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Hints and tips for connecting problematic devices to eduroam

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With the increase in numbers of mobile devices owned by student, staff and visitor members used on academic networks, a number of common issues with different devices have been identified. This document provides some practical advice on connecting more problematic devices to a wireless network.

These hints and tips are designed to be supplemented with additional local organisation specific information. For configuring devices you should consult your institution's IT Support for further documentation and for obtaining correct certificates.

Blackberry:

- Users should follow instructions on Blackberry website for PEAP configuration:

http://docs.blackberry.com/en/admin/deliverables/12082/Configuring_PEAP_authentication_602747_11 [1]

- "Wi-Fi User Name" is the user's home institution username.

- "Wi-Fi User Password" is the user's home institution password.

- Users should install the Certificate authority available from your institution's wireless technical pages.

- To install the Certificate Authority, Blackberry users should use the Blackberry Desktop Manager Software. Instructions are available on the Blackberry website: http://docs.blackberry.com/en/admin/deliverables/12082/Configuring_PEAP_authentication_60274 [1]

Android:

- Automatic configuration tool services such as XpressConnect will not work for Android 2.2 and earlier. Android 2.2 users must configure manually.

- In any instance users should try to configure using automatic configuration tools in the first instance. Users should make sure they have installed the latest version of the application from the Google Play store.

- If automatic configuration software does not work on your device you can forget the

eduroam network and configure manually.

- Android 4.2 Jelly Bean can support multiple users on one single device. Each user has an individual set of network login credentials. Therefore if additional users are created on the device they will need to repeat the configuration steps below in order to gain access to eduroam.
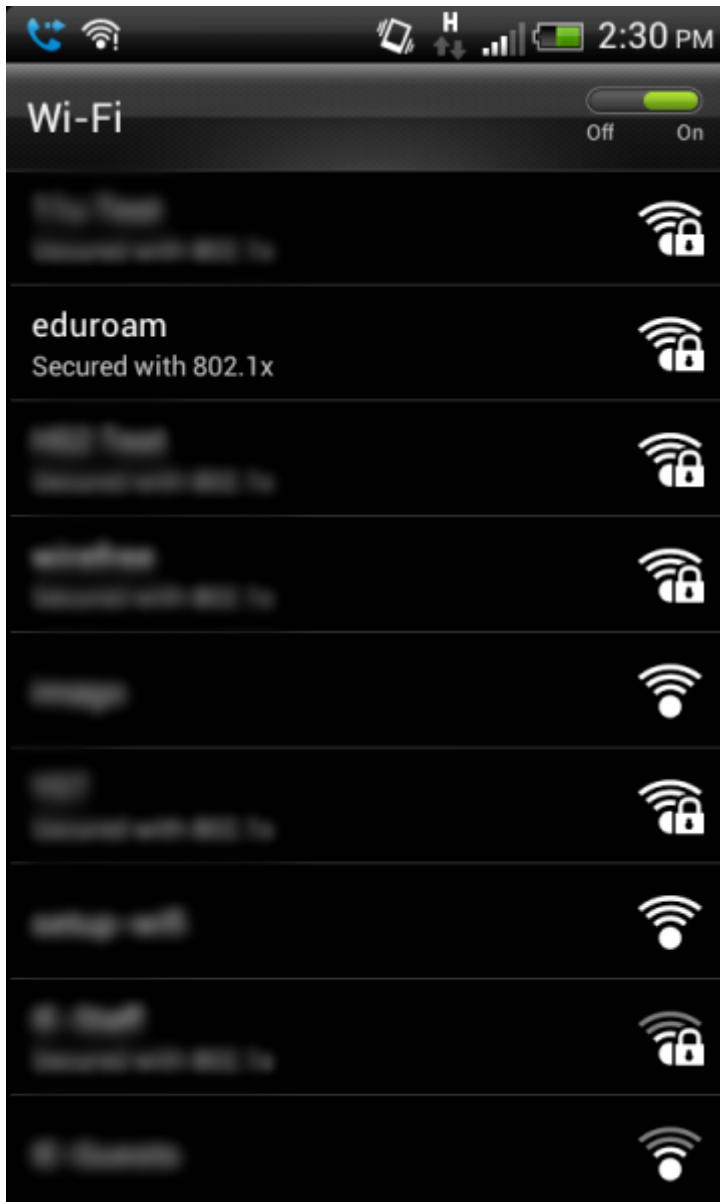
Configuring eduroam for Android:
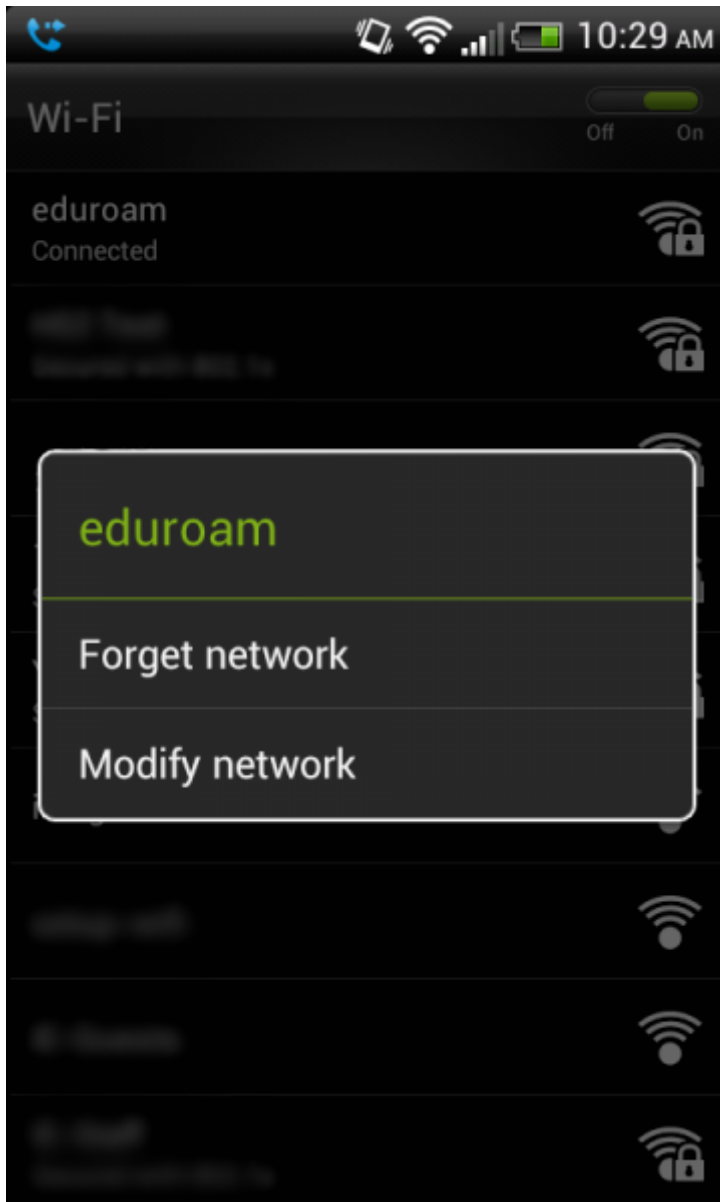
- Users should delete any existing profiles for eduroam:

