



eduroam Client Setup Guide

Created by SDSU Network Services

Last update: September 2016

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Intro to eduroam

San Diego State University is a member of a “federated” Wi-Fi network called **eduroam**. eduroam members agree to name their secure Wi-Fi network “eduroam” and configure their networks in a similar manner. The benefit of this agreement is that SDSU students, faculty, and staff can connect to a large number of other University networks just like they would on SDSU’s campus without any additional login or configuration. Conversely, members of other Universities that participate in eduroam (including many in the California State University system) can use the SDSU eduroam Wi-Fi network without any additional configuration work.

Whereas the SDSU_Wireless network uses your RedID as the username, eduroam uses your **SDSUid** to establish an encrypted connection to your device. This additional layer of security makes eduroam our recommended Wi-Fi network at SDSU.

General eduroam Setup Instructions

The general process for eduroam setup is as follows:

- 1) Select the “**eduroam**” network in the Wi-Fi settings of your device.
- 2) If asked, choose the following settings:
 WPA2-Enterprise
 PEAP / MSCHAPv2
- 3) Enter your SDSUId in the format:
 Username: **username@sdsu.edu**
 Password: **your-sdsuid-password**
- 4) Choose the “Connect” option. You should now be connected securely to eduroam.

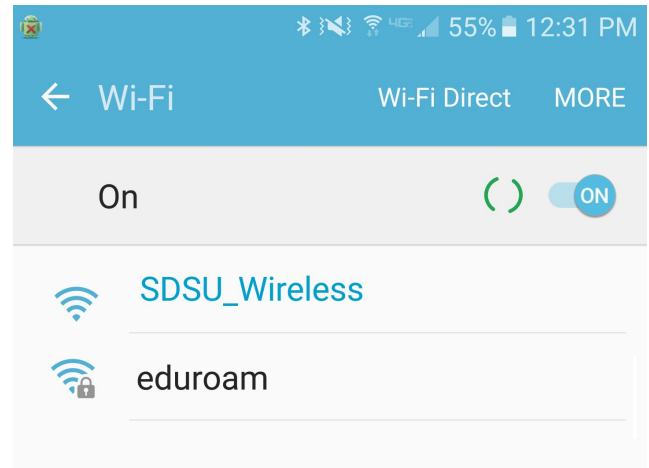
Password Expiration

Resetting your password via the SDSUId portal will cause your eduroam authentication to fail as eduroam relies on your username and password combination for each wireless authentication.

It is best to proactively reset all of your wireless credentials after you reset your SDSUId. On most devices, you will be prompted to do this immediately after the password reset.

Android

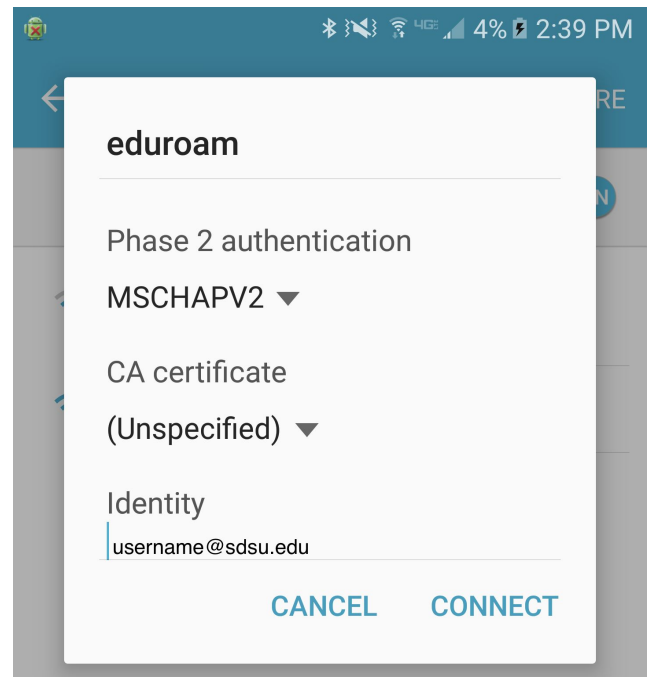
- 1) Open the “Settings” app from the app menu.
- 2) Choose “Wi-Fi” settings.
- 3) Click the “eduroam” network.



- 4) Enter the following information in the window that appears:

EAP Method: **PEAP**
Phase 2 authentication: **MSCHAPV2**
CA certificate: **none**
Identity: **username@sdsu.edu** where
“username” is your unique SDSUId.
Anonymous identity: leave blank
Password: **Your SDSUId password.**

