Welcome!

Welcome to AT&T WorldNet Virtual Private Network Service.

What you need

You should have received the following:

- An Information Sheet that tells you where to find the remaining things you need.
- AT&T WorldNet Setup 2.4.1 (the installation software for AT&T WorldNet Virtual Private Network Service). This might be provided on CD-ROM. Alternately, you may be told that you can run Setup from a directory on your local network (see the “Setup Provided On” section of your Information Sheet).
- Account information. This may be given to you on paper or as an electronic file (on disk or on your local network). Check the “Profiles Provided On” section of your Information Sheet.
- If your PC is running Windows 95, you may need to have Dial-Up Scripting installed on your PC. See Step 1 (below) to determine if you need to install this.

System Requirements

The PC on which you will install AT&T WorldNet Virtual Private Network Service must have at least the following:

- Operating System: Windows 95 (or later)
- Processor: 486SX (or faster, such as 486 DX or Pentium)
- Memory (RAM): 16 MB (or more)
- Hard disk space: The AT&T WorldNet Software by itself requires 7.5 MB. If Internet Explorer is also installed, the whole package requires 75 MB. With Netscape Communicator, the whole package requires 25 MB.
- Modem: 14.4 kbps (or faster) is required.
Installing the Software

The following steps are required to install AT&T WorldNet Virtual Private Network Service on your PC:

Before You Begin

Close all applications before you begin the installation process.

Step 1. Do I Need to Have Dial Up Scripting Installed? (Windows 95 only)

Follow these steps if your PC is running Windows 95. If you are running a later version of Windows, you can skip to Step 2.

A  Look at “User Needs Dial-Up Scripting?” on your Information Sheet.

   If it reads “No” you DO NOT have to install Dial Scripting. Skip to Step 2.

   If it reads “Yes”, go on to Part B.

B  Click Start, then Settings, and then Control Panel.
C  Double-click on System.

D  Select the General tab if it is not already showing.

E  The System section will contain a line like the following:

   Microsoft Windows 95 4.00.950 B

   If, like the example here, it ends with a “B” or a “C”, Dial-Up scripting is already installed. You can skip to Step 2.

   If the “B” is missing or if there is an “A” instead, go on to part F.

F  Close the System Properties window by clicking the Cancel button.
Double click on the Add/Remove Programs icon in the Control Panel. You will see a window like the following:

Look to see if either one of the following two lines is in the list that appears at the bottom of the window:

**SLIP and Scripting for Dial-Up Networking**
**Dial-Up Scripting Tool**

If you see either one of these lines, Dial-Up Scripting is already installed on your PC. Skip to Step 2.

If you don’t see either of these lines, you must install Dial-Up Scripting.
Installing Dial-Up Scripting

If you have access to the original CD used to install Windows 95, you can install Dial-Up scripting yourself. Do the following:

A Place the Windows CD in your CD-ROM drive.

B Click Start, Settings, Control Panel.

C Double-click the Add/Remove Programs icon in the Control Panel.

D Choose the Windows Setup tab and then click the Have Disk button.
Click OK again. When the “Have Disk” window appears, check the box labeled “SLIP and Scripting for Dial up Networking” and then click Install.

Note: Some versions of Windows come with a “Companion” CD. This CD does NOT contain the required files. If you don’t have access to your original Windows CD, contact the designated support personnel within your organization.
Step 2: Starting AT&T WorldNet Setup

The “Setup Provided On” Section of your Information Sheet, will specify installation from CD-ROM or from your local network. Follow the appropriate instructions below.

... **from CD-ROM**

To start the AT&T Setup program from the CD-ROM, place the CD into the CD-ROM drive of your PC. The window below will appear:

(If this window doesn’t automatically appear, click the Start button, select Run, type `d:\setup` and then click OK).

... **from your local network**

To start the AT&T WorldNet Setup program from your local network:

**A** Click Start and then Run…

**B** In the space provided, type the contents of the “Setup Location” line of the Information Sheet provided to you. This must be typed EXACTLY as it appears.

**C** Click OK.
Step 3: Set Up Modem (step 1 in the Setup program)

Once you have started the Setup program, it will prompt you to confirm the choice of directory to install to and then begin copying the required files onto your hard disk. When the files have been copied, you will be led through a series of screens that prompt you for the information needed by Setup.