  1. On your Android device select **Settings**.
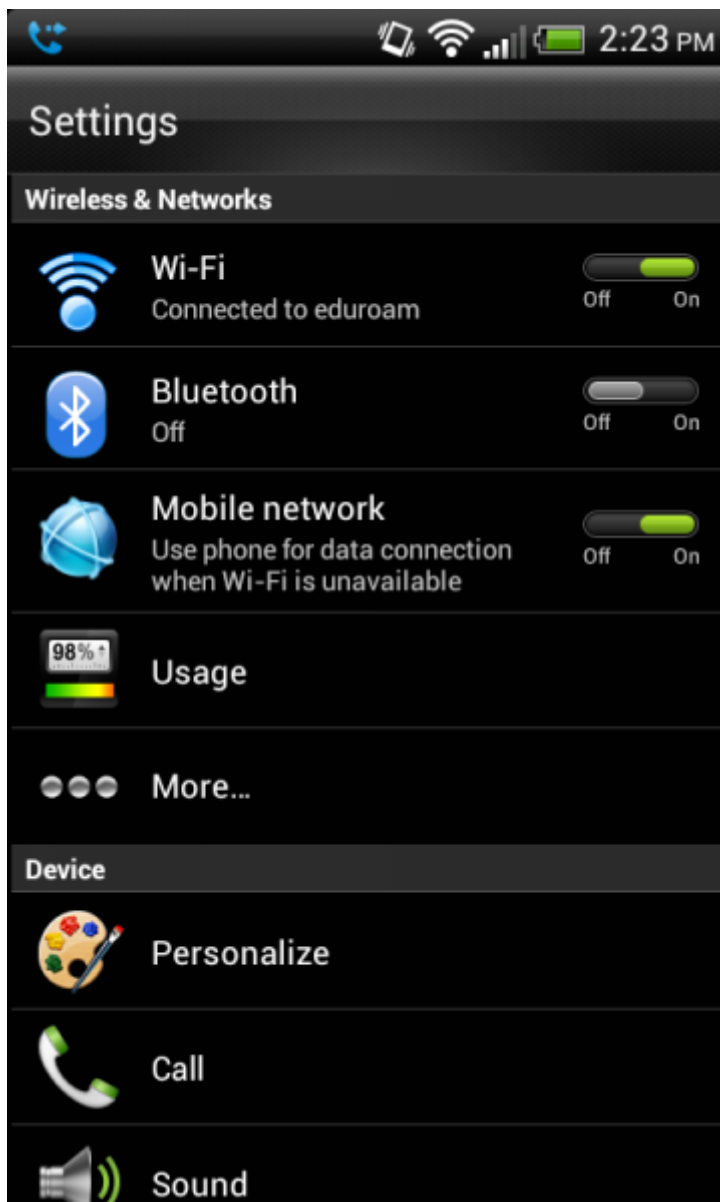
2. Select **Wi-Fi**. Here you will see a list of available Wi-Fi networks.

