

Top 5 UAM Wi-Fi Issues

1. Using any browser but Internet Explorer

Many of our work orders can be resolved simply by using Internet Explorer instead of browsers like Chrome, Firefox, Opera, etc. It's about compatibility with the plugins used to install the Cisco NAC Agent. Many browsers have disabled Java, the only plugin used to install the NAC Agent.

However, Internet Explorer is the only browser that is utilizing ActiveX, another plugin used to install the Cisco NAC Agent. Using Internet Explorer is always the correct way to connect because we have never had issues with ActiveX and installing the Agent.

2. Hijacked DNS Settings/Adware

Nearing the most common problem, this is a VERY prominent issue. Students get bloatware/adware on their computer and have their settings altered constantly. Many times when the settings are corrected and the software is removed, the settings remain altered thanks to remaining pieces of the software on the machine. Most likely as drivers and hidden processes.

3. Device compatibility/Impatience/Inexperience

Though not as common as 1 & 2, this problem I believe warrants the 3rd spot. Sometimes we will see a student attempting to connect on an older device, or even a newer device that may not be entirely supported, like the new iPhones or whenever there is a major product update. The students will connect and be redirected to a page that tells them to wait 30 seconds before attempting to connect anywhere. Instead of waiting they assume there is a problem and submit a work order.

Alongside impatience however there is simply the fact that sometimes students can be inexperienced with technology. Many times we can go to an appointment and go through the connection procedure step by step, and connect with no issue at all. The students problem originally was just them not understanding what was popping up in front of them, not knowing whether to say "Yes" or "No" on the prompts that appeared.

4. Antivirus Interrupting the Connection Process

Mostly seen with antivirus software like McAfee or Norton, this can cause major issues when connecting. The Wi-Fi connection itself could be blocked or terminated because of a false positive from an antivirus. Then it could block Java from running and installing the agent, it could stop the page from redirecting to Identity Services, it could flag the Cisco NAC Installation as malicious software, etc. It could stop the process at any point, making it a very pestering issue when come upon. Normally we just make exclusions in the AV Firewall and network settings, but many times it is simply just better to remove and replace with another suitable antivirus.

5. Signal Strength

The only reason this is being listed is because a percentage of the work orders we receive are because of this issue. Most students within range of the Wi-Fi can connect easily, so the matter of signal strength attributes to some students connection problems. This is mainly in Bankston and Maxwell, near the ends of each wing for both dorms.