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<b>Date last revised</b>	5.10.06
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## Connecting to the Wireless Network at UNIS

*REMARK: This information is ONLY for UNIS-related people. To connect to the wireless network that is provided by NP, Svalbard Museum or Svalbard Reiseliv you have to talk with them.*

There is a wireless network covering the whole inside of the “Forskningsparken” building.

Prerequisites in order to connect to this wireless network:

- You need a relatively new computer with wireless capabilities.
- You need to have a valid network account provided by UNIS. All employees, students and guest lecturers get this when arriving at UNIS the first time. Approved visitors will be able to get a short term account by contacting the Reception.
- You should make sure you have up to date anti-virus software and a personal firewall running on your computer.

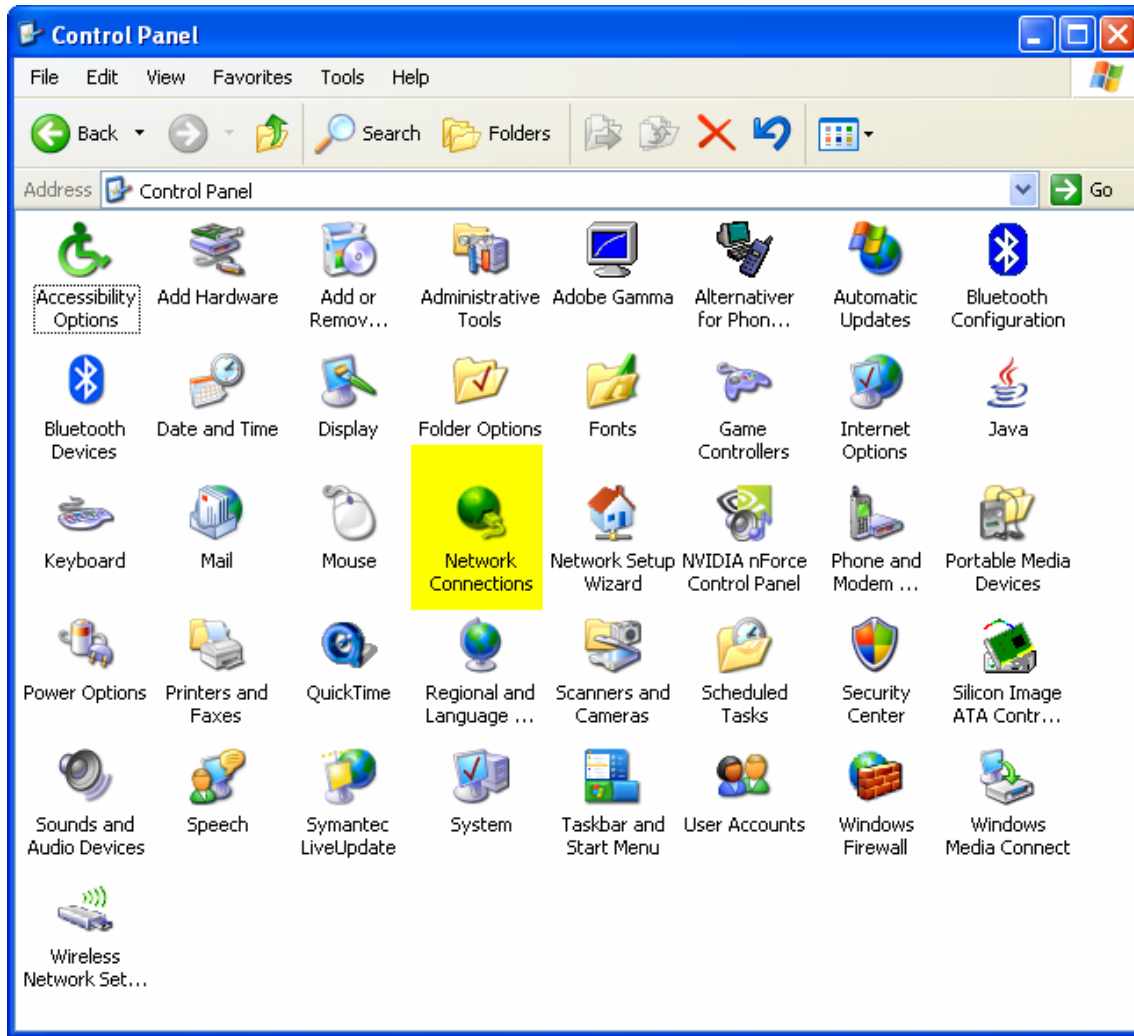
This is a guide on how to set up your wireless laptop to access the network at UNIS. The network is named **SSIDUNIS**. It is not visible before you set up your computer with this SSID/network name.