3. From the list of networks available select and hold **eduroam** and choose **Forget network**.

- Users should import institutions Network Certification Authority Certificate (CA).

  1. Using a 3G connection from your device access your institutions wireless configuration setup page and download the CA Certificate.

  2. You will need to name your certificate. We name this certificate "Loughborough University CA", followed by pressing **OK** to save the certificate**.**
  Note: This is an example CA name and will be replaced by your local organisation.

Name the certificate

Certificate name:

Loughborough University CA

The package contains:

one CA certificate

| Cancel | OK |
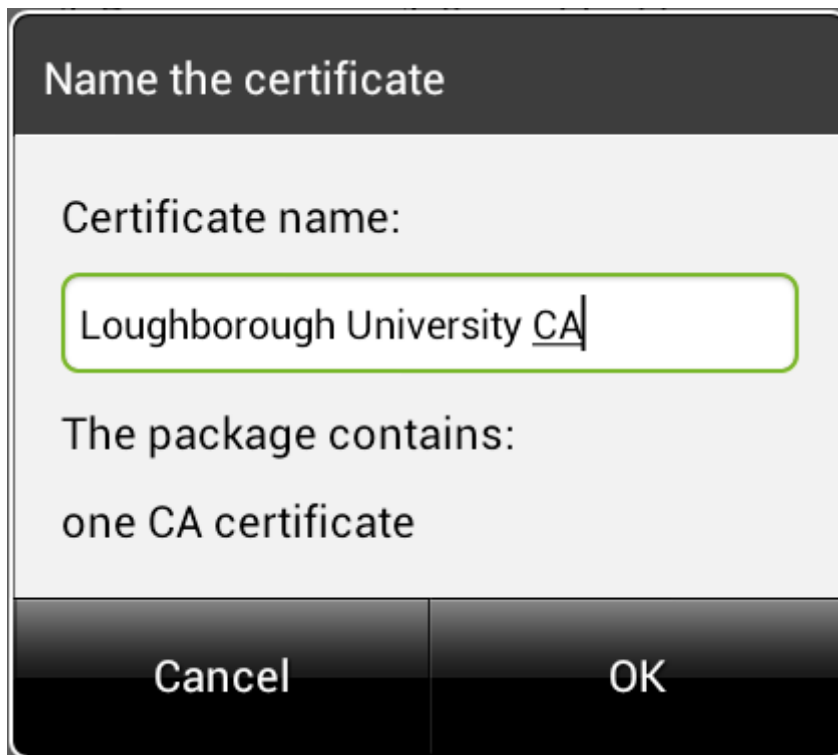
- Configuring eduroam wireless settings:

