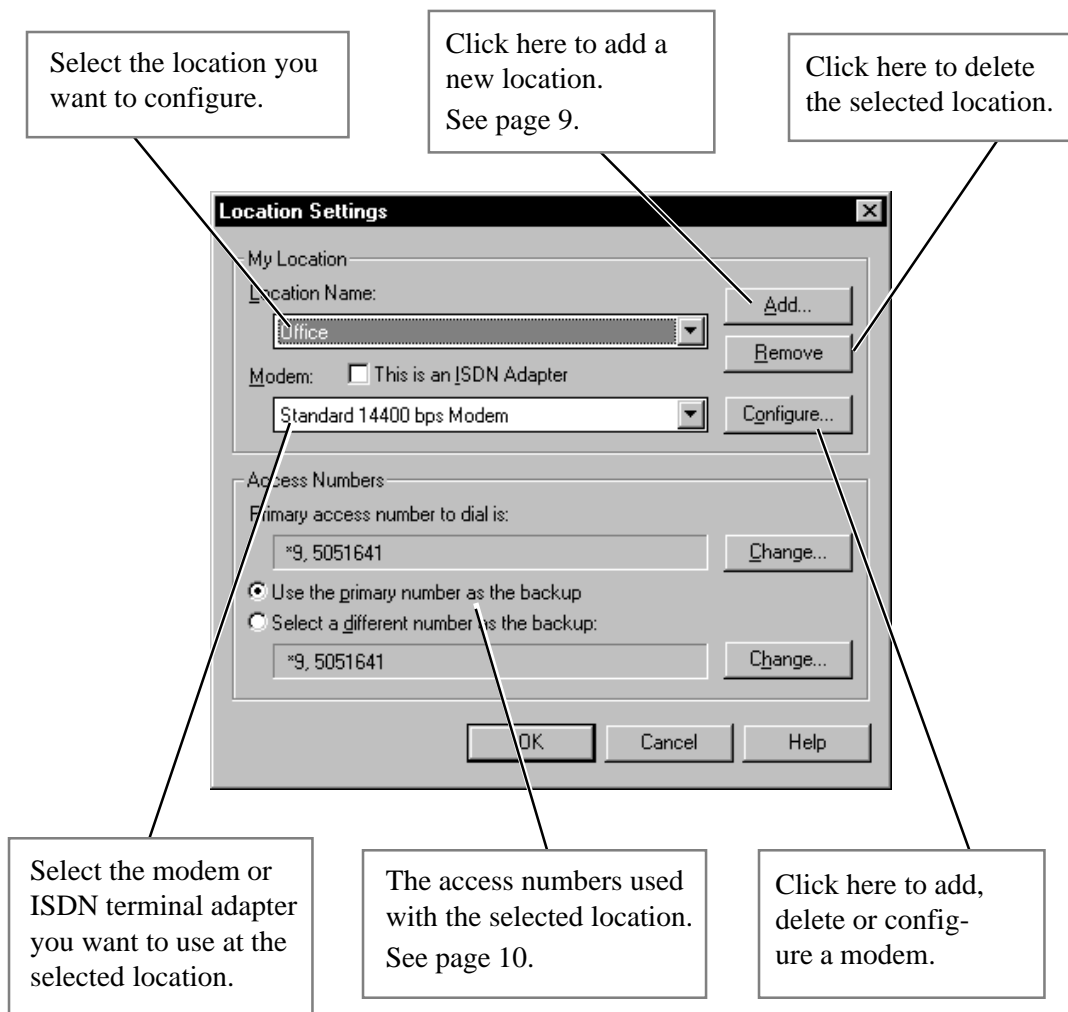
Click this button to remove a software package from the list at the left.

What is a “Location?”

A “Location” is a collection of settings that tells the AT&T WorldNet Connection Manager what it needs to know to dial out from a specific locale.

If your PC does not move around (is not a portable computer), you will probably only have one set of Location settings. If your computer does move around, you can define an additional settings for each location you dial out from and then switch between them depending on where you happen to be when you are dialing. For example, you may have a “home” location and a “work” location.

Locations can be added, deleted and modified in the Location Settings window (click on the lower of the two buttons marked *Settings* in the Connection Manager's main window).



Adding a New Location

Follow these steps to add a new location to the list:

- 1** Start the Connection Manager and click on the lower of the two buttons marked *Settings*.
- 2** Click the *Add* button.

