

# RIVERPOINT WIRELESS

## 1. Requirements and Preparations:

- An EWU or WSU Network-id
- Windows XP with Service Pack 2
- Antivirus solution from Symantec, Norton, McAfee, or AVG (*Note:* Alternative available during connection process.)
- Disable the server certificate revocation check (Internet Explorer 7 users only):
  - Open Internet Explorer, click **Tools**, and click **Internet Options**.
  - Click the **Advanced** tab, and scroll down to Security.
  - Be sure the **Check for Server Certificate Revocation\*** box is unchecked, and click **OK**.

**Highly Recommended:** You should download and install the **latest drivers for your wireless adapter** before attempting to make a wireless connection. If applicable, you should also **open your adapter's utility and uncheck it managing wireless**. How you go about this will depend on the model of adapter.

*Obvious:* You'll need to be within range of an access point before proceeding.

*Key:* Circles and arrows in these instructions indicate where changes must be made.

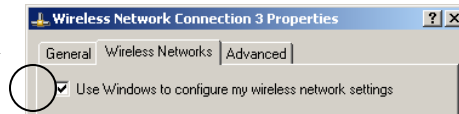
## 2. Give Windows control of wireless:

Go to Control Panel -> Admin Tools -> Services:

- Scroll down to Wireless Zero Config and open.
- Click **Start** button if you can, otherwise ignore.
- Return to the Control Panel.

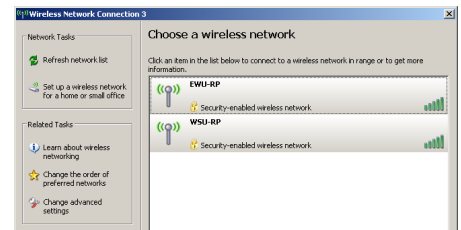
Go to Control Panel -> Network Connections:

- *Right-click* Wireless Network Connection.
- Choose **Properties**.
- Click the **Wireless Networks** tab.
- Make sure **Use Windows to config** is checked.



- Click the **OK** button.
- *Right-click* Wireless Network Connection.
- Choose **View Wireless Network**.

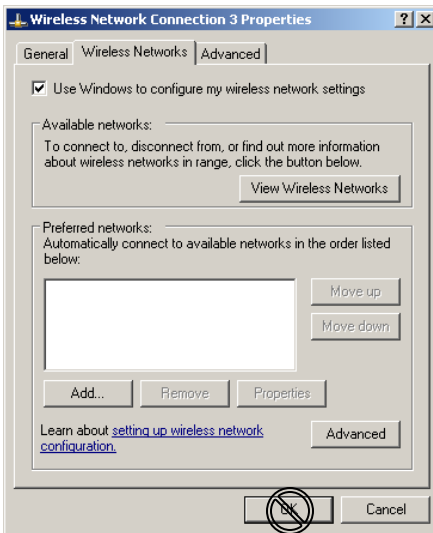
## 3. The following window should appear:



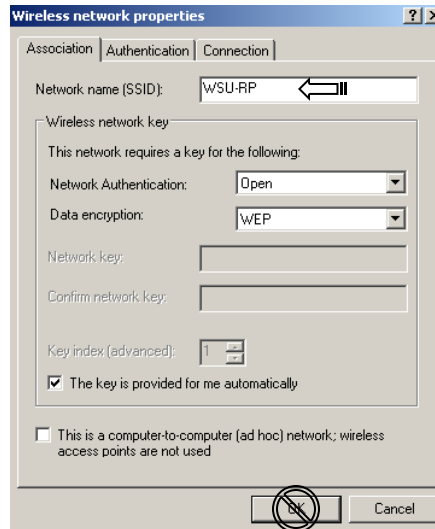
If your window appears as above, click on **Change Advanced Settings** to the left.

(If your window doesn't see EWU-RP and WSU-RP, then you may not be in range of an access point or Step 2 wasn't completed properly. There may also be an issue with your computer or wireless adapter. It is up to the user to resolve such issues or incompatibilities.)

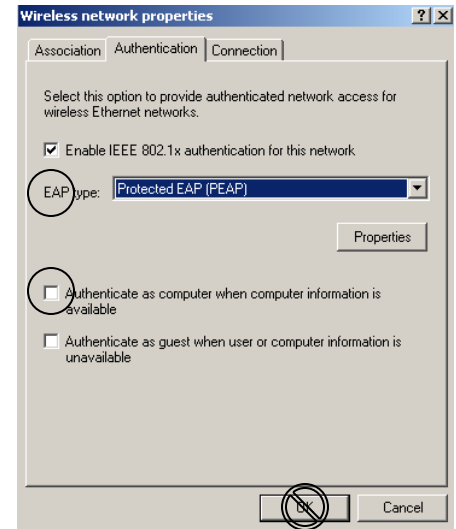
## 4. Again click on the **Wireless Networks** tab, then click on the **Add** button (**not OK**).



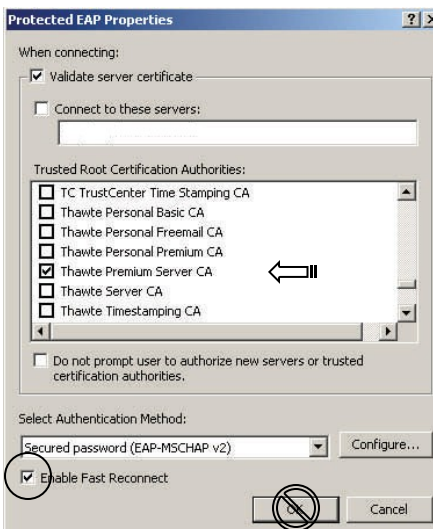
## 5. Type EWU-RP or WSU-RP (all CAPS), then click on the **Authentication** tab (**not OK**).



