



Windows

Troubleshooting Wireless Connection to eduroam

For use by: Students
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Owner: @Hok

Troubleshooting Wireless Connection to eduroam

This guide provides steps for troubleshooting your wireless connection. So, if even after following the manual your laptop cannot connect to eduroam, use this guide to solve any unforeseen issues.

Important note

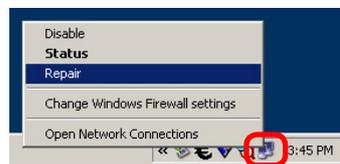
Repeat entering your credentials to log on to the network at least three times to make sure they were entered correctly and quickly enough.

Not connected to wireless?

1. Is the wireless adapter enabled? ➤ section A, page 3



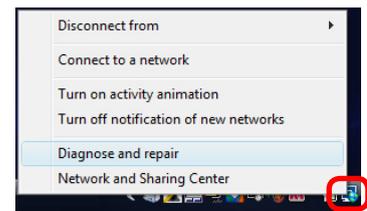
2. Repair/diagnose connection via right-clicking on the wireless icon.



Windows XP



Windows 7



Windows Vista

3. Create a new eduroam profile using the manual. *Remove the existing 'eduroam' profile before making a new one.*



4. Reinstall the adapter driver. ➤ section B, page 4

Stuck at connect/authenticate?

5. Is the date and time correct?



(Double) click on the clock on your taskbar and correct it.

6. Is your netID valid? ➤ section C, page 4

'Connected' but no internet?

7. Is 'TCP/IP' set to automatic? ➤ section D, page 5



8. Check firewall/anti-virus program. ➤ section E, page 5

➤ [A] Wireless adapter enabled?



Example of a slider and a touch button with activated light.



Is the light indicating wireless on the laptop on?
Activate the wireless hardware switch on the laptop.

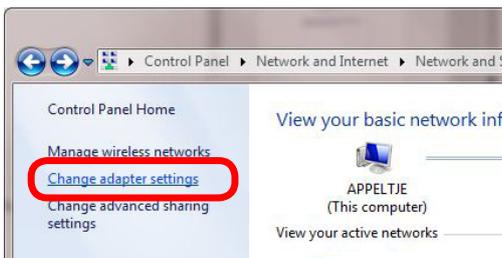


The light indicating wireless is now lit.
Enable the wireless network connection. First, go to the Network Adapter Settings.

Windows XP: Go to *Start>Control Panel>Network and Internet Connections>Network Connections*.

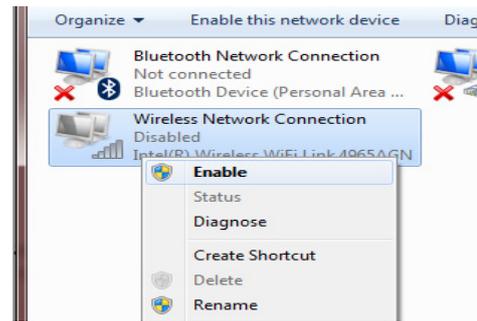


Windows Vista: Go to *Start>Control Panel>Network and Internet>Network and Sharing Center>Manage Network Connections*.



Windows 7: Go to *Start>Control Panel>Network and Internet>Network and Sharing Center>Change Adapter Settings*.

Right click on Wireless Network Connection and select 'Enable'.

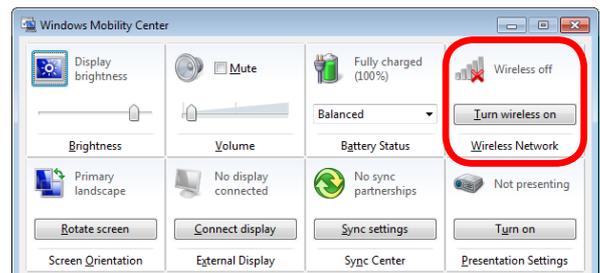


Windows Vista and Windows 7 only:

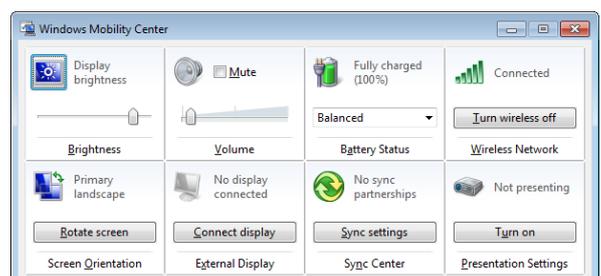
Is wireless enabled in the Windows Mobility Center?

