



Troubleshoot Connecting to SU-secure – Windows 10

Updated 10/10/18
Content provided by ITS Data Network Operations

This document provides step-by-step instructions for troubleshooting common connection issues seen with Windows 10 computers connecting to SU-secure. After completing each numbered section, attempt to connect to SU-secure again. If you are unsuccessful in connecting, continue on to the next numbered section.

Steps for Help Desk Members

1. Validate that the account is not locked out

- Open Active Directory Users and Computers
- Search for the account username and double click on the account
- Click on the 'Account' tab
- Validate that there is no 'This account is locked' message
- If the account is locked, unlock it and have the user attempt to log back in
- If repeated lockouts are seen, escalate the request to server engineers to identify which device is locking the user out.

2. Validate that the account has the correct group membership

- Open Active Directory Users and Computers
- Search for the username and double click on the account
- Click on the 'Member of' tab
- Validate that the account is a member of one of the following Active Directory groups: ALL-STAFF, ALL-FACULTY, ALL-STUDENT, ALL-ADJUNCT, Jesuit.

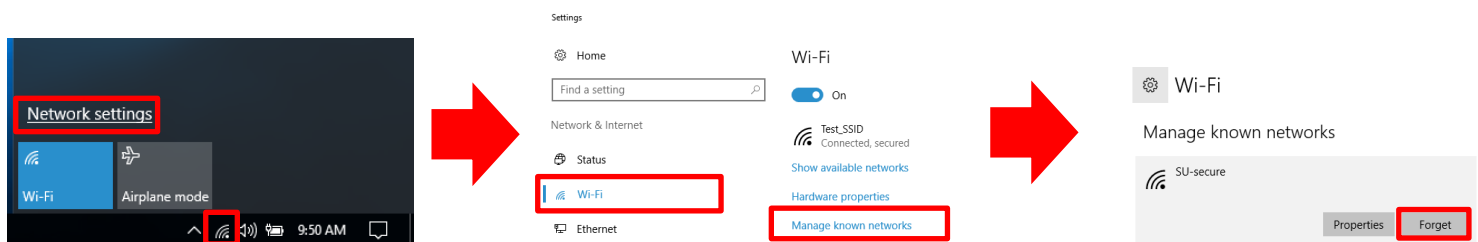
Steps for end-users

3. Validate Username/Password

- Visit the SUonline page at <https://suonline.seattleu.edu/>
- Log in to SUonline using your SeattleU credentials.
- If you are unable to log in, visit <https://pwreset.seattleu.edu/> and click on 'I forgot my password'. Follow the steps to reset your SeattleU password.
- Repeat step 1 to validate you can log in to your account before attempting to connect to SU-secure again.

4. Delete and rebuild SU-secure wireless profile

- Remove the existing SU-secure profile from your device
 - Click on the wifi icon in the system tray and click on 'Network settings'
 - On the Wi-Fi settings menu, click 'Manage known networks'
 - On the 'Manage known networks' menu, click on SU-secure and click 'Forget'



- Follow the SU-secure configuration guide for your device found at: <https://www.seattleu.edu/its/support/support-articles/wireless-network-connect-to-su-secure.html>

