

Connecting to the UUHSC Network using Windows Mobile Zero-Config with PEAP

Pre-configuration Step:

1. Import the University of Utah Root CA Certificate. This certificate is available for download at <http://uuhsc.utah.edu/its/infosec/wireless>. The certificate in most cases must be copied when the mobile device docked or using an flash-memory card.

Step 1 – Configure Network:

1. Tap your wireless configuration icon. This is usually found in the bottom right corner of your screen. You may have to tap the settings button. (This varies from model-to-model; you may have to refer to your device documentation for details on how to enter the wireless configuration screen).
2. You should see a screen labeled **Configure Wireless Networks**. Tap the *uuhsc* network or Tap **Add New**.
3. Enter *uuhsc* if it isn't already shown in the **Network Name** field.
4. Tap the **Network Key** tab. Select **WPA** and **TKIP** or, if available, **WPA2** and **AES** from the **Authentication** and **Data Encryption** drop-down menus
5. Tap the **802.1x** tab. Select **PEAP** as the **EAP type**.
6. Tap **OK**.

Step 2 –Enter Credentials:

1. The device should now pop up a **Network Log On** page. Enter your HSC network unid and password. Enter *hsc.utah.edu* as the domain.
2. Select **Save Password** if you would like your device to store your password. This is a security risk as the password is stored on the device and can be retrieved. ***Do not save the password if the device contains confidential and/or personal health information.***

Step 3 – Verify Connectivity:

1. The **Configure Wireless Networks** list should now show *uuhsc* status as connected.
2. Some mobile devices may have a on-screen or LED status indicator that indicates a successful wireless connection. Refer to the documentation for your device.

Troubleshooting:

Windows Mobile Zero-Config does not offer exceptional troubleshooting information. There are a few settings the user will be able to verify if the connection does not work. If your device does not appear to connect properly:

1. Verify coverage. Make sure the uuhsc network is available in the area.
 2. Verify that you have entered your correct username and password. This username and password must be the uid of the user used with the HSC network password or authentication will fail.
 3. Verify that the date and time on the device are correct. An incorrect date and time can result in a failed authentication.
 4. Very poor wireless coverage can result in a failed authentication. The status window will show the observed signal levels in the area you are attempting to connect in.
- **Server Validation Error:** The server certificate is issued by an unknown authority
 1. Make sure that the pre-configuration step of loading certificates has been completed. You **MUST** import the VeriSign intermediate certificate or authentication will not work.

Contact the HSC Helpdesk at 587-6000 with further problems or questions