

**Software VPN Form**

**Sales Engineering**

**September 16, 2020**

**Version 1.2**

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|  |  |  |  |  | External | **√** |
|  |  |  |  |  | Client |  |

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# INTRODUCTION

Once completed, please return this form to support@aeris.net.

Once returned, the request will be processed and you will receive your new or modified software VPN credentials within 5 business days.

Please complete all relevant sections.

# COMPANY INFORMATION

|  |  |
| --- | --- |
| COMPANY INFORMATION |  |
| Company Name: |  |
| Address: |  |
| City, State, Zip / Postal Code: |  |

Table 1 - Company Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CONTACTS | Name | Email | Office Phone | Mobile Phone |
| Primary Technical Contact: |  |  |  |  |
| Alternate Contact: |  |  |  |  |
| 24-Hour Contact: |  |  |  |  |

Table 2 - VPN Contacts

# VPN INFORMATION

|  |  |
| --- | --- |
| VPN REQUEST CATEGORY |  |
| [ ]  New |  |
| [ ]  Update |  |
| [ ]  Disconnect |  |
| Comments (Update Details or Reason for Disconnection) |  |

Table 3 - VPN Request Category

|  |  |
| --- | --- |
| VPN SERVICE DATES |  |
| Start Date: |  |
| Termination Date: |  |

Table 4 - VPN Service Dates

|  |  |
| --- | --- |
| VPN TYPE |  |
| [ ]  Trial |  |
| [ ]  Development |  |

Table 5 - VPN Type

|  |  |
| --- | --- |
| Software VPN Services |  |
| [ ]  AerAdmin/ AerTraffic / AerFrame API Set |  |
| [ ]  Aeris SMSC (SMPP) |  |

Table 6 - Software VPN Services

# CONNECTING TO AERIS USING CISCO ANYCONNECT VPN

Once the form is completed and submitted to Aeris Support, you will receive an email with your Cisco AnyConnect VPN login credentials.

**To Connect to the Software VPN**

Go to the URL listed below based on the technology type you are using.

* For GSM LTE or Fusion IOT users: <https://fusion-vpn-us.aeris.net>
* For US-based Global GSM, CDMA, or AT&T LTE users: <https://vpnlab.aeris.net>
* For EU- or UK-based Global GSM users: https://eu-vpn.aeris.net

**Web Links to Access Cisco AnyConnect Services**

* For US-based Global GSM, CDMA, and AT&T LTE users:

[https://vpnlab.aeris.net/+CSCOE+/logon.html?a0=16&a1=&a2=&a3=1](https://vpnlab.aeris.net/%2BCSCOE%2B/logon.html?a0=16&a1=&a2=&a3=1)

* For EU- or UK-based Global GSM users:

[https://eu-vpn.aeris.net/+CSCOE+/logon.html?a0=16&a1=&a2=&a3=1#form\_title\_text](https://eu-vpn.aeris.net/%2BCSCOE%2B/logon.html?a0=16&a1=&a2=&a3=1#form_title_text)

* For GSM LTE or Fusion IOT users:

[https://fusion-vpn-us.aeris.net/+CSCOE+/logon.html?a0=16&a1=&a2=&a3=1#form\_title\_text](https://fusion-vpn-us.aeris.net/%2BCSCOE%2B/logon.html?a0=16&a1=&a2=&a3=1#form_title_text)

**Sample Screen of vpnlab.aeris.net**



# VPN USER GROUPS

When Aeris engineers configure your VPN, a user group is assigned to your account. Once your VPN account is activated, you will be provided with the appropriate user group based on the technology type that you are using. You must select this user group to access the software VPN service.

Below are the VPN groups for specific technology types:

* Group configured for US-based Global GSM, CDMA. and AT&T LTE users:

SSL\_CUSTOMER\_1

* Groups configured for EU- or UK-based Global GSM users:

EU\_AERIS\_CUSTOMER **or** EU\_AERIS\_CUSTOMER\_4

* Group configured for Fusion Global (GSM LTE) or Fusion North America (Sprint IOT) based users:

FUSION

# VPN CREDENTIALS

Credentials include a username and password which are configured by an Aeris engineer and provided to the user when the VPN account is created.

**USERNAME**: Provided by Aeris to the customer.

**PASSWORD**: Provided by Aeris engineer to the customer.

1. Once appropriately authenticated, you are prompted to download and install the Cisco AnyConnect Mobility Client based on your operating system (Windows, MAC, Linux 32-bit, or Linux 64-bit).

Note: You may be asked to install Microsoft ActiveX.



Upon successful installation of the AnyConnect application, the VPN software will be displayed in the taskbar with this icon: 

1. Click the icon to open the Cisco AnyConnect Secure Mobility Client.
2. In the address text box, type the URL for your technology type, such as <https://vpnlab.aeris.net>.



1. Click “Connect.” The AnyConnect authentication by Group, Username, and Password is displayed.
2. Enter the Aeris-provided username, password, and group to connect to the network.