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OVERVIEW
This guide is to be used to configure iOS devices (iPhones and iPads) for use with the PositivePro VPN service. Our Mobile Device Management (MDM) service provides an automated way to install the settings that will allow you to securely connect to network resources as defined by your company’s security policies.

SUPPORTED PLATFORMS
The following platforms are supported:

- iPad: minimum version iOS 4.x
- iPhone: minimum version iOS 4.x
DEVICE ENROLLMENT

Step 1  Open Safari on your device.

Step 2  Go to https://services.anx.com/MDM/welcome.

Step 3  Review the Terms and Conditions.

Step 4  Check I agree to these terms.

Step 5  Click Continue.
Step 6  Click **MDM Certificate Authority Root Certificate**.

Step 7  Click **Install** to add the certificate to your device.

Note: Our MDM Service uses a custom Certificate Authority that does not come pre-installed on the device (as would Root Certificates from VeriSign®, Thawte®, etc.). As a result, the certificate is marked as “Not Trusted.”
Step 8  Click **Install**.

![Image showing the Install button highlighted]

**Unverified Profile**

The authenticity of “MDMCA1” cannot be verified. Installing this profile will change settings on your iPhone.

**Root Certificate**

Installing the certificate “MDMCA1” will add it to the list of trusted certificates on your iPhone.

Step 9  Click **Done** to return to the MDM Welcome page. (The MDM Service Root Certificate and configuration profiles signed by our service will be trusted by your device.)

![Image showing the Done button highlighted]

**Profile Installed**

MDMCA1

- **Received**: May 27, 2011
- **Contains**: Certificate

**More Details**
Step 10  Click enrollment.

Step 11  Enter your Login and Password.

Step 12  Click Continue.
You will be asked to install two final profiles. The first performs the enrollment and the second delivers our PositivePro VPN Configuration, which installs a Web clip icon on your Home screen. A Web clip is a shortcut to a specific website (in this case our MDM Service update site).

**Step 13**  
Click **Install**.

**Step 14**  
Click **Install Now**.
Step 15  Click Next. (It is recommended that you do not enter your password.)

Step 16  Click Done.
UPDATES
PositivePro VPN configuration updates are made available from time to time, generally to maintain the security of your connection. Click on the Web clip icon to open our update site. This icon is installed on your Home screen as part of the enrollment process.

Your device may require an update when:

- You receive an email from ANX stating an updated configuration is required.
- You are unable to establish a connection to your VPN. (Note that you should first 1) check your password and 2) check if your device currently has a cellular or WiFi connection.)

Step 1  Click the Web clip. Safari will open and direct you to the MDM Update site (https://services.anx.com/MDM/update).

Step 2  Enter your Login and Password.

Step 3  Click Submit.
Step 4  Click Install.

Step 5  Click Install Now.
**Step 6**  Click **Next**. (It is recommended that you do **not** enter your password.)

![Password Entry](image1)

**Step 7**  Click **Done**.

![Profile Installed](image2)
ESTABLISHING A POSITIVEPRO VPN CONNECTION

Once profile installation is complete, you may start using the ANX PositivePRO VPN service to access your network resources as defined by your security policy. Establishing a connection is accomplished as follows.

Step 1  Go to Settings.

Step 2  Touch the VPN switch.

Step 3  Enter your Password.

Step 4  Click Done.
The VPN connection progress.

The VPN switch will be in the ON position once you have been authenticated. You will see the VPN icon on your status bar.
**CONTACTING THE ANX HELP DESK**

There are several ways that you can contact the ANX Support Center:

<table>
<thead>
<tr>
<th>Support Channel</th>
<th>Point of Contact</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>800-393-7969</td>
<td>24x7</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:support@anx.com">support@anx.com</a></td>
<td>7 a.m. to 11 p.m. EST (Monday through Friday)</td>
</tr>
<tr>
<td>Chat</td>
<td><a href="http://www.anx.com/content/support">http://www.anx.com/content/support</a></td>
<td>7 a.m. to 11 p.m. EST (Monday through Friday)</td>
</tr>
</tbody>
</table>