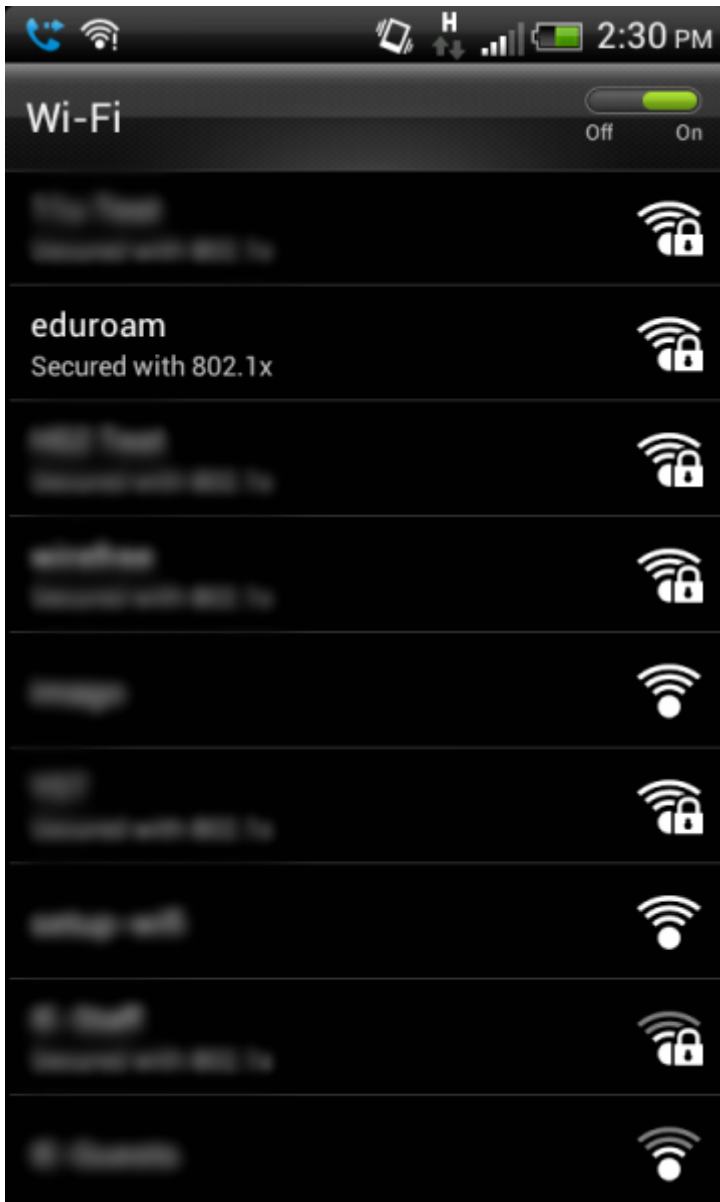   1. On your Android device select **Settings**.
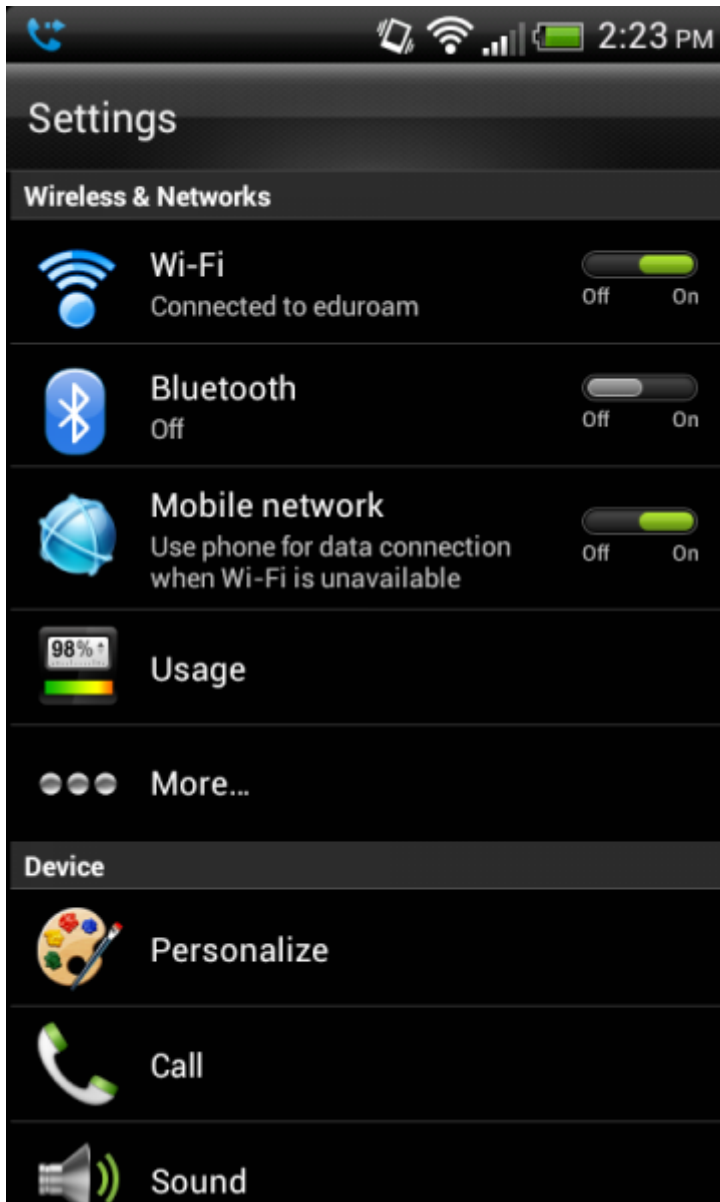
2. Enable **Wi-Fi** if you have not done so already by pressing on the off/on toggle.
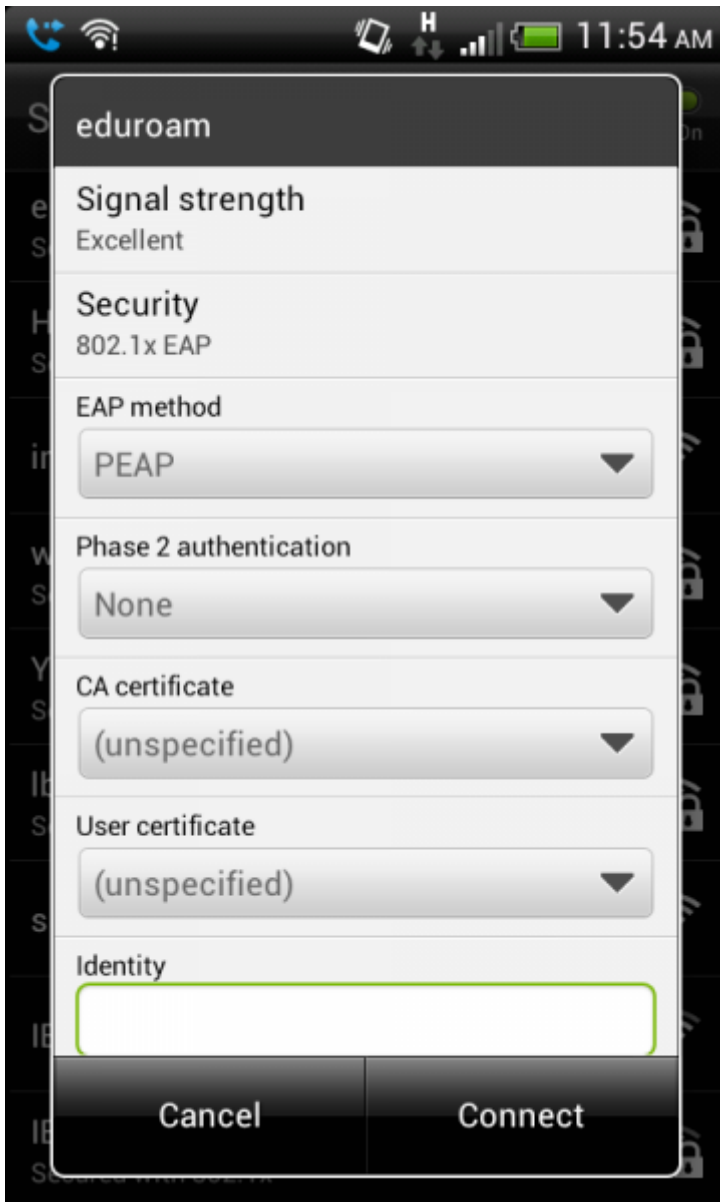