When the connection is up and running you can connect to printers and shared folders as explained in other documents from us, posted on the UNIS web page in the IT Services section. Your access rights depend on your status (Student, Employee, Guest lecturer or just a visitor). Visitors will get Internet access only, and will hence not be able to access any resources in the different computer networks in the building.

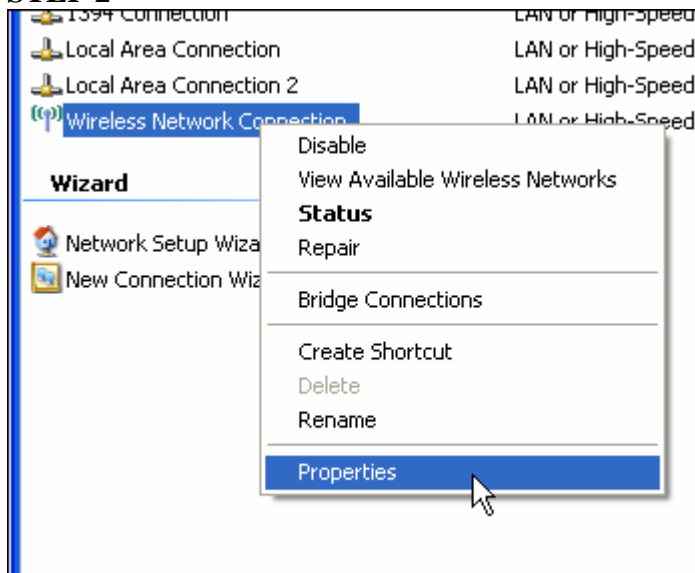
This guide is based on Windows XP, which is the only Windows operating system with native support for authentication through 802.1x which is used here. However, Windows 2000 can be upgraded to support this, and if so is done, this guide should still be helpful for a correct Windows 2000 setup.

### STEP 1:

Open the Network Connections window from the Control Panel by double clicking the Network Connections icon as highlighted below

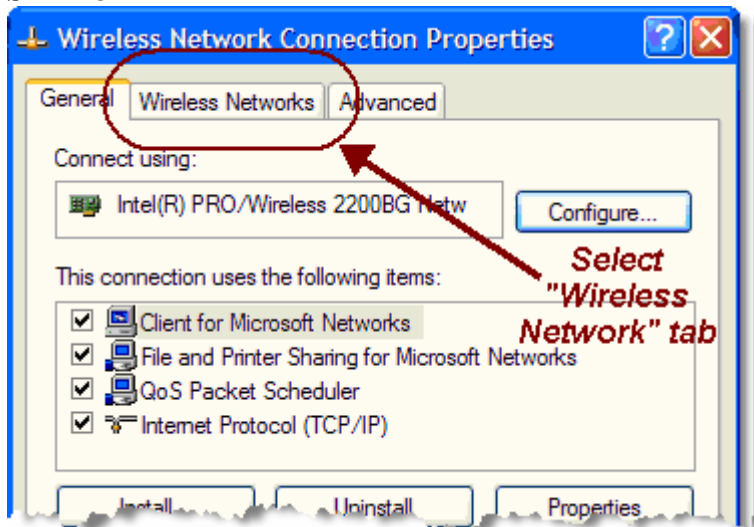


### STEP 2



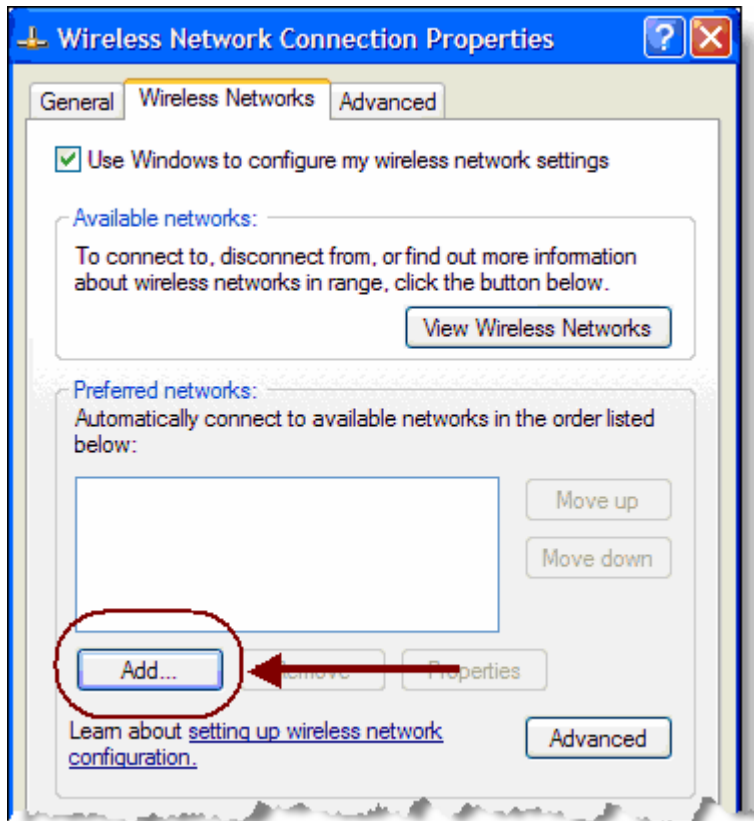
- On the Wireless Network Connection, right click and select properties

