

Accessing the QMU wireless network

Information Services

Wednesday, 13 August 2008

Availability

Wireless network coverage is provided throughout the LRC and in all internet cafes on levels 2 and 3. In addition there is currently some limited coverage in staff accommodation.

There is no wireless coverage in halls.

Actual coverage will be dependent on proximity to the base station, hardware type and local activity.

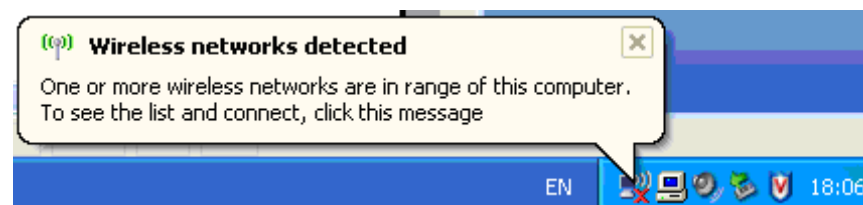
Before you start

Before you connect to the wireless network, you should ensure that you have the following:

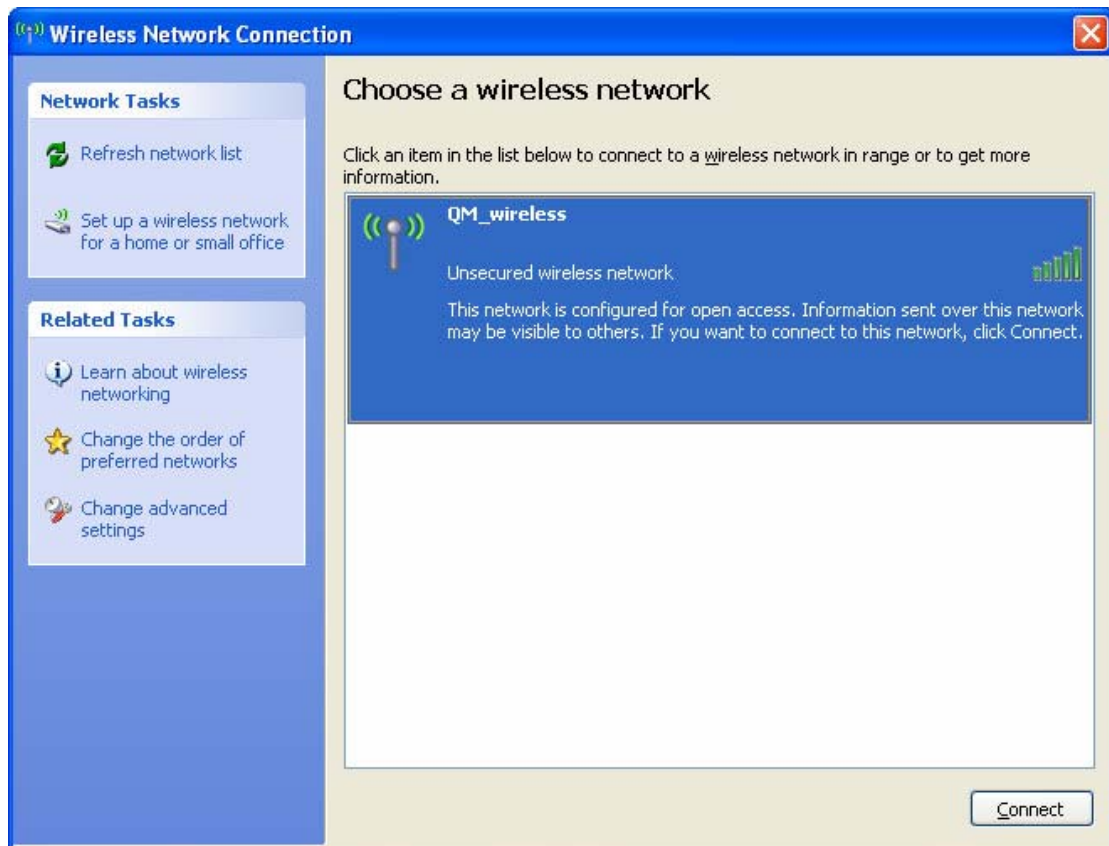
- An 802.11a/b/g or WiFi compatible network adapter installed in your laptop or PDA
- An up-to-date anti-virus software - you can download a free anti-virus package from AVG(<http://free.grisoft.com/freeweb.php>). This will ensure that your personal computer is protected from viruses
- A *fully-patched* operating system. You can download the latest updates to Microsoft Windows from <http://windowsupdate.microsoft.com/>. New patches are released regularly. Information Systems recommend that you use automatic updates or check this website regularly
- Windows XP Service Pack 3 (SP3). This includes many security enhancements as well as better functionality for connection to wireless networks.
- Windows Vista Service pack 1.