3. Next, press on **Wi-Fi.** On older devices you may have to select Wireless & Networks followed by Wi-Fi settings.
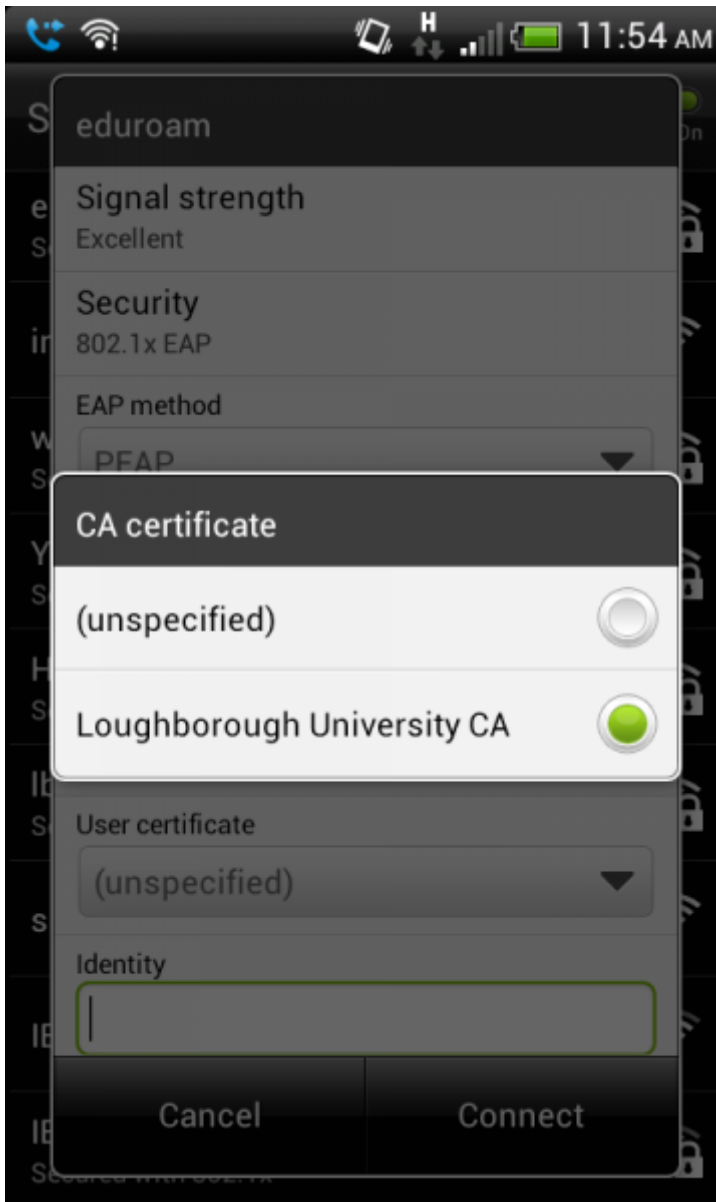