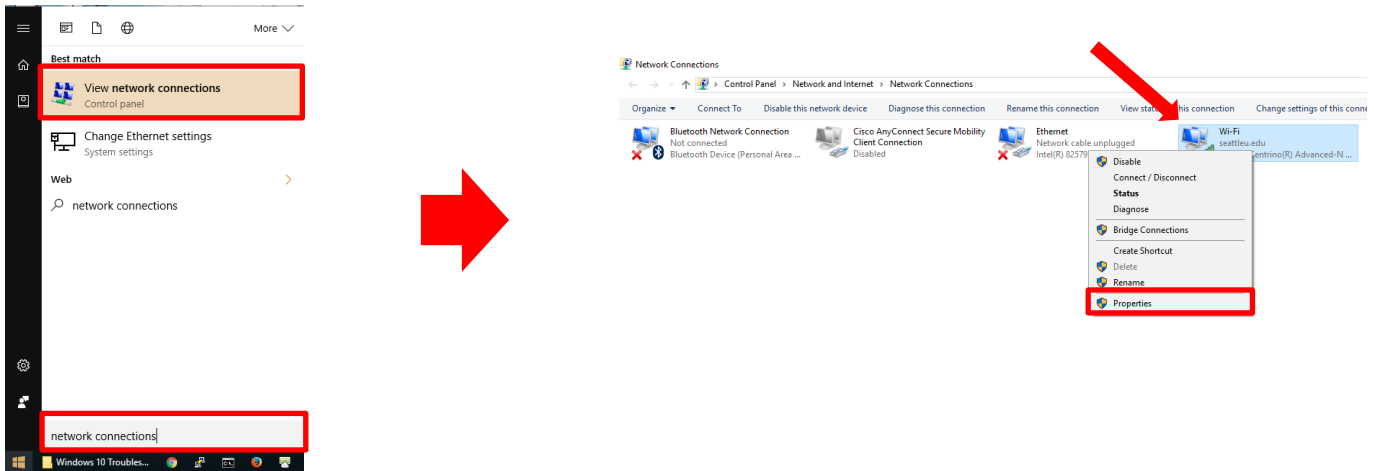


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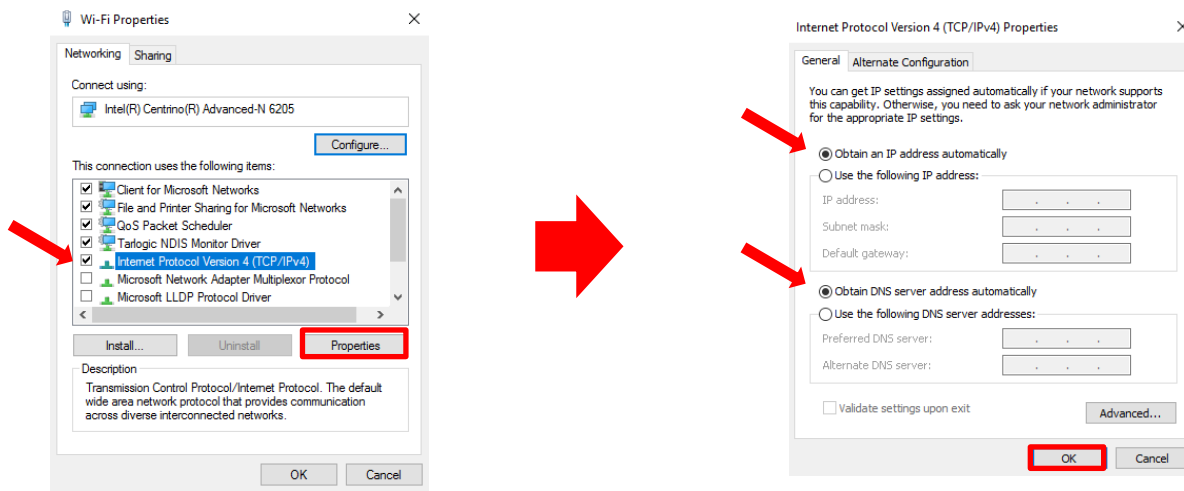
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5. Validate that there are no static IP or DNS server settings

- Press the start button, type 'Network Connections', and click on 'View network connections'
- On the Network Connections menu that appears, right-click your Wi-Fi adapter and select 'Properties'



- In the Wi-Fi Properties menu, ensure 'Internet Protocol Version 4' is checked, highlight it, and then click the properties button
- Ensure that both the IP address and DNS server settings are set to Obtain Automatically and then press 'OK'. Then press 'OK' on the Wi-Fi Properties menu



6. Check for Avast Antivirus:

If Avast Antivirus is installed, disable the Secure DNS service it runs by performing the following:

- Open Avast
- Browse to Avast > Settings > Active Protection > Secure DNS
- Set Secure DNS to OFF