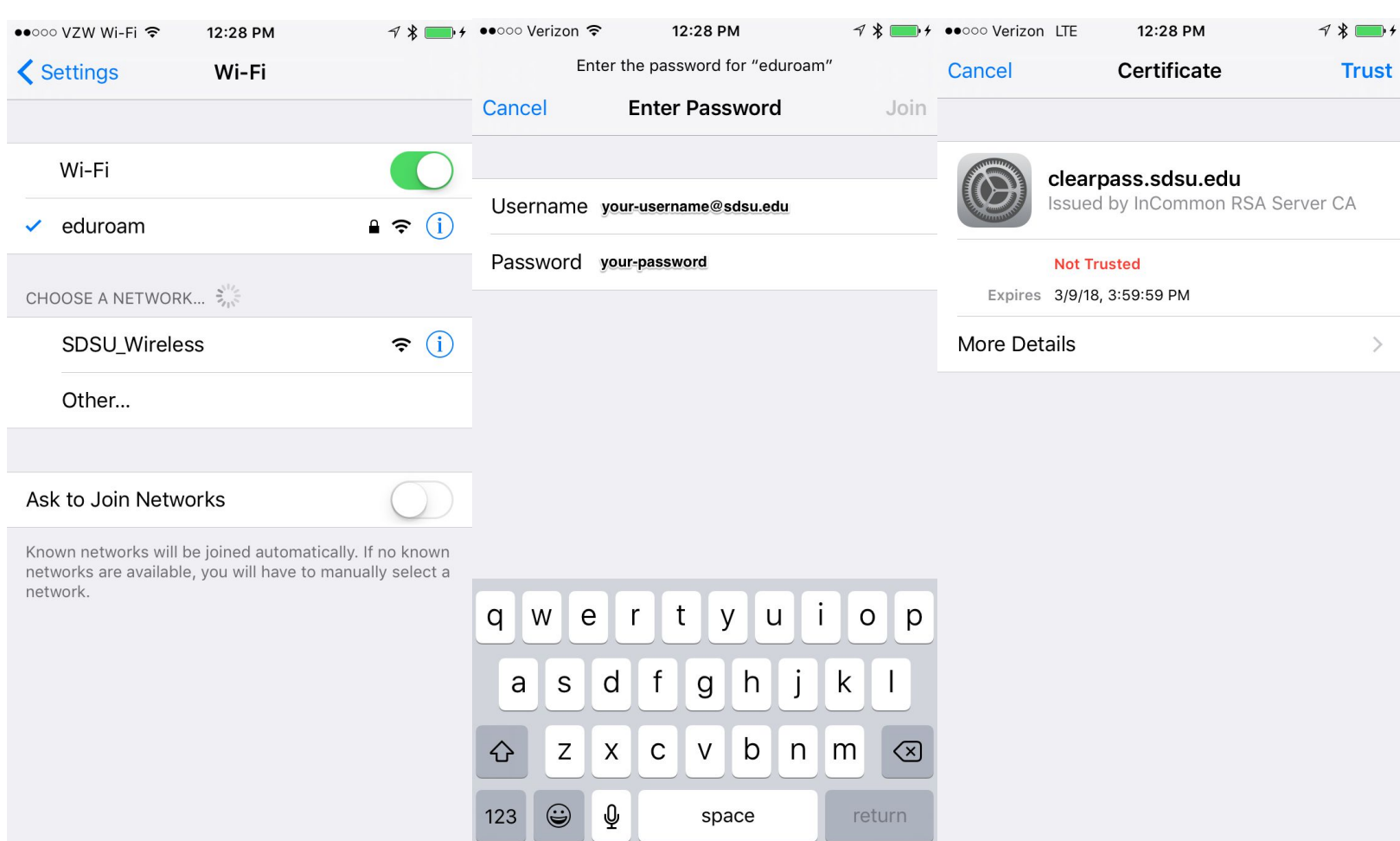
- 5) Click “CONNECT”. You will now be connected to eduroam.



Note: Some versions of Android may differ slightly in their presentation of these settings, but the steps taken and setup options will be the same across devices and OS versions.

Apple iOS (iPhone, iPad, etc.)

- 1) Select Settings > Wi-Fi.
- 2) Choose the Wi-Fi network called “**eduroam**” from the list of options.
- 3) When prompted enter in your SDSUid username and password. Your SDSUid should be entered in the format **username@sdsu.edu** where “username” is replaced with your unique username.
- 4) You will be prompted to trust the certificate “**clearpass.sdsu.edu**” issued by **InCommon RSA Server CA**. Assuming these two pieces of information are correct, choose the “Trust” option in the top right.
- 5) You will now be connected to eduroam.



Chrome OS

- 1) Select the “**eduroam**” SSID in the Chrome OS setting menu at the bottom right of the screen.
- 2) In the “Join Wi-Fi network” window select / enter the following:

