

it fact sheet

AirUWS Wireless Network – brief notes for XP

This fact sheet covers connecting to AirUWS – the University wireless network released in 2007. This version **complements** the detailed notes, and is aimed at more advanced users – those not needing step by step instructions. More information, including the current version of this fact sheet, can be found at:

<http://www.uws.edu.au/wireless>.

Minimum specifications

In order to successfully connect to AirUWS, you and your laptop must meet certain minimum specifications.

- **The current specifications can be found at**
<http://www.uws.edu.au/wireless>

Where

AirUWS coverage maps are available at <http://www.uws.edu.au/wireless>.

Policies

The [IT Acceptable Use of Resources Policy](#) (which you agreed to comply with when you activated your MyUWSAccount) and other relevant policies apply to all users of the AirUWS, just as they apply to users of the wired network.

Preparation

Ensure your laptop, antivirus software, Java Runtime Environment (JRE) and browser settings meet the minimum specifications, your MyUWSAccount is activated, you have administrative user rights on your laptop, and you are in a wireless zone.

Connecting

We recommend turning wireless hardware off until you have logged into Windows. Testing has shown that boot up can take much longer if your wireless hardware is already running, and performance after connection may be erratic.

Turn your wireless hardware on. View the available networks, and connect to AirUWS. **Wait** for the process to finish and show the connection has been made.

UWS owned standard laptops attempt to synchronise as soon as the wireless connection is established. Until you have authenticated, synchronisation will fail.

Authenticate (login)

Open Internet Explorer. You will be automatically redirected to the AirUWS login screen. Enter your MyUWSAccount login details. Internet Explorer will download and launch TunnelGuard, which inspects your laptop to ensure it meets the antivirus specifications. If your laptop doesn't comply, you'll be prevented from going further.

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If you need to update Java, TunnelGuard will not start. A link to the Java installation file is available on the login page.

If your laptop complies, NetDirect automatically downloads and creates the Virtual Private Network (VPN) connection.

After you OK the pop-up welcoming you to the VPN, you will be fully connected, and able to use AirUWS. If the banner message doesn't appear after a minute or so, NetDirect has failed. Close your browser and restart the connection process.

I'm connected – what can I do?

Don't close the AirUWS portal window, or you'll be disconnected!

Open a new instance of your browser to surf the web. Opening a new instance means that you'll need to click the icon used to launch the browser program again – don't just open a new window or a new tab. Programs such as Internet Explorer, MSN Messenger, and email software should work normally.

You'll be required to authenticate again when you try to access external websites. This process will be familiar to students, as it's used in the general purpose computer labs. Enter your MyUWSAccount details, and press OK to continue. You should be asked to authenticate no more than twice per browser session.

Note: UWS recommends using your ISP's web portal to access home email accounts. This minimises potential problems reading or sending email from that account. If using software such as Outlook, Eudora or Mozilla Thunderbird, you may not be able to send email. Setting the "SMTP server" to "smtp.uws.edu.au" within the email software should solve this problem. Unfortunately, UWS cannot provide any further assistance with access to non UWS email accounts.

Students will soon be able to access their My Documents via [the student portal](#). This feature is still undergoing testing before release.

Privately owned computers will **not** be able to connect to network shares, synchronise off-line files or print to University networked printers, but will have full internet access. If you need to print from a privately owned laptop, we recommend saving your document to a USB drive which you can then take to an on campus computer lab to print as you normally would when using the labs.

Staff using UWS owned standard laptops will be able to print normally, connect to their network based files and any shared network drives they are permitted to access.

How do I log off?

Always use the logout link on the portal page.