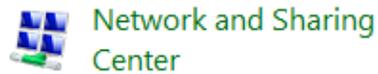
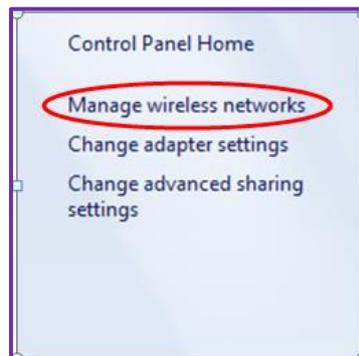


## Eduroam Troubleshooting - Windows 7 and 8

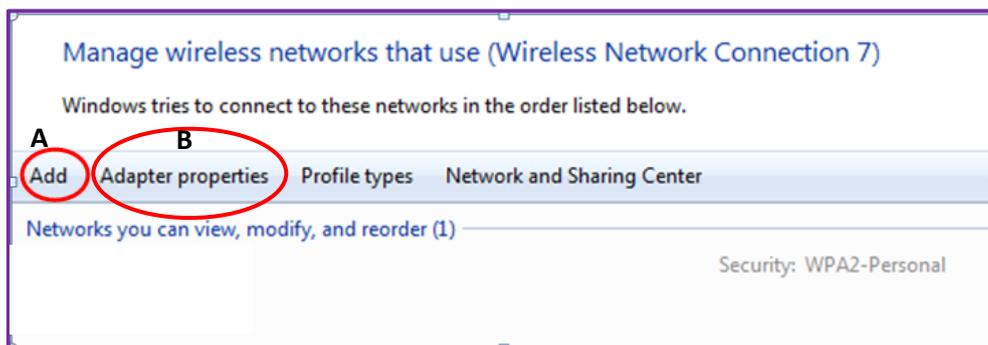
1. Click on the Start menu icon and select Control Panel → Network and Internet → Network and Sharing Center.



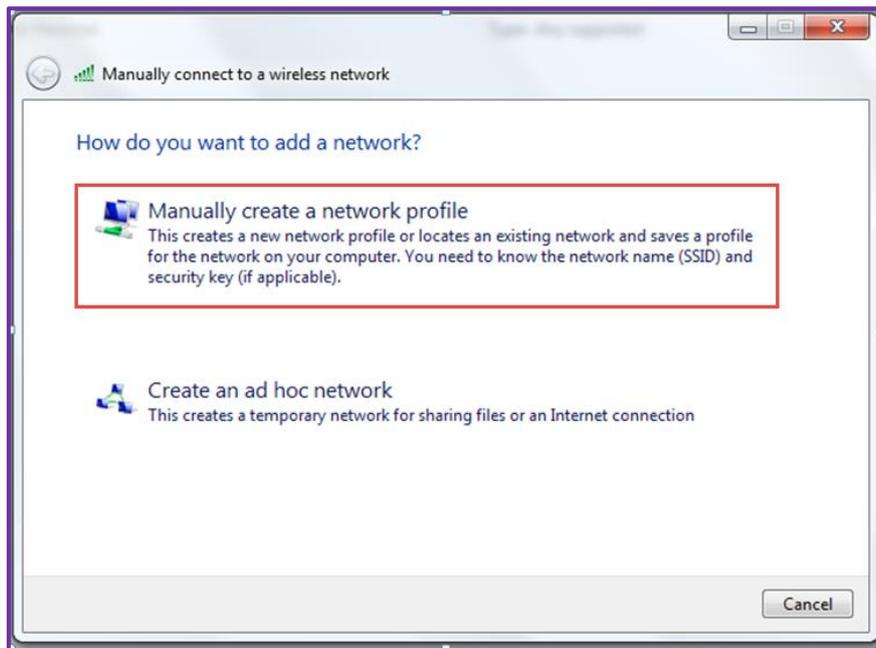
2. On the left side of the window click on 'Manage wireless networks'.



3. The next step depends on whether you have eduroam showing in your list of networks:
  - a. If you can see eduroam click on 'Adapter Properties' and go to step 7.
  - b. If eduroam is not listed you will have to add it by clicking 'Add'.