Press and hold the Windows-key and press **x**
(alternatively enter 'mobility' in the start-menu search box)

The mobility center opens:



if 'Wireless Network' is set to 'off',
Click 'Turn wireless on'.



► [B] Adapter drivers

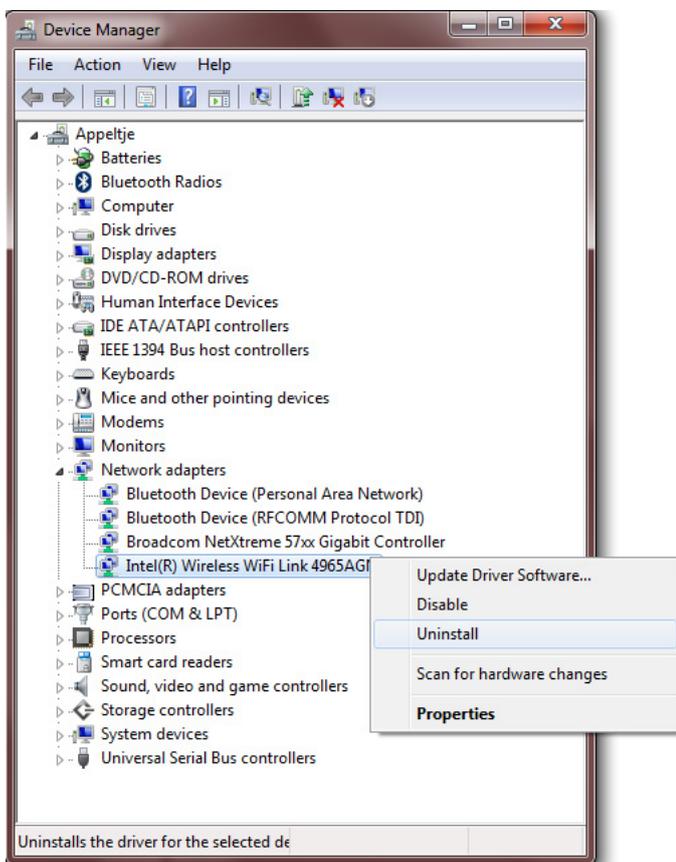
First go to your Device Manager.



Windows XP: Go to *Start>Control Panel>System* and go to the Hardware tab. Click on 'Device Manager'.



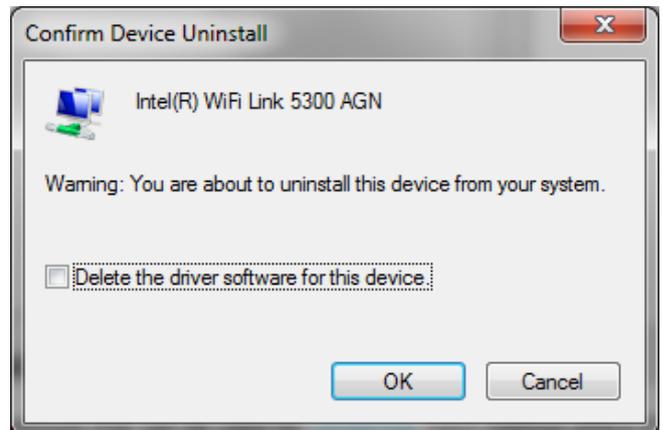
Windows Vista and Windows 7: Go to *Start* and type 'Device Manager' into the Search bar. Select 'Device Manager' in the Search Results.



Unfold 'Network Adapters' and right click on the Wireless Adapter.

Select 'Uninstall'.

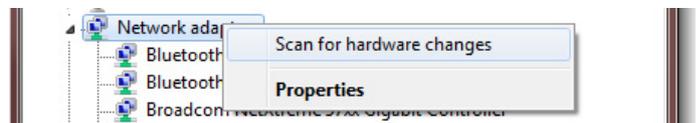
The driver will be uninstalled. All wireless profiles will also be removed.



