

How to troubleshoot ResNET Connection for Windows 10

NOTES

This tutorial is on **troubleshooting** ResNET wifi connection issues.

Follow this tutorial if you have already tried to connect automatically to ResNET, but still do not have access to the internet.

Make sure that the StartCom Security Certificate is installed on your device. You can download this from the 'ResNET Certificates' Google Drive folder.

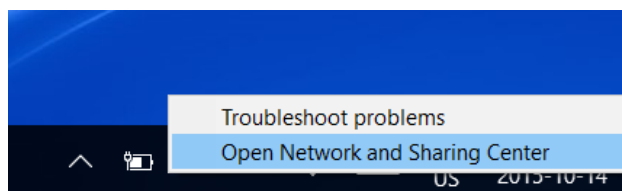
<https://drive.google.com/drive/folders/0B-5TqkZrdDMBRI9DdVFJT1YtZnM>

1. Right-click on the

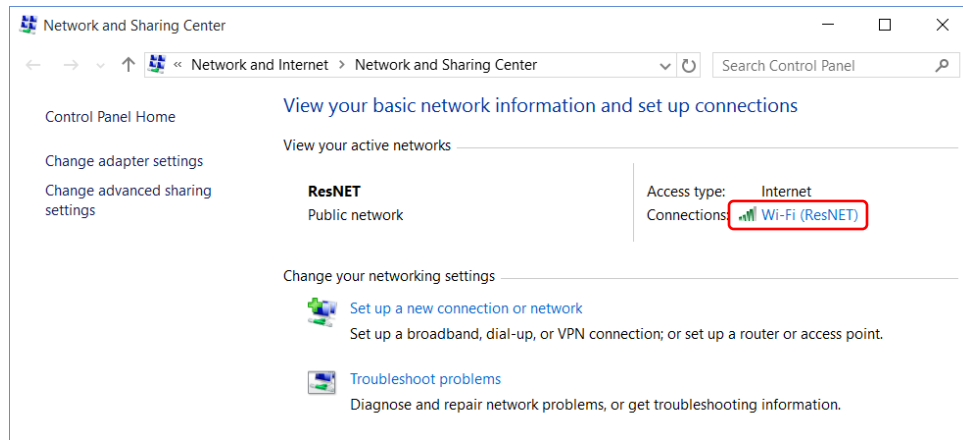


network icon

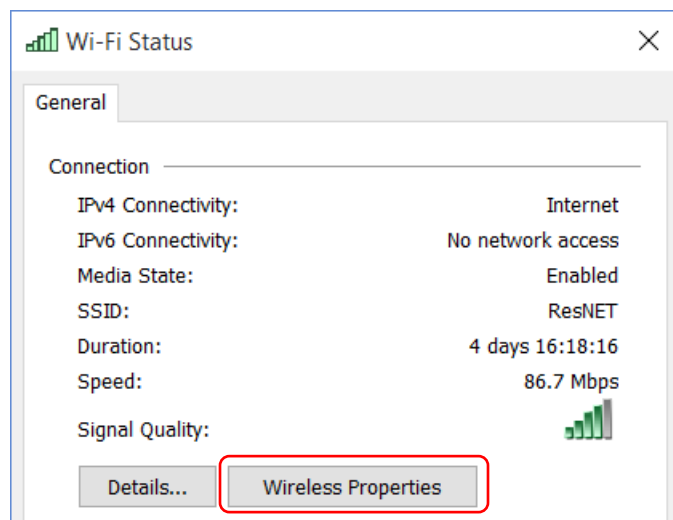
2. Click on **Open Network and Sharing Center**



