

it fact sheet

AirUWS Wireless Network – detailed notes for Vista

This fact sheet covers connecting to AirUWS, the University wide wireless network released in 2007, with Microsoft Windows Vista. The current version of this fact sheet will be available at <http://www.uws.edu.au/wireless>.

There are a number of problems related to the compatibility of Microsoft Vista and the AirUWS wireless implementation. As with all privately owned or non standard computers connecting to AirUWS, Vista support is strictly limited to best effort, which means we may not be able to resolve all connection problems, or may not be able to resolve them in the timeframe you desire.

AirUWS extends the existing wired network and is available at key locations on each campus, including teaching spaces and other areas where students congregate. Coverage maps for each campus are available at <http://www.uws.edu.au/wireless>, and we'll be providing signage to show where you can find campus wireless zones.

If your laptop meets the specifications available at: <http://www.uws.edu.au/wireless>, you have administrative user rights on your laptop, and you have an active [MyUWSAccount](#) login, you'll be able to access the wireless network at no additional charge. The IT Acceptable Use of Resources Policy and other relevant policies apply to all users of AirUWS, just as they apply to users of the wired network.

Unlike using the wired network, staff computers won't automatically connect – you'll need to follow the connection process before using networked services.

Preparation:

You

If you haven't already done so, activate your MyUWSAccount at <https://myuwsaccount.uws.edu.au/>. You'll need administrative user rights on your laptop to install the required software. Almost all regular users of UWS owned standard laptops are "Self Managed Mobile Users" and will have sufficient rights.

Your laptop

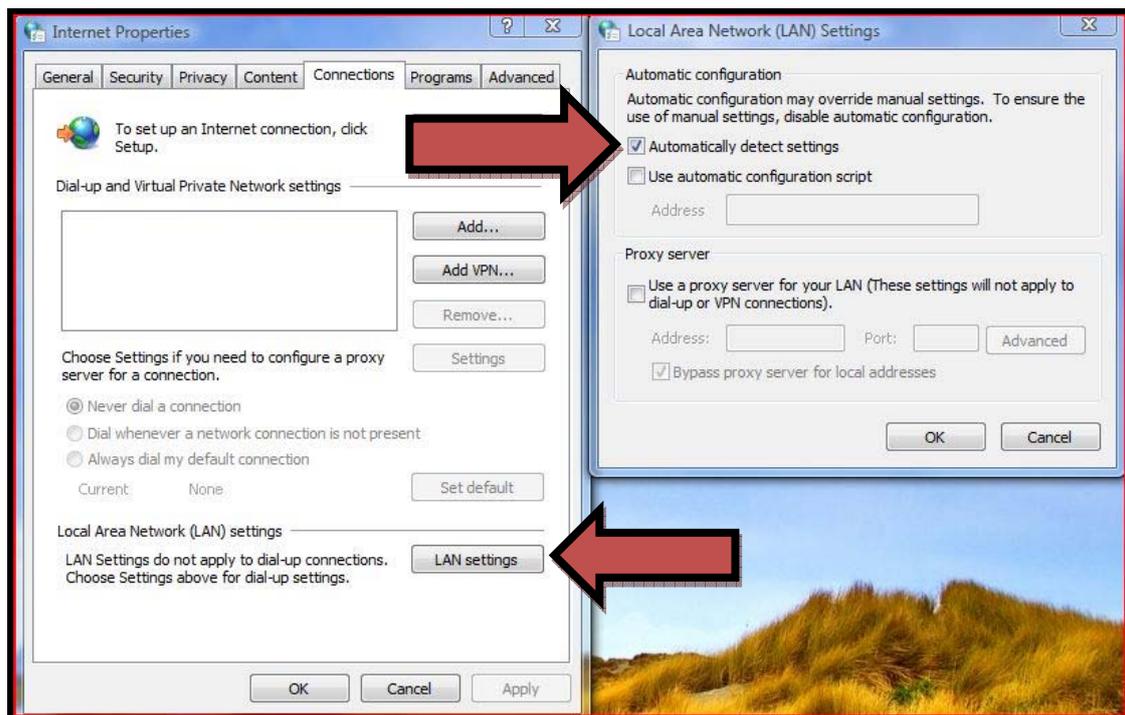
Confirm your laptop meets the minimum specifications published at: <http://www.uws.edu.au/wireless>.

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Your web browser

To access the internet via AirUWS, your browser must use our proxy server. UWS owned standard laptops will have the correct settings by default; however users of all privately owned computers will need to ensure their proxy settings are set to **automatically detect settings**. You may need to change this setting back to that recommended by your Internet Services Provider (ISP) for non-UWS use.

