Unable to connect to TTUnet wired network on your Mac

Symptoms

There are many possible causes. Please follow the steps below to troubleshoot the problem.

Solution

1) Check port designation (residence halls only)

For TTU residence halls, the connection is only guaranteed to be enabled if someone is registered to be living there. For instance, if you live alone in a room and are registered to live on the A side, the only port which may function is the A port; the B port may be turned off. Make sure you are using the correct port on the side that you are registered to live. The name of the port should be visible on the wall plate.

⚠️ NOTE: If you have issues related to physically damaged ports, please see Network port is physically damaged and needs repair.

2) If possible, test the port by plugging in another device to the port. This may give you more information about whether the problem is with the port or the device.

3) To check the network settings, click on the Apple menu on the top-left corner of the screen. Then, select System Preferences.

4) Click on the Network icon located in the Internet & Network section.
5) Under the "Location" drop-down menu, click the appropriate choice for TTU. If there is not a choice configured, add a new one by clicking **Edit Locations**.

NOTE: If a TTU location is already configured, select it, and skip to Step 6.
6) Click the plus (+) sign and title it any descriptive name you wish (e.g. TTUnet), then click **Done**.

7) Click **Ethernet** in the left-hand menu. Then, click **Advanced**.
8) Click on the **TCP/IP** tab and verify the following settings.

- **Configure IPv4**: Set to Using DHCP
- **Configure IPv6**: Set to Automatically
9) Click the **DNS** tab and verify the following.

- **DNS Servers**: Remove any custom entries
- **Search Domains**: ttu.edu

**NOTE**: Use the plus and minus buttons to add or remove entries as needed. If there are entries that macOS will not let you remove make note of what they are. After removing any custom entries the default DNS servers assigned by DHCP will be greyed out in the field below.
10) Click the **Hardware** tab and verify the following. Then, click **OK**.

- **Configure**: Choose **Automatically** if you are in the residence halls or if you're in an office or general academic area and your port is configured for 1 Gbps. Choose **Manually** if you're in an office or general academic area and your port is configured for 100 Mbps.
- **Speed**: Skip for 1 Gbps connections or residence halls. Choose **100baseTX** for offices or general academic areas where the port is configured for 100 Mbps.
- **Duplex**: Skip for 1 Gbps connections or residence halls. Choose **full-duplex** for offices or general academic areas where the port is configured for 100 Mbps.
- **MTU**: Skip for 1 Gbps connections or residence halls. Choose **Standard (1500)** for offices or general academic areas where the port is configured for 100 Mbps.
11) Try connecting to the network/Internet again.

NOTE: If you still cannot connect, you may wish to test your computer by plugging it into a port that you know to be working, such as a friend or co-worker's port which they have been using. This will tell you whether the problem is the port that you have been using or whether the problem is something on your computer.

OUTCOME

After adjusting your settings, your Mac should be able to connect to the TTUnet wired network.

Details

Your computer is unable to connect to the TTUnet wired network.

Solution Properties

Solution ID
161110092204048

Last Modified Date