Getting Connected on Windows XP

In a wireless enabled area, enable your wireless network card and Windows will open a pop-up if you are in range of a base station.



Click on the message to open a window showing the list of available wireless networks.

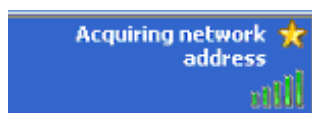


Click Connect to continue and select Connect Anyway when prompted.



Queen Margaret employs a secure gateway to provide protection and authentication to the network. Since our security is provided at the gateway and not at the access point and this does not use the standard WEP or WPA methods, Windows XP warns that it is connecting to an unsecured network.

Whilst your computer is connecting the network, you will see “Acquiring network address”,



followed by “Connected”.



Start browsing

Before you can perform any activity on the network, you must first authenticate. This is performed through our secure gateway and is accessed when you first launch a web browser window.

No matter what page is set to open first, this will be intercepted and you will be directed to our secure sign-on page after approximately 30 seconds.

You may receive the following warning regarding secure connections. To avoid this in future, click the check box and then OK.

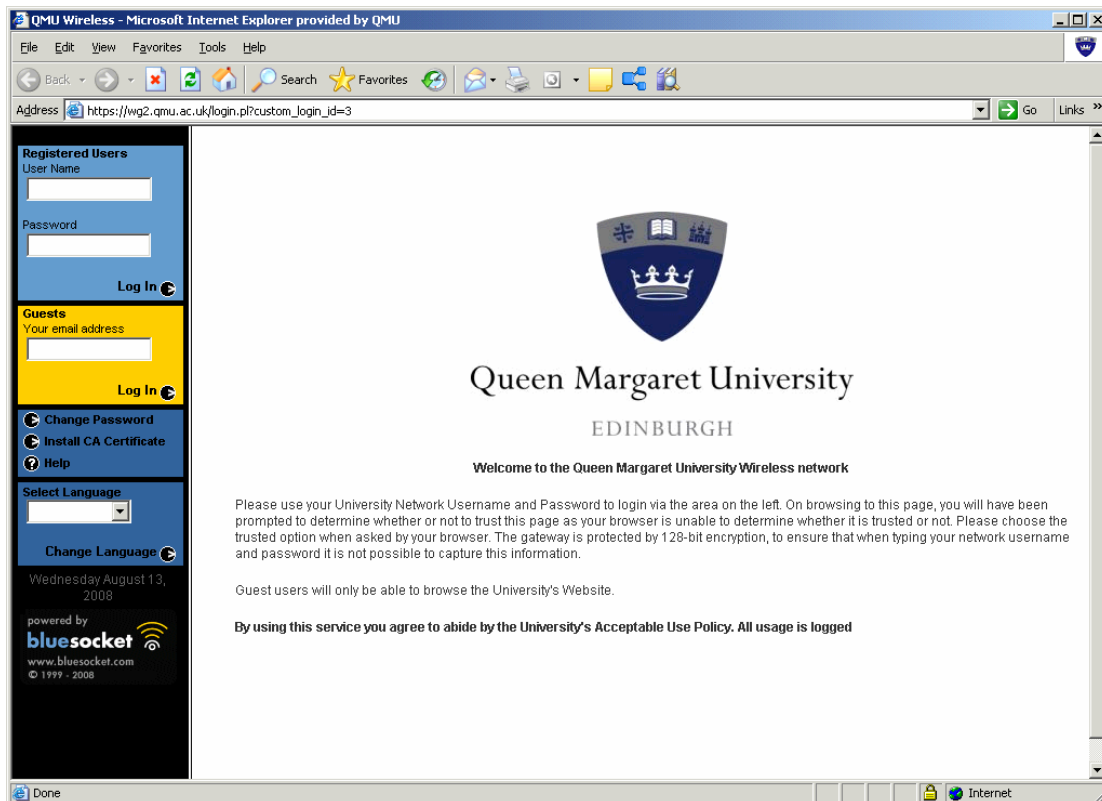


On progressing you may be presented by a Security Alert.



