

## Resolving Windows 7 “eduroam” Wireless Network Connection Issues

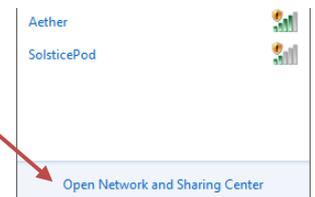
These instructions are to be followed only on Windows 7 when it is in a position of “connecting” to the eduroam network and cannot continue.

1. In the bottom right of the taskbar, left click on the networking icon – this may also be the wireless  or  icon.

If this is not present, click the up arrow icon to display more icons.



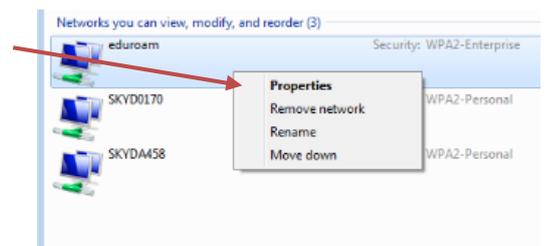
2. In the window that opens, left click on “Open Network and Sharing Center”



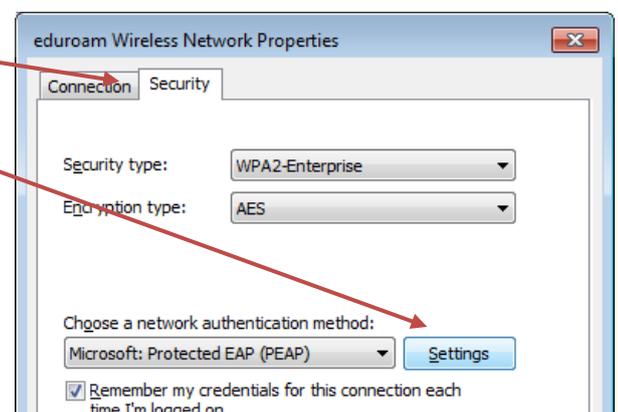
3. In the “Network and Sharing Center”, left click on “Manage wireless networks”



4. Right click on “eduroam” and left click on “Properties”

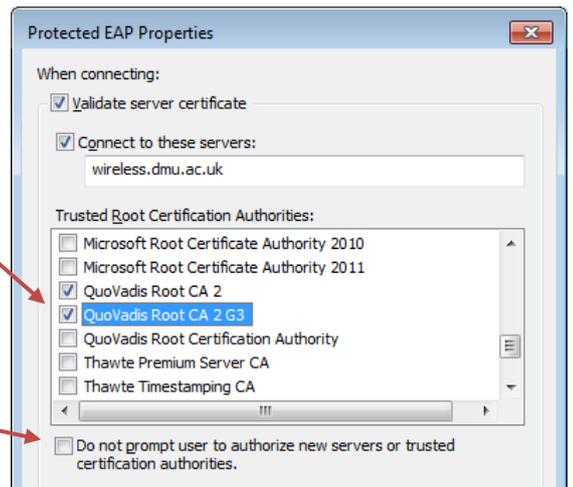


5. On the “eduroam Wireless Network Properties” window, left click on the “Security” tab and then left click on the “Settings” button.



6. On the “Protected EAP Properties” window, scroll down the “Trusted Root Certification Authorities” section and ensure there is a tick next to “QuoVadis Root CA 2 G3”.

Also, ensure that “Do not prompt user to authorize new servers or trusted certification authorities.” is unticked.



7. Close this window by left clicking on “OK”.
8. Back at the “eduroam Wireless Network Properties” window, close this by clicking on “OK” again.
9. Close the “Manage Wireless Networks” window by clicking on the “X” icon in the top right hand corner.

Your device should now connect to eduroam.

If this doesn't happen automatically:

- In the bottom right of the taskbar, left click on the networking icon – this may also be the wireless  or  icon.

If this is not present, click the up arrow icon to display more icons.



- Left click on “eduroam” and left click on “Disconnect”.
- Left click on “eduroam” again and then left click on “Connect”.
- If prompted for your username and password, this is your username followed by @dmu.ac.uk, for example [fbloggs00@dmu.ac.uk](mailto:fbloggs00@dmu.ac.uk) or [p12345678@dmu.ac.uk](mailto:p12345678@dmu.ac.uk)

Please note, this is not necessarily the same as your e-mail address.

The password is your normal login password for the DMU Single Sign On system.