Troubleshooting PAWS-Secure on Windows 7

Overview

This document will provide some basic PAWS-Secure troubleshooting information for Windows 7. This example is assuming you are running Windows 7 with a working wireless adapter that is turned on.

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 issues.

Guides

Troubleshooting Step 1

This step will ensure that your network adapter has the proper IPv4 and IPv6 settings.

- Click the “Start Menu” and select “Control Panel”
- Click “View network status and tasks” under “Network and Internet”
- Click “Change adapter settings”.
- Double click your wireless connection (it is named different things depending on your installation) and click “Properties”
Select "Internet Protocol Version 4 (TCP/IPv4) and click "Properties".
- Ensure "Obtain IP address automatically" and "Obtain DNS server address automatically" are checked.
- Click "OK".
- Uncheck "Internet Protocol Version 6 (TCP/IPv6). Click "OK".
Troubleshooting Step 2

This step will ensure your network adapters authentication settings are correct.

- Click on your wireless icon, right click on “PAWS-Secure”, and select “Properties”
  - On the “Security” tab we are going to do a number of steps:
    - Make sure “Security type:” is “WPA-Enterprise” or “WPA2-Enterprise” (best)
- Make sure the network authentication method is: "Microsoft: Protected EAP (PEAP)"

- Then click the "Settings" button. The following box will come up. Verify all visible settings. Once verified, click "Configure..." button next to "Secured password (EAP-MSCHAP v2)".

- Make sure the checkbox on your "EAP MSCHAPv2 Properties" is UNCHECKED.
Click "OK" on this menu box and lick "OK" to return to "PAWS-Secure Wireless Network Properties" and the "Security" tab we were previously on.

On the "Security" tab click the "Advanced settings" button.

Make sure "Specify authentication mode" is checked and "User authentication" is displayed in the pull down box.
Troubleshooting Step 3

If you are having trouble obtaining an IP address, try resetting your TCP/IP network stack, which is what this step covers.

- Go to your “Start Menu” and in the “Search programs and files” text box, enter “cmd” BUT DO NOT PRESS ENTER!
- Right click on the icon/entry for “cmd” and select “Run as administrator”
- The system will ask if you want to “allow the program to make changes to this computer” select “Yes”.
- Make sure you see “Administrator: C:\Windows\System32\cmd.exe” in the title of the resulting window.

• Click “OK”
At the "C:\Windows\system32>" command prompt type the following:
  - netsh int ip reset C:\netsh.log.txt
  - netsh winsock reset

Reboot after the above commands run and attempt to connect again.

Miscellaneous Troubleshooting Steps

- Disable and re-enable your “PAWS-Secure” connection.
- Can your machine connect to other available networks (PAWS)? If not, it could be a hardware/driver issue with your network card.
- Are you in an area where “PAWS-Secure” is available? “PAWS-Secure” is available at the same locations as “PAWS”. Check the coverage map.