

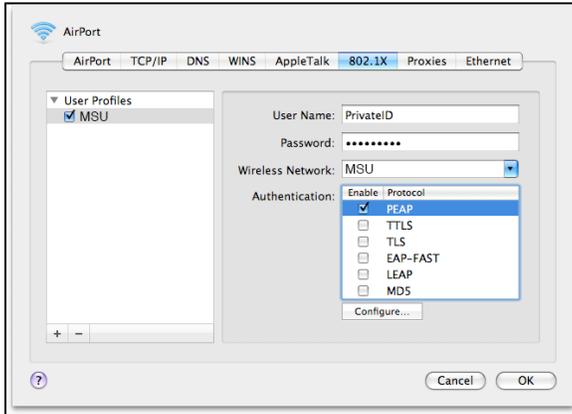
# Troubleshooting Mac OSX Wireless

## Problem

If you are having trouble setting up your Mac OSX Wireless using our How To guide, please see the solutions below.

### Solution 1 - Manual Setup

- Open your Network Connection Preferences and make sure you can see the **802.1X** tab. Depending on your operating system you might need to first select **Advanced** to make 802.1X visible.
- You will then want to click the + (plus) button in the lower-left corner, select **Add User Profile**, and then type a name for the configuration (i.e. *MSU*).
- On the right, enter the following information:
  - User Name: *BearPassLogin*
  - Password: *BearPassPassword*
  - Wireless Network: *MSU* (or *MSU Resnet* if you live on campus)
  - Authentication: **PEAP**



- Click **OK**.
- Click **Apply**.
- If asked to verify certificate, click **Continue**.



### Related articles:

- [How to Setup the Bearprint Client on Mac](#)
- [How to Set Up Your Chrome OS Wireless](#)
- [How to Set Up & Use VPN on a Linux Computer](#)
- [How to Set Up & Use VPN on an Android Device](#)
- [How to Set Up & Use VPN on an iOS Device](#)

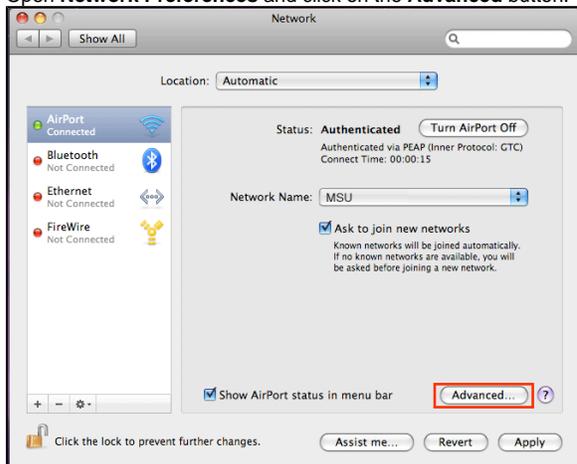
### Solution 2 - Removing Keychain Passwords

Sometimes OS X will refuse to connect to Missouri State wireless for inexplicable reasons. Generally, a full wipe of all wireless information from the MacBook will resolve this issue.

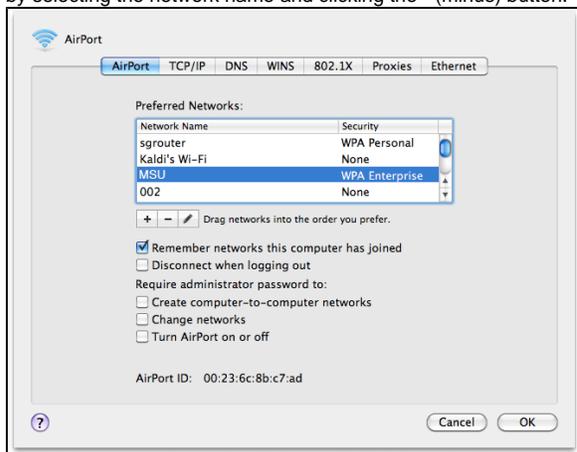
1. Turn Airport off. You can do this by using the **Wireless** menu at the top right of your screen or inside **Network Preferences**.