### STEP 3



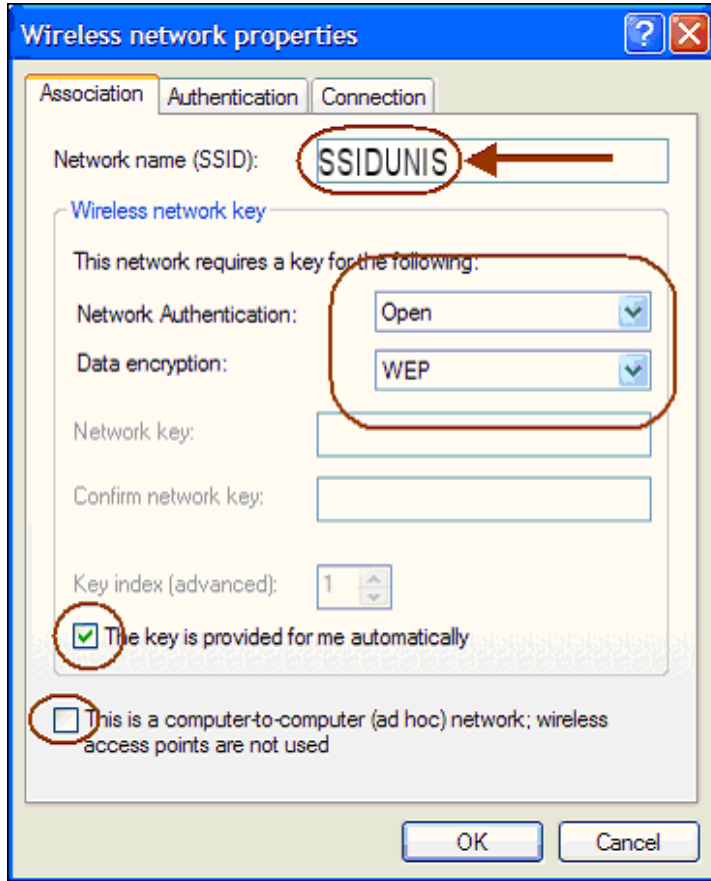
- Select the Wireless Networks tab

### STEP 4



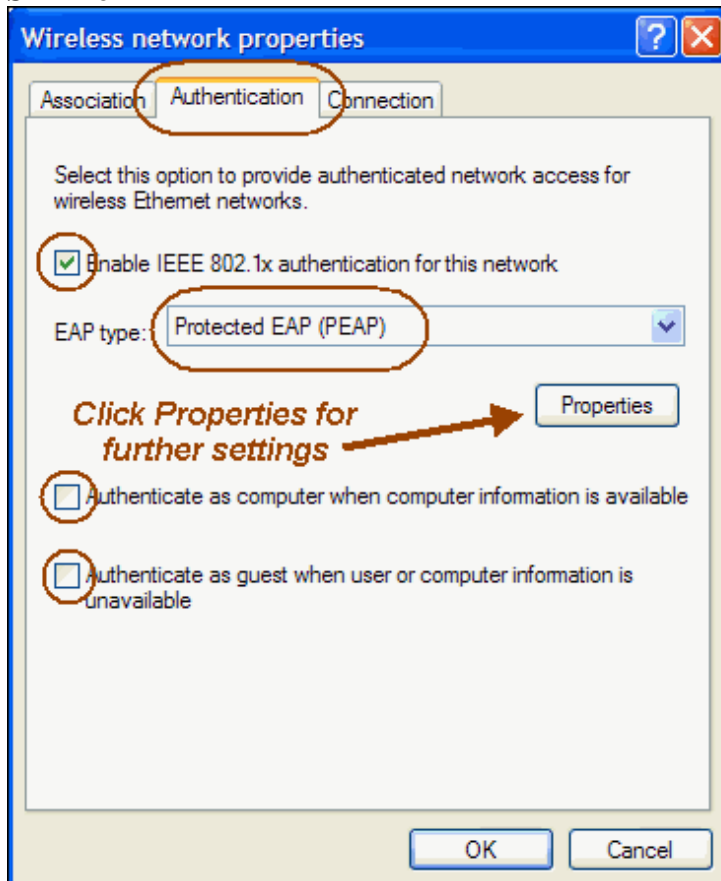
- Click Add... to add a new network connection

