

Wireless Troubleshooting Tips

Basic Connectivity

- Where is the closest wireless access point?
- Does the device 'see' any wireless networks?
- Is the device able to connect to any networks?
- Once connected, does the device get an IP address?
- What are the results of a ping or speed test?
- What is the signal level and / or connection speed?

Driver Issues

Out-of-date or buggy wireless NIC drivers can cause problems such as frequent disconnects or slowness, even when the device is close to an access point. Always check the driver version and date when troubleshooting wireless issues. If the driver is older than 6 months, chances are there is a newer version that can be downloaded from the device or NIC manufacturer. Intel Centrino wireless NICs are notorious for driver issues. Make sure you are running the latest Centrino drivers available.

Authentication Issues

As 802.1x authenticated networks become more prevalent, issues with authentication may come up. Make sure that the correct username and password are used when connecting to an 802.1x authenticated network. All 802.1x authenticated networks in the Health Sciences Center require valid HSC credentials.

Contacting the ITS Wireless Team for Assistance

The ITS wireless team is here to assist in troubleshooting wireless issues. When escalating an issue, please gather as much information as possible beforehand to speed up the troubleshooting process. A description of the problem and the following information are needed:

- Location of the problem and the location of the nearest wireless access point
- Type and make of device (i.e. laptop, PDA, model, etc)
- Wireless NIC information, including NIC make, driver version, driver date, and MAC address
- The IP address of the device, if applicable
- If possible, the BSSID of the access point and observed signal level in dBm or milliwatts. (Windows Zero-config does not provide this information. Many other third-party wireless clients do provide information about the BSSID and signal levels)

The ITS Wireless team can be contacted by calling the ITS helpdesk at 587-6000.