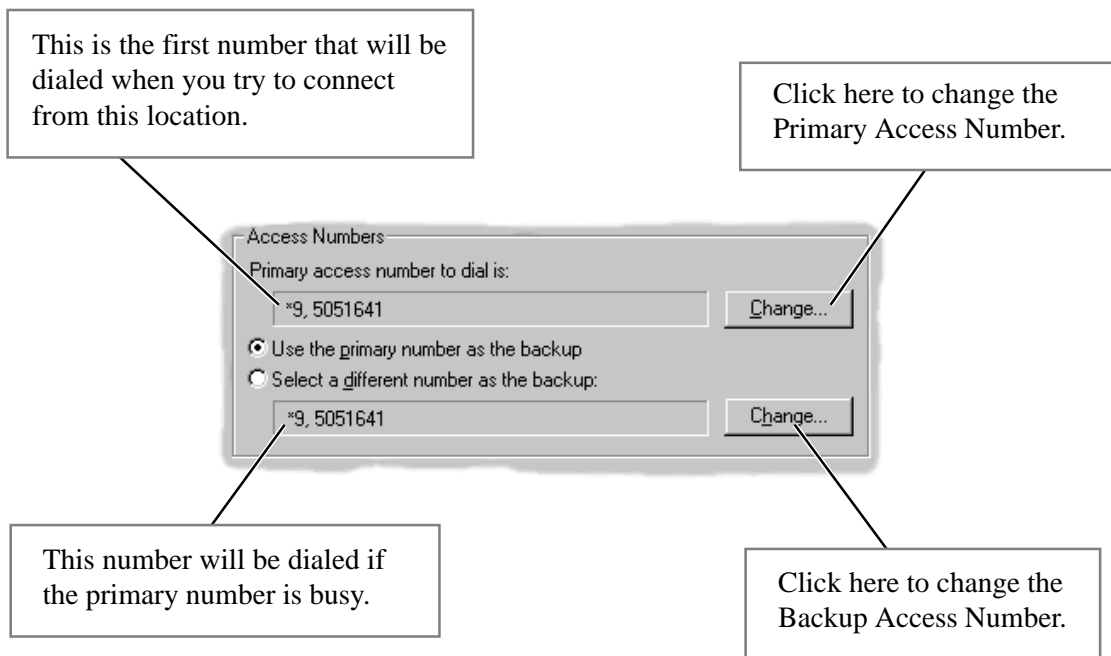


- 3** Enter a name for the new location, and then click OK. You will then be asked to select the Primary Access Number for this location (see *How to Choose an Access Number* on page 11).

Access numbers

Each location you create will have at least one access number. An access number is the phone number you dial to connect to AT&T WorldNet VPN Service. By having a local access number, you avoid paying the long distance phone charges that would be incurred if your access number was not local. It is therefore important to find an access number that is close as possible to the location from which you are dialing.

You will generally have two access numbers: a primary and a backup. The AT&T WorldNet VPN Software dials the primary number first. If that number is busy, the backup number is dialed.



When you click either one of the buttons marked Change, you will have the opportunity to choose a new access number. See *How to choose an access number*, below.

How to choose an access number

The window shown below allows you to select a new access number. There are two ways to get to this window:

- Click one of the two change buttons next to the access numbers displayed in the location settings window.
- When you create a new location, this window will automatically appear so that you can select the Primary Access Number for the new location.

1 Select the country in which you want to find an access number. If there are many access numbers for a specific country, you may also select a state or region within that country.

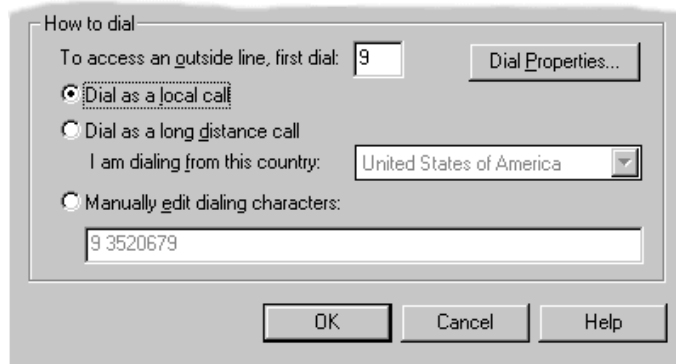
2 If you want to narrow the list of access numbers down even further, you can choose a specific city.

3 Choose the access number you want to use from the box marked “Select a number:”

The screenshot shows the 'Choose Access Number' dialog box. The 'Country:' dropdown is set to 'United States of America', 'State or region:' is 'Illinois', and 'City:' is 'Naperville'. The 'Select a number:' list shows three options, with '+1 (630) 536-0035' selected. The 'Manually edit dialing characters:' field contains '5360035'. The 'first dial:' and 'call country:' fields are also visible.

Note: These fields specify the area you are dialing to. Although it is usually a good idea to find a number in the same country, region, and city that you are dialing from (to keep the telephone charges as low as possible), you may specify any area you like.

- 4 If the location you are dialing from requires that you dial a specific digit or digits to get an outside line, enter them in the box marked “To access an outside line, first dial:”



- 5 Specify how to dial the selected number by choosing one of the following options:

Dial as a local call

Selecting this option specifies that only the local portion of the access number will be dialed (the digits after the area code or city code). This is usually the best choice if the number to be dialed is in the same area code or city code as the number you are dialing from.