Important note

Make sure that 'Delete the driver software for this device' is unchecked.

Right click on 'Network Adapters' again and select 'Scan for hardware changes'. The driver for the wireless network adapter will be re-installed.



Now you need to set up a profile for eduroam again, using the manual corresponding to your system.

► [C] Is your netID valid?

Go to e-service.tudelft.nl and try to log in.



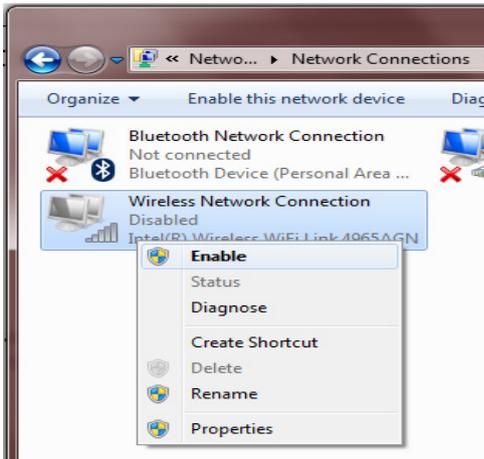
If you cannot log in there or any other service (webmail, blackboard) go to the Service Point for assistance with your netID.

Try to reset your netID password. Click change password.

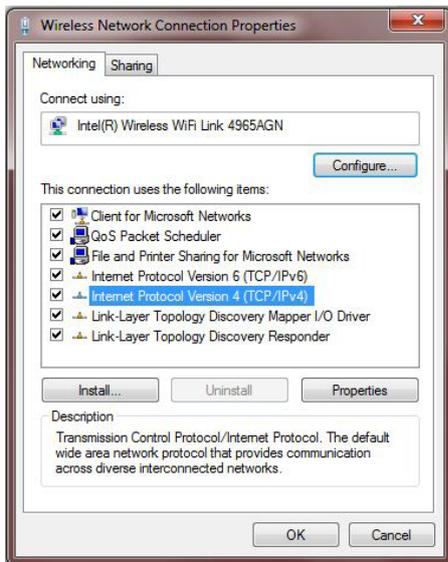
Use your current password as the new password: the aim is just to reset it, not to change it.

➤ [D] Is 'TCP/IP' set to automatic?

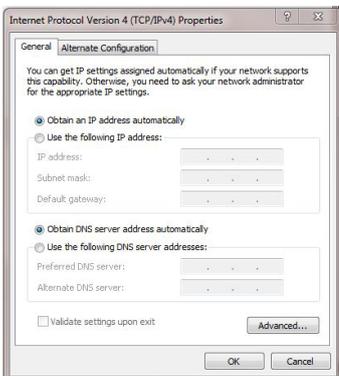
Go to the network adapter settings as described in section 1 (wireless adapter enabled).



Right click on the Wireless Network Connection and select 'Properties'.



Select Internet Protocol Version 4 (TCP/IPv4) and choose 'Properties'.



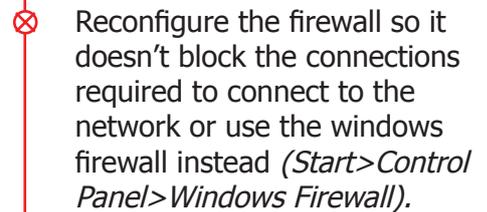
Make sure both 'Obtain an IP address automatically' and 'Obtain DNS server address automatically' are selected.

➤ [8] Check firewall/anti-virus program

This section can be a little tricky. If you're uncomfortable or unfamiliar with configuring protection software such as anti-virus, anti-malware and firewall applications, consider calling in some assistance for this step. It's important not to permanently disable or compromise the protection of your computer.

Locate your security program (normally visible as an icon on the right side of the task bar). Right- or left click to open it.

Does it have a firewall function?



Disable your anti-virus program and try connecting.



De-install your anti-virus program.

Some firewall applications are known, for unknown reasons, to block normal wireless Eduroam operations in certain cases.

If that solves the problem, consider to switch to another firewall/anti-virus application, such as Microsoft Security Essentials.

(http://microsoft.com/security_essentials)