From Here, It’s Possible

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Message from the CIO

In the last several years, the Information Technology industry has seen unprecedented growth in the number and diversity of mobile technology options. Such proliferation means that many in the TTU community own more than one wireless device, placing increased demands on our infrastructure. Officials (including the CFOs, CIOs and Contracting Office) from the TTU System, TTU, and TTUHSC have worked with AT&T over the past two years to expand cellular wireless coverage across the TTU and TTUHSC Lubbock campuses. We provide this Special Edition bulletin on wireless networking at TTU as a quick reference guide, and hope you find it useful.

—Sam Segran
Associate Vice President for IT and Chief Information Officer

AT&T Upgrades Cellular Wireless

As of November 4, 2013 the AT&T wireless upgrade at TTU implements newer technology (4G/LTE) and better campus coverage for AT&T subscribers, as well as AT&T partner carriers, such as Verizon. As part of this project, AT&T has already enhanced the Cellular Wireless capabilities at the Stadium and will be continuing work in the United Spirit Arena and at the Soccer fields. Additional work will include enhancements of cellular signal reception inside campus buildings, including the basements.

Connecting to TTUnet Wi-Fi

In this bulletin we offer specific connection instructions for the most common operating systems. If you are still unable to connect, try disabling Wi-Fi on your device and enabling it again. This should cause your device to re-establish a TTUnet connection using the closest access point. For detailed information, follow the help guides in this bulletin or call (806)742-4357 (HELP).

Windows 7

To connect, click the network icon in the Notification Area (bottom right corner of screen). Click TTUnet, and then click Connect. Type your eRaider username and password when prompted. Then click OK.

If you have trouble connecting, open the Charms menu. (On laptops, you can do this by moving your mouse pointer to the top right-hand corner. On tablets, slide your finger in from the right edge of the screen.) From the Charms menu, search for “Network and Sharing Center,” select Settings, and then open Network and Sharing Center from the list of search results.

Click Change Adapter Settings in the left-hand pane. Right-click your wireless connection and choose Disable. Right-click it again and choose Enable. Close Network and Sharing Center, and try connecting again.

If you still cannot connect click the network icon in the bottom right-hand corner of your screen. Right-click TTUnet and choose View Connection Properties. Under Security, click Settings next to “Microsoft: Protected EAP (PEAP).” Make sure Add Trust External CA Root is checked, and click OK. Click Advanced Settings and make sure User Authentication is selected. Save all your settings and try connecting again.

Windows 8

To connect, click the network icon in the Notification Area (bottom right corner of the screen). Click TTUnet and click Connect. Type your eRaider username and password when prompted. Then click OK.

If you have trouble connecting, click your Start button and type “Network and Sharing Center” into the search field at the bottom, without pressing Enter. Open Network and Sharing Center from the search results. Click Change Adapter Settings in the left-hand pane. Right-click your wireless connection and choose Disable. Right-click it again and choose Enable. Try connecting again.
To connect open your Settings app, tap Wi-Fi, and then tap TTUnet. Type your eRaider username and password when prompted, and then tap Join. If you have trouble connecting, go to Settings, and then disable Wi-Fi. Re-enable Wi-Fi, and then test to see if your connection is working.

If you still cannot connect, go to your settings for the TTUnet Wi-Fi connection and choose the option to Forget this Network. Then try to connect again.

**Windows 7 Continued**

If you still cannot connect, click Manage Wireless Networks on the left-hand side of the screen. Then right-click TTUnet and choose Properties. Under Security, click Settings next to “Microsoft: Protected EAP (PEAP).” Make sure Add Trust External CA Root is checked, and click OK. Click Advanced Settings and make sure User authentication is selected. Save all your settings and try connecting to the Internet again.

**Android**

To connect, open Settings, tap Wi-Fi, and tap TTUnet. Type your eRaider username and password when prompted, and then tap Join. If you have trouble connecting, go to Settings, and then disable Wi-Fi. Re-enable Wi-Fi, and then test to see if your connection is working.

If you still cannot connect, go to your settings for the TTUnet Wi-Fi connection and choose the option to Forget this Network. Then try to connect again.

**OS X (Mac)**

To connect, click the Wi-Fi icon in your menu bar and choose TTUnet. Type your eRaider username & password when prompted, and click Join. If you have trouble connecting, click the Wi-Fi icon in your menu bar and choose Turn Wi-Fi Off. Then, click the same icon and choose Turn Wi-Fi On. Try connecting again.

If you still cannot connect, click the magnifying glass icon (Spotlight) in the upper right-hand corner. Search for Keychain Access and open it. Delete any certificates or passwords related to TTUnet from all applicable keychains, including Login, System, and System Roots. Close Keychain. Turn off Wi-Fi, turn it back on, and try connecting to the Internet again.

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