Unable to connect to the TTUnet Wi-Fi network on your Mac

Symptoms

You have configured your Mac to connect to the TTUnet wireless network according to the published instructions, but you are still unable to connect.

Cause

There are multiple possible causes for failed connections to the TTUnet Wi-Fi, even if the connection was configured correctly.

Solution

1) If the Wi-Fi is turned on, click the "Wi-Fi" icon in your menu bar and choose Turn Wi-Fi Off.

2) Open the "Wi-Fi" icon again and choose Turn Wi-Fi On. Check to see if the problem has been resolved. If not, turn your Wi-Fi off and proceed to Step 3 for additional troubleshooting.

**TIP:** If you connect to TTUnet Wi-Fi in one location and then move locations, your device may attempt to maintain its connection with the wireless access point at the previous location. This can result in a slow connection or the appearance that there is no connection at all. To resolve the problem, simply disable Wi-Fi on your device and enable it again by repeating the two steps above. This will cause your device to re-establish a TTUnet connection using the closest access point.

3) Open Keychain Access by going to Spotlight in the top right, and searching for "Keychain Access."
Before proceeding it is recommended that you make a backup of your Keychain in case you need to restore it.

4) Delete any certificates or passwords related to TTUnet from all applicable Keychains including Login, System and System Roots. If you are prompted if you want to delete, click Delete.

**TIP:** To delete multiple certificates and passwords, click on each one while holding Command. When you are done selecting, press delete on your keyboard.

5) Click the Wi-Fi icon in your menu bar and click Open Network Preferences.
6) Click the "Location" drop-down list and ensure it is set to Automatic. Then, click the Wi-Fi option in the left-hand menu.

**NOTE:** If TTUnet is associated with a particular location, please remove the location by clicking Edit Locations, choosing the location, and clicking the minus sign (-). If preferred, this location can be added back at a later point.

7) Uncheck the box next to "Ask to join new networks". Then, click Advanced.
8) If you have entries for TTUnet, click them one at a time and click the minus sign (-) to remove them.
9) Click OK.
10) Click **Apply**.
NOTE: At this time, if you wish to keep the network organized by location. You may add it back by clicking the "Location" drop-down menu, clicking Edit Locations, and then clicking the plus sign (+). Name the location TTU, School, Work, or something similar.

11) Click Advanced.
12) Click the **DNS** tab and verify the following:

- **DNS Servers**: Remove any entries that were manually added. (Manually-added are easily identifiable because they are the ones that the system will allow you to remove.)
- **Search Domains**: Click the plus sign (+) and add **ttu.edu**.

**NOTE**: Use the plus (+) and minus (-) buttons to add or remove entries as needed. Default DNS servers assigned by DHCP will be grayed out and cannot be removed; this is expected.
13) Click on the **Wi-Fi** tab, and then click the plus sign (+).
14) Configure the following information, then click **OK**.

- **Network Name**: TTUnet
- **Security**: WPA2 Enterprise
- **Mode**: Automatic
- **Username**: your eRaider username
- **Password**: your eRaider password
15) Click **OK**.

16) Click **Apply**.
17) Click **Turn Wi-Fi On**.
OUTCOME

Your Mac will now be connected to the TTUnet wireless network.
Solution Properties

Solution ID
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