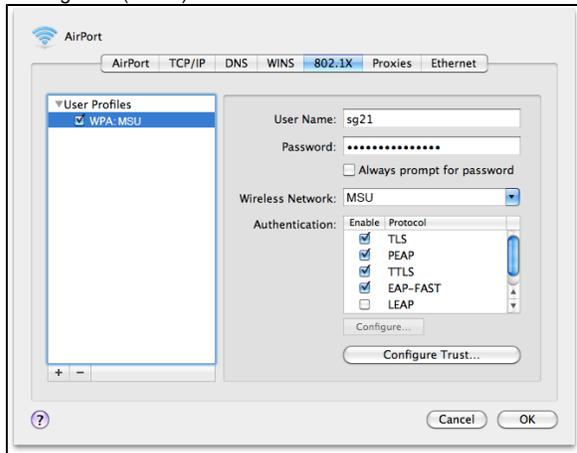
2. Open **Network Preferences** and click on the **Advanced** button.



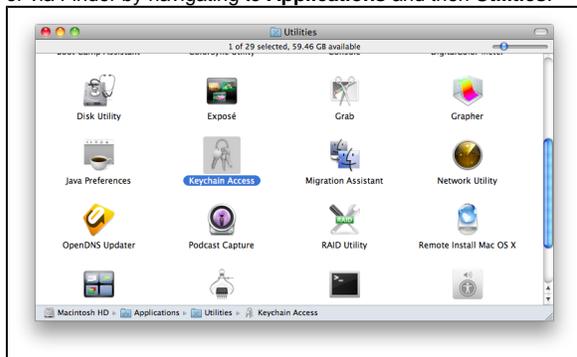
3. Remove all profiles related to Missouri State wireless (MSU, MSU ResNet, MSU Open, etc.) by selecting the network name and clicking the - (minus) button.



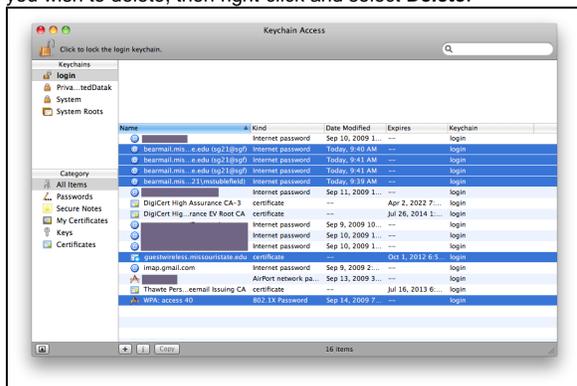
- Remove all 802.1x profiles related to Missouri State wireless by selecting the profile and clicking the - (minus) button.



- Open up the **Keychain Access** utility. You can reach this either by searching with Spotlight or via Finder by navigating to **Applications** and then **Utilities**.



- While viewing all items, delete everything related to Missouri State wireless. Select the items you wish to delete, then right-click and select **Delete**.



- Restart the computer. When it has fully booted back up, turn Airport back on and **re-setup wireless** using whichever access level you prefer.

### Solution 3 - Clearing/Setting DNS

Sometimes, DNS server addresses do not get automatically resolved. In this case, they may need to be manually added.

1. Click the Apple menu and select **System Preferences**.
2. Choose the **Network** control panel, select your **Wi-Fi**, then click **Advanced** button in the lower right corner of the Network window.
3. In the new window, select the **DNS** tab at the top.
4. To remove a DNS server: select a DNS server IP address and then click either the [-] minus button or hit the delete key. Remove any addresses listed. You may want to write them down for future reference.
5. To add a new DNS server: click on the [+] plus button and add *146.7.4.129* and *146.7.4.130* addresses.
6. When finished making changes to the DNS settings, click on the **OK** button
7. Now click **Apply** for the DNS changes to take effect, close out of System Preferences as usual.

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For questions or comments, contact the Computer Services Help Desk  
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417-836-5891