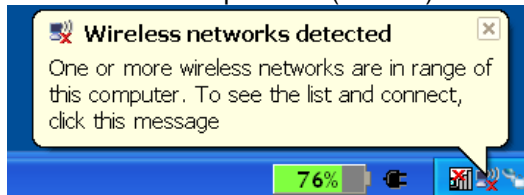


## Windows XP Service Pack 2 Wireless Setup

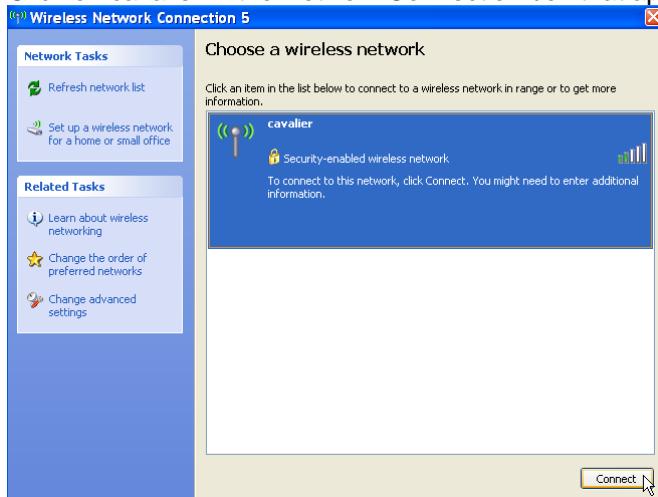
You need a network cable, a wired network port at U.Va., and a U.Va. computing ID and password. References on this page to notes (*Note: x*) refer to numbered troubleshooting tips on the next page. Instructions for other operating systems are available at <http://www.itc.virginia.edu/wireless>

**Ignore balloon pop-ups about available wireless service until indicated in the instructions.**

1. Connect your computer to the wired network and open a web browser. If you are automatically connected to <http://netreg.virginia.edu> follow the instructions to register your **wired** connection, including reboot. If you aren't connected to the netreg site, and can't get anywhere else on the network, see *Note: 1*. If you can get to web sites without difficulty, you are already registered and can continue to the next step.
2. **With Internet Explorer** (even if it isn't your normal web browser), get a personal digital certificate by going to <http://www.pki.virginia.edu> and follow the link in section 1 of that page. Answer the prompts provided and accept the certificate download when asked. (*Note: 2*)
3. Look for a pop-up bubble similar to the one below; you may need to reboot before it will appear. Click anywhere in the bubble except the X. (*Note: 3*)



4. Click on cavalier in the Network Connection box that appears, then click Connect. (*Note: 4*)



5. The next pop-up balloon should read "Click here to process your logon information for the network cavalier." Again, click anywhere but the x. If you see any other pop-up first, see *Note: 5*.
6. The next pop-up should be titled Validate Server Certificate. Click OK in that pop-up. (*Note: 6*)
7. Unplug your wired connection and open a web browser. You will repeat the registration process from step one, this time for your wireless connection. You should be directed there automatically if you are not registered already. Reboot if you are prompted to. (*Note: 1*)
8. Reboot one more time to verify that your system automatically connects to the wireless network and you can go to web sites. (*Notes: 2 and 7*)

## Windows XP Wireless Troubleshooting

1. Common reasons netreg.virginia.edu does not appear or is not reachable:
  - a. Your card is already registered. If you can reach sites outside U.Va. with a wired connection, you can skip step 1.
  - b. The wired port on your machine is inactive or bad. Sometimes plugging into AC power solves this problem.
  - c. Software designed to block web sites and web accelerators can keep you from reaching netreg. If you have such software, turn it off. (IE→*Tools*→*Manage Add-ons*, and temporarily turn them off.)
  - d. Other software or spyware may be in the way. Resetting network services can sometimes help. To reset network services, go to *Start*→*Run*, and type *CMD* in the *Open*: box; then click *OK*. In the screen that comes up type *netsh winsock reset* and enter. Reboot when you are prompted to.
  - e. Machines configured for fixed addresses and DNS servers will block access
    - i. Go to *Start*→*Control Panel*, click on *Go to Classic View* if it is visible in the upper left corner, double-click on *Network Connections*
    - ii. Right-click on the local area connection that has a description matching your wired hardware, and choose *Properties*.
    - iii. In the Properties window, choose *TCP/IP* and then the *Properties* button. Select *Obtain Automatically* for both IP address and DNS servers.
    - iv. Click *Apply* and *OK* as necessary to exit the control panel.
  - f. Your network connection is "bridged". This shows up as a status in the network control panel.
    - i. Repeat step 1.e.i.
    - ii. Right-click on the local area connection that has a description matching your wired hardware, and choose *remove from bridge* if available.
  - g. The network port at the wall is bad. Call 924-3731 to report a faulty network port.
2. You keep getting sent back to the netreg page even though you are registered:
  - a. You didn't reboot after registering.
  - b. Internet Explorer and some web accelerators keep copies of the netreg page and display it instead of the correct page. To clear the Internet Explorer copies start Internet Explorer, choose *Tools*→*Internet Options*, and *Delete Files* in the Temporary Internet Files section.
3. Reasons the pop-up bubble for select a network connection does not appear:
  - a. Your wireless device is turned off. Look for a switch or button to turn it on.
  - b. You are not in range of any wireless network. To check, right-click on the icon for wireless in the start menu and choose *View available wireless networks*.
4. Problems in the Network Connections window:
  - a. It contains a long message that Windows Zero Configuration is not running
    - i. This is usually caused by other software managing the card. Resolving it may change the way you connect to other wireless networks.
      1. Intel Proset can be usually be turned off by starting that program and pressing the F10 key. It may be either on the Programs menu or in the Control Panels. It can also be removed using Add/Remove programs.
      2. Other software may have a menu option or check box to *Use Microsoft Client* or *Use Windows Client* to manage the card. It may be necessary to uninstall that software. Call the help desk for advice.
    - ii. A reboot may be required after turning off the management software.
  - b. If cavalier is not one of the available networks, but other networks do appear, you are not in range of one of our access points.
5. Other messages you may encounter:
  - a. A pop-up asking for Network Key:
    - i. Cancel the pop up.
    - ii. If you did not get your digital certificate with Internet Explorer, it is not stored in the right place. Get a new one with Internet Explorer.
    - iii. The signal is too weak; move to a different location.
  - b. A balloon warning that there are *No available certificates ....*
    - i. You didn't get your digital certificate with Internet Explorer.
    - ii. The date, time and/or time zone on your machine are wrong. All must be correct or the certificate may not be considered valid.
    - iii. Your certificate has expired. Expired certificates must be deleted.
6. The Validate Certificate pop-up may not appear if you have previously approved using it. On the other hand, you may see it more than once - in which case 4.a.i may apply, your drivers may be out of date, or you may need to approve the certificate manually in the network configuration. See the longer instructions at <http://www.its.virginia.edu/wireless/win/xp-cavalier.html> to configure wireless authentication.
7. If you don't connect automatically:
  - a. There may be other software managing your network card (see 4.a.i).
  - b. You may have moved out of range or be in an area with a poor signal.