

# Mac Troubleshooting

## Known Issue

Mac computers will occasionally experience difficulties connecting to wireless networks using 802.1X security. Here are five possible solutions for resolving problems connecting a Mac computer to the eduroam wireless network.

**Important Note:** *If the first solution does not correct the problem, move to the next solution and so on. Each one is more "severe" than the last. Please try these solutions in the order that they are listed*

## Solution 1:




1. Click the **System Preferences** icon (  ) in the Dock, or choose Apple menu (  ) > **System Preferences**.

2. In **System Preferences**, select **Profiles**.

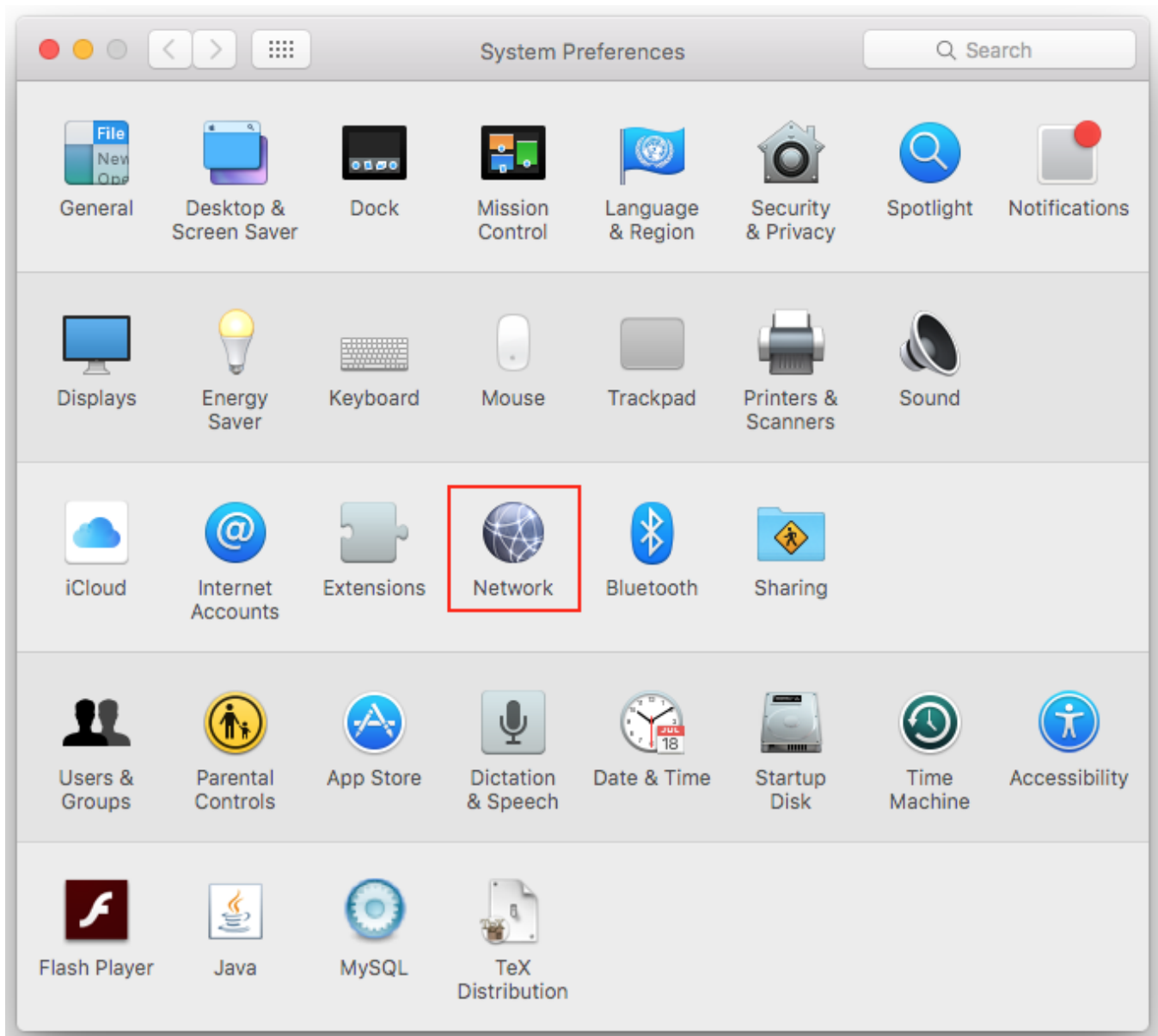
**NOTE:** If you do not see **Profiles**, that means there are no profiles installed on your Mac device.