It is safe to trust the certificate and to proceed.

The secure sign-on page will then load and you will have the opportunity to enter your network username and password. This should be done in the Registered Users section on the left-hand side of the browser window.



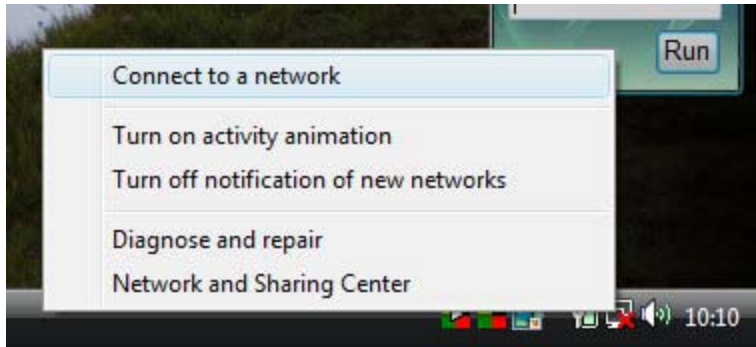
When you have successfully logged-in, your browser will be automatically redirected to the page originally requested. You will not have to log in again until you restart your computer, or after a certain period of inactivity.

If the pop-up blocker is set to allow pop-ups from the QMU domain, you will be presented by the following small browser window confirming connectivity to the wireless network.

