



ESC Pau BS – Connect to EDUROAM network

Configuring and diagnosing my EDUROAM Wi-Fi network connection

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Document : DSI-MU-10-02en
Version : du 15/3/2019
Keywords : Wifi ; EDUROAM ; Guest



Introduction

The **EDUROAM** service aims to provide secure wireless access to the Internet to personal , teachers and students of higher educational and research institutions.

Users in institutions members of « EDUROAM Community » will have secure access to the Internet whenever they are within their institution or any other institution member of the community. Everywhere, authentication of the user is done using the login name and password that created for him in his home institution

To find institutions in “EDUROAM Community” you can connect at <http://www.eduroam.fr>

The French EDUROAM project is part of a more global project. You can thus, outside France access the Internet when you are in an institution member of the international EDUROAM community. Similarly, professors and foreign students from an institution in the community can connect to eduroam network of ESC Pau BS using their usual credentials.

Although you will find on this site a set of generic tutorials and documentation allowing you to connect your machine to an EDUROAM network, the following paragraph describes you some essential steps to connect a computer running Windows 7.

You can also go to next page and see how to download the auto configuration software available for common used operating systems.

IMPORTANT: EDUROAM let each member choose a way to implement this service. Thus, you may encounter differences in how to connect to the network or the provided services.

However, notice that each institution must make available to their EDUROAM users the documentation describing the way to connect from their own network.



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Automatically configure your EDUROAM connection

The EDUROAM community offers its members a tool called CAT that helps to generate "installers" for most platforms that their users could use.

To automatically install your EDUROAM connection, follow the steps below:

- Connect to opened **Groupe ESC Pau** Wifi network (You'll find associated password on the walls beside each teaching space)
- Browse at <https://cat.eduroam.org> then :
 - o Select your language if needed,
 - o Click on « eduroam users: download your eduroam installer »
 - o Find institution « ESC Pau BS » (you'll rapidly find it by typing « Pau » in the search field)



Or directly browse at <https://cat.eduroam.org/?idp=1475> skipping the above steps.

- Download and run the proposed installer,
- During installation process :
 - o You'll be prompt to enter your « username » and password.
Append suffix « @esc-pau.fr » to your username

Sample : if you're a student and you name is John SMTIH, your username should be smith and you'll have to type in smith@esc-pau.fr

- o You will be asked to accept the installation of a root certificate. Accept; it puts the certificate in your machine that will allow ESC Pau Group servers authentication.
- Once the installation process is complete, you will find a Wifi profile called **eduroam** you can use directly.



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Simplified connection procedure for computer running Windows 7

In your taskbar, click the Wi-Fi network icon (at the bottom right of your screen) to see all available networks. You should see the **eduroam** network if this network is accessible in the institution.

Note : if you can't see **eduroam** at this step, this means that :

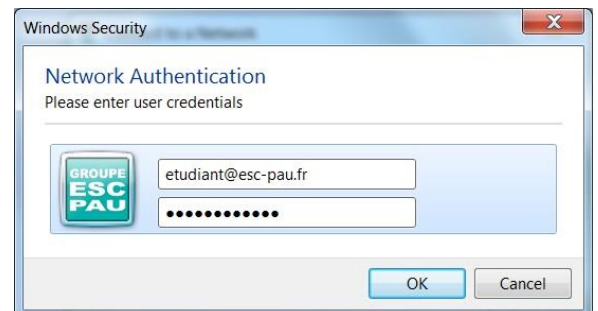
- Whether you are in an area where the network is not broadcasted. Ask people and move closer to an area where the network is broadcasted.
- Either the institution chose to hide this network. Refer to the available local documentation to connect.

Choose **eduroam** item in the list and click on the **Connect** button that appears next

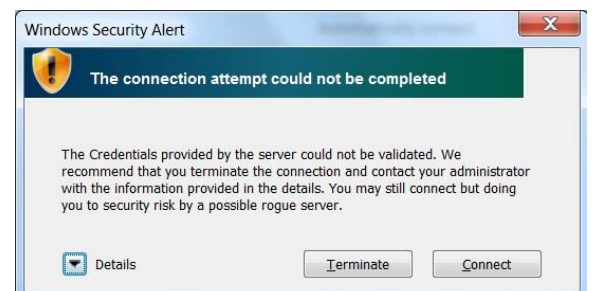


An authentication dialog is presented to you.