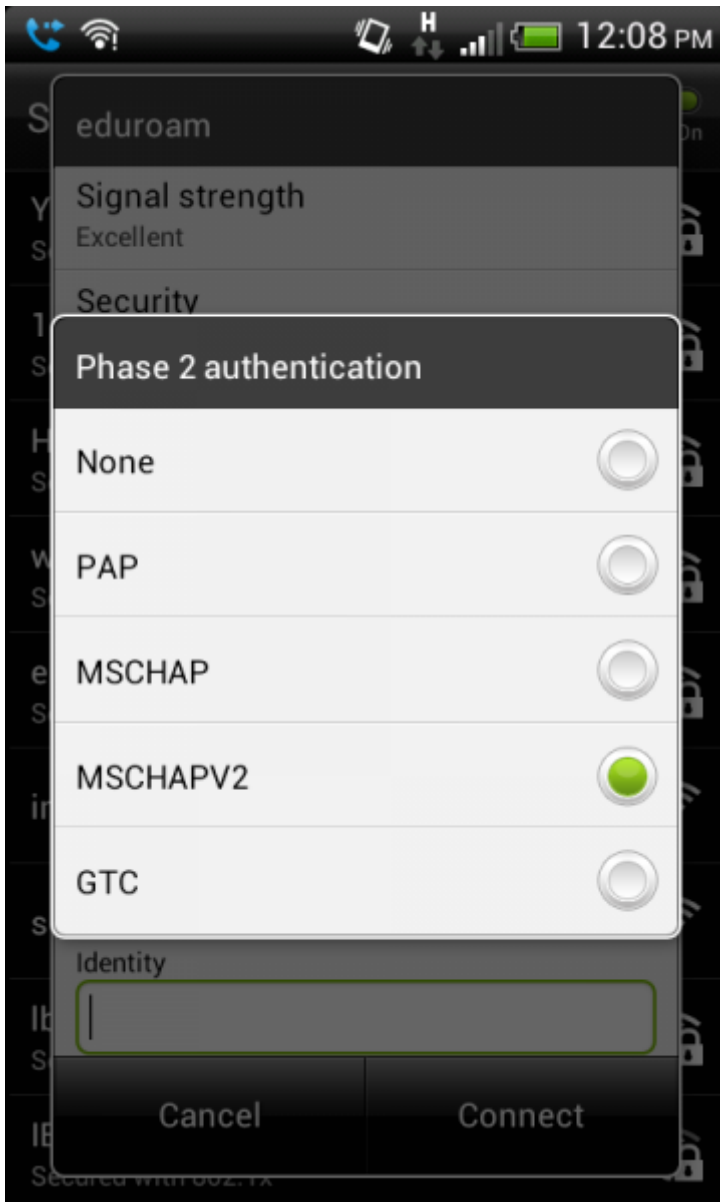4. You will see a list of wireless networks available to you.