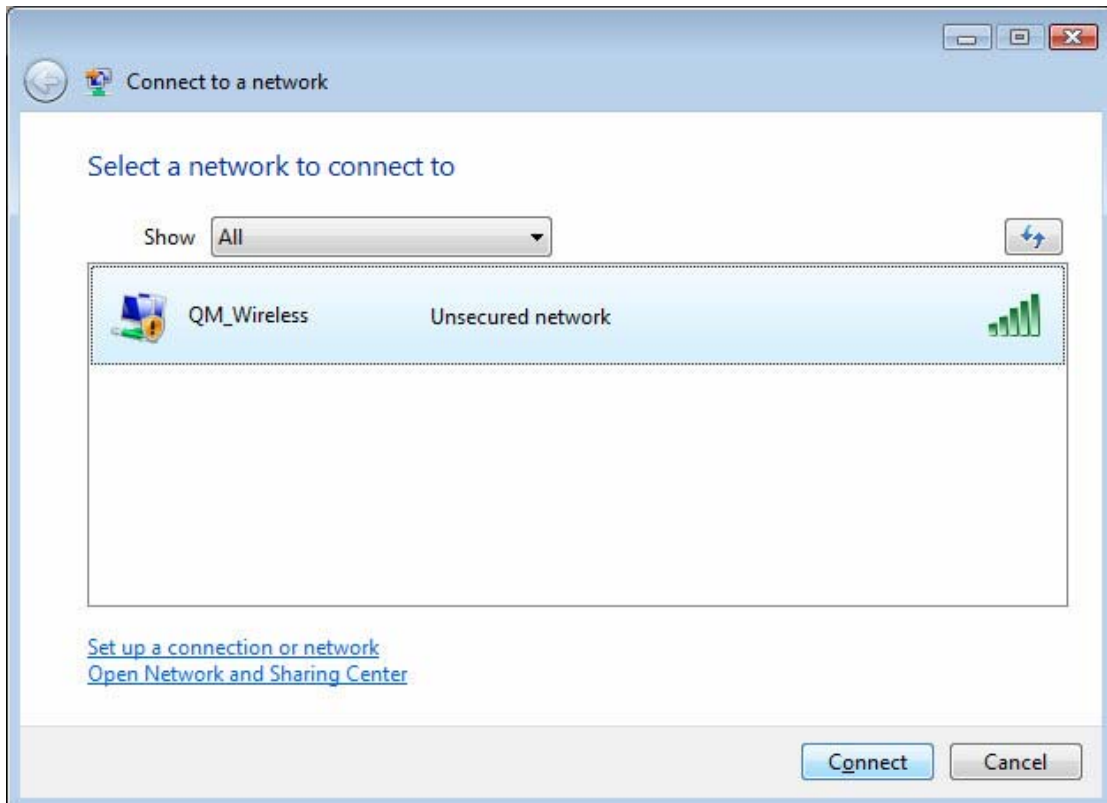


Getting Connected on Windows Vista

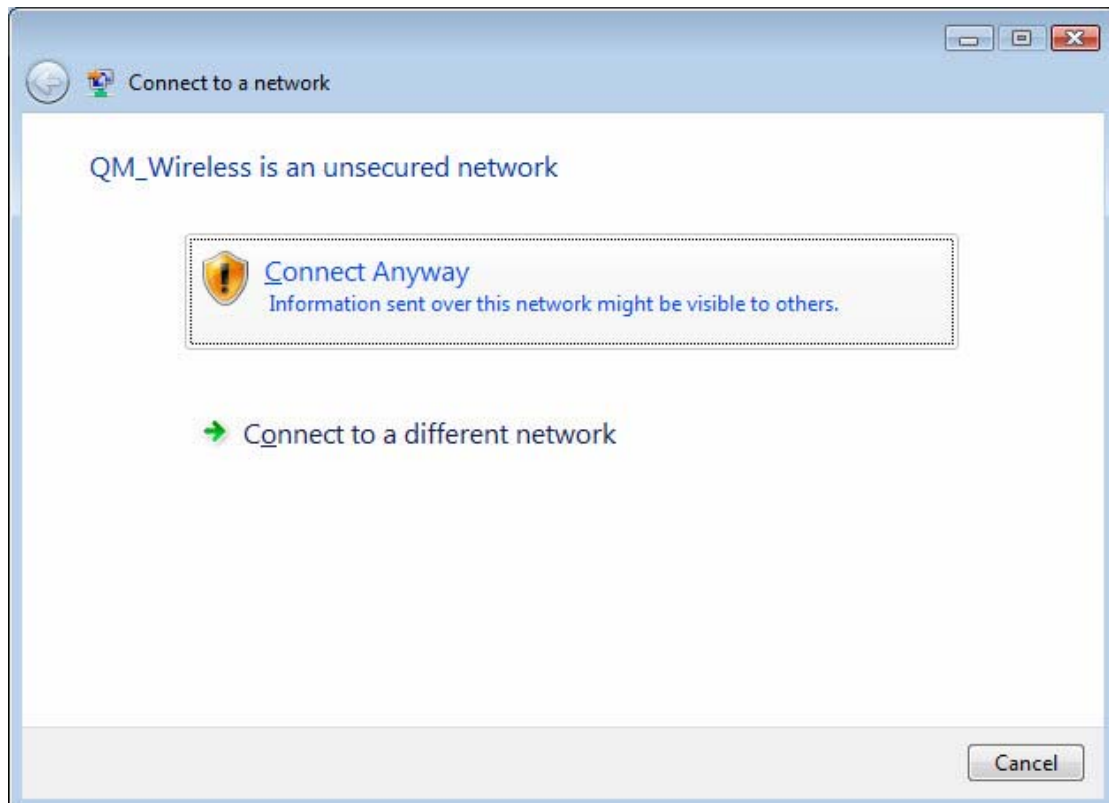
In a wireless enabled area, enable your wireless network card, and right-click on the network icon at the bottom left of the screen. A menu will appear as pictured below.



