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'

All Manually connect to a wireless network	
How do you want to add a network?	
Manually create a network profile This creates a new network profile or locates an existing network and saves a profile for the network on your computer. You need to know the network name (SSID) and security key (if applicable).	
Create an ad hoc network This creates a temporary network for sharing files or an Internet connection	(
	Cancel

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

Enter information	for the wireless network you want to add
Network name:	eduroam
Security type:	WPA2-Enterprise 🔹
Encryption type:	AES 🔹
Security Key:	Hide characters
V Start this connect	tion automatically
Connect even if	the network is not broadcasting
Warning: If you	select this option, your computer's privacy might be at risk.

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**'.

	_		×
 Manually connect to a wireless network 			
Successfully added eduroam			
\rightarrow Change connection settings			
Open the connection properties so that I can change the settings.			
		Cl	ose

- 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**

eduroam Wireless Netv	vork Properties	×
Connection Security		
Security type:	WPA2-Enterprise V	
Encryption type:	AES 🗸	
Choose a network aut	hentication method:	
Microsoft: Protected	EAP (PEAP) V Settings	
Remember my creative I'm logged on	dentials for this connection each	
Advanced settings		
		_
	OK Cance	el

- 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

Protected EAP Properties X
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 Centum CA
Certum Trusted Network CA
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 $\qquad \lor$
Select Authentication Method:
Secured password (EAP-MSCHAP v2) V Configure
Enable Fast Reconnect
Disconnect if server does not present cryptobinding TLV Enable Identity Privacy
OK Cancel

- 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

EAP MSCHAPv2 Properties	ł
When connecting: Automatically use my Windows logon name and password (and domain if any).)
OK Cancel	

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.

eduroam Wireless Netv	vork Properties			×
Connection Security				
			_	
Security type:	WPA2-Enterprise		\sim	
Encryption type:	AES		\sim	
Characteristics of the set				
Choose a network aut	nentication method:			
Microsoft: Protected	EAP (PEAP) V	Setting	s	
Remember my creatime I'm logged on	dentials for this connect	ion each		
Advanced settings				
		ОК	Cancel	

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

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

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.

Windows Securi	ty ×
Save crede Saving your cre when you're n	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

- 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.