

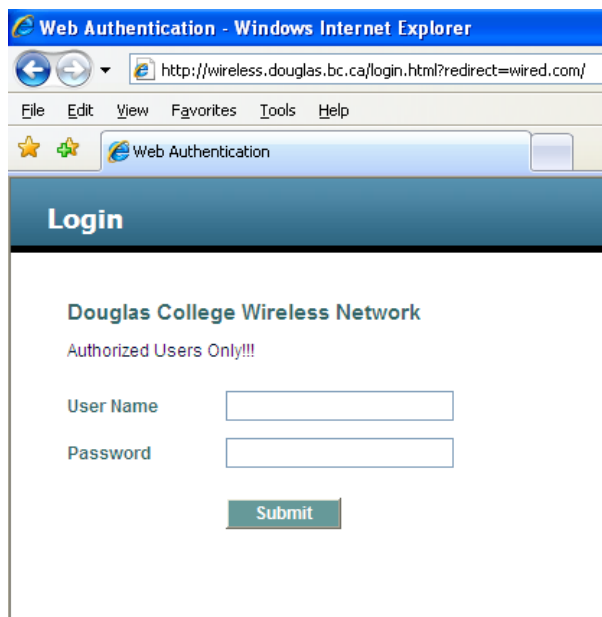
# Troubleshooting the Douglas College Wireless Network

Having trouble accessing the Douglas College wireless network? Use the instructions below to learn how to deal with WIFI issues.

## How to Access the Douglas College Wireless Network

1. Click the **Wireless** icon in your operating system. A menu to select a wireless network will open.
2. The network **DouglasCollege** should be connected.
3. Open your Web browser. You will automatically be redirected to the Douglas College Wireless Network login page.
4. Type your Novell account username and password in the appropriate fields. (For students your username is s + your student number and for employees your username is your last name and first initial.)

A pop-up window indicates whether or not your login was successful.



The screenshot shows a Windows Internet Explorer browser window titled "Web Authentication - Windows Internet Explorer". The address bar contains the URL "http://wireless.douglas.bc.ca/login.html?redirect=wired.com/". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. Below the address bar, there are search and favorites icons. The main content area has a blue header with the word "Login" in white. Below the header, the text "Douglas College Wireless Network" is displayed in a bold, dark blue font, followed by "Authorized Users Only!!!" in a smaller, lighter blue font. There are two input fields: "User Name" and "Password", each with a corresponding text box. A green "Submit" button is located below the password field.

## Still unable to connect to the Douglas College network?


### For all computers:

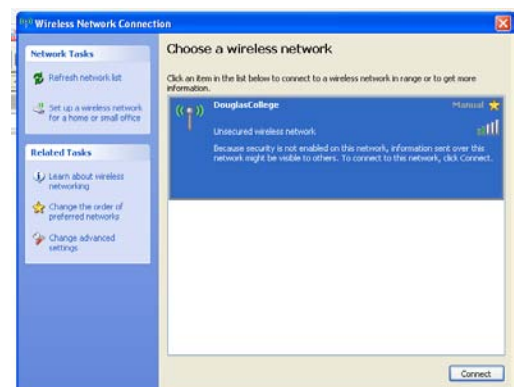
Many laptops have a physical switch to turn on wireless networking. Ensure your switch is "on."

Your computer must be set to obtain configuration information from our server — a TCP/IP address with Dynamic Host Configuration Protocol (DHCP). Check your computer's TCP/IP configuration to see if it is set to DHCP.


If you have a different setting, to access your home network, for example, you must change it. If you are not sure what this means, check with the individual who set up your computer for wireless networking.

### For Windows XP:

1. Right-click on the wireless  icon on the right side of the Notification area. A dialog box appears.
2. Select **View Available Wireless Networks**. **The Wireless Network Connection window opens.**
3. Select **DouglasCollege**, and click the **Connect** button. Your laptop should now be connected to the Internet.




## Windows Vista

1. Click the **Start** button (  ) to connect to the wireless network.
2. Click **Connect to**.
3. You should see a list of available wireless networks. Select the network named **DouglasWireless**. Then click the **Connect** button.

Windows may warn you that the network is unsecured. This is normal. If Windows prompts you to select **Public** or **Private** network. It is recommended that you select Public. If Windows prompts you to save these settings, it is recommended that you do so.

4. Open your Web browser. You should be redirected to the **Douglas College Wireless Network** login page. *See above.*

## Mac OS X

In the upper right corner of your menu bar, click the Airport icon (  ). Select **DouglasWireless**.

## Other Devices and Operating Systems

We cannot provide specific instructions or support for all devices, and **CEIT cannot guarantee your computer or device will work on our network.**

However, most standards-compliant WiFi devices with Web browsers can be made to work. Consult your device's documentation for more information.

# Wireless Networking Advanced Troubleshooting

If you followed the steps above, and your system is still not working, you still may be able to solve the problem. We have included these advanced steps for users who are willing to try some more technical solutions.

**Important:** These fixes may change your networking setup dramatically. In some cases, other networks you connect to may no longer work because of these changes.

## Checking for DHCP Settings in Windows XP

1. In the **Start** menu, select **Settings** and then **Network Connections**. A window showing your network connections will open.
2. Right-click your Wireless network connection, and select **Properties**. You will see a list labeled **This connection uses the following item**.
3. Find **Internet Protocol (TCP/IP)** in the list. Highlight it, and click the **Properties** button.
4. On the **General** tab, select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Click **Ok**.
5. In the Connection Properties window, click **Ok**.

If the connection still does not work, you may need to try the following:


1. In the **Start** menu, click **Run...**
2. Type **cmd**, and click **Ok**. The command-line window opens.
3. At the C:\> prompt, type **ipconfig/release all**, and press **Enter** on your keyboard.
4. At the next C:\> prompt, type **ipconfig/renew all**, and press **Enter** again.

This should reset your network connection. You can now close the command-line window. Open your Web browser to check the connection.

## Checking networking settings in Windows Vista

Vista has a fairly effective Network Diagnostics tool built in, and we recommend using it. The following Microsoft article describes this tool in detail:

<http://windows.microsoft.com/en-US/windows-vista/The-doctor-is-in-Using-Network-Diagnostics-in-Windows-Vista>.

However, you can quickly start the repair tool by right-clicking on the networking icon  in the Navigation area (lower right corner of your window). Select Diagnose and repair.

## Windows XP and Vista: Reset the TCP/IP Stack

In both versions of Windows, you may be able to resolve some problems by resetting your network stack. You will need to restart your computer after doing this. We recommend you read this article first:

<http://support.microsoft.com/?kbid=299357>.

1. To reset your TCP/IP stack, open a cmd window. (See above for how to do that in WP and Vista.)
2. Type the following command: **netsh int ip reset c:\resetlog.txt** in the text box.
3. Restart your computer after the command runs.

## Network Troubleshooting for Mac OS X

Mac OS X 10.3 and newer systems have a built-in network troubleshooting system. To access it, go to the **Apple** menu, and select **System Preferences**.

Select the **Network** preference panel, and click the **Assist me...** button. The system will now walk you through network troubleshooting steps.

Douglas College provides wireless network access, but cannot provide specific instructions or support for all devices. **CEIT cannot guarantee your computer or device will work on the College network.** If you have questions about this policy, or if you need help with your College-provided device, please contact the CEIT Help Desk, 604.527.5330