3. If you are able to select **Profiles**, then select the Siena or eduroam profile you want to remove.

4. Click the minus button (  ) located at the bottom-left of the **Profiles** screen to remove the profile.

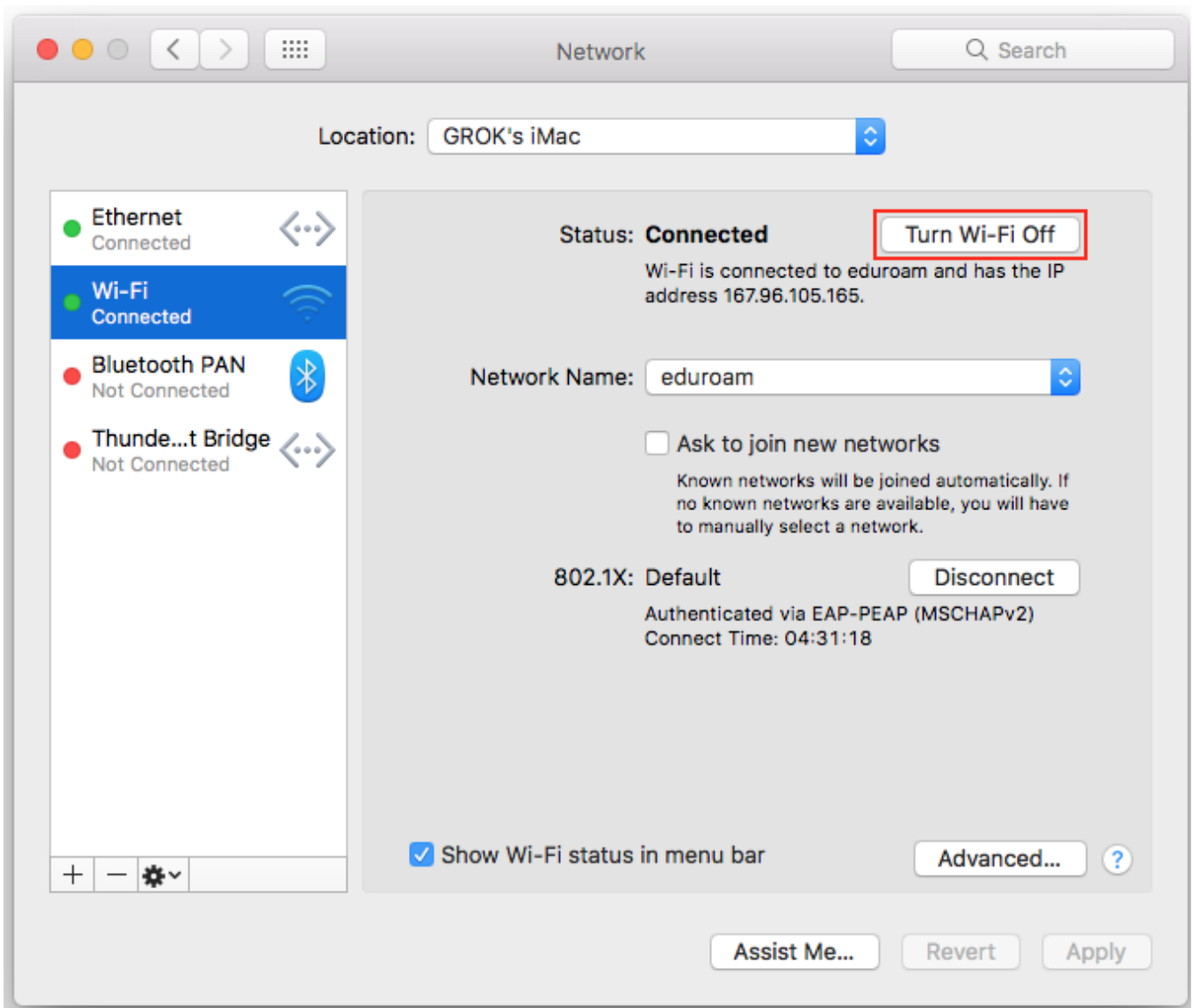
## Solution 2:


