ANX PositivePro 🛤

User Guide PositivePro Mac Client

Version 2.0

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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 <u>https://webtop.positivenetworks.net/?mode=vpn</u>.
- **Step 3** Log in with your PositivePro **username** and **password**.
- Step 4 Click Download Now under SUPPORTED Mac OSX.



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:

	PositivePro Configuration Not Found
ĪŻ	Would you like to login to PositivePro to receive your network configuration?
	Note: Once the configuration has been downloaded, the Network pane of the System Preferences Application will open automatically to perform the installation. Please do not interact with the window until changes have been applied.
	Cancel OK

- Step 3 Click Ok.
- **Step 4** Enter your **Username** and **Passphrase**.
- Step 5 Click Submit.

Login to ANX to download and install the PositivePro VPN Configuration for OS X.			
Username			
Passphrase			
Submit	Cancel		

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*.



Network			
Show All	J	٩	
	Location: Automatic		
• Ethernet Connected	\$000	Status: Not Connected	
● FireWire Not Connected	2		
On	1	Configuration: PositivePro VPN	
• VPN (L2TP)		Server Address: positivepro.anx.com	
Not Connected		Account Name: user@anx.com	
Authentication Settings			
		Connect	
+ - *- Advanced ?			
Click the lock to prevent further changes. Assist me Revert Apply			

CONNECTING TO AND DISCONNECTING FROM POSITIVEPRO

Step 1 Click **Sign In** once the PositivePro VPN configuration has been installed.

0 0	PositivePro Mac Client Lite
	ANX PositivePro 🖡
	Not Connected
	Sign In



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.

\bigcirc	VPN Connection
	Please enter your name:
	user@anx.com
	Please enter your password:
	Cancel OK



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.

0 0	PositivePro Mac Client Lite
	ANX PositivePro 🖡
	Connected
	Sign Off

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**.

About PositivePro Mac Client Lite		
Preferences	¥,	
Check for Software Updates		
Check For Configuration Update	s	
Services	►	
Hide PositivePro Mac Client Lite Hide Others Show All	Нж Нж7	
Quit PositivePro Mac Client Lite	жQ	



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.



You will be prompted to log in to ANX and new configuration installation will proceed as outlined in the **Running PositvePro 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.

About PositivePro Mac Client Lite		
Preferences	¥,	
Check for Software Updates		
Check For Configuration Update Services	≥s ►	
Hide PositivePro Mac Client Lite Hide Others Show All	H策 H第ブ	
Quit PositivePro Mac Client Lite	жQ	

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**.

00	Software Update				
	A new version of PositivePro Mac Client Lite is available!				
ĪĒ	PositivePro Mac Client Lite 1.1 is now available—you have 1.0. Would you like to download it now?				
-	Release Notes:				
	Automatically download and install updates in the future				
	(Skip This Version) (Remind Me Later) Install Update				
	1.				

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:

Support Channel	Point of Contact	Hours of Operation
Phone	800-393-7969	24x7
Email	support@anx.com	24x7
Chat	chat.anx.com	24x7

