

## Troubleshooting Guide for KSU Wifi on Windows 10

1. Click on the *Start Menu* then go to **Settings** (see Figure 1).

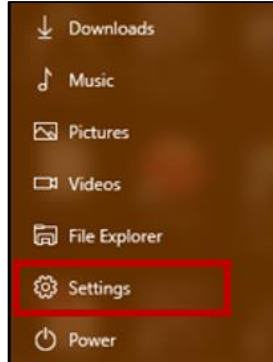


Figure 1 - Click on Settings

2. Click on **Network & Internet** (see Figure 2).



Figure 2 - Network & Internet

3. Click on **Network and Sharing Center** (see Figure 3).

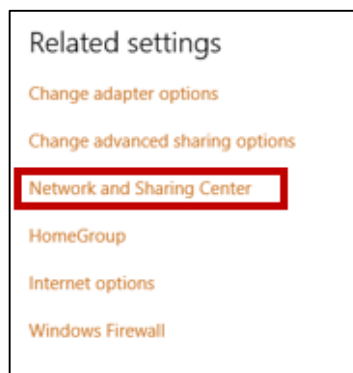


Figure 3 - Network and Sharing Center

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4. The *Network and Sharing Center* windows appears. Click on the **Set up a new connection or network** link (see Figure 4).

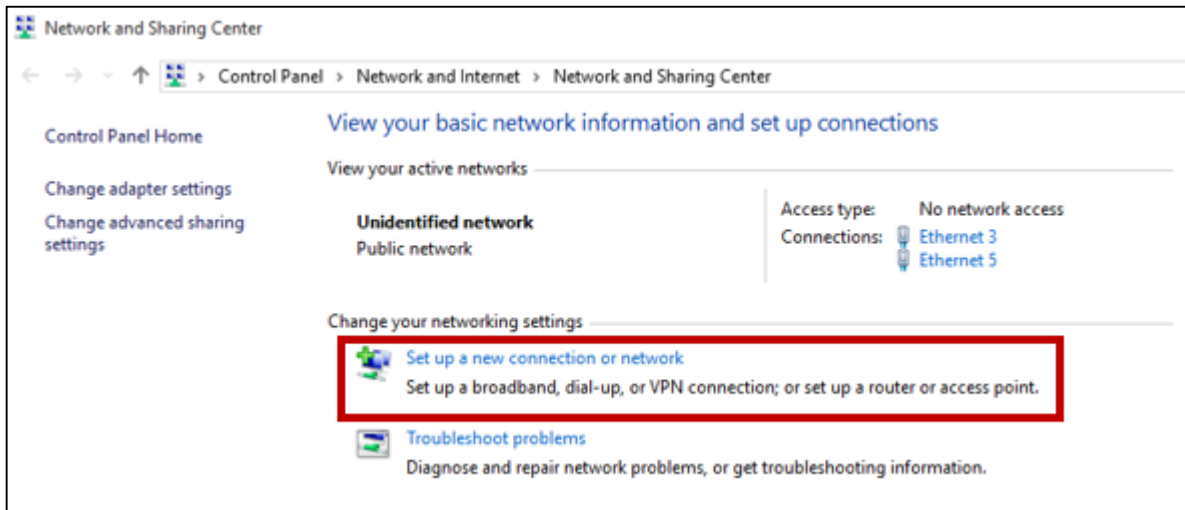


Figure 4 - Set up a new connection or network

5. The *Setup a Connection or Network* window appears. Click on **Manually connect to a wireless network** (see Figure 5).

