Troubleshooting Wireless Issues Using Mac OS X

Operating System Requirements

We highly recommend that you have the most recent updates for your operating system. You can drag the Apple Menu down to “App Store” and click the “Updates” icon to check for outstanding updates for your Mac.

Wireless Card Requirements

WPA Certified Wireless card

Procedure

These directions will walk you through removing a wireless connection profile, and will help you create a fresh network profile.

1. Click on the Wi-Fi icon in your menu bar (upper-right near the time) and make sure Wi-Fi is turned on:

2. Click on the Wi-Fi icon in your menu bar (again) and choose “Open Network Preferences...”:
3. If the padlock in the lower-left is locked, click it to unlock it:

4. ENTER THE CREDENTIALS OF THE ACCOUNT YOU ARE LOGGED INTO ON YOUR MAC (note, this is the username and password you use to log into your Mac with when you boot it up and may NOT be the same as your Dickinson network account), click Unlock:
5. You should see that your padlock is now unlocked. Click Advanced...:
6. Select the Wi-Fi tab at the top, select any Dickinson-related Wi-Fi networks on the ‘Preferred Networks’ list (such as: “Dickinson”, “Students”, “FAS”, “Guest”) and click the “-” to remove them from the list:

7. Select the “802.1X” tab and remove the same networks from the list as well. Click OK:
8. Back on the Network Control Panel, click Apply:

![Network Control Panel with Apply button highlighted]

9. Reboot your Mac.

10. Click on the Wi-Fi icon in your menu bar. It should display available wireless networks. Anyone with a Dickinson network account (Faculty, Staff, Students and Alumni) should choose “Dickinson”.

![Wi-Fi settings with Dickinson option highlighted]

11. Enter your Dickinson username and password and click Join:

![Wi-Fi settings with login details and Join button highlighted]
12. If prompted with a Verify Certificate notification when authenticating to the Dickinson network, click Continue:

13. If prompted to make changes to your Certificate Trust Settings, **ENTER THE CREDENTIALS OF THE ACCOUNT YOU ARE LOGGED INTO ON YOUR MACBOOK** (note, this is the username and password you use to log into your MacBook with when you boot it up and may NOT be the same as your Dickinson network account), click Update Settings.

14. You should then see that your MacBook is connected next to the network you selected.
If you are still unable to connect, you may need to remove the security certificate associated with the Dickinson wireless network, here’s how.

1. Perform a Spotlight search for the Keychain Access application. (click the magnifying glass icon in the upper-right of the screen, type “keychain access” in the search box then click the Keychain Access application from the search results).

2. Locate the certificate on the list named: “securelogin.aurubanetworks.com”, select it, then drag the “Edit” menu down to “Delete”.

3. Close Keychain Access, reboot, and return to step 10 above to attempt to connect again.