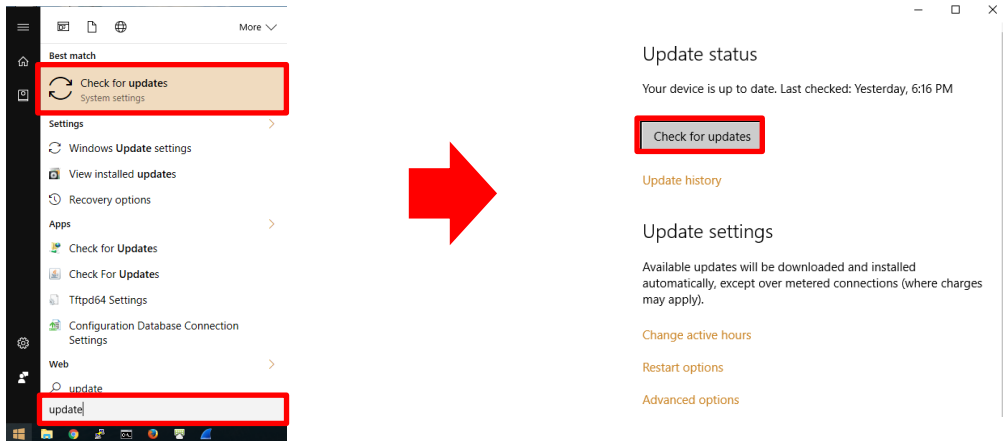


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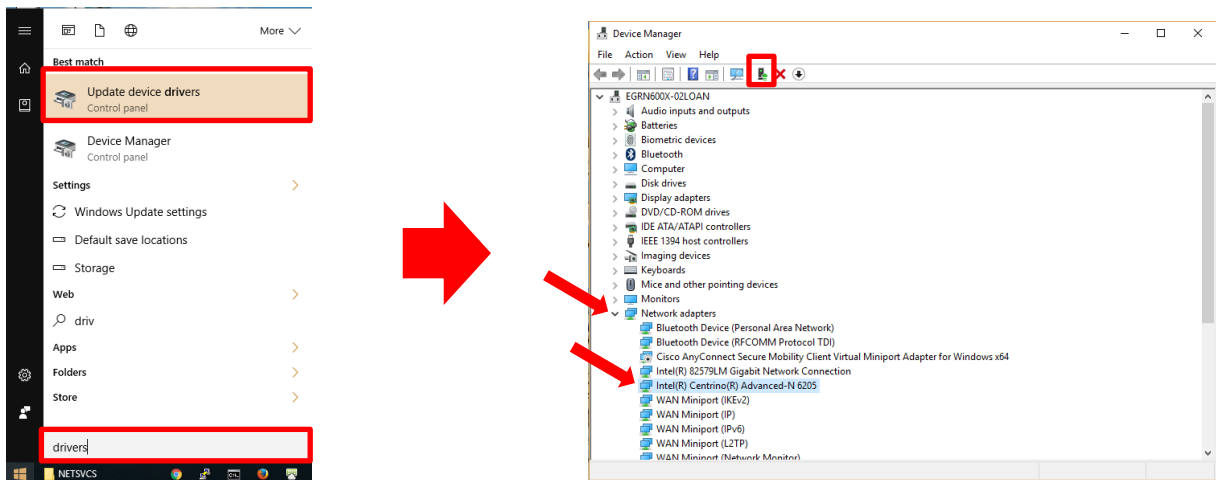
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7. Validate that operating system and device drivers are up to date

- a. Validate that Windows is up to date
 - i. Press the start button, type 'update', and click on 'Check for updates'
 - ii. Click the 'Check now' button and allow any updates to install. Once updates are installed, restart your machine.



- b. Validate that wireless drivers are up to date
 - i. Press start, type 'drivers', and click on 'Update device drivers'
 - ii. Expand the 'Network Adapters' section of the Device Manager list
 - iii. Select your wireless adapter from the expanded list and click the 'Update Driver Software' button. The name of your wireless adapter may vary from the image below depending on the hardware you are using.
 - iv. If drivers are updated, restart your machine.



8. If you are still unable to connect

If you are still unable to connect to SU-secure after following the troubleshooting steps in this document, you can contact the Help Desk for assistance. For time-sensitive issues, the ITS Help Desk is available Monday-Friday 7:00am-7:00pm via phone at 206-296-5571. For non-time sensitive issues, or issues occurring outside Help Desk hours, you can contact the Help Desk via email at helpdesk@seattleu.edu.

When opening a support ticket with the Help Desk, please provide the following information:

- Your account username (i.e. 'doej').
- The brand and model of the device you are attempting to connect to SU-secure.
- The operating system version of the device you are attempting to connect to SU-secure.
- What location (building, room) you are attempting to connect in.
- A description of the error message or problem you are seeing.