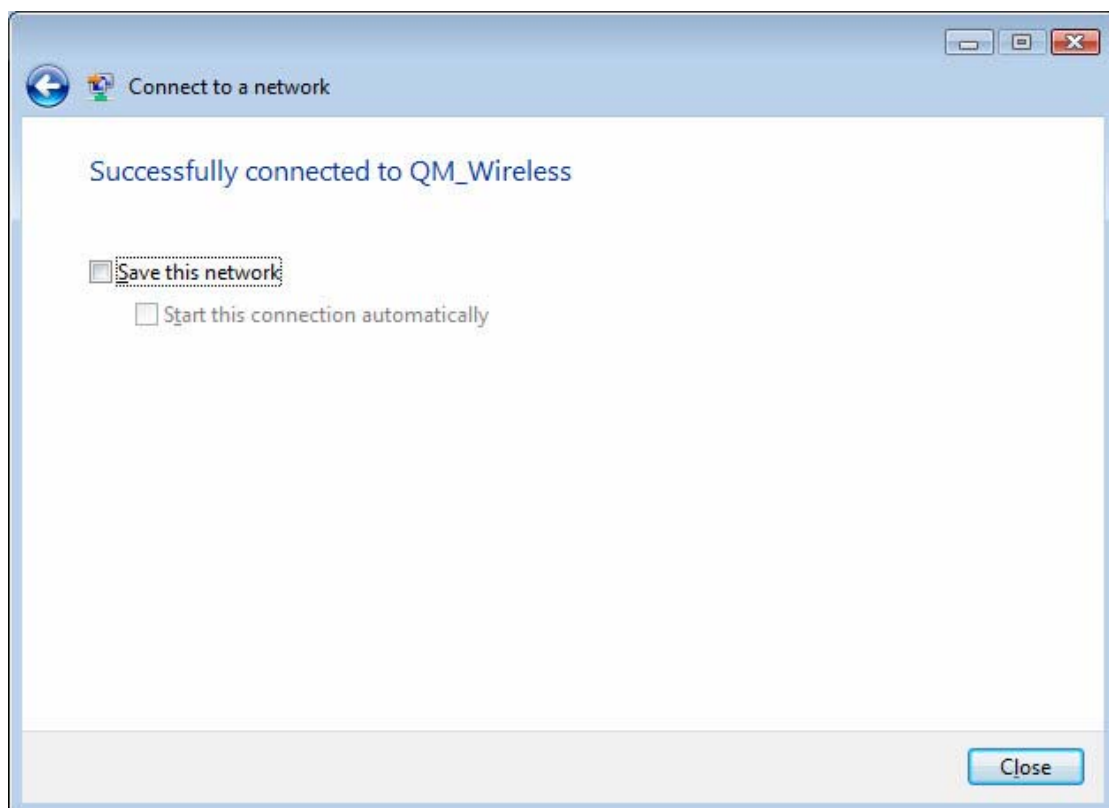
Select **Connect to a network**.
Select the **QM_Wireless** network and click **Connect** as pictured.