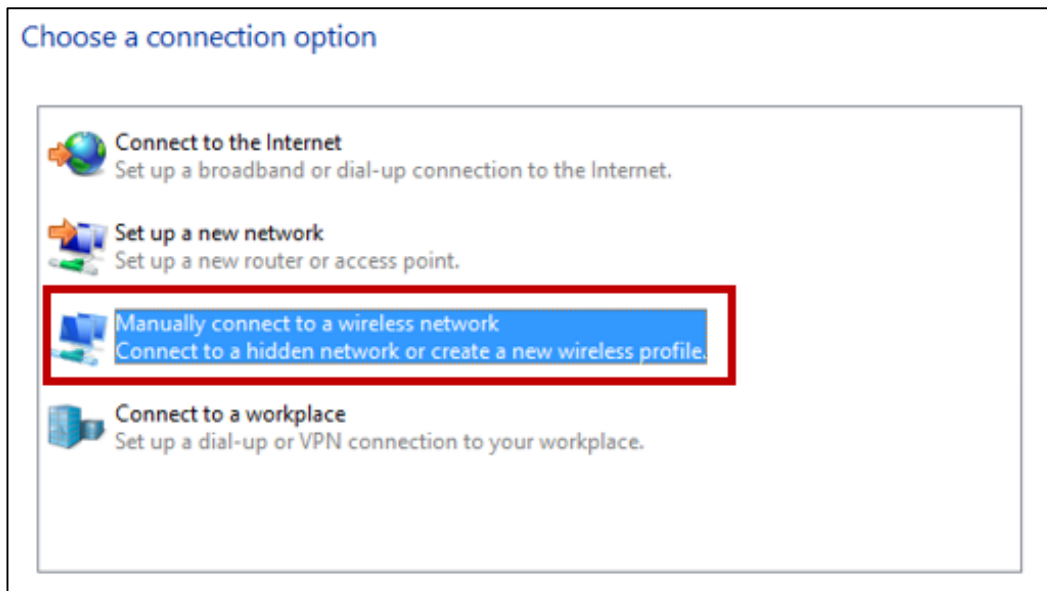


Figure 5 - Manually connect to a wireless network

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6. Click on **Next**.
7. The *Manually connect to a wireless network* window appears. Enter the following information and click **Next** (see Figure 6).
  - a. Network Name: **KSU**
  - b. Security Type: **WPA2-Enterprise**
  - c. Encryption Type: **AES**
  - d. Security Key: **Leave blank**

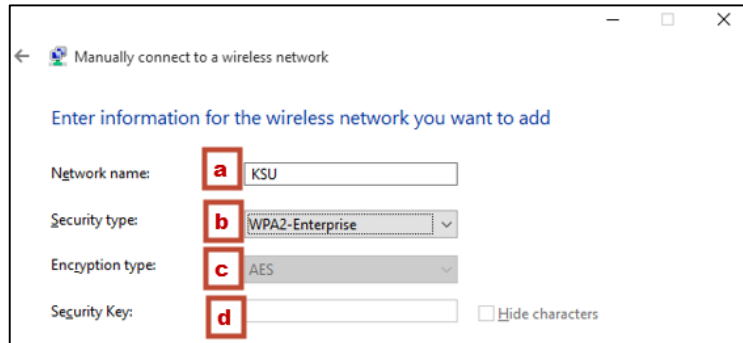


Figure 6 - Connection Information

8. The *Successfully added KSU* message appears. Click on **Change connection settings** (see Figure 7).

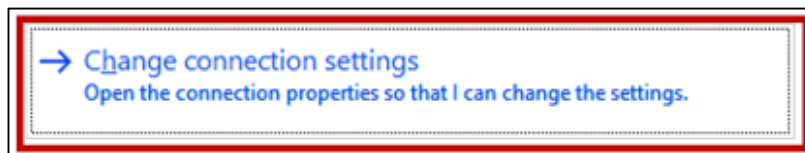


Figure 7 - Change connection settings

9. The *KSU Wireless Network Properties* window appears. Click on the **Security Tab** (see Figure 8).

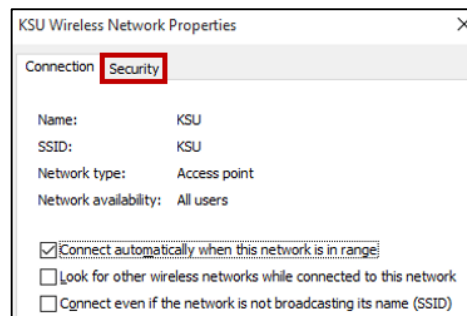


Figure 8 - Security tab

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10. Click on the **Settings** button (see Figure 9).