3. Click on **Wi-Fi (ResNET)**



4. Click on **Wireless Properties**

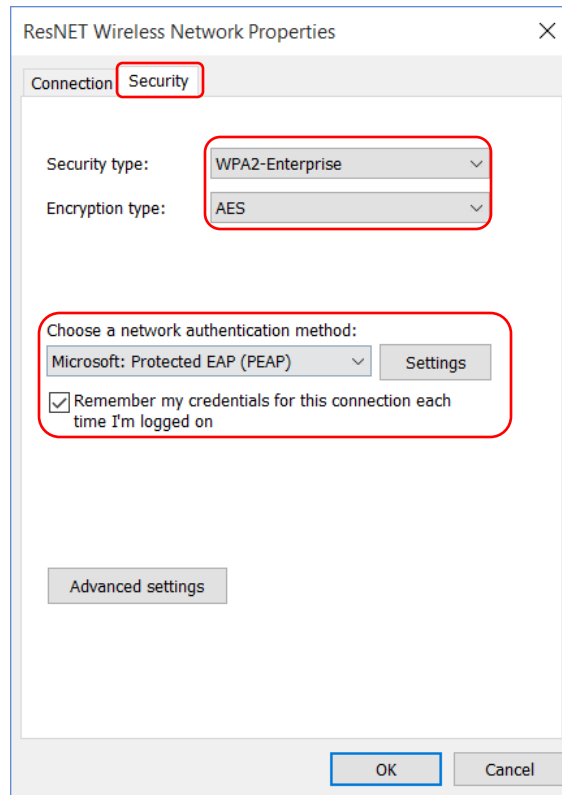


5. Make sure that you are under the **Security** tab

6. Ensure that the Security type is **WPA2-Enterprise**, the Encryption type is **AES** and that the network authentication method is **Microsoft: Protected EAP (PEAP)**

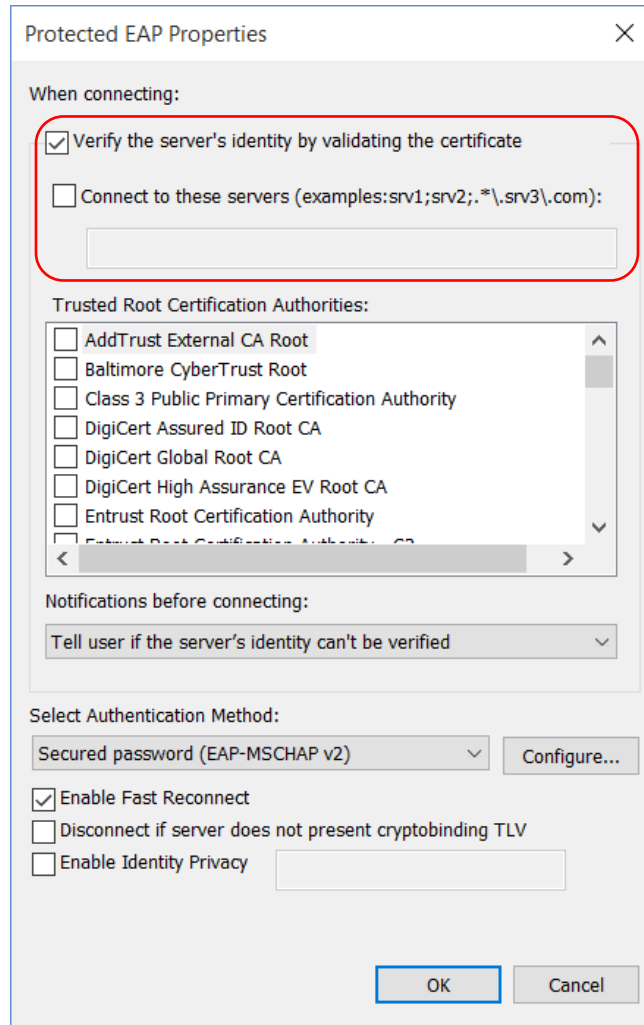
7. Verify that the box “Remember...” is **checked**.

8. Click on **Settings**



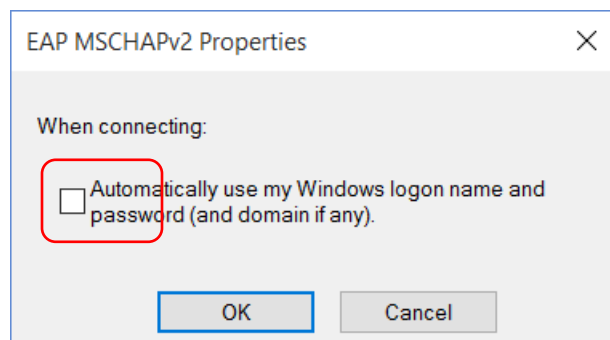
9. Ensure that the **Verify server** box is checked, while the **Connect to these servers** box is unchecked.