## STEP 5



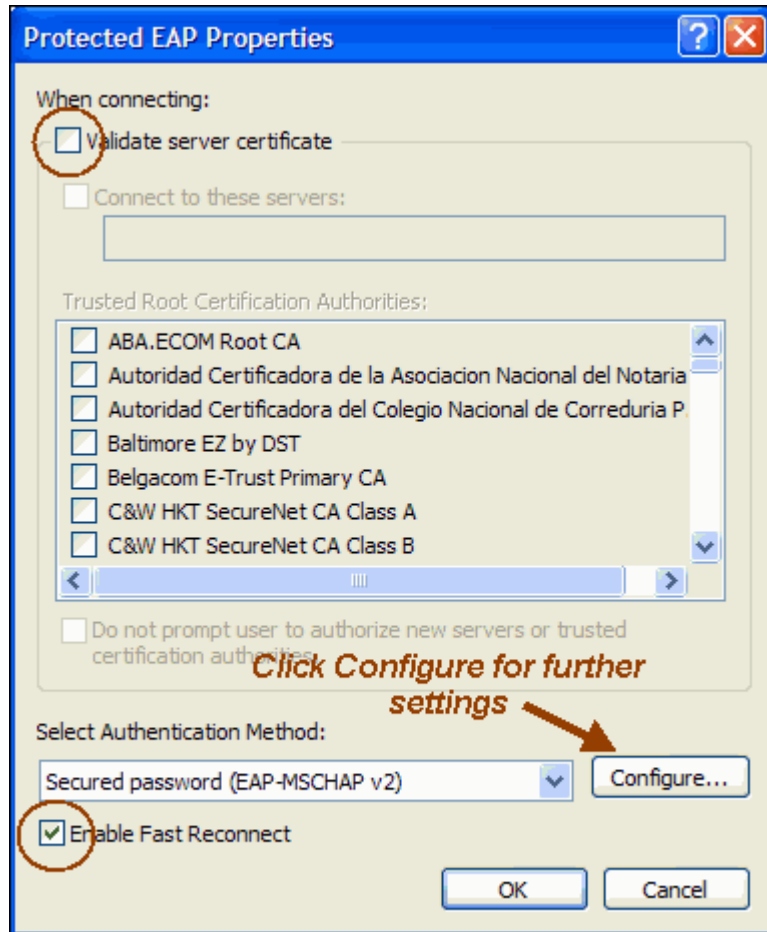
- Type in “SSIDUNIS” as Network Name (SSID). Make sure spelling is 100% correct!
- Verify that all other marked sections of the dialog are as shown to the left...
- Press OK

## STEP 6

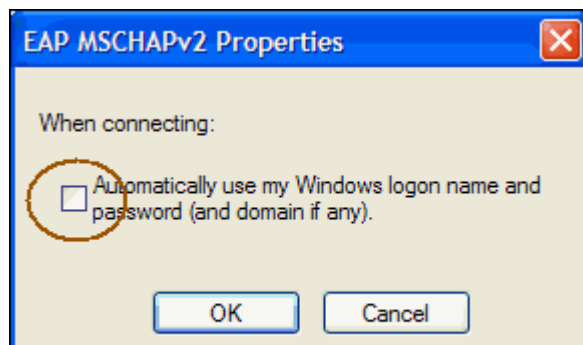


- Select the Authentication tab
- Make sure all settings are as shown in the marked check-boxes
- Press Properties for configuring PEAP settings as shown in step 7 on the next page...

## STEP 7

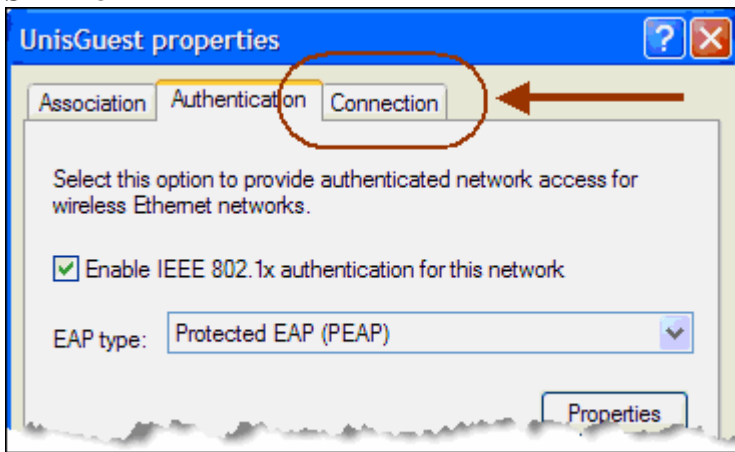


- Uncheck Validate server certificate
- Check Enable Fast Reconnect
- Click Configure... to get the dialog below...