1. Go to **System Preferences** then select **Network Preferences**.



2. Select the **Wi-Fi** tab in the far left window.

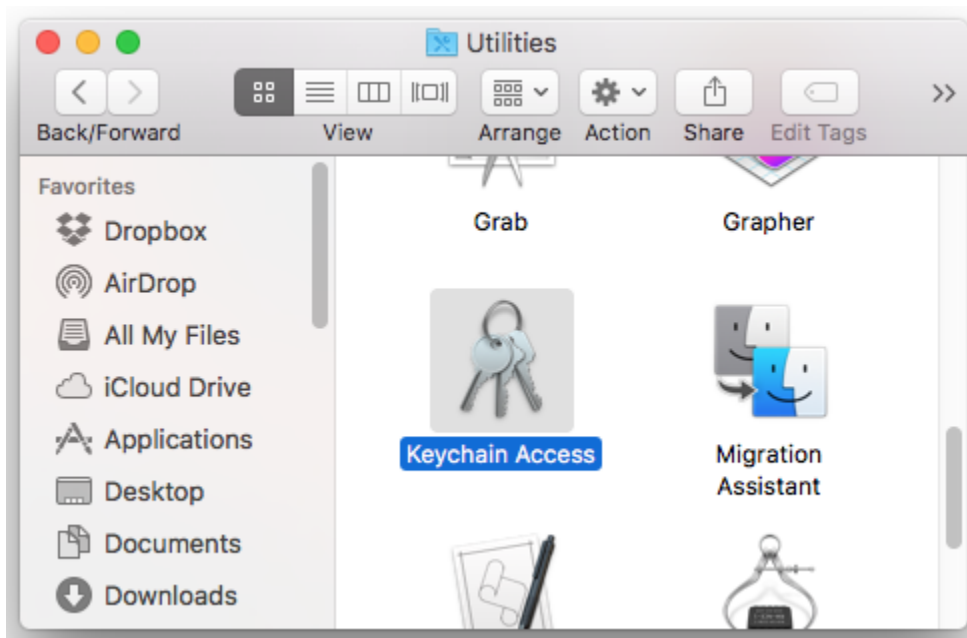
3. Select the **Turn Wi-Fi Off** button.



