Unable to connect to TTUnet wireless network in Windows 10

Cause

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

Solution

1) Make sure that your system time clock and time zone settings are correct.

2) Click the Start button in the bottom left-hand corner of your screen and type "Control Panel." Do not press Enter. When "Control Panel" appears in the search results, click on it to open it.

3) Click Network and Internet.
4) Click **Network and Sharing Center**.

5) Click **Change adapter settings** on the left-hand side of the window.
6) Right-click "Wi-Fi" and choose **Disable**.

7) Right-click "Wi-Fi" again and choose **Enable**. Check to see if the issue has been resolved. If not proceed to Step 6 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 using the steps above. This will cause your device to re-establish a TTUnet connection using the closest access point.
8) Press the Windows key + I combination on your keyboard to open your Windows 10 settings. Then, click **Network & Internet**.
9) Click Wi-Fi in the left-hand pane, and then click Manage known networks under "Wi-Fi."
10) Find the TTUnet Wi-Fi and click on it once to select it. Then, click Forget.
11) Click the Start button in the bottom left-hand corner of your screen and type "Control Panel." Do not press Enter. When "Control Panel" appears in the search results, click on it to open it.
12) Click **Network and Internet**.

13) Click **Network and Sharing Center**.
14) Click **Set up a new connection or network**.

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<th>Network and Sharing Center</th>
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<td><strong>View your basic network information and set up connections</strong></td>
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<td><img src="image" alt="Set up a new connection or network" /></td>
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<td><strong>ttu.net</strong></td>
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<td><strong>Public network</strong></td>
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15) Choose **Manually connect to a wireless network**, and then click **Next**.
16) Configure the following settings. Then, click **Next**.

- **Network name**: TTUnet
- **Security type**: WPA-2 Enterprise
- **Encryption type**: AES
17) Click **Change connection settings**.

Successfully added TTUnet

→ **Change connection settings**
Open the connection properties so that I can change the settings.
18) Click the **Security** tab. Ensure that "Choose a network authentication method" is set to **Microsoft: Protected EAP (PEAP)**. Then, click **Advanced settings**.

19) Ensure "Specify authentication mode" is set to **User authentication**. Then, click **OK** to return to TTUnet Wireless Network Properties.
20) Click **Settings**.
21) Configure the following settings. Then, click **Configure**.

- **Verify the server's identity by validating the certificate**: Ensure the box is checked.
- **Trusted Root Certification Authorities**: Ensure that "AddTrust External CA Root" is checked
- **Select Authentication Method**: Secured password (EAP-MSCHAP v2)
22) Ensure the box for "Automatically use my Windows logon name and password (and domain if any)" is *not* checked. Then, click **OK**.

*NOTE:* If you normally sign in to your computer with your eRaider credentials, leave this box checked.

23) Click **OK** in the "Protected EAP Properties" window.
24) Click OK again.
25) On the Windows desktop, click the network icon in the bottom right-hand corner of your screen.

26) Click **TTUnet**.

27) Check the box for "Connect automatically," and click **Connect**.
28) Type your eRaider credentials into the sign-in window, and click **OK**.

**NOTE:** Type your username in the format `ttu\eRaider_username` (e.g. `ttu\jdoe`).

![Windows Security Sign in](image)

Your computer will now connect to the TTUnet Wi-Fi using your eRaider credentials.

**Solution Properties**

**Solution ID**

160712111758992

**Last Modified Date**

01/17/2020 09:45:09 AM

**Author**

raking