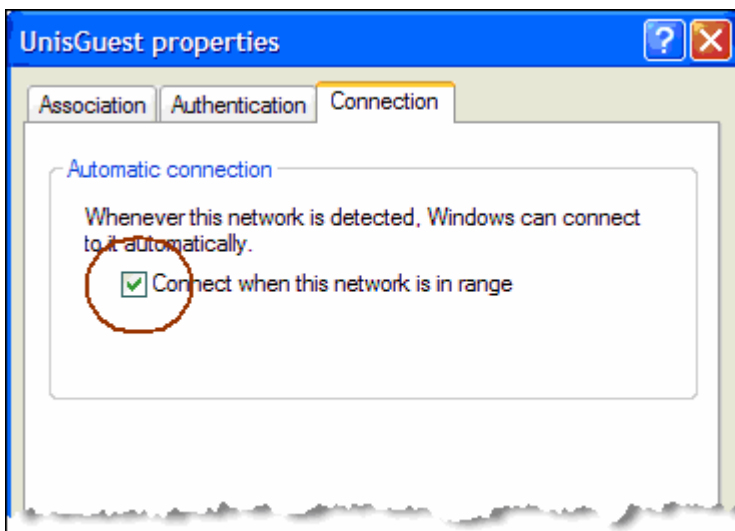


- Uncheck Automatically use.... if checked
- Click OK twice until you are back to the dialog box shown in step 8...

## STEP 8

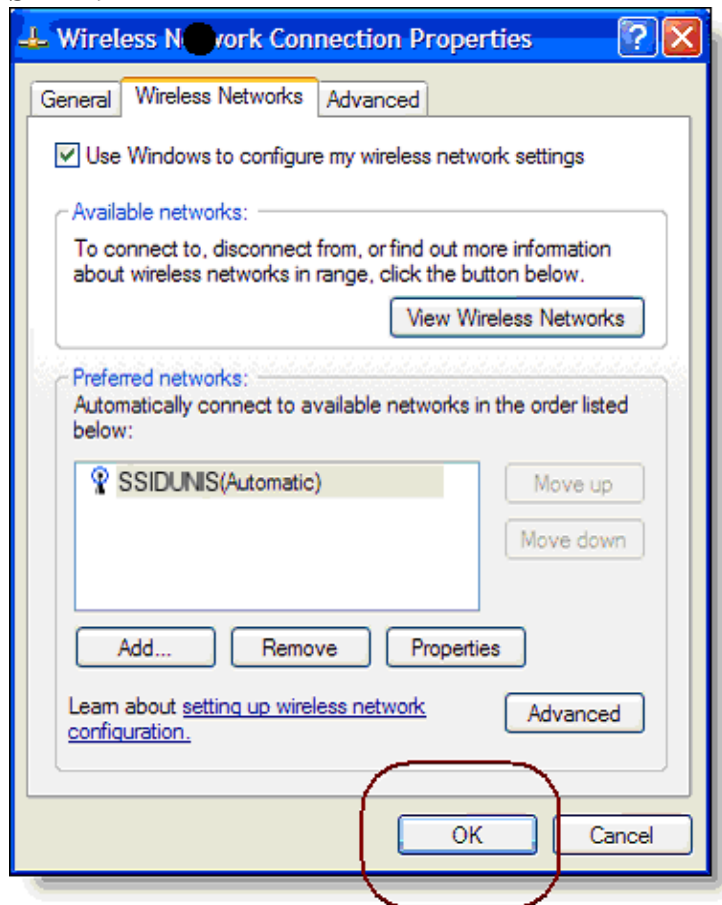


- Click the Connection tab to verify that settings are set as below...



- Click OK to get back to the dialog box as shown in step 9...

