CONTENTS

Contents.............................................................................................................................................2
Overview ...........................................................................................................................................3
Supported Platforms .....................................................................................................................3
Installation .......................................................................................................................................3
Running PositivePro Mac Client ...................................................................................................4
Connecting to and Disconnecting from PositivePro .................................................................6
Configuration Updates ..................................................................................................................8
Software Updates ..........................................................................................................................9
Contacting the ANX Support Center ............................................................................................10
OVERVIEW
This document describes how to install and use the PositivePro Mac Client application. The application is designed to simplify configuring computers running the Mac OS X operating system to connect to your PositivePro-hosted VPN network.

SUPPORTED PLATFORMS
The following platforms are supported:

- Mac OS X 10.6 or higher

INSTALLATION

Step 1  Obtain Mac OS X access in Policy Manager from your Administrator.

Step 2  Go to https://webtop.positivenetworks.net/?mode=vpn.

Step 3  Log in with your PositivePro username and password.

Step 4  Click Download Now under SUPPORTED Mac OSX.

Please click the link to download the VPN Client

Download Now  Download Now  Download Now

Note: The VPN Client will download.

Step 5  Double click the PositivePro Mac Client image (.dmg) when the download is complete.

Step 6  Drag the PositivePro Mac Client.app icon to the Applications folder shortcut to complete installation.
RUNNING POSITIVEPRO MAC CLIENT

Step 1  Go to the Applications folder.

Step 2  Double click the PositivePro Mac Client icon.

Note: Your system searches for an existence of a current PositivePro VPN configuration when the application starts. If one is not found, you will see the following dialog:
Step 3  Click **Ok**.

Step 4  Enter your **Username** and **Passphrase**.

Step 5  Click **Submit**.

*Note: It is recommended that you do not interact with the Network window while changes are being applied. Network settings can be viewed in System Preferences.*
CONNECTING TO AND DISCONNECTING FROM POSITIVEPRO

Step 1  Click Sign In once the PositivePro VPN configuration has been installed.
Note: You must allow System Events to access the information stored in the installed configuration.

Step 2  Click Always Allow.

Step 3  Enter your Name and Password to make the connection.
Note: *The application’s status will update once the VPN connection has been established.*

**Step 4**  
Click **Sign Off** to disconnect from the VPN connection.

![Sign Off button](image)

Note: *Configuration installation places a VPN Status icon on the top menu bar. Click the icon to connect and disconnect from the network while PositivePro Mac Client is not running.*

**CONFIGURATION UPDATES**

The application checks for an updated configuration each time it starts because authentication keys for connecting to PositivePro are cycled out of use to maintain high levels of security.

Check for configuration updates manually from the **PositivePro Mac Client menu**.

<table>
<thead>
<tr>
<th>About PositivePro Mac Client Lite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferences...</td>
</tr>
<tr>
<td>Check for Software Updates...</td>
</tr>
<tr>
<td>Check For Configuration Updates...</td>
</tr>
<tr>
<td>Services</td>
</tr>
<tr>
<td>Hide PositivePro Mac Client Lite</td>
</tr>
<tr>
<td>Hide Others</td>
</tr>
<tr>
<td>Show All</td>
</tr>
<tr>
<td>Quit PositivePro Mac Client Lite</td>
</tr>
</tbody>
</table>
Note: You will see the following dialogue when an updated configuration is required. The Network preferences window will automatically open. Follow the instructions on the dialogue to remove the outdated configuration.

**Configuration Update Needed**

You must follow these steps to remove your current PositivePro VPN Configuration in order to install the update.

1. Go to the Network window of System Preferences.
2. Select VPN (L2TP) from the left pane.
3. Click on the minus ("-") button above the lock.
4. Click Apply.
5. Close this dialog and click the "Sign On" button.

You will be prompted to log in to ANX and new configuration installation will proceed as outlined in the **Running PositivePro Mac Client** section.

**SOFTWARE UPDATES**

Perform the following steps to check for software updates:

**Step 1** Select **Check for Software Updates...** from the PositivePro Mac Client menu.

Note: A Software Update window will open if a new version of the application is available for download.
Step 2  Check **Automatically download and install updates in the future**.

![Software Update screenshot](image)

**CONTACTING THE ANX SUPPORT CENTER**

Contact the ANX Support Center if you experience problems with the application.

Please send your representative a copy of the application log to help him/her diagnose your issue. This application log can be found from your home directory. It is located at:

```
/Library/ApplicationSupport/PositiveProMacClientLite/PositiveProMacClientLite.log
```

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>24x7</td>
</tr>
<tr>
<td>Chat</td>
<td>chat.anx.com</td>
<td>24x7</td>
</tr>
</tbody>
</table>