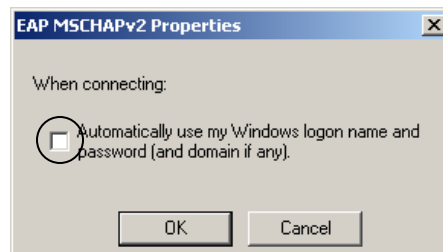
## 6. Fill-in the window as indicated below, then click on the **Properties** button (**not OK**).



## 7. Fill-in the window as indicated below, then click on the **Configure** button (**not OK**).



## 8. Uncheck the box.



Now click the **OK** button four times for each of the four windows as you apply changes and back out of the settings. The following prompt should then appear in the lower right corner of the screen:



## 9. Click on the prompt and the Enter Credentials window appears:



Enter your network-id (for User name) and password. *Ignore the Logon domain field.* Click the **OK** button.

➡ **CONTINUE ON BACK**

10. If authentication is achieved, you'll see a prompt like this in the task bar:



(If authentication fails, the login window will persist. This may be a case of a forgotten password, but it is up to the user to resolve.)

Continue the connection process by opening up an **Internet Explorer** browser window. You're automatically redirected to this screen:



### Cisco Clean Access Authentication

Please provide your credentials to access this network.

The following window appears if your computer has fallen behind with updates:



You will only be able to continue through the connection process by agreeing to update your computer. If the updates take longer than 20 minutes the session will time-out and you'll have to log back in with the Agent (Step 12) and try the update process again.

### Frequently Asked Questions

**Q:** How do I stop the Agent from popping-up and pestering me when I don't want to connect to the network?

**A:** Point and click your mouse cursor on the Clean Access Agent icon in the system tray and choose Exit. If you want to connect later, you'll have to launch the Agent with the Desktop shortcut or through your Start menu.

**Q:** I'm stuck. I rebooted and now the Agent isn't popping-up and I can't get out on the internet. How do I reconnect?

**A:** Your adapter's utility may have taken back control of wireless. Repeat Step 2 and figure out how to stop the utility from assuming management by default. Look for a non-Windows wireless icon in your system tray that you can open and make settings changes.

**Q:** Why won't Clean Access let me connect right after it forces me to update my virus signatures to the very latest?

**A:** This seems to be a random, infrequent bug. You'll have to wait a while (maybe up to thirty minutes) for Clean Access to reconcile the update.

11. Enter your network-id and password again and click the **Continue** button.

The **Network Security Notice** screen appears. Read the information, click on the Download button, and choose to Run. You may have to click a second Run button. Click Next through the defaults and install the Agent. When finished the following icon will appear in the system tray:



A shortcut will also appear on your desktop.

*Important:* All steps up to this point should not need to be repeated. The Clean Access Agent will automatically pop-up from now on whenever you're within wireless range, and through the Agent you will be able to connect.

*Helpful:* Close all browser windows at this point to cut down on clutter.

At least one of the following three requirements will need to be met if you are given only temporary access...

#### *Windows Security Update:*

Click the **Go To Link** button to go to the Microsoft Windows Update site. Click the **Express** button and then the **Install Updates** button when prompted. Upon completion you'll probably be required to reboot. If so, do so and then log back in with the pop-up Agent (Step 12). If not, click the Agent's **Next** button to continue.

#### *Antivirus Signature Update:*

Click the **Update** button to start an auto-update procedure. Allow the update to run its course and completely finish installing before clicking the **Next** button.

12. The Agent pop-up login window appears:



Once again enter your network-id and password. *EWU users will also have to select an authentication provider: EWU Student LDAP or EWU Staff LDAP.* Click **Login** to continue.

If the Successful Login window appears at this point, you're done! Otherwise, continue...

#### *No Antivirus Found:*

Pause! If you have an alternative AV package installed on your computer, or if your valid AV product has expired, it is recommended that you uninstall that software before proceeding.

Otherwise, read the Description, click on the **Go To Link** button, and choose to Run. You may have to click a second Run Button. Click Next through the defaults and install SAV. When finished the following icon will appear in the system tray:



After running the Clean Access gauntlet, you are rewarded with a window proclaiming, "Successfully logged into the network!"

### Connectivity Disclaimer

Connecting to the Riverpoint wireless network has been tested by a variety of computers and users, and the instructions for connecting have been written with broad accommodation in mind. Most properly functioning computers should be able to connect to the Riverpoint wireless network if the necessary requirements are met and the instructions are followed correctly. Nonetheless, due to the vagaries of computer conditions and user interpretations, WSU Spokane can not guarantee that all users will be able to successfully connect. In the event of difficulties, please refer to our online FAQ (<http://www.spokane.wsu.edu/wireless-faq>). WSU Spokane does not have a wireless help desk for further assistance.

### Security Disclaimer

The Riverpoint wireless network has been constructed with the user's security in mind. With network-id authentication, digital certification, and tunneled encryption, the use of this wireless network should prove smooth and safe. Nonetheless, WSU Spokane does not accept any responsibility in the unlikely event that sensitive data (including personal or financial) is somehow 'sniffed' through surreptitious means by unknown parties bent on ill-intent. By logging on to the Riverpoint Wireless network, you acknowledge this disclaimer.