Troubleshooting Windows Wireless

Problem - Windows 8 Limited Connection

Wireless will not connect / does not seem to be authenticating / connects only with a Limited connection.

Solution

1. Turn off IPv6 in the wireless adapter settings.
2. Open the cmd prompt as an administrative account. Search *cmd* or *Command Prompt* on your computer, right-click the program, and select **Run as administrator**.
3. Run the following commands one at at time (type one in, press ENTER, and repeat) and then reboot the device:
   a. *ipconfig /flushdns*
   b. *netsh int tcp set global autotuninglevel=disabled*
   c. *netsh int tcp set global rss=enabled*
   d. *netsh int ip reset c:\resetlog.txt*
   e. *netsh winsock reset catalog* (reset winsock entries)
   f. *netsh int ip reset reset.log hit* (reset TCP/IP stack)
   g. *netsh int tcp set heuristics disabled*
4. Turn off wireless power saving as seen in this link: http://www.youtube.com/watch?v=eCnrPZABtVo.
5. Update Wireless software driver
6. Uninstall the wireless software driver, reboot the computer, then reinstall it.
7. Turn off Windows Firewall and Windows Smart Screen Filter.
8. If these steps have not resolved your connectivity issue, only further Internet research might avail you. Contact the Help Desk for assistance.
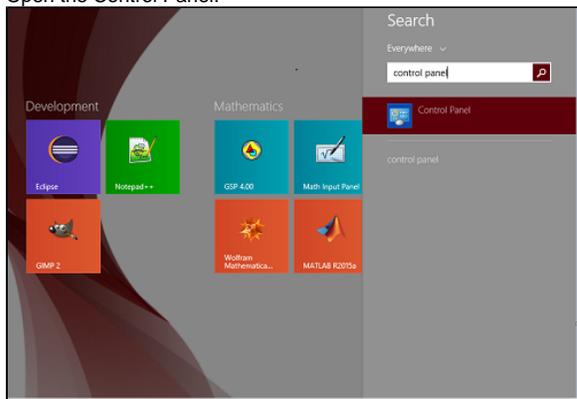
Problem - Windows 8/10 Limited Connection Due to Static DNS server/IP address

Sometimes the setting for TCP/IP Version 4 is set on using a specific DNS or IP Address, likely from another connection point. Follow these steps to make it dynamic:
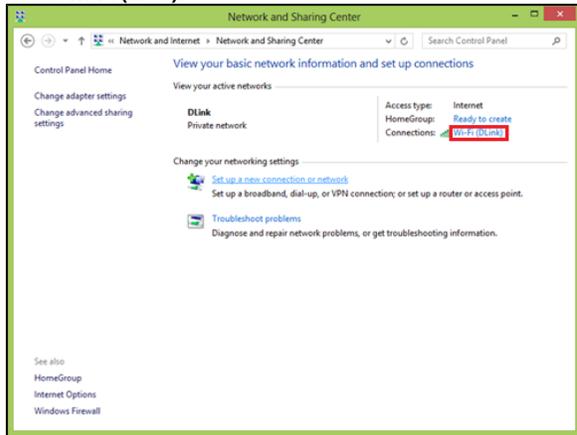
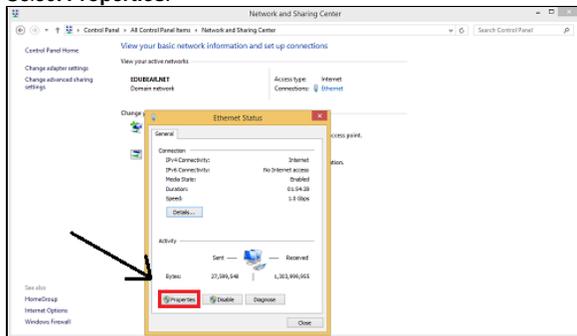### Solution

1. Open the Control Panel.
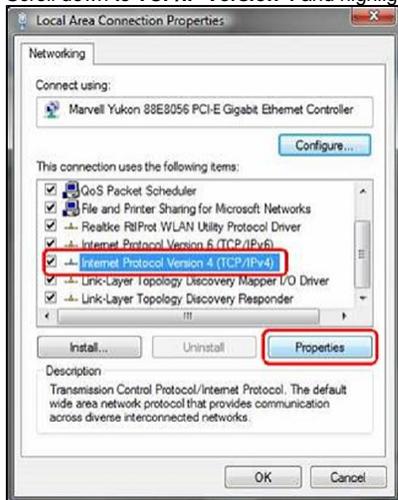
2. Open the Network and Sharing Center.

3. Select **Wi-Fi (MSU)**.

4. Select **Properties**.

5. Scroll down to **TCP/IP Version 4** and highlight it, then select **Properties**.

6. Check to make sure both the **DNS server** and **IP address** are being **obtained automatically**. Click **OK**.

7. Exit the control panel, then disconnect from the MSU Wifi and re-connect.

Problem - Windows 10 erases network login form

When connecting to a network, the username and password form are reset before submission is complete.

Solution

1. Click the network you wish to connect to. Leave the *network login window* open.
2. Press the ⊞ Windows key or click the ⊞ Windows icon on the lower left-hand side of the screen to go to the *Start Menu*.
3. Type *notepad* and click the first result.
4. In Notepad, type your *Bearpass Login* and *password*.
5. **Select** your Bearpass Login, and press CTRL + C to **copy** it.
6. Go back to the *network login window*.
7. Press CTRL + V to **paste** your Bearpass Login into the appropriate field. Do the same for your password.
8. Click **Connect**.

Problem - Windows 10 "No internet, secured" connection

The user is connected to the network with the correct credentials, but cannot connect due to the above error. Try **Disabling Fast Startup.**

Solution

1. Open **Control Panel.**
2. Click on **Power Options.**
3. Click on **Choose what the power buttons do** on the left-hand side.
4. Click on **Change settings that are currently unavailable.**
5. Under **Shutdown Settings,** unselect **Turn on fast startup (recommended).**
6. Save changes.
7. Reboot computer and try connecting to the wireless network again.

Problem - Windows 10 "No Networks Detected" (DELL COMPUTERS)

A red x appears over the Wi-Fi icon and when opened it displays no networks.

Solution
1. Plug an ethernet cable into the computer in order to access the internet. 2. Go to http://www.dell.com/support/home/us/en/04 3. Locate the service tag of the computer(usually on the bottom) and enter it in the search menu on the website. 4. Submit an issue under the diagnostics tab for networking and connectivity. 5. Scan for any driver updates and install them. 6. Restart the computer.