- Open Internet Explorer's Tools menu → Internet Options → Connections tab → LAN settings... → ensure **Automatically detect settings** is the only option ticked → click OK.

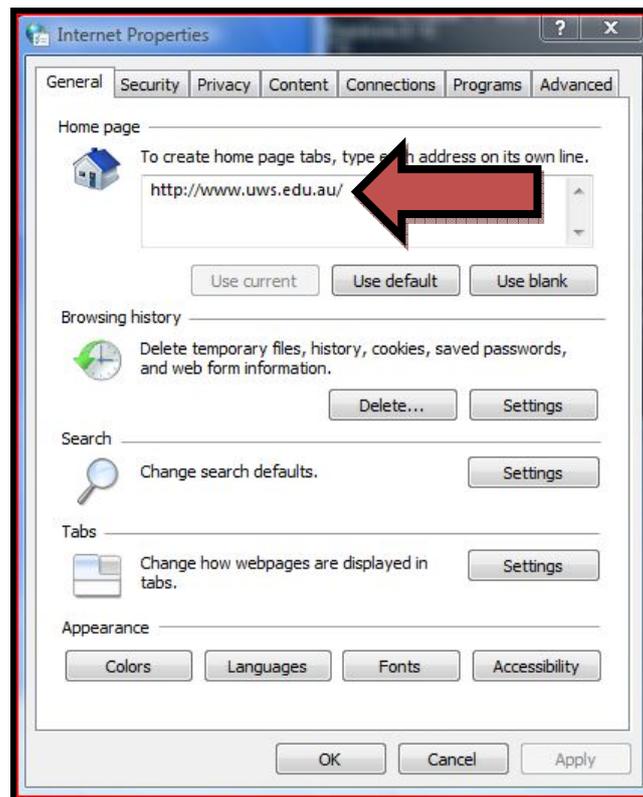


IE 7.0's proxy settings

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If you have a complex home page address (URL) or a blank home page, the UWS browser redirect feature may not work. If you have any problems opening the login screen, try setting your home page to <http://www.uws.edu.au>, which is known to redirect properly. Changing your home page back for non-UWS use is optional.

- Open IE's Tools menu → Internet options → General tab → Home page → enter the new home page details → click OK.

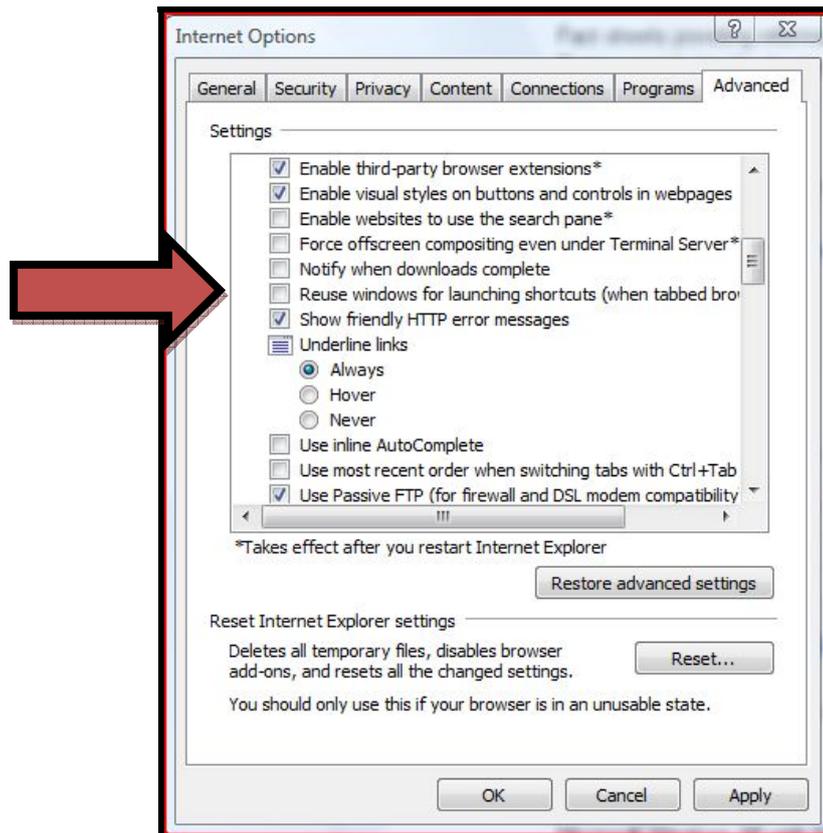


Set your home page here

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If your browser is set to reuse windows when launching a shortcut (eg, clicking a link in Outlook) rather than opening a new window, you run the risk of accidentally moving away from the portal page and being disconnected. This setting works on or off campus.

