

General Laptop Wireless Troubleshooting

General Laptop Wireless Configuration Settings

IMPORTANT:

User must first login to the OCC network on a hard-wired computer. This will authenticate their user ID and verify that the account is working.

Make sure user actually has a wireless card installed or has built-in wireless access capabilities turned on. (Check **Network Settings Properties** that a Wi-Fi card is listed).

Wi-Fi card IP settings **MUST** be set to **DHCP** and **no static IP numbers** should be listed. **See Troubleshooting Section on page 7.**

INVALID USERNAME & PASSWORD Error:

Install the certificate, clear cache, and try a different user account. **See figures 7 and 8 on page 4.**

Listed Wireless NIC Cards that DO NOT WORK:

- None specified yet

If upon first opening Microsoft Internet Explorer you **do not** get the following screen (see **Figure 1**) then follow the proceeding instructions.

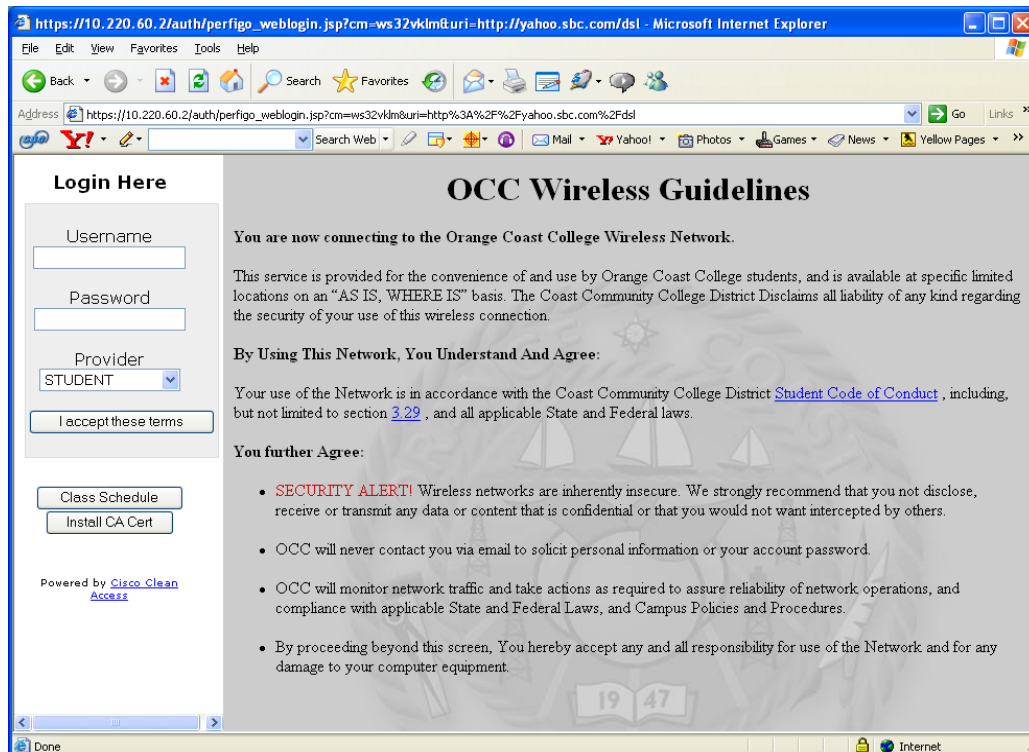


Figure 1: OCC Wireless Guidelines / Network Login Page