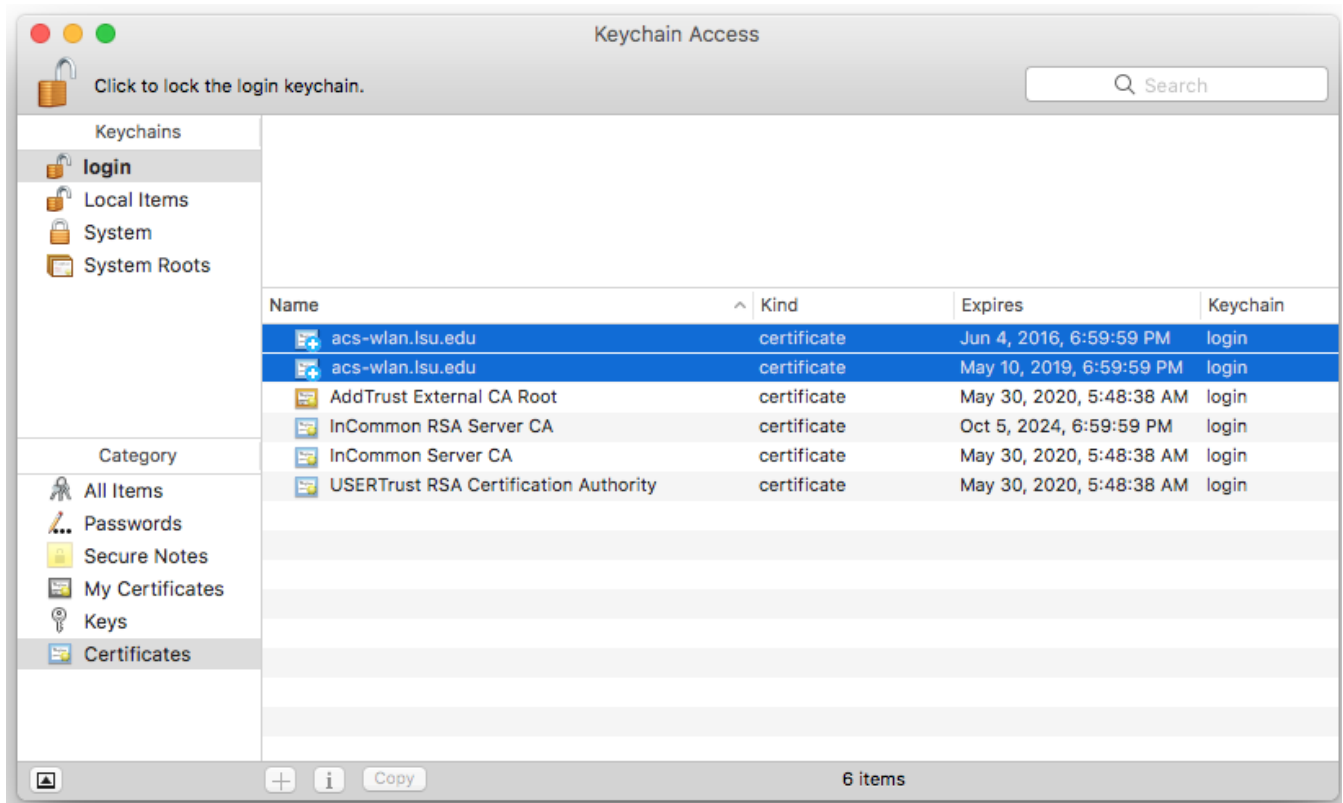
4. In the **Network** window select the **Advanced...** button.
5. In the **Preferred Networks** window delete all of the saved Siena networks.
6. Select the **802.1X** tab and delete all of the Login Window Profiles pertaining to eduroam or Siena.
  - To delete a profile, check the box and select the **Delete the Selected Service**  symbol.
7. **Restart** the computer.
8. Repeat the previous steps to go back to the **802.1X** profile tab. Make sure there are no new Siena or eduroam profiles in the Login Window Profiles box.
  - If there is a new Siena or eduroam profile, delete it and restart your computer again. Repeat this until the 802.1x tab contains no Siena or eduroam profile after restart.
9. Now, **Turn Wi-Fi On** and try to connect to **eduroam** wireless.

### Solution 3:

1. Perform **Solution 1** from above, but do not try to connect yet to **eduroam**.
2. Open the **Keychain Access** application from your **Utilities** applications folder.



3. Go through all of the keychain listings and **delete** any entries that pertain to Siena wireless certificates or saved passwords.