- Open IE's Tools menu → Internet Options → Advanced tab → scroll to Browser settings → **untick** Reuse windows for launching shortcuts → click OK.



Make certain *Reuse windows for launching shortcuts* isn't ticked

Connecting:

Turning your wireless hardware off until you have logged into Windows may reduce start up and shutdown times, and connected performance is likely to be less erratic.

After logging into Windows, turn your wireless hardware back on and enable it. Most laptops have a switch that turns wireless on or off, but the method varies between brands and models. Some Acers have a separate switch, and LGs use the keys Fn + F6. Refer to your laptop's user manual for more information.



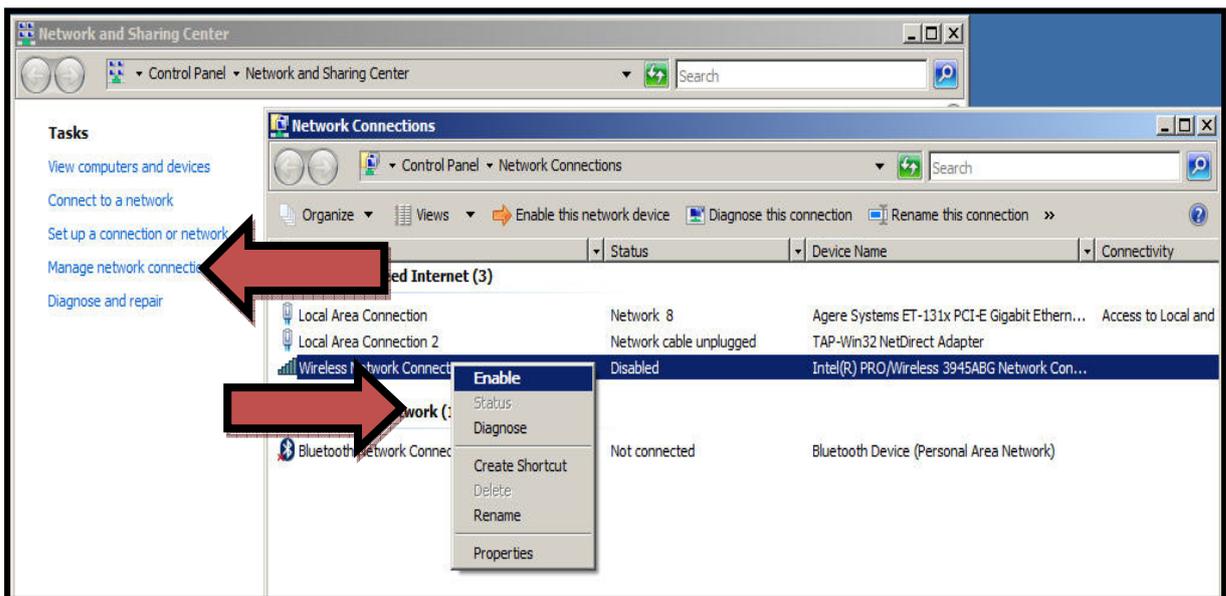
An Acer's wireless on/off switch

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To enable your wireless connection, locate your Network icon, which will be on your desktop if you use Vista in classic mode, or in your start menu if you use Vista mode. Right click the Network icon and choose Properties from the pop-up menu → Click on Manage Network connections → Enable Wireless network connection. Alternatively, open Network Connections from the Control Panel, which opens the same window.

Right click the wireless connection and choose enable from the pop-up menu.



Enable your wireless connection (detailed folder view)

