

WINDOWS VISTA TROUBLESHOOTING/CONFIGURATION GUIDE

Step 1. Go to the nearest WiFi hotspot and connect to LSWLAN1

Right click on the **WiFi icon** on the lower right hand corner of you screen
Click **connect to a network**
Select **LSWLAN1** and click **Connect**
In the **Security Key or pass phrase field**, type the WEP key (**B9C2AF25DD**)
Click **Connect**
Click **Close**
Set network location window opens
Select **Public location** (or whatever location you prefer)
Click **Close**

Step 2. Configure the proxy settings of your browser

Launch the Internet Explorer browser
If the menu bar is missing, Press **ALT-T** (**ALT** key and the letter **T**)
Select **Tools**
Click **Internet Options**
Click the **Connections tab**
Click **LAN Settings**. The Local Area Network (LAN) Settings window opens
Click the **Use automatic configuration script** check box.
In the Address field type: **http://sisig.ateneo.net/browser.pac**
Deselect the **Use a proxy server for your LAN** check box
Deselect the **Automatically detect settings** check box
Click **OK**

If after **Steps 1 and 2**, you are still not connected to LSWLAN1, please check if you registered the correct MAC Address. **Note 1: Step 3** will work only if you are within the Loyola Heights campus. **Note 2:** Let me repeat, **Step 3** will work only if you are within the Loyola Heights campus.

Step 3. Check if you registered the correct MAC Address

a. First, determine the MAC Address of your WiFi card

Click Start
Type **cmd** in the search window and enter
The command prompt window opens
At the command line (C:\) type **ipconfig /all**

Look for the entry which says **Wireless LAN adapter Wireless Network Connection** and **NOT!** Ethernet adapter Local Area Connection or Tunnel adapter Local Area Connection. It should look like this:

```
Wireless LAN adapter Wireless Network Connection:  
Media State . . . . . : Media disconnected  
Connection-specific DNS Suffix . . :  
Description . . . . . : Atheros AR5006EG Wireless Network Adapter  
Physical Address. . . . . : 01-23-45-67-8A-BC  
DHCP Enabled. . . . . : Yes  
Autoconfiguration Enabled . . . . : Yes
```

In this case, the MAC or Physical Address is **01-23-45-67-8A-BC**.

b. Go online to check if you registered the correct MAC Address

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 MAC Address. Now compare. The email contains a link needed to change your MAC 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.