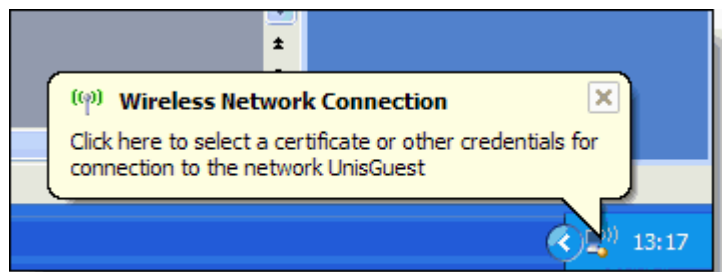
## STEP 9



- Click OK to finalize your network setup

## STEP 10:

If everything has been done correctly, the following information balloon should show up in the lower right corner of your desktop, in the XP task bar. Click in the middle of the balloon to log in to the UNIS network via the dialog box shown on the next page...



## Note!

If this balloon not shows up, take a look in the "Troubleshooting" section later in this document.



- Enter your UNIS username and password. Logon domain: should be “UNIS”.
- Press OK to log in and you should be connected!

**Note!**

This login credentials information will be stored in the registry on the PC you are using, and will be used by Windows for any succeeding connection attempts to any wireless network using 802.1x. This will automate login to the UNIS wireless network until you change your UNIS password. Then you will be prompted again.

This is fine if you are the only one using your PC, or if connecting this way only to this particular network. (UNIS students also use this way to connect from Nybyen, but this will most likely work since they are using the same login credentials from there).

However, if you have setup this connection on a PC (laptop) shared by more people, it will always be your credentials that are used to connect to the network, regardless of who logs into the PC.

If this is a problem in your situation, you should look for a tool/workaround regarding this, posted on the UNIS web in the IT Services section. (See web page illustration in step 11 on the next page...).

## STEP 11

If your connection disconnects all the time you should install a hotfix from Microsoft. This is a known problem. However, the hotfix is not yet publicly available. We have prepared a download link at the UNIS website.

There is one fix for the English and one for the Norwegian version of Windows XP. These can be found on the UNIS Web in the IT Services section as highlighted below. (Search for the appropriate link – the web page may look different).



The University Centre  
in Svalbard  
PB 156,  
N-9171 Longyearbyen,  
Norway.  
Telephone: +47 79 02 33 00  
Telefax: +47 79 02 33 01  
[post@unis.no](mailto:post@unis.no)

## IT Services at UNIS

Last updated: January 20, 2006

### SUPPORT:

If you have an UNIS user-account you can always send a request for support to us - [support@unis.no](mailto:support@unis.no)

We are Heinrich & Frank.  
Heinrich - tel. 79 02 33 11  
Frank - tel. 79 02 33 61

On this page you will find links to *How to do*, *Frequently Asked Questions*, *User manuals*, *IT Policy and regulations*, *News* etc. Our goal is to reduce the amount of support-questions by providing you with as much relevant information as possible here.

- [Printing and Copying for Students at UNIS - Pricelist, tips etc.](#)
- [STUDENTS - Check your printing and copying budget here](#)
- [PRINTER INST. AT UNIS - For Computers that are members of the domain](#)
- [PRINTER INST. AT UNIS - How to connect to a printer with your own lap top](#)
- [About Password and how to change the password - also from WebMail](#)
- [UNIS IT Policy](#)
- [Introduction to the UNIS Computer System for students](#)
- [Introduction to the UNIS Computer System for staff](#)
- [Introduction to the UNIS Computer System for guest lecturers](#)
- [How to access data area \(student common share\) and private area from lap top](#)
- [How to connect your PC in NYBYEN \(English\)](#)
- [How to connect your PC in NYBYEN \(Norwegian\)](#)
- [Problem Connecting USB devices as Memory Sticks, Camera etc.](#)
- [Hotfix for English Win XP SP2 - solves instability of wireless connection](#)
- [Hotfix for Norwegian Win XP SP2 - solves instability of wireless connection](#)
- [Tool to clear user credentials for 802.1x \(PEAP\) Wireless network connection](#)

When prompted for Open or Save, save the file to your hard drive. Unzip the file, and run the file “WindowsXP-KB885453-x86-eng.exe” or “WindowsXP-KB885453-x86-nor.exe” for English and Norwegian versions of Windows XP respectively.

Follow the installation wizard, and **restart** your PC when finished.