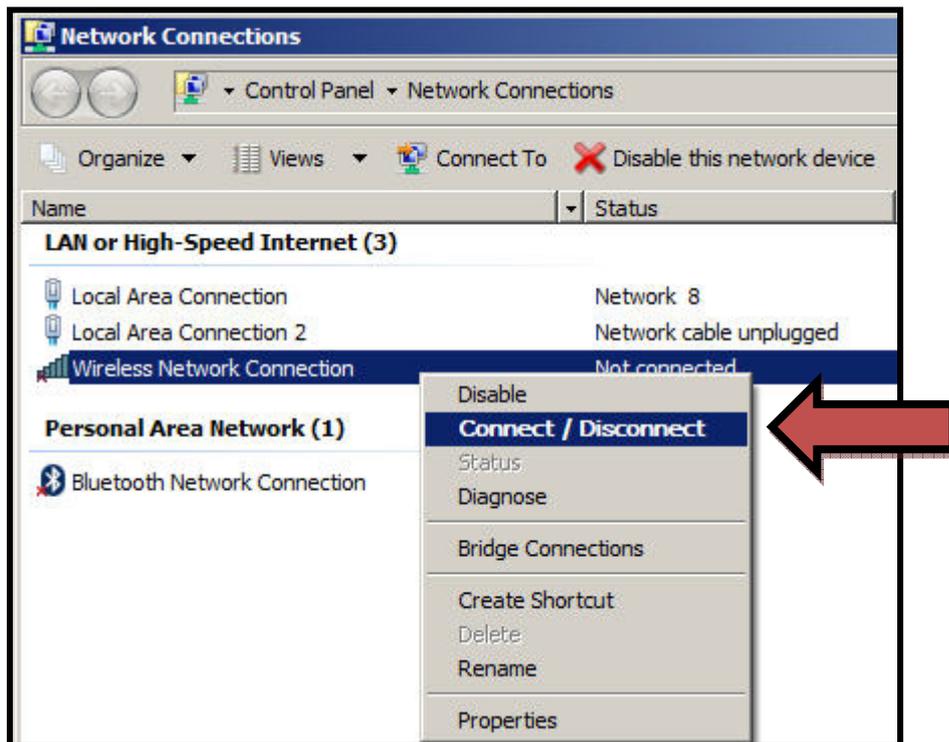
Right click the wireless connection again and choose Connect/Disconnect, which now appears in the pop-up menu. You can also use the connect to network option by right clicking on the network icon in your system tray, located in the bottom right hand corner of your screen.



The system tray wireless icon

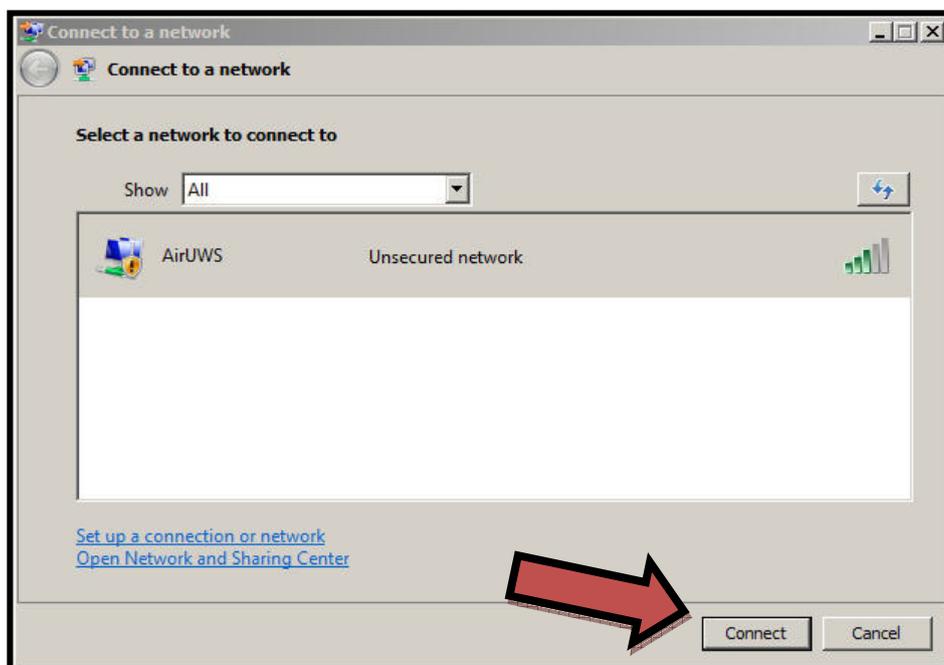
Note: Using other than standard Windows network drivers (eg Intel's PROset) may mean you'll follow a slightly different procedure to detect and connect to networks.