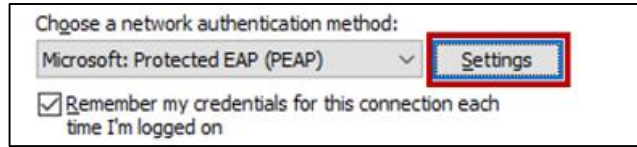


Figure 9 – Settings

11. The *Protected EAP Properties* window appears. Uncheck both **Verify the server's identity by validating the certificate (a)** and **Enable Fast Reconnect (b)** (see Figure 10).

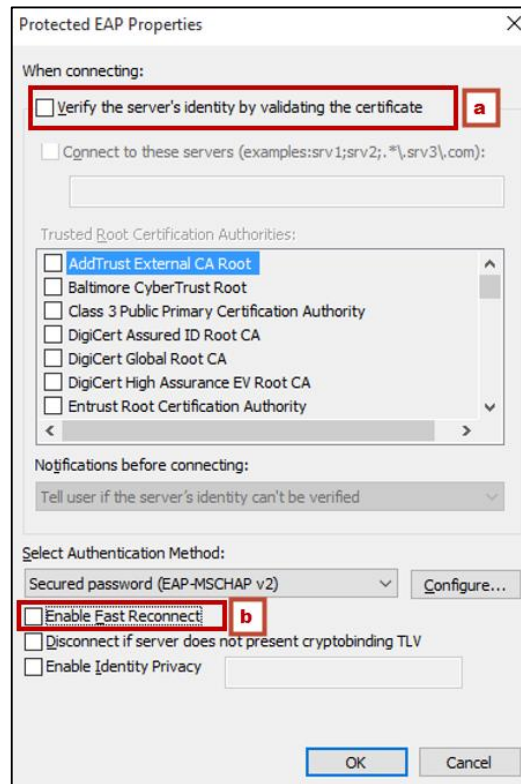


Figure 10 - Protected EAP Properties Window

12. Click on the **Configure** button under *Select Authentication Method* (see Figure 11).

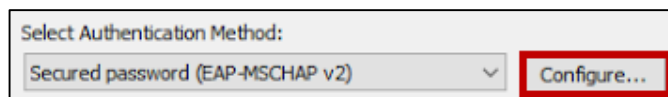


Figure 11 - Configure

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13. The *EAP MSCHAPv2 Properties* window appears. Verify that **Automatically use my Windows logon name and password (and domain if any)** is unchecked (see Figure 12).

