Wired and Wireless Networks

Hamilton College ITS Help Desk

Hamilton College Wired Network

- Hamilton College provides an extensive wired network
  - Access is provided in all dorm rooms, employee offices, and classrooms (all have at least one port)
  - Most faculty use a wired connection for their desktop computer
  - Freshman are given Ethernet cables upon request while Faculty receive them with their Hamilton computer
  - Broken Ethernet Ports are handled by TAG

  Note If an individual is already connected to the network through wifi, the wifi connection will have to be disabled in order for the wired connection to take

Hamilton College Wireless Network

- ap-hamilton vs aps-hamilton
  - ap-hamilton
    - Unsecure/open
      - No network authentication required
      - Available for guests and users who do not have a Hamilton username and password
    - Does require a generic username and password
      - Username: libwireless
      - Password: libguest
      - More personalized Guest Accounts can be created by logging into WCS as helpdesk
    - Located in:
      - Burke Library
      - Science Center
      - Kirner-Johnson

Hamilton College Wireless Network

- ap-hamilton vs aps-hamilton
  - aps-hamilton
    - Secure/Closed
      - Network Authentication using Hamilton Username and Password is required
      - Network is invisible until added
        - Documentation outlining how to configure Macs and PCs with aps-hamilton is found here, in the quick reference guide
      - Available in all residence halls, academic and administrative buildings, and major auxiliary buildings and outdoor areas.

Hamilton College Wireless Network

- Configuring Mobile Devices
  - To configure your mobile device to Hamilton's secure wireless refer to these setting
    - SSID: aps-hamilton
    - Security: WPA2-Enterprise
    - Authentication: PEAP
    - Login: Use your Hamilton network Username and Password.

  - Mobile Device OS
    - Android – Droid 1 generation
    - Android – Droid 2, Droid Pro, Droid X
    - Blackberry – some Blackberry devices are not wi-fi

Macintosh Wireless issue

▸ For the last few semesters Apple Computers running OS 10.5 and 10.6 have been having difficulty connecting to the Hamilton Computer due to a compatibility issue on apple's end (we are working with apple to try to resolve the issue). While this issue persists there are a number of workarounds and trouble shooting options.

Mac Wireless Trouble Shooting

Trouble Shooting/Workarounds

Preliminary Steps:

1. Make sure airport is on top of the service order
2. Delete all unnecessary preferred networks and set aps-hamilton at the top of the preferred networks list
3. Delete excess user profiles under 802.1x
4. Under Keychain Access
    1. Make sure Hamilton Secure, acs-07.hamilton.edu and Equifax Secure Certificate Authority appear once and only once under the Keychain Access
    2. Set Equifax Secure Certificate Authority and acs-07.hamilton.edu to always trust
5. IPv6 Status under the TCP/IP tab should be set to off
6. Renew DHCP Lease and attempt to reconnect Network Connections (Advanced > TCP/IP > Configure IPv4 > Click on Using DHCP > Renew DHCP Lease button)

Mac Wireless Trouble Shooting

▶ If after checking the settings the mac cannot connect take these following steps

1. Delete aps-hamilton, Hamilton Secure (under 802.1x), and any relevant certificates under keychain access.

2. Create a new location and title the location Hamilton

3. Reconfigure the computer as normal to connect to the network using the Hamilton location

- Make sure to inform the user that they will need to change the location when they are home back to automatic and vice versa when at Hamilton

Windows Wireless Issues

▶ Though not as prevalent as Mac wireless issues, windows computers can also have trouble connecting to the network

Troubleshooting:

1. Make sure users wireless port is turned on (usually wireless status is controlled by a switch or touch button)

2. Delete unneeded networks and place aps-hamilton on the top of the preferred network list

3. Check to make sure the computers date and time are correct (see the date and time in the bottom right). If the computers time is more than just two and a half minutes fast or slow the user's computer will be unable to connect

Questions?