5. From the list select **eduroam**. You will be presented with a list of options to manually input.

6. Select the **CA certificate** drop down box and select **the CA appropriate to your organisation**.

7. Set **Phase 2 authentication** to be **MSCHAPV2**.

8.   Set **identity** to be username@institution.ac.uk [2] (replace institution with your home organisation domain and username with your organisation username). Set **Anonymous Identity** to anonymous@institution.ac.uk [3] (replace institution with your home organisation domain). Set **Password** to be your normal home organisation login password, followed by pressing connect to join eduroam.
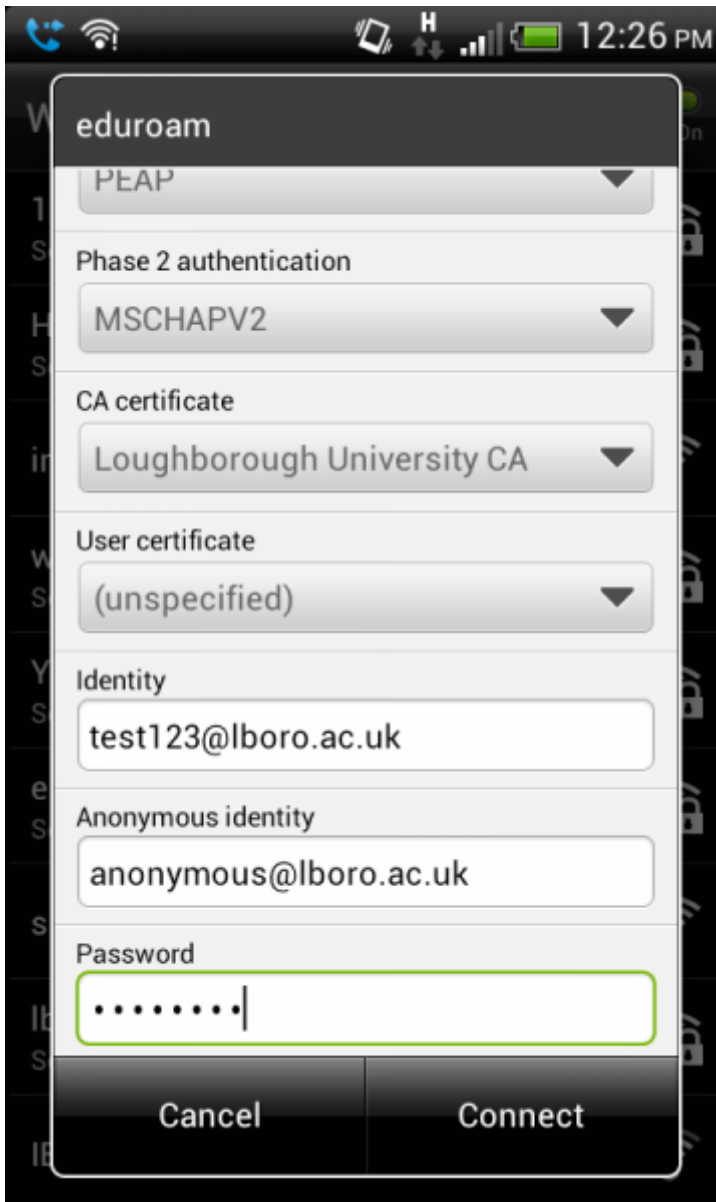
9. Your Android device should successfully be connected to eduroam.
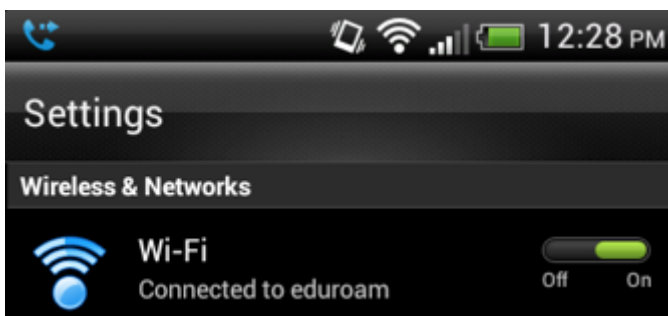
- If users are having problems authenticating, they may need to "**Clear credentials**" in the security settings menu before configuring. Warning this will clear all stored credentials and certificates.
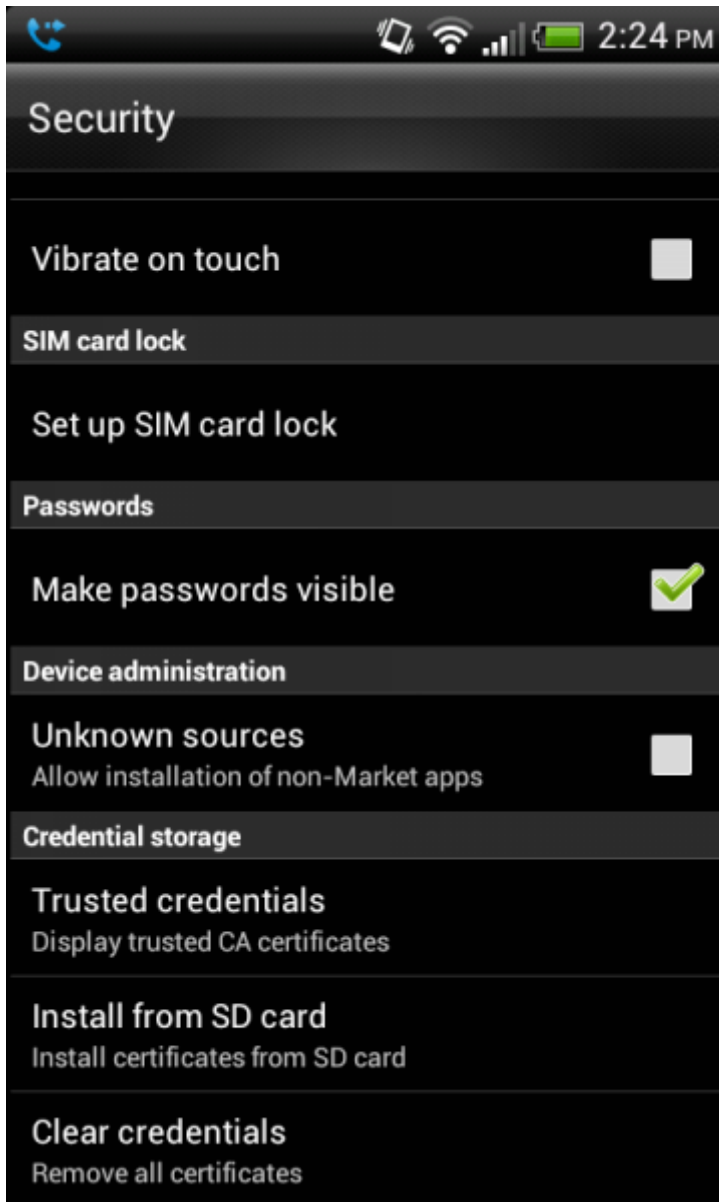
SAMSUNG BadaOS based phones