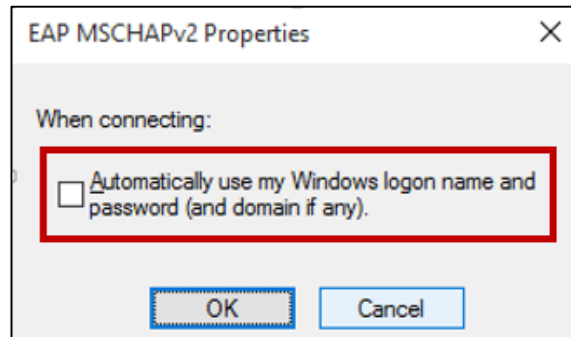


Figure 12 - Automatically use my Windows logon name

14. Click on **OK** (see Figure 13).

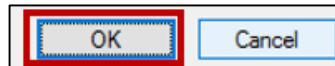


Figure 13 - Click OK

15. Click **OK** to close the *Protected EAP Properties* windows (see Figure 14).

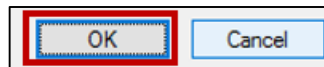


Figure 14 - Click OK

16. Click **Advanced settings** on the *KSU Wireless Network Properties Window* (see Figure 15).

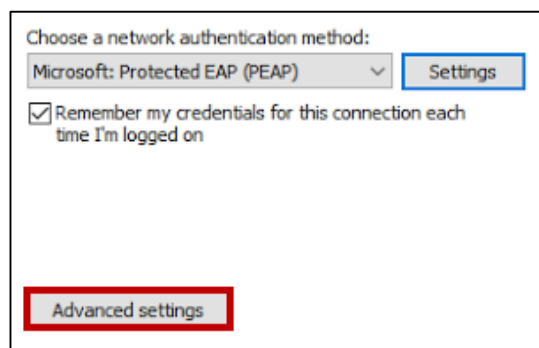


Figure 15 - Advanced settings

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17. The *Advanced settings* window appears. Check **Specify authentication mode** (see Figure 16).

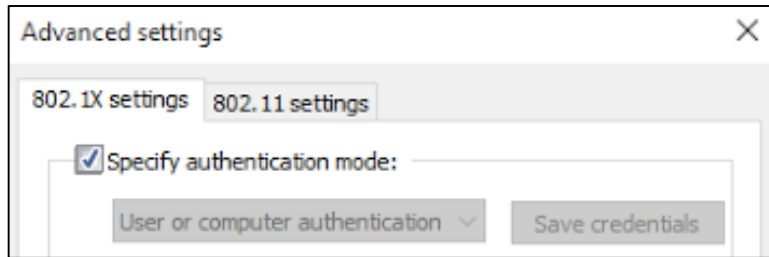


Figure 16 - Specify authentication mode

18. Select **User authentication** from the drop-down list under Specify authentication mode (see Figure 17).

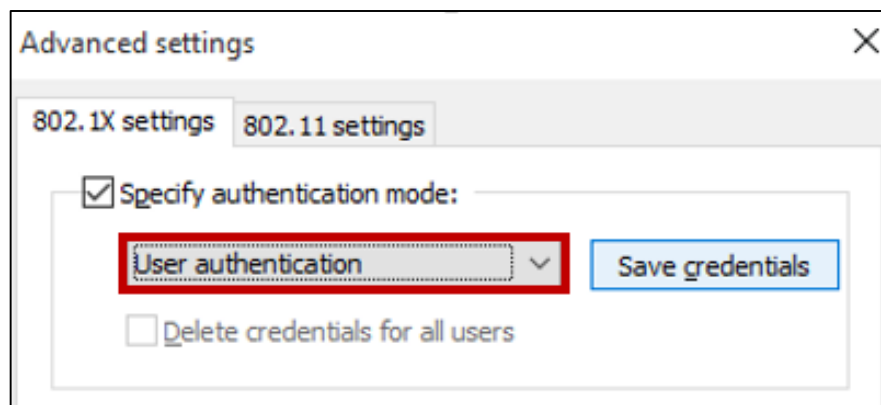


Figure 17 - Save credentials

19. Click on **Save credentials** (see Figure 18).

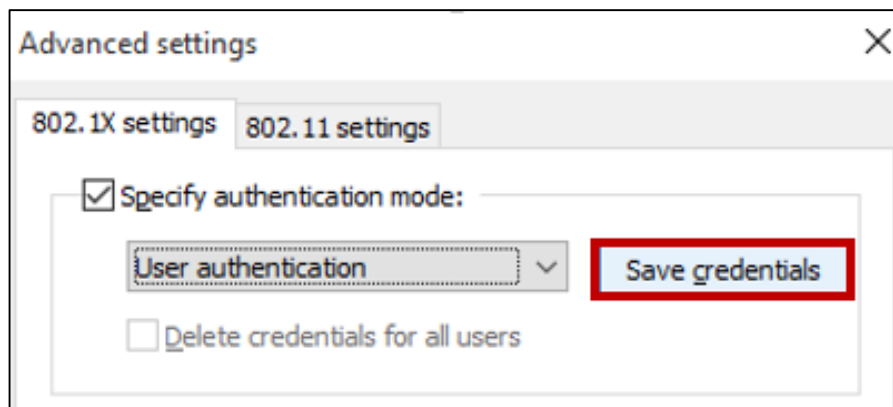


Figure 18 - Save Credentials

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20. The *Windows Security* window appears. Enter your NetID and NetID password and Click **OK** (see Figure 19).

