Eduroam Troubleshooting - Windows 10

1. Right click the wireless icon on the right hand side of the status bar and choose the menu option '**Open Network and Sharing Centre**'.



2. From the Network and Sharing Centre window click on the option '**Set up a new connection or network**'.



3. Click on the option 'Manually connect to a wireless network' and click Next.



- 4. Enter the following information:
 - Network name: eduroam
 - Security type: WPA2-Enterprise
 - Encryption type: **AES**
 - Security Key: Leave blank

÷	👰 Manually connect to a v	vireless network		-		×
	Enter information for	r the wireless network you wa	nt to add			
	Network name:	eduroam				
	Security type:	WPA2-Enterprise \lor				
	Encryption type:	AES 🗸				
	Security Key:		Hide characters			
	 Start this connection automatically Connect even if the network is not broadcasting Warning: If you select this option, your computer's privacy might be at risk. 					
			N	lext	Can	cel

5. The wireless network profile for eduroam has now been created however further security settings need to be changed. Click on the option to '**Change connection settings**'.



- 6. Click on the '**Security**' tab and ensure the following settings are configured:
 - Network authentication method: **Microsoft: Protected EAP (PEAP)**
 - Remember my credentials for this connection each time I'm logged in: Selected

eduroam Wireless Network Properties X			
Connection Security			
Security type:	WPA2-Enterprise \vee		
Encryption type:	AES ~		
Choose a network authentication method:			
Microsoft: Protected EAP (PEAP) \checkmark Settings			
☑ Remember my credentials for this connection each time I'm logged on			
Advanced settings			
		_	
	OK Cano	el	

- 7. Click on the '**Settings**' button next to the network authentication method and configure the following settings:
 - Verify the server's identity by validating the certificate: Selected
 - Connect to these servers: Not selected
 - Select Authentication Method: Secured password (EAP-MSCHAP v2)
 - Enable Fast Reconnect: Selected

Protected EAP Properties	×
When connecting:	
Verify the server's identity by validating the certificate	
Connect to these servers (examples:srv1;srv2;.*srv3	\.com):
Trusted Root Certification Authorities:	
AddTrust External CA Root	^
Baltimore CyberTrust Root	
Certum CA	
Class 3 Public Primary Certification Authority	
cogc-CTY-01-TESTVM-0-CA	
cogc-CTY-01-TESTVM-0-CA	~
<	>
Notifications before connecting:	
Tell user if the server name or root certificate isn't specified	4 ~
Select Authentication Method:	
Secured password (EAP-MSCHAP v2) V	onfigure
Enable Fast Reconnect	
Disconnect if server does not present cryptobinding ILV	
Enable Identity Privacy	
OK	Cancel

- 8. Click on the '**Configure**' button next to the authentication method (EAP-MSCHAP v2) and ensure to deselect the option below:
 - Automatically use the Windows logon name and password (and domain if any): Not selected

EAP MSCHA	APv2 Propertie	es	×
When conne	ecting:		
Automatically use my Windows logon name and password (and domain if any).			
	ОК	Cancel	

- Click OK to go back to the 'Protected EAP properties' window seen in step 7 and click OK to confirm settings. You will be taken back to the 'eduroam Wireless Network Properties' window seen in step 6.
- 10. From the 'eduroam Wireless Network Properties' window click the '**Advanced Settings**' button.

eduroam Wireless Netv	vork Properties	×	
Connection Security			
Security type:	WPA2-Enterprise	\sim	
Encryption type:	AES	\sim	
Choose a network authentication method:			
Microsoft: Protected	Microsoft: Protected EAP (PEAP) \lor Settings		
Remember my credentials for this connection each time I'm logged on			
Advanced settings			
Advanced setungs			
	OK	Cancel	

11. Under '802.1X Settings' select the option to 'Specify authentication mode' and set this to 'User authentication'.

Advanced settings	Х	
802.1X settings 802.11 settings		
Specify authentication mode:		
User authentication V Save credentials		
Delete credentials for all users		
Enable single sign on for this network		
Perform immediately before user logon		
O Perform immediately after user logon		
Maximum delay (seconds): 10		
Allow additional dialogs to be displayed during single sign on		
This network uses separate virtual LANs for machine and user authentication		
OK Cance	el	

12. Click the button '**Save credentials**'. Type in your College network/ MyCity username followed by @cogc.ac.uk and your network password and click OK.

Windows Securi	ity	×
	ntials edentials allows your computer to connect to the network ot logged on (for example, to download updates).	
8	123456@cogc.ac.uk	
	OK Cancel	

- 13. Click **OK** to save changes and exit all wireless properties windows. You should now be able to select eduroam from the list of wireless networks and connect successfully.
- 14. If you are prompted with a QuoVadis security certificate, you must accept or trust this certificate to proceed.