

OSX TROUBLESHOOTING/CONFIGURATION GUIDE

Step 1. Check if you registered the correct Airport Address

First, determine the Airport address

Go to **System Preferences**
Go to **Internet & Network**, click the **Network** icon
In the **Show** field, select **Airport**
Take note of the **Airport Address** entry

Now, go online and check the Airport Address you registered

Go to <http://cng.ateneo.net/helpdesk.html>.
On the right side of the website there is a **WIRELESS LAN SYSTEM** section
Click on the **CHANGE ACCOUNT INFORMATION** link.
CNG Wireless Access Page web page opens
Type your email address – the one you used to register your WiFi account

You will receive an automated email shortly after. From there you'll know if you registered the correct Airport Address. Now compare. The email contains a link needed to change your Airport Address and it is only accessible within the Ateneo campus. Once you have completed this step, the new settings will take effect within two hours.

Step 2. Enter the WEP key

You should enter the WEP key in 40/128 bit Hex format. To do this, you need to go to the nearest access point.

Click on the **Airport Status** icon
Select **LSWLAN1**
You will be prompted for a password
In the drop down menu beside the **Wireless Security Field** field select **40/128 bit Hex**
In the **Password** field type in the WEP key: **B9C2AF25DD**
Click **OK**

Step 3. Configure your proxy settings

Go to **System Preferences**
Go to **Internet & Network**, click the **Network** icon
In the **Show** field, select **AirPort**
Click the **TCP/IP** tab
In the **Configure** field, select **Using DHCP** from the drop down menu
Click the **Proxies** tab
Under **Select a proxy server to configure**, click the **Automatic Proxy Configuration** check box
In the URL field on the right side, type: **http://sisig.ateneo.net/browser.pac**
Click **Apply Now**