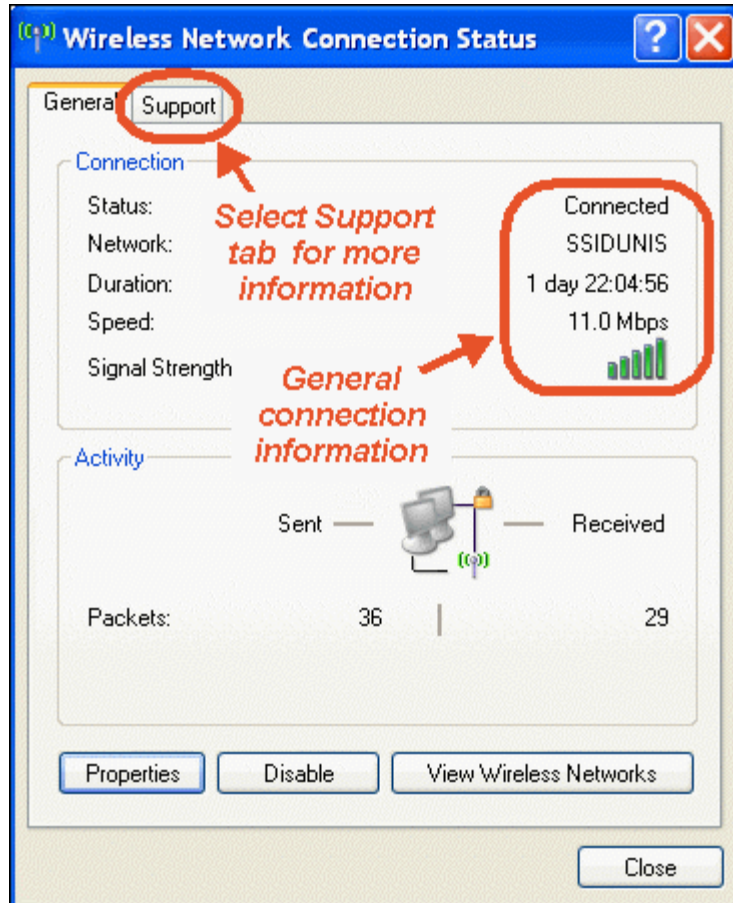
## Verification

To verify that your connection is correct, you can click on the wireless network icon in the lower right corner of your desktop, in the XP task bar.



This should give you the status information shown below...

### The GENERAL tab



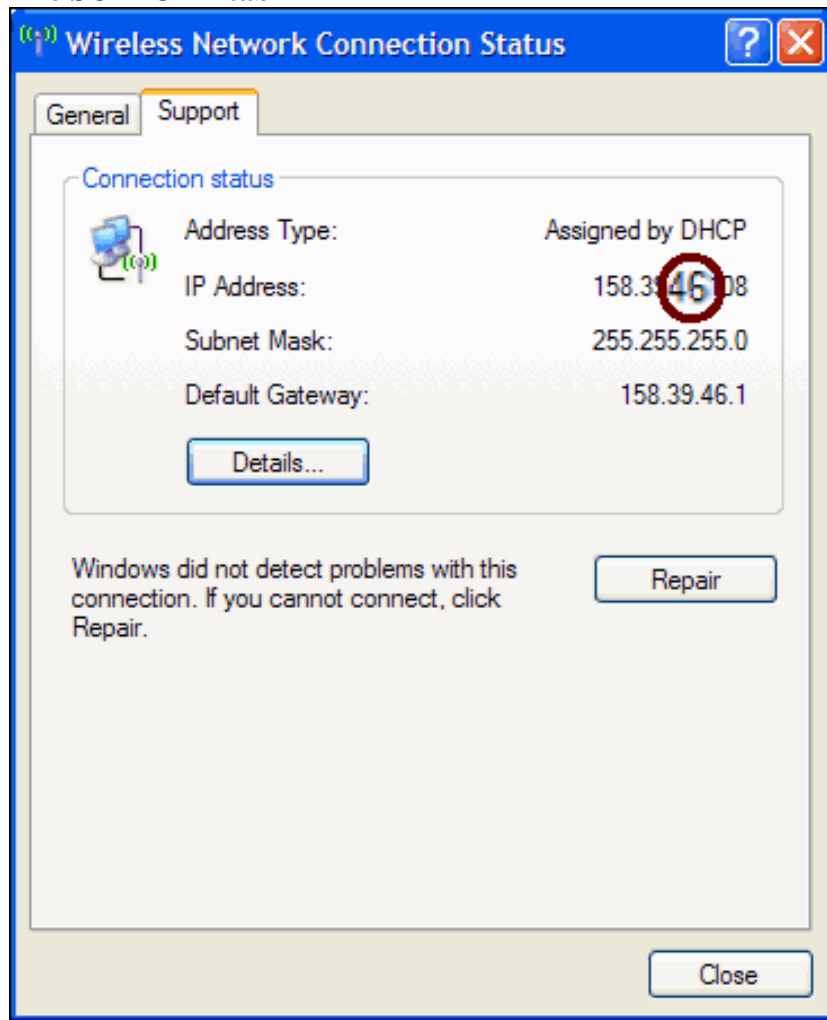
- Verify connection

In the General tab you can verify the connected network to be “SSIDUNIS”, and the speed.