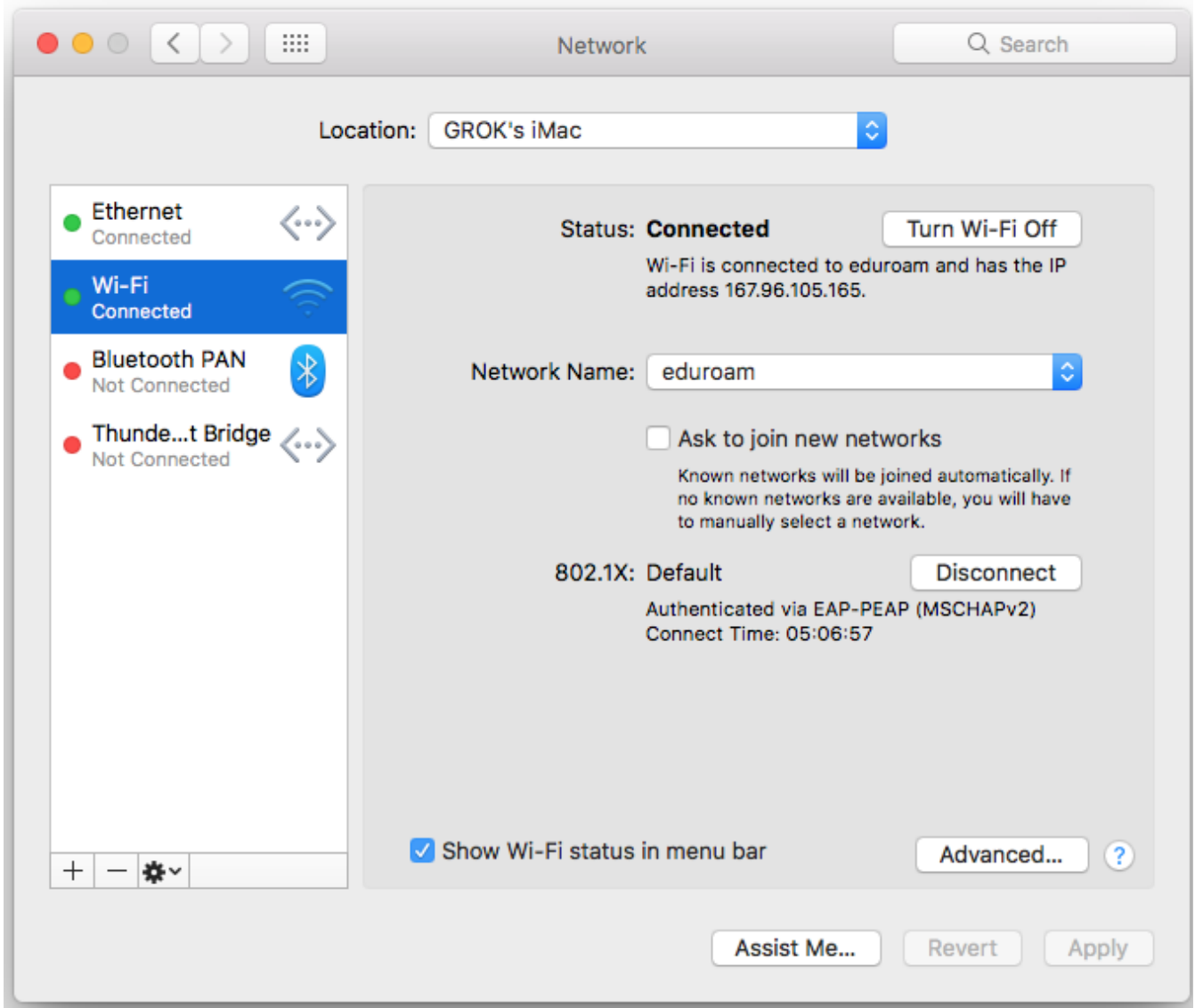
4. **Restart** the computer.

5. Go to **System Preferences** then select **Network Preferences**. Click the **Wi-Fi** tab in the far left window. In the Network window **Turn Wi-Fi On** and try to connect.

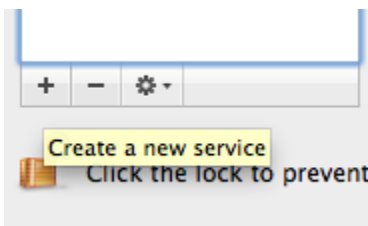
**Solution 4:**

**NOTE:** This solution may delete the list of all known networks.

1. Go to **System Preferences** and then select **Network Preferences**. Click the **Wi-Fi** icon in the far left window. In the Network window **Turn Wi-Fi OFF**.
2. **Delete** the Wi-Fi connection. Select the **Wi-Fi** icon, then select the **Delete the Selected Service** button  at the bottom of the window.



3. Create a new connection by selecting the **Create a New Service** button  at the bottom of the window, call it "**Wi-Fi**" (same as original).

