Unable to connect to TTUnet wireless network in Windows 8

Solution Title

Unable to connect to TTUnet wireless network in Windows 8

Cause

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

Solution

NOTE: Before going through the troubleshooting steps, make sure that your system time clock is correct.

1) Open the Charms Bar and click Search. Begin typing Network and Sharing Center and the search tool will automatically pop up. Select Settings under the search field.

2) Click Network and Sharing Center.


3) Click **Change Adapter Settings**.

4) Right click 'Wi-Fi' and click **Disable**.
5) Right click 'Wi-Fi' again and click **Enable**. Check to see if the issue has been resolved. If not proceed to Step 6 for additional troubleshooting.

**NOTE:** 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. This will cause your device to re-establish a TTUnet connection using the closest access point.
The following steps will help you remove the old TTUnet Wi-Fi profile and reconfigure a new one.

6) Click the network icon located in the Notification Area (bottom right-hand corner of the screen from the desktop).

7) Right-click on TTUnet and choose Forget this network.

NOTE: If you do not have the option to forget the TTUnet profile, simply continue with Step 8 below.
8) Open the **Charms Bar** and click **Search**. Begin typing **Network and Sharing Center** and the search tool will automatically pop up. Select **Settings** under the search field.

9) Click **Network and Sharing Center**.
10) Click **Set up a new connection or network**.

11) Select **Manually connect to a wireless network** and click **Next**.
12) Configure the following settings. Then, click **Next**.

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

**NOTE:** If you receive the error that a network called TTUnet already exists, please refer to [Unable to forget TTUnet wireless network in Windows 8](#).

14) Click the **Security** tab. Ensure that 'Choose a network authentication method' is set to **Microsoft: Protected EAP (PEAP)**. Then, click **Advanced settings**.
15) Ensure 'Specify authentication mode' is set to **User authentication**. Then, click **OK** to return to TTUnet Wireless Network Properties.
16) Click **Settings** next to 'Microsoft: Protected EAP (PEAP)'.

![Advanced settings dialog box](image-url)
17) 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**: AddTrust External CA Root
- **Select Authentication Method**: Secured password (EAP-MSCHAP v2)
18) 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 into your computer with your eRaider credentials, leave this box checked.

19) Click OK in the Protected EAP Properties window.
20) Click **OK** in the TTUnet Wireless Network Properties window.
21) On the Windows desktop, click the network icon in the notification area (bottom right-hand corner of the screen).

22) Click **TTUnet**.
23) Check the box for ‘Connect automatically’ and click Connect.

24) Type in your eRaider credentials in the appropriate box and click OK.
OUTCOME

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

Solution Properties

Solution ID
121109154004792

Last Modified Date
04/13/2020 04:12:09 PM

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