Click **Connect Anyway**

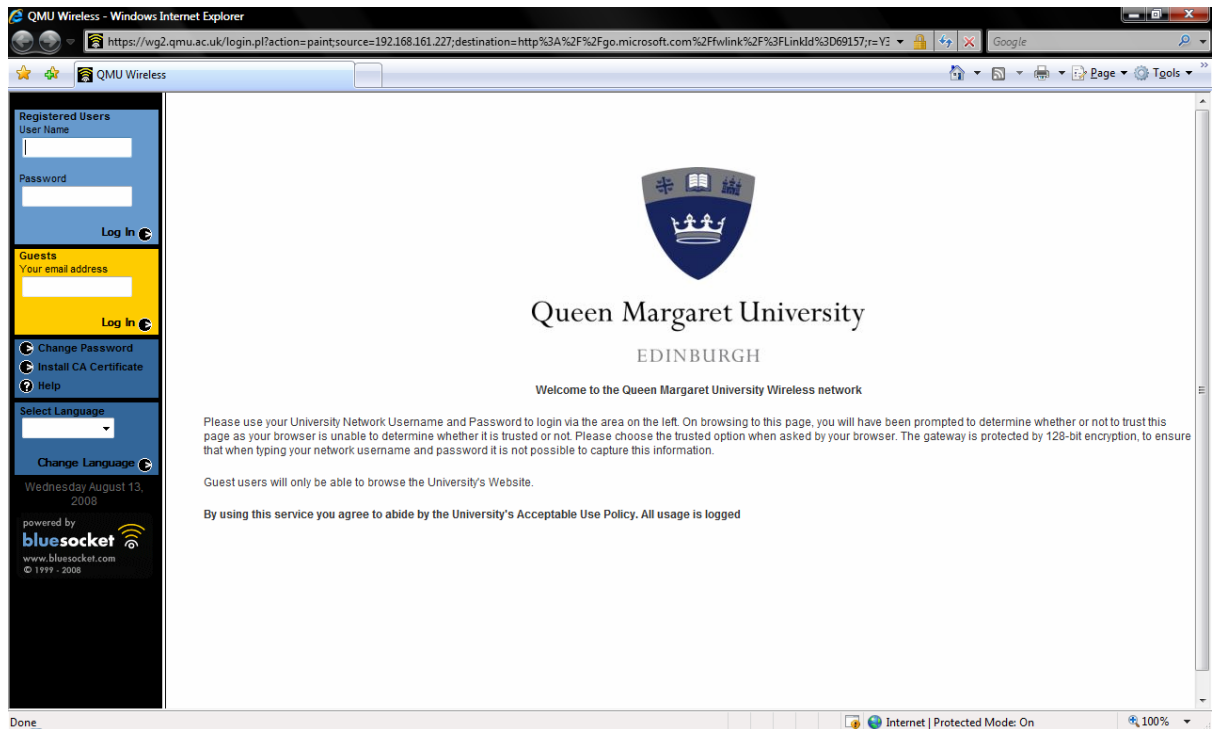


Then select the "save this network" tick box



Click the **Close** button.

Open up a web browser and the page will redirect to the QM_Wireless logon page.



The secure sign-on page will then load and you will have the opportunity to enter your network username and password. This should be done in the Registered Users section on the left-hand side of the browser window.

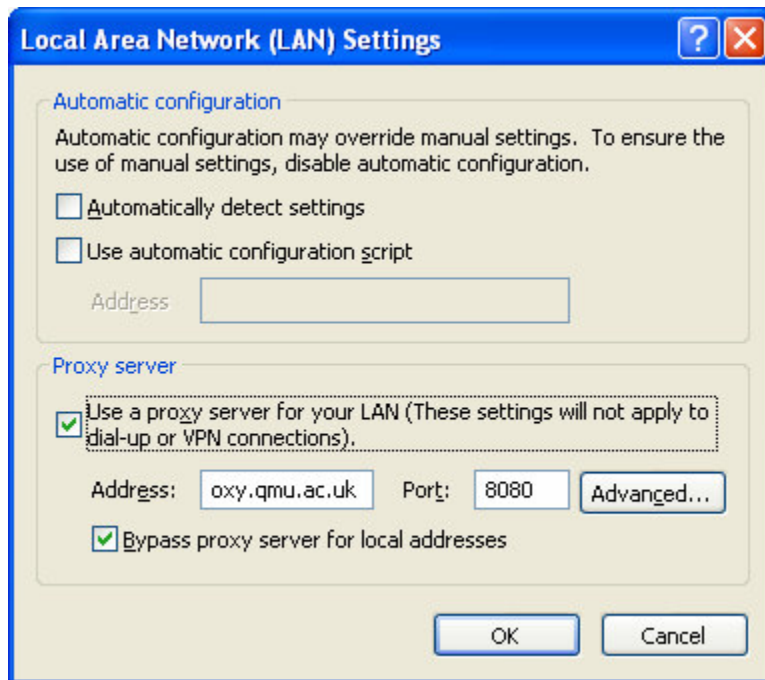
When you have successfully logged-in, your browser will be automatically redirected to the page originally requested.

You will not have to log in again until you restart your computer, or after a certain period of inactivity.

Troubleshooting

Proxy server

If you have a local proxy specified, you will find that the BlueSocket authentication page will not appear. When using the wireless network, you must deselect the "Use a proxy server" option available in Tools-> Internet Options-> Connections-> LAN Settings of Internet Explorer.



Performance

Wireless networks have variable bandwidths which are dynamically set according to the strength of the signal and vary from 1Mbit to 11Mbits (in 802.11b form). In addition, as you are sharing the same access point with several other users, the total bandwidth is also shared.

If you experience performance problems, please move around the wireless area until you receive a better signal.

Support

Suggestions and problems can be emailed to: lrchelp@qmu.ac.uk or wireless@qmu.ac.uk