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Choose *Connect/Disconnect*

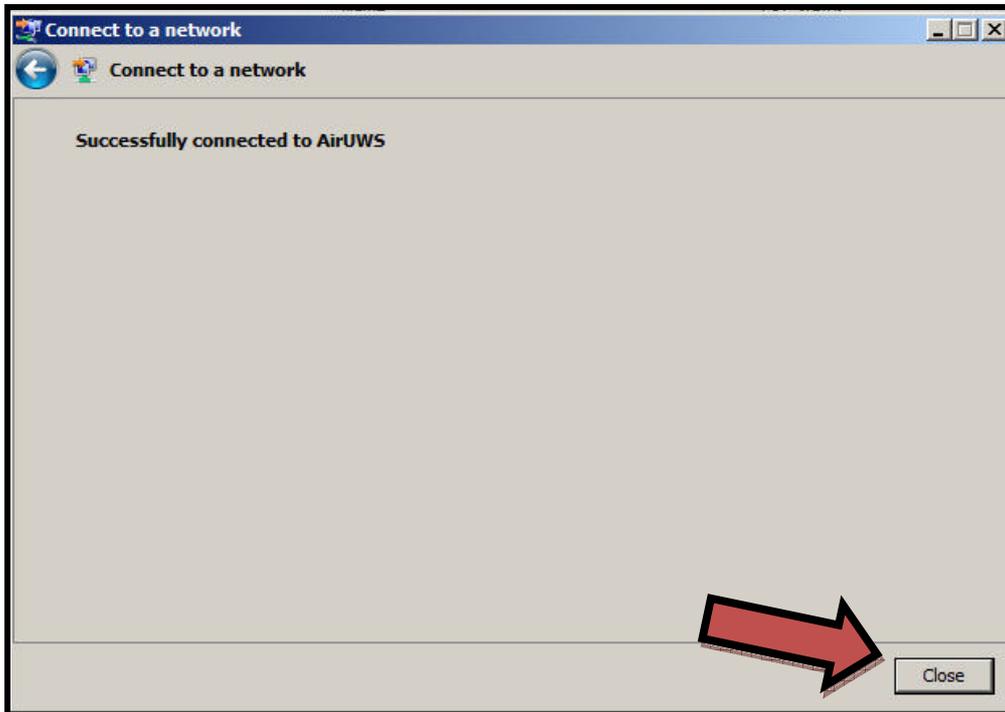
Your Connect to a Network Window will open. You may find more than one wireless network is visible – select AirUWS and press Connect.



After selecting AirUWS, click *Connect*

Wait for the process to show you're connected. This should take under 30 seconds.

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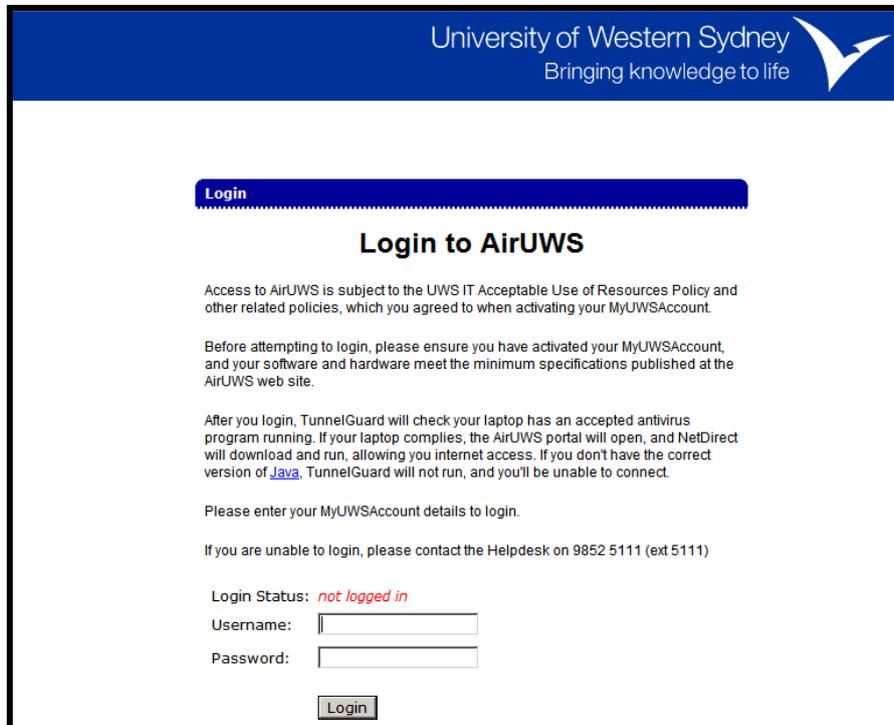


The wireless hardware is now connected to AirUWS. Click the Close button.

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Authenticate (log in)

Open Internet Explorer. You should be automatically redirected to the login portal, where you'll enter your MyUWSAccount login details.