You will have to enter **your login name with the suffix "@esc-pau.fr"** and your usual password (the one you have to connect to school's resources)



You'll see then a **security alert** telling you that the certificate can't be verified. Simply be confident in it by clicking on the **Connect** button and finalize your network connection





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Manually configure EDUROAM on a computer running Windows 7

Depending on the security settings of your device, you'll need to manually configure your network connection to EDUROAM. To do this, follow these steps:

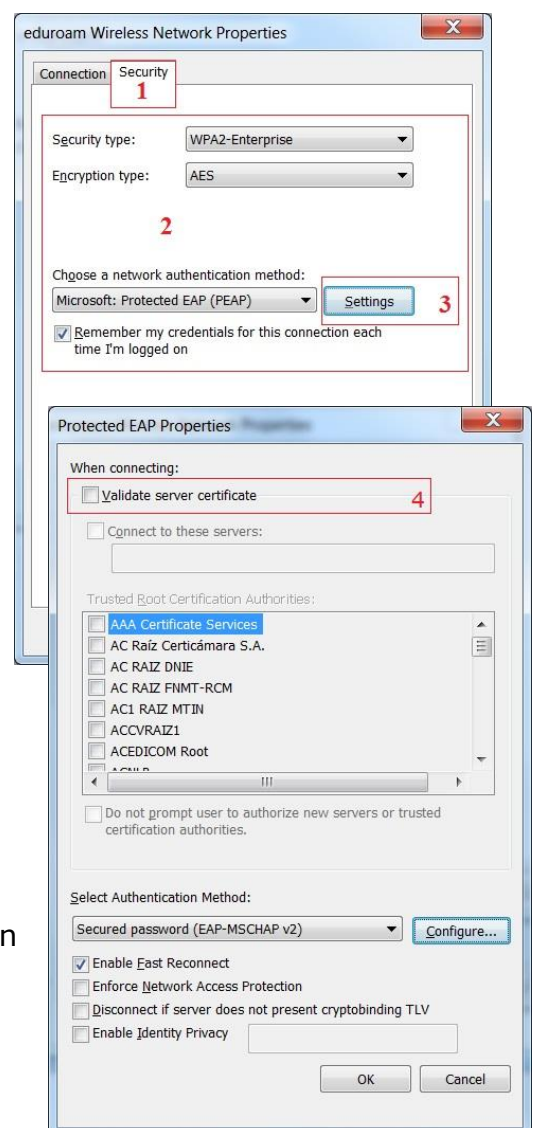
- Open your **Control Panel**, go to **Network and Sharing Center** icon and then click on the link **Manage wireless networks**
- Click on **Add** button (on top of the Windows)
- Choose **Manually create a network profile**
- In Network name enter **eduroam**
- As **Security type**, choose **WPA2 Enterprise**
- Click the **Next** button
- Choose to **Change connection settings**

- (1) Click on the **Security** tab and check you can see the same parameters as shown here (2)
- (3) Click on the **Settings** button to access advanced security parameters

- and uncheck **Validate server certificate** (4)

- Validate your settings by clicking on **Ok, Ok** then **Close**

- Go back to the above section "Simplified connection procedure for computer running Windows 7" to connect EDUROAM via your manually configured **eduroam** profile





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Diagnose connection problem

We describe here the steps you should follow to troubleshoot access problems.

You will find in each case below a description of any symptoms, possible causes for them and actions to be taken to go further.

As our users have many different devices, we can't be exhaustive on how to do these actions on all those devices. We encourage you to consult your specific user's manual or online Help (Google is your friend)..

Step 1: Can I connect to **eduroam**?

Symptoms: your device does not see **eduroam** Wi-Fi network or can't join it

Possible causes:

- a) If you already connect to EDUROAM in another institution of "EDUROAM Community" your device (PC, Tablet, smartphone...) may have kept a "wireless connection profile" incompatible with parameters needed to connect at Group ESC Pau
- b) You're not in an area covered by Wi-Fi network, your device is not compatible or your wireless card driver software need to be updated.

Actions:

- If you are in case a) you must delete the Wi-Fi connection profile created for **eduroam** in another institution. To do this on a computer running Windows 7:
 - o Open your **Control Panel**, go to **Network and Sharing Center** icon and then click on the link **Manage wireless networks**.
 - o If you find a profile for **eduroam** in the list, select it (by clicking on) then press the **Remove** button (on the top of the window).
 - o Validate the request for deletion and repeat the connection process bellow.
- If you are in case b) move through school and make sure that your Wi-Fi card driver is up-to-date

Following this action

- If this solves the problem of associating to **eduroam**, but this does not solve your problem of navigating over the Internet, go to case 2 below
- Si cela ne résout pas le problème d'association au réseau **eduroam**, votre équipement est sans doute incompatible avec notre environnement Wi-Fi. Il ne pourra pas se connecter au réseau de l'établissement.



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Step 2: Did I get a network address?

Symptoms: while I seem connected to **eduroam**, I can't browse at the internal resources of ESC Pau Group. My device doesn't get a network address beginning with " 172.17 . " (Like 172.17.1.201) and / or does not get a name server whose address begins with " 172.17 . "

Possible causes: your device is not configured to detect automatically all its network parameters.

Action: change parameters of your wireless network adapter for the TCP/IP V4 protocol. Set them to automatically get network parameters (both IP v4 and DNS name server settings)

- If, once reconnected, you get an address beginning with « 172.17 » and DNS server with also addresses beginning with « 172.17 », you should be able to connect to the Internet
- If not, as your device is not able to get its network parameters. You won't be able to use guest network of our school.