Dial as a long distance call

Selecting this option specifies that the dialed number will include all the necessary digits for placing a long distance call from your current location. This is usually the best choice if the selected access number is in a different area code or city code than the number you are dialing from.

Because the rules for dialing long distance numbers vary from country to country, you must also specify the country from which you are dialing if you select this option.

Manually edit dialing characters

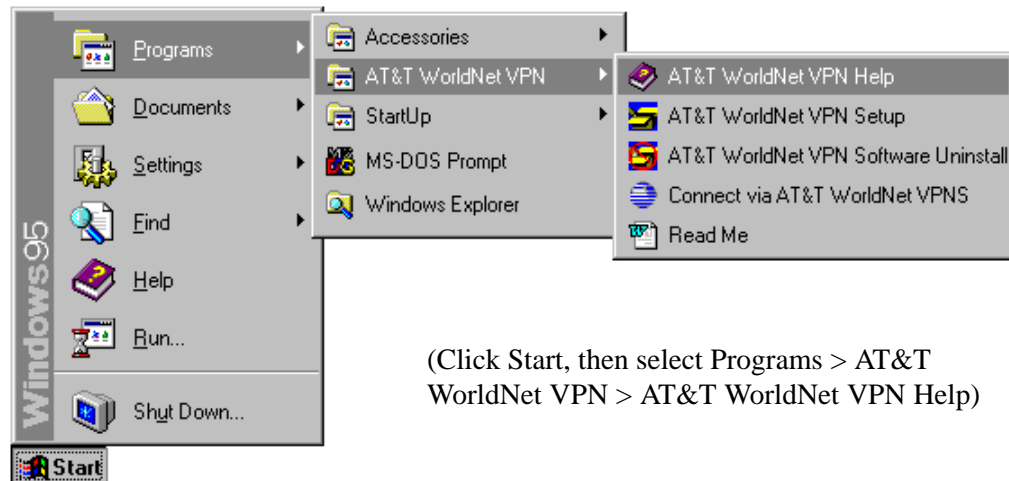
If you've tried both of the other options, but the digits displayed in the box at the bottom of this window still aren't exactly what they should be to dial the desired access number from your current location, you can manually edit them by clicking on "Manually edit dialing characters" and then modifying the numbers displayed.

It can also be used to manually enter a specific access number that was not in the list.

- 6** When you are finished, click OK to exit the Choose Access Number window.

How do I get help?

For answers to many common questions and solutions to common problems, AT&T WorldNet VPN Help is your best solution. This help system is installed on your PC along with the rest of the AT&T WorldNet VPN Software. It can be accessed through the start menu.



(Click Start, then select Programs > AT&T WorldNet VPN > AT&T WorldNet VPN Help)

In addition to answers to many common questions, you will also find a glossary of Internet and online terms and explanations of and solutions for all the error messages that the AT&T WorldNet VPN Software may display.

Getting help online

If you have access to the Internet either through AT&T WorldNet Service or through another source, you can get help for this product online. Type the following address into your browser software:

<http://www.worldnet-vpn.att.net>

Once the page has loaded, select “Technical Support.”

Help with Microsoft Internet Explorer

If you are having difficulty with the Internet Explorer software but are still able to use it to browse the Internet, you can get online information at the Microsoft help site:

<http://support.microsoft.com/support>

This site is also accessible from *Online Support* in Internet Explorer’s Help menu.

Help with Netscape Navigator

If you are having difficulty with the Netscape Navigator software but are still able to use it to browse the Internet, you can get online information from Netscape Navigator at the following help site:

<http://help.netscape.com>

This site is also accessible from *How to Get Support* in the Netscape Navigator’s Help menu.

AT&T WorldNet Service (Consumer Version)

These sites contain help and tips for using the Consumer version of the AT&T WorldNet Software. Not all of the information on these sites will apply to the AT&T WorldNet VPN Service, but you may find some useful information here.

<http://204.127.237.208/wurd>

<http://www.worldnet.att.net/care/accounts/abfaqs.html>

Customer support

For additional help, follow the method for obtaining support prescribed by your network administrator.

Please note that in some organizations, support is provided entirely by the designated support personnel within the organization itself. If this is the case in your organization, please do not attempt to contact AT&T directly. If you do so, AT&T Customer Care will refer you back to your own support personnel.

On the other hand, some organizations have arranged for support to be provided by AT&T directly. If this is the case in your organization, your network administrator will have given you a support number to call in case of difficulty.

When you contact any source of support, please be ready to supply the following information if requested:

- System Type (e.g. PC brand, model, and processor).
- Modem type (e.g. internal, external, PCMCIA card), brand, and speed.
- Operating System (e.g. Windows 95, Windows 98 or Windows NT).
- Networking software (browsers, e-mail packages, etc) that have been installed.
- Other hardware and software that may be attempting to access the communications ports.
- What you were trying to do when the problem occurred.
- Exact nature and sequence of failure.
- Symptoms of failure, including any error messages or error numbers.

You are using version 2.6 of the AT&T WorldNet VPN Software.

