MacSecure/Reznet-WiFi Troubleshooting Documentation

This is intended as a guide to resolve network connection issues after the connection has been properly configured. For configuration instructions for MacSecure/Reznet Wi-Fi, please see the online guide at http://www.mcmaster.ca/uts/network/wireless/.

Windows 7/8.1/10

Step 1: Click the ‘Start’ button at the bottom left and search for ‘Network and Sharing Center’. Version shown is for Windows 7. Windows 8/8.1 and 10 may vary in appearance.
Step 2: Open the ‘Network and Sharing Center’ application.

Step 3: Select ‘Change adapter settings’ on the left-hand side.
Step 4: Right-click on the connection for wireless (typically says ‘Wi-Fi’ or ‘Wireless Network Connection’) and select ‘Properties’.

Step 5: Select ‘Internet Protocol Version 4 (TCP/IPv4)’ from the connection list, and then select ‘Properties’.
Step 6: On the ‘General’ tab, ensure that your computer is set to obtain an IP address automatically, and Obtain DNS server address automatically. If either of these are set to manual, set them to automatic.

Step 8: Navigate to the ‘DNS’ tab. There should be no DNS server addresses in the highlighted box. If there are, highlight the DNS server entry and then click the ‘Remove’ button.
Step 9: Navigate to the ‘WINS’ tab. There should be no WINS addresses in the highlighted box. If there are, highlight the WINS entry and then click the ‘Remove’ button.

Step 10: Click ‘OK’ on the ‘Advanced TCP/IP Settings’ window, and then click ‘OK’ again on the ‘Internet Protocol Version 4’ window. You should be returned to the ‘Wi-Fi Properties’ window. Select the ‘Configure’ button.
Step 11: Navigate to the ‘Advanced’ tab, and scroll down in the list of properties. If your laptop has ‘WMM’ in this list, change the value on the right-hand side to ‘Disabled’.

Step 12: Close all windows and attempt the connection again.
Additional causes of limited network connectivity:

- Malware/viruses present on computer
  - Suggested to run Anti-Malware program, such as MalwareBytes
- Anti-viruses programs are preventing an internet connection
  - Common programs that may cause this include McAfee, Norton Anti-Virus, or Kapersky. Disabling or uninstalling these programs may resolve the connection issue.
- PC has not been updated in a while
  - The operating system may not be properly updated. Try to run Windows updates to ensure your operating system is as up-to-date as possible.

MAC OS X

Step 1: Select ‘System Preferences’ from the Apple menu dropdown.
Step 2: Select ‘Network’ from the list of available system preferences.

Step 3: From the left-hand menu, highlight the ‘Wi-Fi’ option.
Step 4: Select the ‘Advanced’ option.
Step 5: In the ‘Wi-Fi’ tab, drag MacSecure/Reznet-WiFi to the top of the ‘Preferred Networks’ list. Please ensure that there are not too many saved networks in the list. If there are more than 15, use the minus sign to remove some.

Step 6: Switch to the ‘TCP/IP’ tab. Ensure that ‘Configure IPv4’ is set to ‘Using DHCP’.
Step 7: Switch to the ‘DNS’ tab. If you are successfully connected to MacSecure/Reznet-WiFi, you will see DNS servers of 130.113.128.1 and 130.113.64.1 in the list. If you see any DNS servers other than these in the list, the connection to the network will not be established. Use the minus sign to remove any of these DNS servers.

Step 8: Press ‘OK’ on this window until you are back at the main ‘Network’ screen, and then click ‘Apply’.
Step 9: Attempt the connection to the network again.

Additional causes of limited network connectivity:

- Operating system is out of date
  - The operating system may not be properly updated. Try to run Apple updates to ensure your operating system is as up-to-date as possible.
  - Some versions of MAC OS X do not function well with MacSecure/Reznet-WiFi. Notably, Lion and Mountain Lion will oftentimes present issues that take further troubleshooting. Typically any operating systems newer than Mountain Lion will function correctly.