Troubleshooting PAWS Secure on OS X 10.7 or Newer

Overview

This document will provide some basic PAWS-Secure troubleshooting information. These examples assume you are running Mac OS X 10.6, but should work with newer versions of the operating system, even if there are user interface differences.

These are listed in order of difficulty as well as recommended starting places to diagnose where in your configuration there may be issues. You may only need to perform one or two of these in order to resolve your OSX issues.

Guides

Delete Saved PAWS-Secure Profile

- Open your System Preferences by clicking the Apple log on the very top-left of your screen and selecting “System Preferences”.
- Under the heading for “System”, click on the option that says “Profiles”.
- Select PAWS-Secure from the Profiles windows.
- Remove PAWS-Secure by selecting the minus symbol (-) towards the bottom of the list.
- Attempt to reconnect to PAWS-Secure by selecting your Wi-Fi icon at the top of your screen and selecting PAWS-Secure. It will prompt you for your password and accept the security certificate.

Turn AirPort off and back on

- Are you in an area where “PAWS-Secure” is available? “PAWS-Secure” is available at the same locations as “PAWS-Secure”. Check the coverage map.
- Is “PAWS-Secure” at the top of your “Preferred Networks”?
  - Click the AirPort icon in the upper right hand corner of your menu bar.
  - Select from the pull down menu “Open Network Preferences…”
  - Drag “PAWS-Secure” to the very top of the “Preferred Networks” listing on the “AirPort” tab.
Check IPv4 configuration

- Click the AirPort icon in the upper right hand corner of your menu bar.
- Select from the pull down menu "Open Network Preferences..."
- Click the "TCP/IP" tab.
- Make sure "Configure IPv4" has "Using DHCP" selected.
- Make sure "Configure IPv6" has "Off" selected.
If the AirPort icon in your menubar looks like this:

- Your Mac may be given a "self assigned" address that usually starts with 169 (like shown in screenshot below). In most cases this can be fixed by refreshing your connection by switching AirPort off and back on again. Your connections settings may be improved by making additional configuration changes to your "PAWS-Secure" settings as detailed below.

Check the hardware

Is AirPort showing other available networks (PAWS, PAWS-PDA)? If not, it could be a hardware issue with your AirPort card.

Check the Encryption Settings
• Visit your 802.1X settings by opening “System Preferences”.
• Click on “Network”.
• Click the “Advanced...” button.
• Click on the 802.1X tab. Verify that PEAP is the only protocol enabled.
• Once configured this way, disable and then enable your AirPort. If this does not improve your situation, continue to the next troubleshooting suggestion.

Clean up cluttered network settings

• Open “Keychain Access”. You can find where this is by using Spotlight.
• In the upper right hand corner of “Keychain Access” application, search for “PAWS-Secure”.
• Delete any related entries.
Reboot your Mac.
When it boots up again, follow the PAWS-Secure configuration instructions as described here.