- Users are required to install the CA certificate from your home organisation.

    1. Navigate using your devices Internet browser to the technical page of your institution to download the **CA certificate**.

    2. The browser will download and prompt to install the certificate.

    3. Once the certificate has been installed select **Settings**, followed by **Wireless Settings**, select **eduroam** and choose **PEAP**.

    4. Enter username as username@institution.ac.uk [2] (replace 'username' with your home organisation username and 'institution' with home organisation domain).

5. Enter your organisation login password.

6. Your device should now be able to successfully connect onto eduroam.

Microsoft Windows Surface RT Tablet:

- Microsoft Windows RT Surface tablet does not support automated configurations tools such as XpressConnect due to the device not supporting x86 complied software. It's also unable to run Java and ActiveX tools, therefore manual configuration for use on eduroam is required.

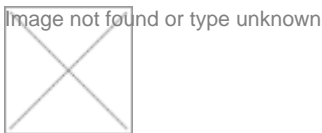Configuring eduroam for Microsoft Windows Surface RT:

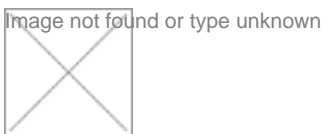1. Firstly being at the Start **Live Tiles** environment.
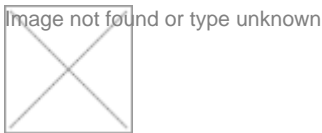
2. Swipe from the right side of the screen to reveal the **charms** then tap the **settings** charm.
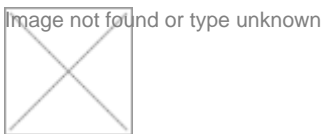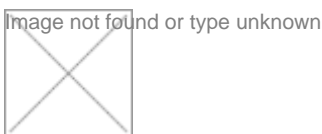

3. In settings tap the **Wi-Fi** symbol word **"Available"**.


4. Next you will see a list of available networks.

5. From the available lists of networks tap the **eduroam** network and ensure **connect automatically** is also ticked, followed by tapping **connect**.

6. Next enter your institution's **username** and **password**.

Image not found or type unknown

7. You will be prompted that "Windows can't verify the server's identity". The user should 'show certificate details' and verify that the certificate is correct before tapping on **connect** for the tablet to connect to eduroam.

Image not found or type unknown
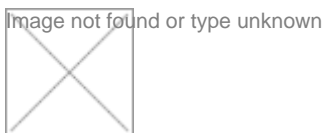
8. At first the device will display **Limited** connectivity. This is normal as the tablet is testing the connection.

Image not found or type unknown

9. Once test is complete the device will display **Connected**. The device is now correctly connected to eduroam.

Image not found or type unknown
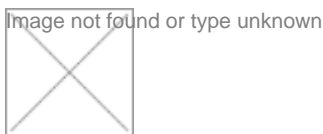
- The Microsoft Windows Surface RT tablet can support multiple users on one single device. Each user has an individual set of network login credentials. Therefore if additional users are created on the device they will need to repeat the above steps to gain access to eduroam.

Source URL: https://community.jisc.ac.uk/library/advisory-services/hints-and-tips-connecting-problematic-devices-eduroam

Links
[1]
http://docs.blackberry.com/en/admin/deliverables/12082/Configuring_PEAP_authentication_602747_11.jsp
[2] mailto:username@institution.ac.uk
[3] mailto:anonymous@institution.ac.uk