Setup begins by asking you to configure your modem to work with AT&T WorldNet Service.

This box lists all the modems (and ISDN terminal adapters) that are currently set up to work with Windows. Select the one you want to use to access AT&T WorldNet Service.

Check this box if the selected device is an ISDN terminal adapter.

If you want to use a modem or terminal adapter that is not listed here, click the Change button.

(This button runs the Add Modem Wizard which is part of Windows)

Click Next when you are finished.
Step 4. Creating an Initial Location

Next, Setup will ask you to specify the area code and phone number from which you are dialing.

If the PC on which you are installing AT&T WorldNet Virtual Private Network Service is likely to move around (such as a portable computer), you will be able to define more locations later. For now, just enter information about your current location. You can assign a name to this location (i.e. “Home”) by typing it in the space provided.

Note: If you have run AT&T WorldNet Setup on this PC before, the location information in this window and the next one will be set to the values you entered the last time you were here. Any changes you make to the location whose name is displayed will overwrite the original values for that location.
Step 5. Beginning Account Registration

Once you have finished entering location information, the following window appears:

First, you need to specify the type of account profiles you will be adding. Select “Corporate” to add Virtual Private Network Service profiles. The other option, “Personal,” will not be used in setting up AT&T WorldNet Virtual Private Network Service. However, if you want to sign up for a personal account with AT&T WorldNet Service in addition to an account that your company is providing, you can select this option later (click the Add button in the Profile Settings window of the Connection Manager).

Note: Support for this software is provided either by the designated support personnel within your company or by AT&T WorldNet Virtual Private Network Service customer care - even if you are using this software with a personal account.

Once you select “Corporate,” you must specify how the profile information will be entered. Look at the information sheet that was provided to you. Your choice will be based on the “Profiles Provided On” section.

If your profile information is in a file on floppy disk or on your local network, check the first option, “Import or restore account information from an account file,” enter the location and name of the file in the next window, and then skip to Step 7.

If you have been provided with written profile information, check the second option, “Prompt me for VPN Service account information” and continue with Step 6.
Step 6. Configuring the first profile

The account information provided to you will be organized into one or more profiles, each of which will have a different use. For example, you may have one profile that allows you to sign on for general access to the Internet and a different one that allows you access to proprietary information that people outside your company shouldn’t see.

When you reach the window shown below, begin entering the information for the first profile EXACTLY as it was provided to you.
The rest of the information for your first profile should be entered in the next window. Once again, this information should be entered EXACTLY as it was provided to you (Feel free to enter “Your Name” as you would like to see it, though).
Step 7. Installing browser software.

If you wish, the AT&T WorldNet Software can be configured to automatically launch a selected application each time you connect to AT&T WorldNet Service. By default, no software package has been specified. Therefore, if you click Next without making any changes, no software will be automatically launched.

Check the “Browser” section of your Information Sheet for specific instructions.

This box indicates which software package (if any) will be started automatically each time you connect to AT&T WorldNet Service.

If you want to specify a software package to be started automatically, click the Change button.

See Selecting software to launch automatically on page 17.
Selecting software to launch automatically

When you click the Change button, the Choose Internet Software window appears. This window lists all the Internet software that Setup has detected on your PC. Also, Setup lists the free browser and e-mail software that is included with this version of the AT&T WorldNet Software. If you select this free package, Setup will install it for you as well.

This window allows you to specify which software should be automatically started each time you connect to AT&T WorldNet Virtual Private Network Service. There are three ways to do this:

- Select one of the detected software packages by clicking on its name in the list and then clicking OK.
- Choose a package that is not in the list by clicking “Specify other Internet software,” clicking the Browse button, and then selecting the program you want to use.
- Choose not to automatically start any software package by clicking “Specify other Internet software” and then clicking OK without selecting any software.
Connection Manager

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

Choose the Profile you want to use to connect to AT&T WorldNet Service from this list.
What’s a profile? See Page 20.

Select the location you are dialing from.
What’s a location? See Page 23.

Click here to add, delete or configure a profile.

Click here to connect to AT&T WorldNet Service using the current Profile and Location settings.