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Login

Login to AirUWS

Access to AirUWS is subject to the UWS IT Acceptable Use of Resources Policy and other related policies, which you agreed to when activating your MyUWSAccount.

Before attempting to login, please ensure you have activated your MyUWSAccount, and your software and hardware meet the minimum specifications published at the AirUWS web site.

After you login, TunnelGuard will check your laptop has an accepted antivirus program running. If your laptop complies, the AirUWS portal will open, and NetDirect will download and run, allowing you internet access. If you don't have the correct version of [Java](#), TunnelGuard will not run, and you'll be unable to connect.

Please enter your MyUWSAccount details to login.

If you are unable to login, please contact the Helpdesk on 9852 5111 (ext 5111)

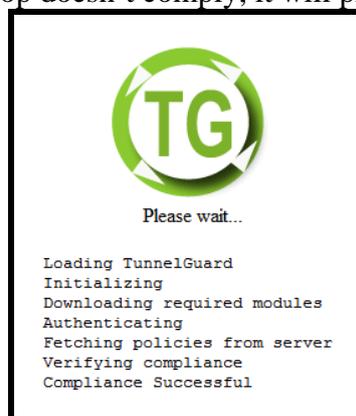
Login Status: *not logged in*

Username:

Password:

The AirUWS login screen

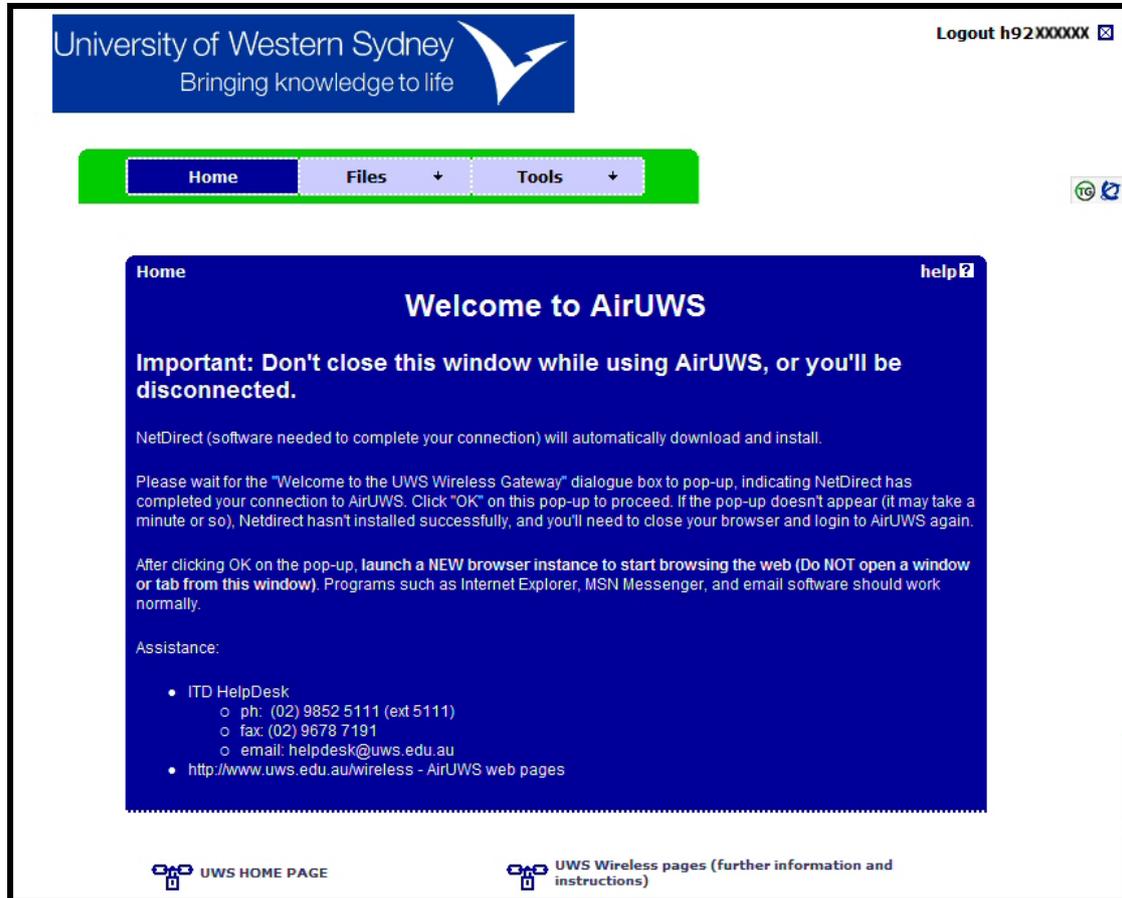
After logging in, Internet Explorer will download and launch TunnelGuard, which checks your laptop meets the AirUWS specifications. If TunnelGuard doesn't start, you probably need to install the Java Runtime environment (JRE) 1.6 or higher. You'll need to use a connected computer to go to the following URL <http://java.sun.com/javase/downloads/index.jsp> and download the Java Runtime Environment (JRE 6) version to your USB drive. Return your USB drive to your laptop, and install the JRE 1.6, TunnelGuard should then work after you login. **Do not install the version linked from the AirUWS login screen on a Vista computer.** If TunnelGuard finds your laptop doesn't comply, it will prevent you going further.



