



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 <https://webtop.positivenetworks.net/?mode=vpn>.

Step 3 Log in with your PositivePro **username** and **password**.

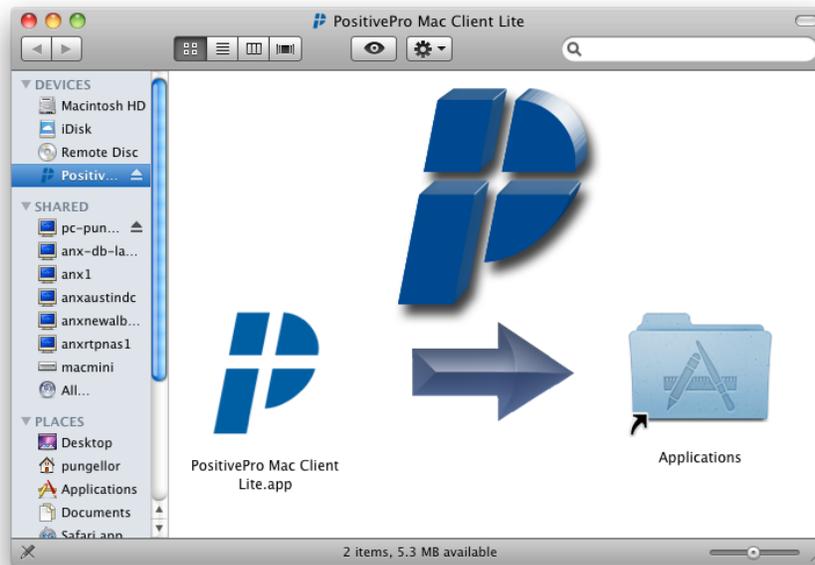
Step 4 Click **Download Now** under **SUPPORTED Mac OSX**.



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:



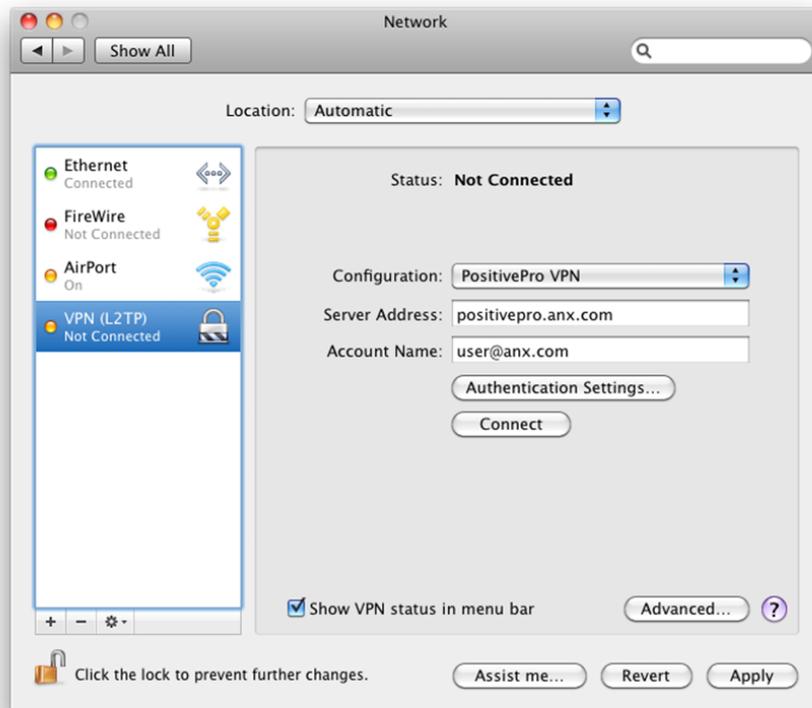
Step 3 Click **Ok**.

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

Step 5 Click **Submit**.

A dialog box titled "Login to ANX to download and install the PositivePro VPN Configuration for OS X." It contains two input fields: "Username" and "Passphrase". Below the fields are "Submit" and "Cancel" buttons.

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.

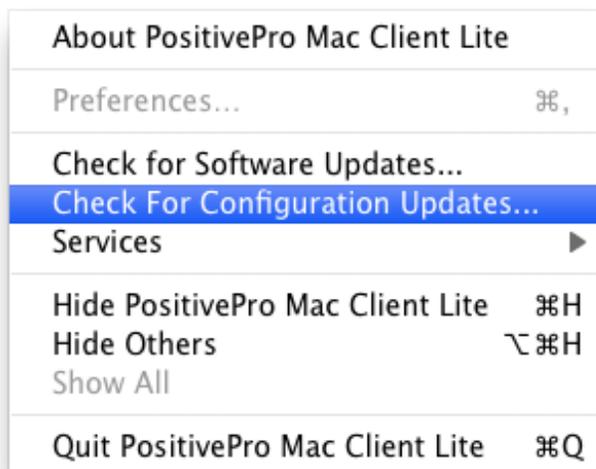


Note: Configuration installation places a VPN Status icon on the top menu bar. Click the icon to connect and disconnect from the network while PositivePro Mac Client is not running.

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**.



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.

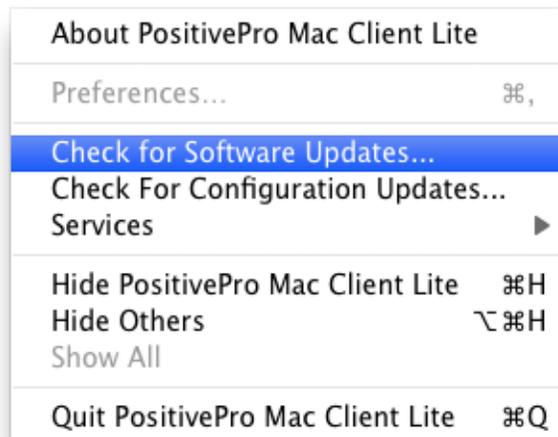


*You will be prompted to log in to ANX and new configuration installation will proceed as outlined in the **Running PositivePro Mac Client** section.*

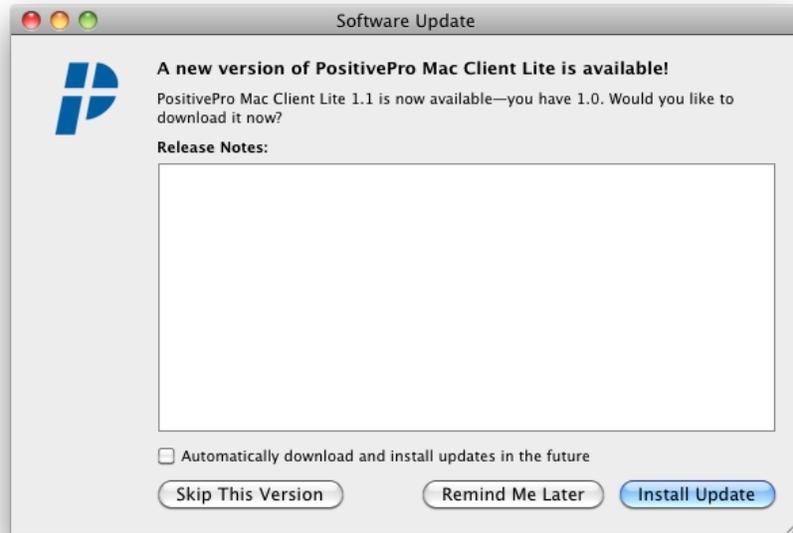
SOFTWARE UPDATES

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.****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