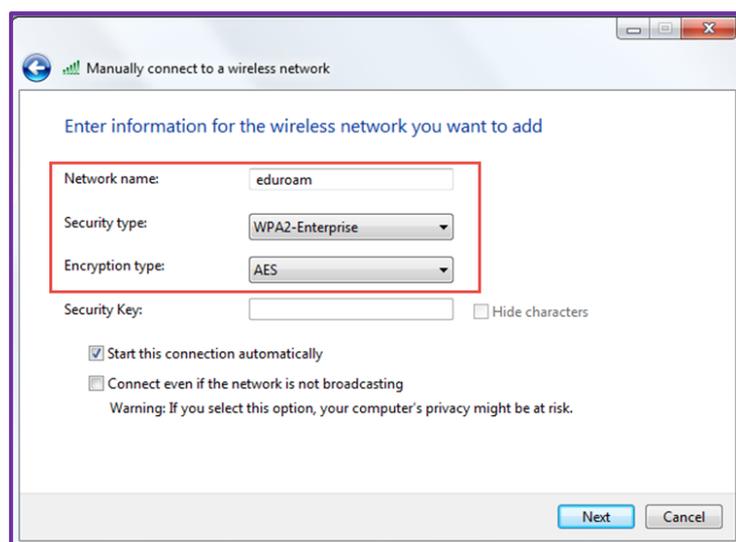


4. If you require to add eduroam and have clicked on 'Add' in step 3 proceed by choosing 'Manually create a network profile'

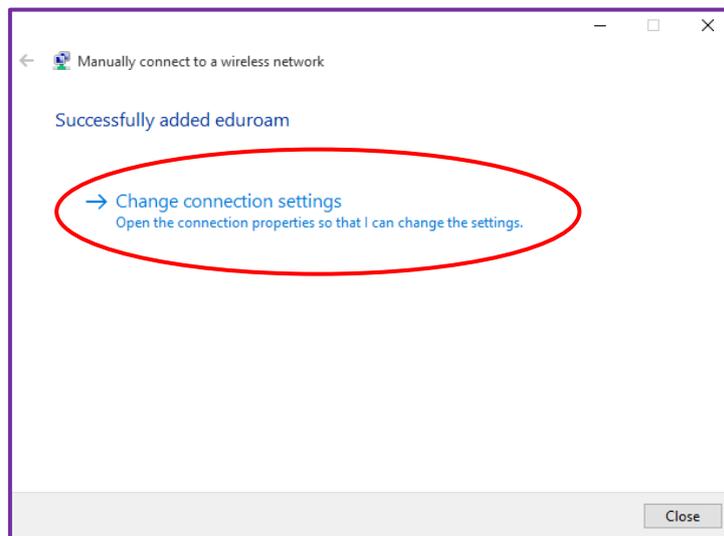


5. Enter the following information:

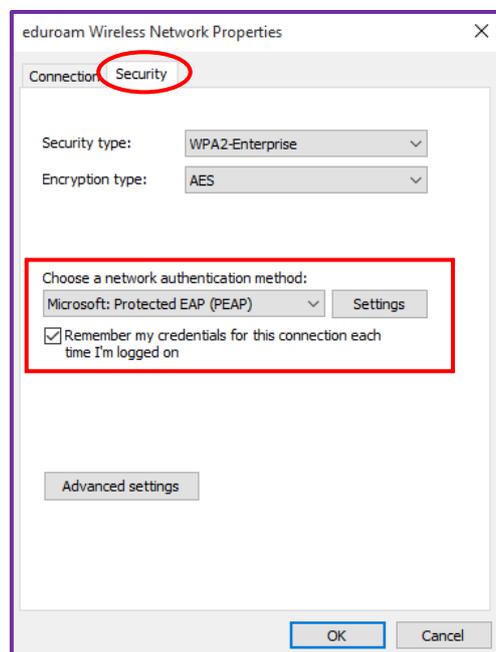
- Network name: **eduroam**
- Security type: **WPA2-Enterprise**
- Encryption type: **AES**
- Security Key: **Leave blank**



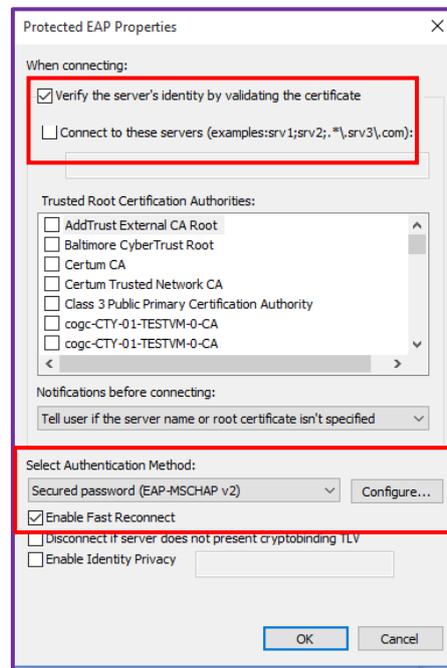
6. The wireless network profile for eduroam has now been created however further security settings need to be changed. Click on the option to '**Change connection settings**'.