10. Click **Configure**



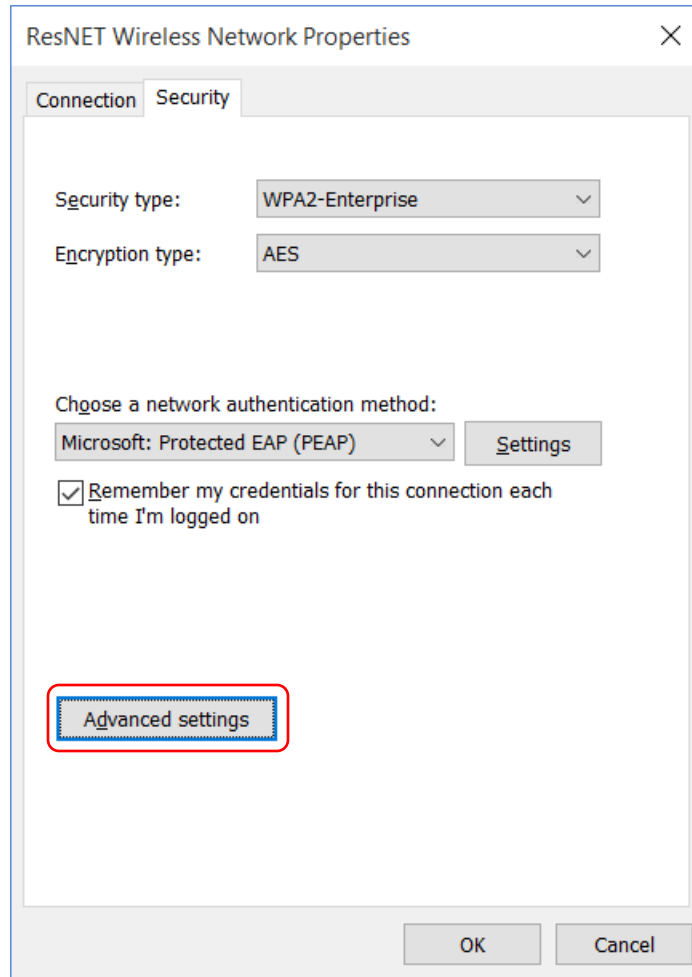
11. Ensure that the box below is unchecked

12. Click **OK**

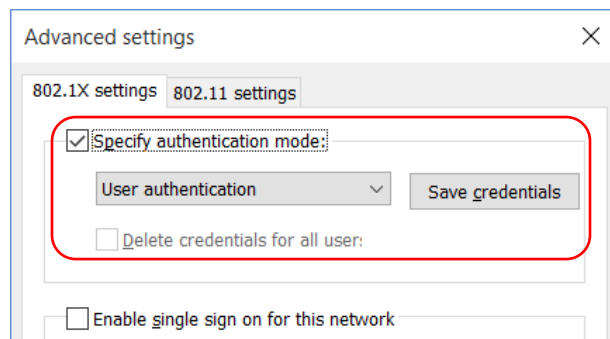


13. Click **OK** once again to close the previous box.

14. Click on **Advanced Settings**



15. Under Advanced Settings, ensure that you are under the tab **802.1X Settings**
16. Ensure that **Specify authentication mode:** is checked.
17. Ensure that **User authentication** is selected



18. Click **OK**.
19. Click **OK** again to close the previous window.

20. Now click **Close** to close the last dialogue box.

21. Try connecting to **ResNET** again.

NOTE

*Troubleshooting ResNET depends on a case-by-case basis. Sometimes the user may be prompted to log in (with their myMRU username and password) to ResNET **twice**, or sometimes a computer **restart** may be needed in order for ResNET to work.

*If you are not able to connect even after the steps above, please talk to ResNET Support.
