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## WIRELESS NETWORK TROUBLESHOOTING

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**Problem:** I am using Windows Vista and when I try to login to Clean Access, I get a warning about a “Server Certificate Revocation Error” or “Server Authentication.” I try to click OK but the warning keeps popping up.

**Solution:**

- Open Internet Explorer (even if you normally use a different browser)
- Click **Tools** then **Internet Options**
- Go to the **Advanced** tab
- Scroll about  $\frac{3}{4}$  of the way down to the Security section
- Uncheck the box for “Check for server certificate revocation”
- Click **OK**

You will probably need to logout from Cisco Clean Access Client, and then log back in. To do this:

- Right click on the Cisco icon in the system tray
- Choose “logout”
- You will be prompted to log back in again

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**Problem:** When I log into Clean Access, I get a 12057 error.

**Solution:** Follow the same steps listed above for the Server Certificate error message.

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**Problem:** I am using a Mac and am having trouble adding the wireless printer.

**Solution:** During the printer installation process, you will see a screen called “Print Browser.” Make sure to choose the option called **HP Direct Socket**, rather than IP Printer.

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**Problem:** I do not know my network user ID or password to login to Clean Access.

**Solution:** If do not know your network user ID or have forgotten your password, visit Academic Computing Services at BFAC Room 008 (Bauer Family Academic Center) with your student ID card. We do not have access to student network accounts at the library, and are not able to look up or reset your password.

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**Problem:** I have made sure my anti-virus software and virus definitions are up-to-date, but Clean Access still says that they are not.

**Solution:** D'Youville's Computer and Network Services (CNS) is available to configure your laptop to make sure it is able to connect to the wireless network. Bring your laptop to CNS at Madonna Hall 103, or call 829-8282 to schedule a drop-off time.

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**Problem:** I do not have any anti-virus protection on my computer and cannot afford it. Is there another way I can meet the Clean Access requirements?

**Solution:** You can download a free anti-virus program such as Avast, available at <http://www.avast.com>.