TunnelGuard has found this laptop meets AirUWS specifications

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If your laptop complies, the portal window will open and NetDirect (Nortel Networks Virtual Private Network (VPN) client) will automatically download and run. This software establishes your wireless connection to the internet and intranet.

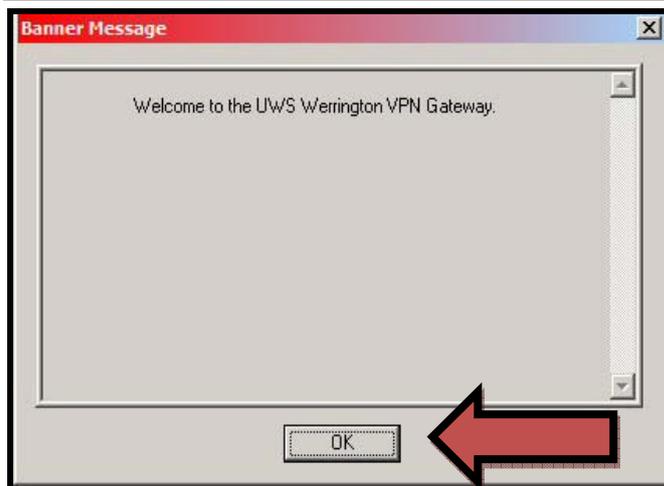


The AirUWS portal screen – don't close this window!

When NetDirect successfully installs, you'll see a banner message welcoming you to the campus VPN Gateway. You must wait for this message before going further (it may take a minute or so). Press OK.

Note: If you don't see the message, you haven't connected – close Internet Explorer and start the authentication process again.

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Click *OK* on the welcome message. A Nortel NetDirect bubble notification will also appear in your system tray

For security reasons, each time you connect you'll go through the authentication, download and installation process.

I'm connected – what can I do?

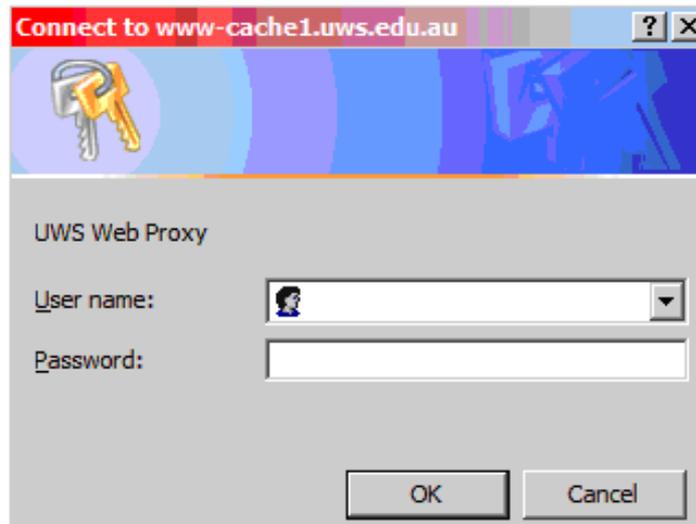
Don't close the AirUWS portal window, or you'll be disconnected!

Once fully connected, minimise the portal window, but **don't close it**. If you close the portal window, you'll be disconnected from AirUWS and have to start again.

Open a new instance of your browser to surf the web. Opening a new instance means that you'll need to click the icon used to launch the browser program again – don't just open a new window or a new tab. Programs such as Internet Explorer, MSN Messenger, and email software should work normally.

To improve security, all users of AirUWS will be required to authenticate again when they try to access external websites. This process will be familiar to students, as it's the same as required when using the general purpose computer labs. Enter your MyUWSAccount details when the login box appears, and press OK to continue. You should only be asked to authenticate once per browser session – that is, if you close your browser, or logout of AirUWS, you will need to re-authenticate when next you try to access an external website. If your browser stays open, and you stay connected, you should not be asked to authenticate again.