Click here to add, delete or configure a location.
More info? See Page 23.
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 connect to AT&T WorldNet Service, 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.

Select the profile you want to configure.

Click here to add a new profile. See page 22.

Click here to delete the selected profile.

This box displays a list of all the additional software packages that will be started when you connect to AT&T WorldNet service using the selected profile.

Click these two buttons to add and remove software packages from the list at the left.
**Profile Settings**

Profiles can be added or deleted in the Profile Settings window. You can also configure which software packages will be automatically started when you connect to AT&T WorldNet Service using a particular profile.

To display the Profile settings window, do the following:

1. If you have not already done so, start the Connection Manager by double-clicking on the Connect to AT&T WorldNet Service icon on your desktop.
2. Click the **Settings** button next to the **Profile name** box.

**Adding profiles**

If you loaded your profile data from a file, you probably won’t have any additional profiles to add immediately. However, if you entered your profile data manually, you may have more profiles left to enter (check your information sheet for additional profiles). In the future, you may also need to add new profiles received from your network administrator.

To add a profile,

1. If you have not already done so, start the Connection Manager by double-clicking on the Connect to AT&T WorldNet Service icon.
2. Click the **Settings** button next to the **Profile Name** box.
3. Click Add. You will be guided through the same account profile screens you used to set up your first profile.

**Note:** If you are adding additional profiles from an account file rather than typing in written profile information, the new profiles will be added onto the end of your profile list rather than replacing your existing profiles. The exception to this rule involves profiles that are named identically to one of the profiles already on your system. If you try to import such a profile, you will be prompted as to whether you want to keep your existing profile or replace it with the new one. If you are not sure what to do, ask your system administrator. The name of the profile could be the same by mistake or your administrator could be trying to update your existing profile with new information.
Adding a personal AT&T WorldNet Account

If you want to sign up for a personal account with the AT&T WorldNet Service, you can add it the same way you add any other profile. However, after you click the Add button, select “Personal” in the Profile Type box. You will be guided through the same screens you would see if you were running the personal version of the AT&T WorldNet Software.

Please remember that support for this software is provided either by the designated support personnel within your company or by AT&T WorldNet Virtual Private Network Service customer care - even if you are using this software with a personal account.

Note: The list of access numbers that will be displayed when you create a new location using the AT&T WorldNet Virtual Private Network Service client software only includes access numbers that support VPN service profiles. Some AT&T WorldNet access numbers will not be shown. If you want to access your AT&T WorldNet account using an access number that is not on the list displayed, you will have to enter it manually.
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 Connection Manager’s main window).

Select the location you want to configure.

Click here to add a new location. See page 24.

Click here to delete the selected location.

Select the modem or ISDN terminal adapter you want to use at the selected location.

The access numbers used with the selected location. See page 25.

Click here to add, delete or configure a modem.
**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 26).
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 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 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.”

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 Help is your best solution. This help system is installed on your PC along with the rest of the AT&T WorldNet Software. It can be accessed through the start menu.

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 Software may display.

- Installation and upgrades
- Configuring the AT&T WorldNet Software
  - What is autodial and how do I disable it?
  - What is call waiting and how do I disable it?
  - How do I change my local access numbers?
  - How do I connect to AT&T WorldNet Service?
  - How do I change my connection settings?
  - How to add a new location
  - What is a ‘Location’?
  - How can I access an outside line?
  - Can I use ISDN?
  - How do I configure the software to use ISDN?
  - How to automatically start additional software
  - Why can’t my browser access certain pages?
- Managing the account information on your PC

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

WorldNet Users Reference Desk

This site (not administered by AT&T) contains tips, tricks, help, software, and newsgroups for AT&T WorldNet users.

http://204.127.237.208/wurd

AT&T WorldNet Frequently Asked Questions

This site contains answers to some frequently asked questions about AT&T and the Internet.

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 3.1/3.11 or Windows 95).
- Browsers that have been installed.
- Version of Setup used when the problem occurred.
- Other hardware and software that may be attempting to access the COM ports.
- What the user was trying to do when problem occurred.
- Exact nature and sequence of failure.
- Symptoms of failure, including any error messages or error numbers.