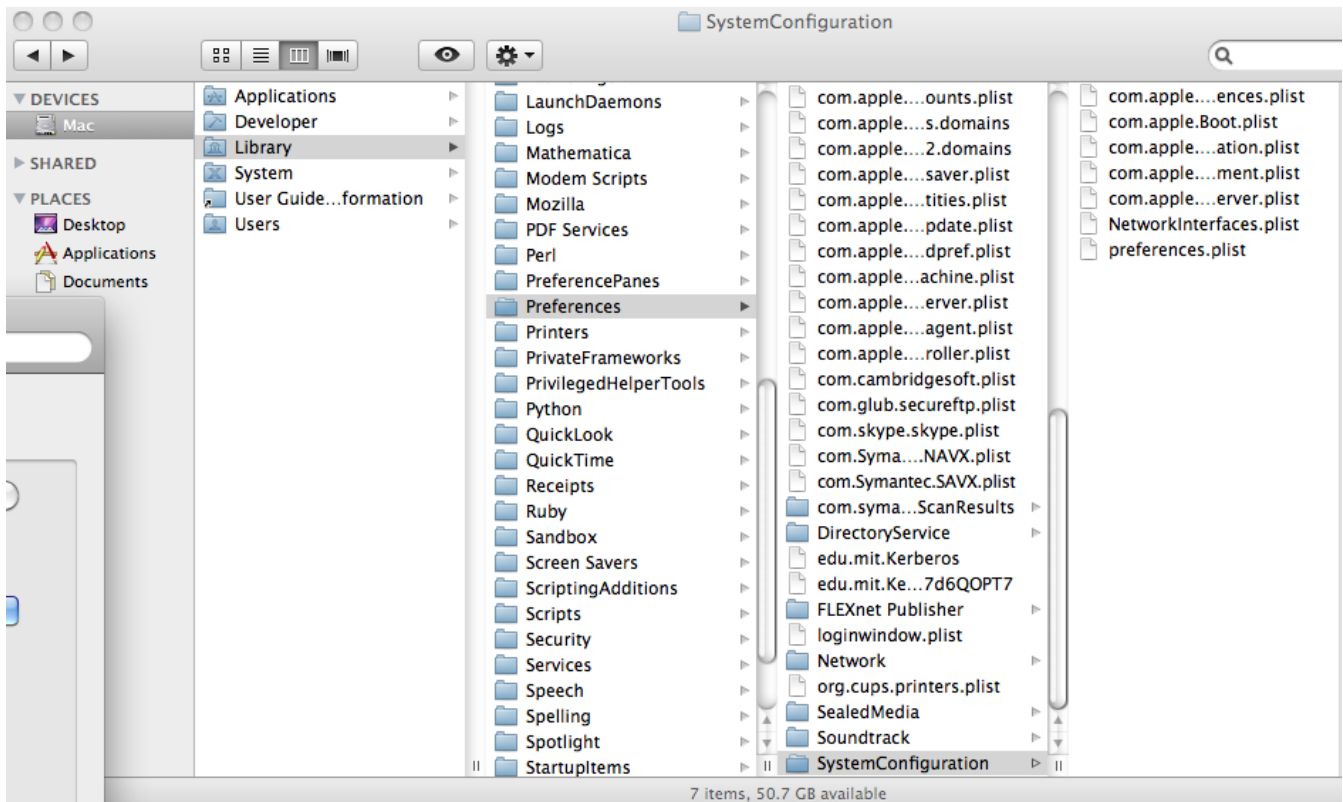


4. Try to connect to **eduroam** wireless.

### Solution 5:

**NOTE:** This step will delete all network setup information. This will delete the list of all known networks and may remove wired network settings as well.

1. Go to **System Preferences** and then select **Network Preferences**. Click the **Wi-Fi** icon in the far left window. In the Network window **Turn Wi-Fi OFF**.
2. Go to **Finder**. Then select the computer's hard drive under devices. Under the selected device select **Library**. Then select **Preferences**. Then select **System configuration**.



3. **Delete** the following files, these files are protected files which require administrator permissions to delete. A popup asking for the username and password will come up when attempting to delete the files. Enter the users login username and password in this popup to be granted access to delete these files.:

**NOTE:** Only an administrator of the computer can delete these files.

- \* System files (network and wireless): /Library/Preferences/SystemConfiguration/com.apple.network.identification.plist
- \* /Library/Preferences/SystemConfiguration/com.apple.network.eapolclient.configuration.plist
- \* /Library/Preferences/SystemConfiguration/com.apple.airport.preferences.plist
- \* /Library/Preferences/SystemConfiguration/preferences.plist

4. Note: The following file to delete is not in the same place as the first three files mentioned above. (It may not be present at all)

\* (User folder) ~/Library/Preferences/com.apple.eap.profiles.plist

**For Example:** If the currently logged in user is "Mtiger1", the the path would be [ /Users/Mtiger1/Library/Preferences/com.apple.eap.profiles.plist ]. This file is contained in all of the computers user accounts on the computer. Each user may need to delete this file individually if they are also having problems connecting to SienaAir or eduroam wireless.

5. **Restart** the computer, then try to **Connect** to the **eduroam** wireless network.