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Authenticate with your MyUWSAccount details

Note: UWS recommends using your ISP's web portal to access your home email account. This will minimise potential problems reading or sending email from that account. If you use email software such as Outlook, Eudora or Thunderbird, you may not be able to *send* email. Setting the "SMTP server" to "smtp.uws.edu.au" within the email software should solve this problem. Unfortunately, UWS cannot provide any further assistance with access to non UWS email accounts.

Students will soon be able to access their My Documents via AirUWS, using the web. This feature is still undergoing testing before release.

Privately owned computers will **not** be able to connect to network shares, synchronise off-line files or print, but will have internet access. If you need to print from a privately owned laptop, we recommend saving your work to a USB drive, which you can take to an on campus computer lab to print as you normally do in the labs.

How do I log off?

Always use the logout link on the portal page.

Users of UWS owned/leased standard computers should save their work, manually synchronise their files, close open programs (other than the AirUWS portal page), and use the logoff link on the portal page. They should disable their wireless connection before shutting down. Doing so prevents the computer attempting to synchronise files and save settings to the network on log out, which can cause your computer to hang for long periods.

Users of privately owned computers should be sure they save their work, close programs linking them to the network (other than the AirUWS portal page), and use the logoff link on the AirUWS portal page.

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Minimum specifications:

The minimum specifications will be subject to change as different configurations are tested and certified for use.

- **The current specifications can be found at:**
<http://www.uws.edu.au/wireless>

Help

Students should contact the Teaching Technology Officers located at each campus' general purpose computer labs in the first instance. Students can also contact the Helpdesk for phone based support.

Staff should contact the Helpdesk.

Helpdesk

Phone: 02 9852 5111 (ext 5111)

Email: helpdesk@uws.edu.au

Tips:

You **must** leave the portal window open or you will be disconnected from AirUWS.

Save often. Wireless networks are inherently less reliable than wired networks, and you could potentially lose your data if your network connection is lost. Save often to minimise your risk of losing data.

Don't try and connect wirelessly while still running a wired connection – the laptop will get confused about which connection to use.

Updating your laptop's wireless drivers can give a much more reliable and consistent service, however, the appearance of your network connection may change.

Inactivity timeouts apply. UWS has a limited number of licences available for wireless connection. To be fair to all, users will be automatically logged off after a lengthy period of inactivity, to allow others to connect.

Known Issues:

TunnelGuard fails compliance, even with an installed accepted Antivirus product.

Microsoft Windows Vista comes with several new security features. One of these new security features is known as User Account Control.

When this feature is turned on, it blocks TunnelGuard from detecting the Antivirus product on your laptop and therefore TunnelGuard fails compliance.

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To work around this issue you can turn User Account Control off, but be aware that doing this is against Microsoft's recommendations.

Turning off Vista's User Account Control is a security risk!



To turn off User Account Control, open the control panel, which will be on your desktop if you use Vista in classic mode, or in your start menu if you use the standard Vista mode.

Click on the Classic View option to switch the Control Panel to classic view → Double click on *User Accounts* → Remove the tick to turn off User Account Control (UAC) → Restart the computer → Retry the login process.



Click on *Classic View* option to change the control panel to classic view.



Double click on *User Accounts*.

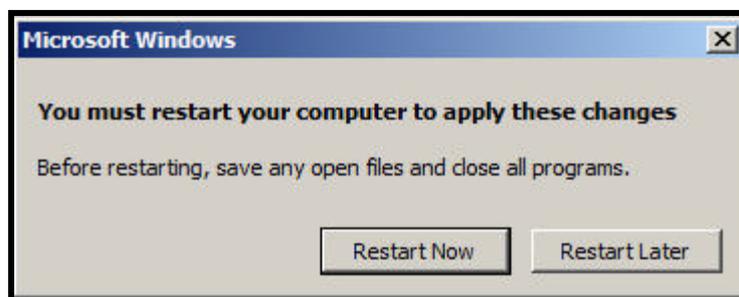
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Remove the tick to turn off *User Account Control (UAC) to help protect your computer*.



The *User Account Control (UAC) to help protect your computer* should now be turned off.
Click on the *OK* button



Restart the Computer to turn off *User Account Control (UAC)*.

Reverse the above procedure to turn User Account Control (UAC) back on when you stop using AirUWS.

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More information:

More information is available at <http://www.uws.edu.au/wireless>.