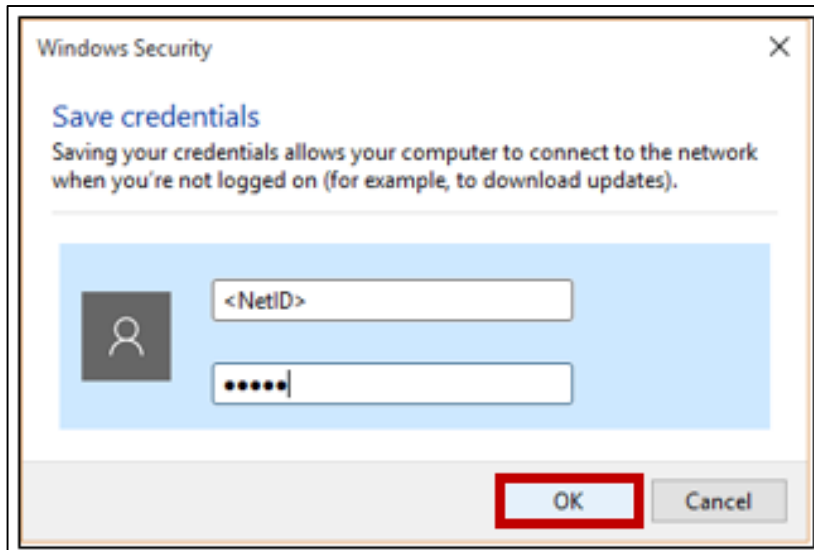


Figure 19 - Click OK

21. Click **OK** to close the *Advanced settings* and the *KSU Wireless Network Properties* windows.

22. Click **Close** when the *Manually connect to a wireless network* window appears (see Figure 20).

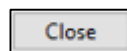


Figure 20 - Close

23. Close the *Network and Sharing Center* Window (see Figure 21).



Figure 21 - Close the Window

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24. Click on the **Wifi icon** on the *taskbar* (see Figure 22).



Figure 22 - Wifi Icon

25. Click on **KSU Wifi** (see Figure 23).



Figure 23 - KSU Wifi

26. Check **Connect automatically** (see Figure 24).

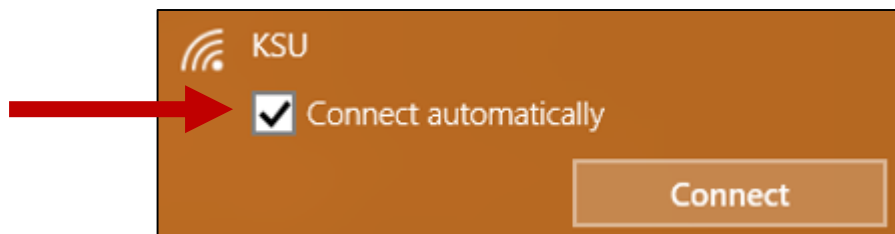


Figure 24 - Connect Automatically

27. Click **Connect** (see Figure 25).

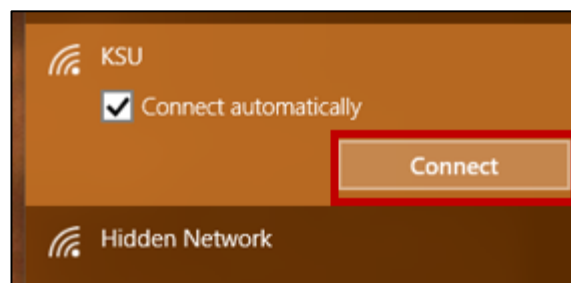


Figure 25 - Click Connect

28. You are now connected to KSU Wifi.

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