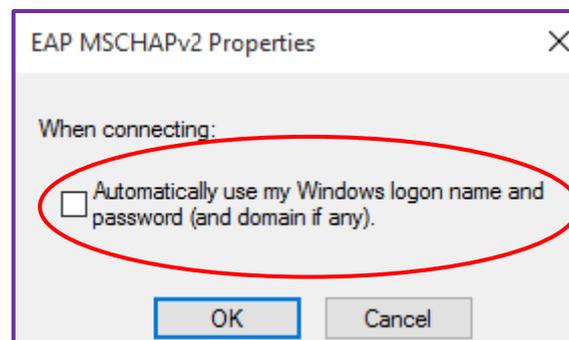
7. Click on the '**Security**' tab and ensure the following settings are configured:
- Network authentication method: **Microsoft: Protected EAP (PEAP)**
  - Remember my credentials for this connection each time I'm logged in: **Selected**



8. 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**

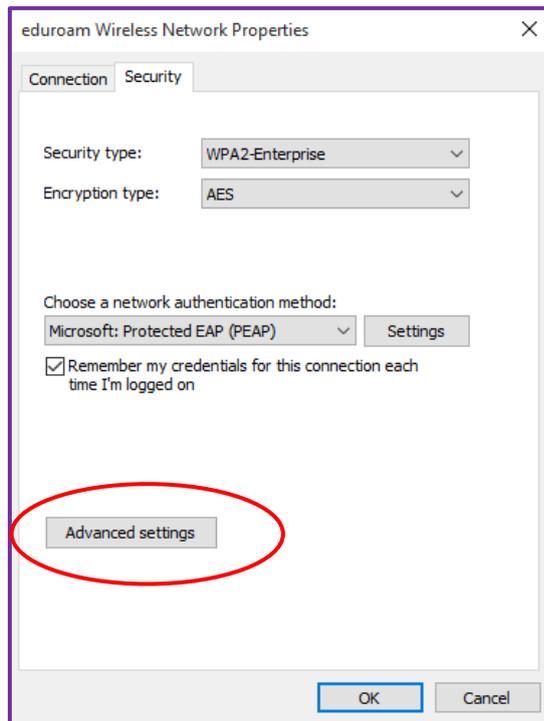


9. Click on the '**Configure**' button next to the authentication method (EAP-MSCHAP v2) and ensure to deselect the option below:
- Automatically use the Windows logon name and password (and domain if any): **Not selected**

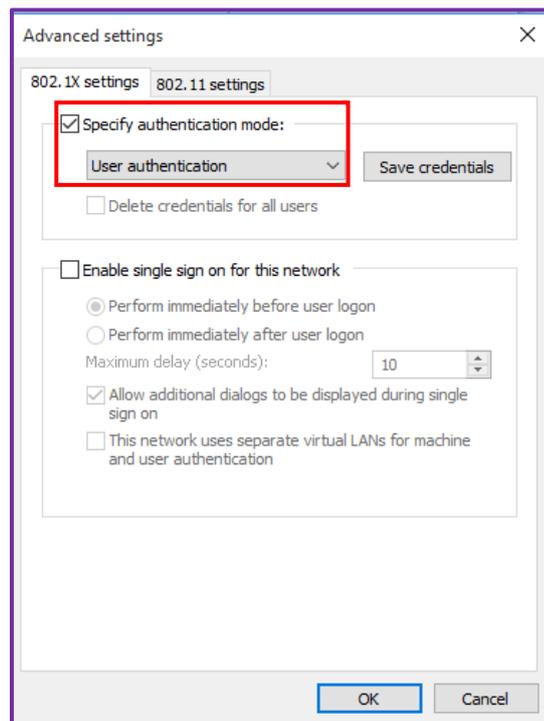


10. Click **OK** to go back to the 'Protected EAP properties' window seen in step 8 and click **OK** to confirm settings. You will be taken back to the 'eduroam Wireless Network Properties' window seen in step 6.

11. From the 'eduroam Wireless Network Properties' window click the '**Advanced Settings**' button.



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



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



1. 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.
2. If you are prompted with a QuoVadis security certificate, you must accept or trust this certificate to proceed.