The speed is dependent on your PC’s wireless network capabilities, but should most likely be 11 or 54 Mbps.

- Click Support tab to enter the information shown in the next illustration...

## The SUPPORT tab



- Verify Network

By the third number in the IP address, you can verify that you have connected to the right UNIS network:

**46** = Employee Network  
(For employees)

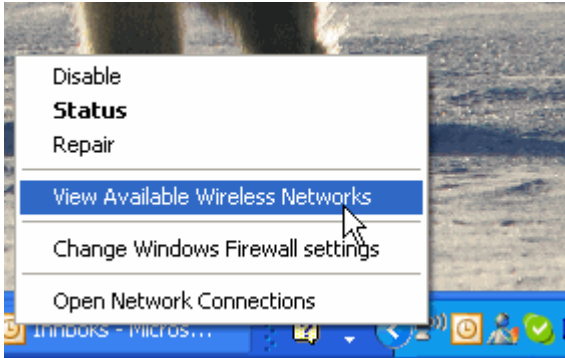
**47** = Student Network  
(For students and guest lecturers)

**149** = Open Guest Network  
(For granted visitors)

## Troubleshooting

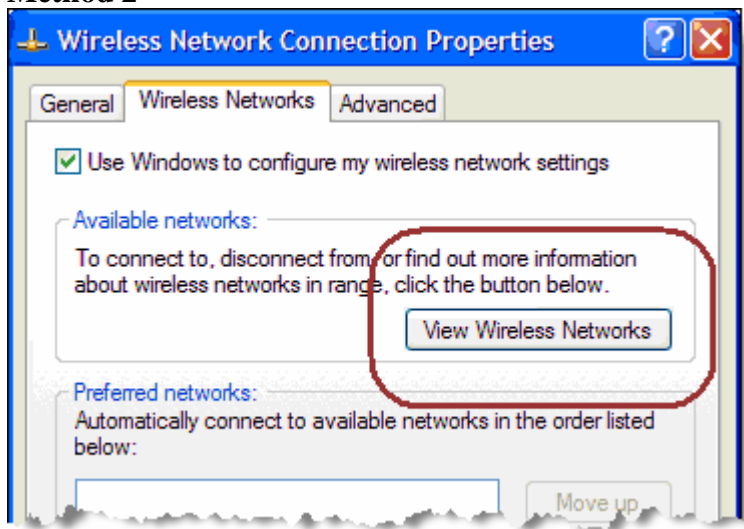
If you did not get the User Credentials balloon stated in Step 10 and/or you do not get the correct network connection status as shown in the verification section above, you can verify that you are actually able to see this or any Wireless Networks at all. Use one of the outlined methods below...

### Method 1



- If you see the Wireless Network icon in the taskbar to the lower left of your desktop, you can right click and pick View Available Wireless Networks from the menu as shown to the left.



### Method 2



If you don't see the Wireless Networks icon in the taskbar, do as follows:

- Follow step 1 to 3 in the setup guide section of this document
- In step 4, instead of pressing the Add... button, you press the View Wireless Networks button as shown to the left...

### If you don't see any networks at all, three things may be wrong:

- Your Computer does not have wireless capabilities. You may buy a USB or PCMCIA wireless network adapter.
- Your computer has wireless network capabilities, but they are not activated. On newer laptops, there is often a button on or above the keyboard with a Wireless/Bluetooth symbol on.  
(Something like this  or this ). The Wireless symbol is also often found on a Function key (F1-F12), which is supposed to be pressed together with the "Fn" key (usually on the lower left of the keyboard). This must be activated in order to use wireless network connections and/or Bluetooth.
- You have done something wrong during the 802.1x setup. Follow the guide again from Step 1 onwards.

**If you see other networks but “SSIDUNIS”, two things may be wrong:**

- Something has gone wrong during the 802.1x setup. Follow the guide again from Step 1 onwards.
- The “SSIDUNIS” network is for some reason not up and running. Check with the IT department. ([support@unis.no](mailto:support@unis.no))

**If you see the SSIDUNIS network but are not connected:**

- Press the Connect button at the bottom of the “View Available Wireless Networks” dialog box to see whether this works.
- Make sure that you not have static IP set for the wireless network adapter. To be able to connect correctly to the “SSIDUNIS” network, your network adapter should be set up to automatically receive an IP address through DHCP. The latter is default, so if it for some reason has been set to static IP, you or someone else must have done this manually.