EAP Method: **PEAP**

Phase 2 authentication: **Automatic**

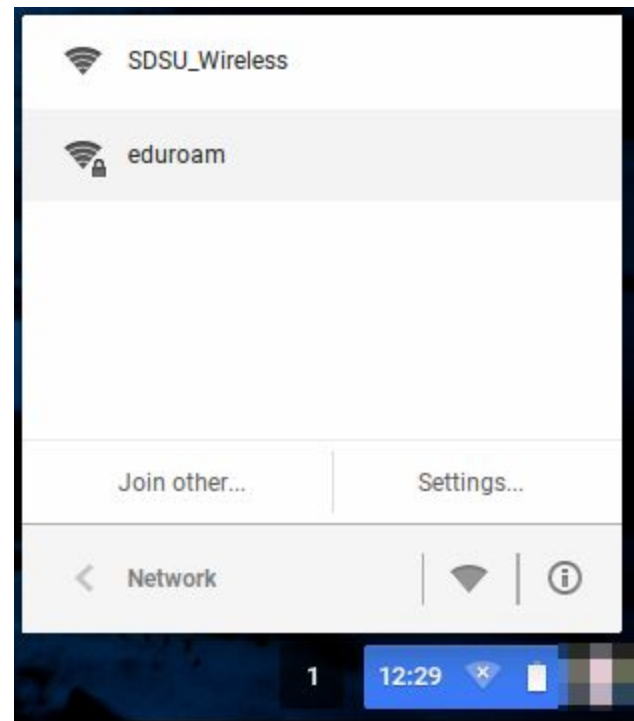
Server CA certificate: **Default**

Identity: **username@sdsu.edu** where
“username” is your unique SDSUId.

Password: **Your SDSUId password.**

Anonymous identity: **Leave blank.**

Check the box next to “Save identity and password”.

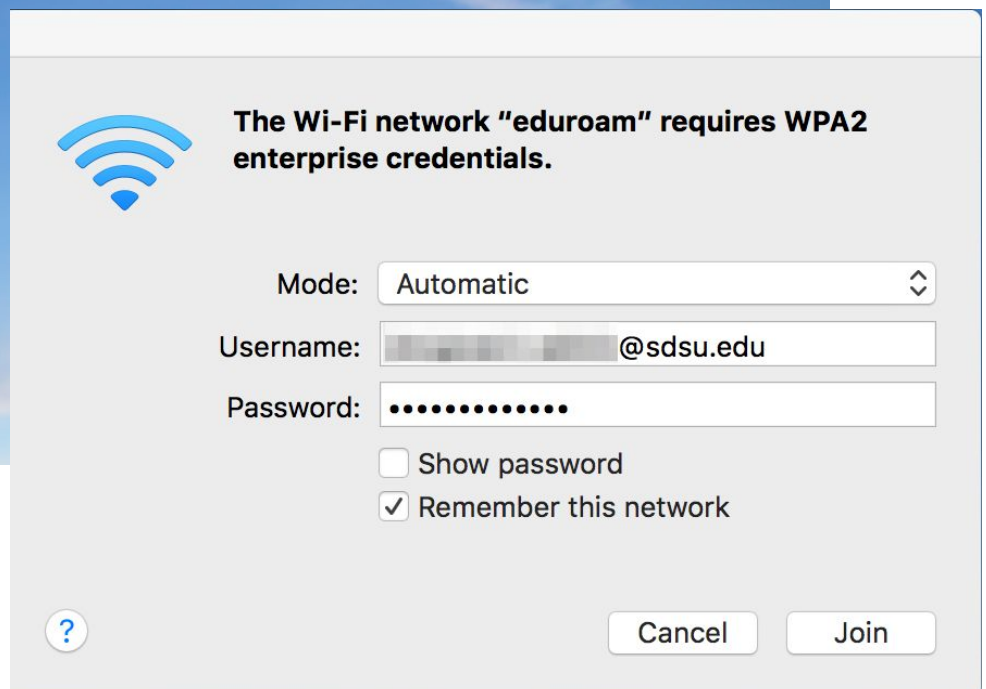


- 3) Click “Connect”.
- 4) You will be connected to the eduroam Wi-Fi network.

A screenshot of the 'Join Wi-Fi network' dialog box. It has a title bar with a close button (X). The fields are: SSID: eduroam; EAP method: PEAP (dropdown); Phase 2 authentication: Automatic (dropdown); Server CA certificate: Default (dropdown); Subject Match: (empty text field); User certificate: None installed (dropdown); Identity: [redacted]@sdsu.edu (text field); Password: [redacted] (password field with an eye icon to toggle visibility); Anonymous identity: (empty text field). There is a checkbox labeled 'Save identity and password' which is checked. At the bottom right are two buttons: 'Connect' and 'Cancel'.

macOS (formerly OS X)

1. Select the Wi-Fi icon in the top menu bar.
2. Choose the Wi-Fi network called “**eduroam**” from the list of options.
3. When prompted enter your SDSUid username and password. Your SDSUid should be entered in the format **username@sdsu.edu** where “username” is replaced with your unique username.
4. Select “Join” in the bottom right hand corner.
5. You may be prompted to trust the certificate “clearpass.sdsu.edu” issued by InCommon RSA Server CA. Assuming these two pieces of information are correct, select continue.
6. You will now be connected to eduroam.



Windows 7 - Automatic Setup via Aruba Onboard

Aruba Onboard and the “QuickConnect” client program is a system that automates much of the configuration for wireless devices. This is particularly helpful for Windows 7 devices as the steps necessary to configure a computer for eduroam secure Wi-Fi are particularly cumbersome. This general process can be used for devices of any operating system (Windows 7,8 & 10, macOS, iOS, Android, Ubuntu), but for operating systems other than Windows 7 and 8 it is generally just as simple not to use this setup “wizard”.

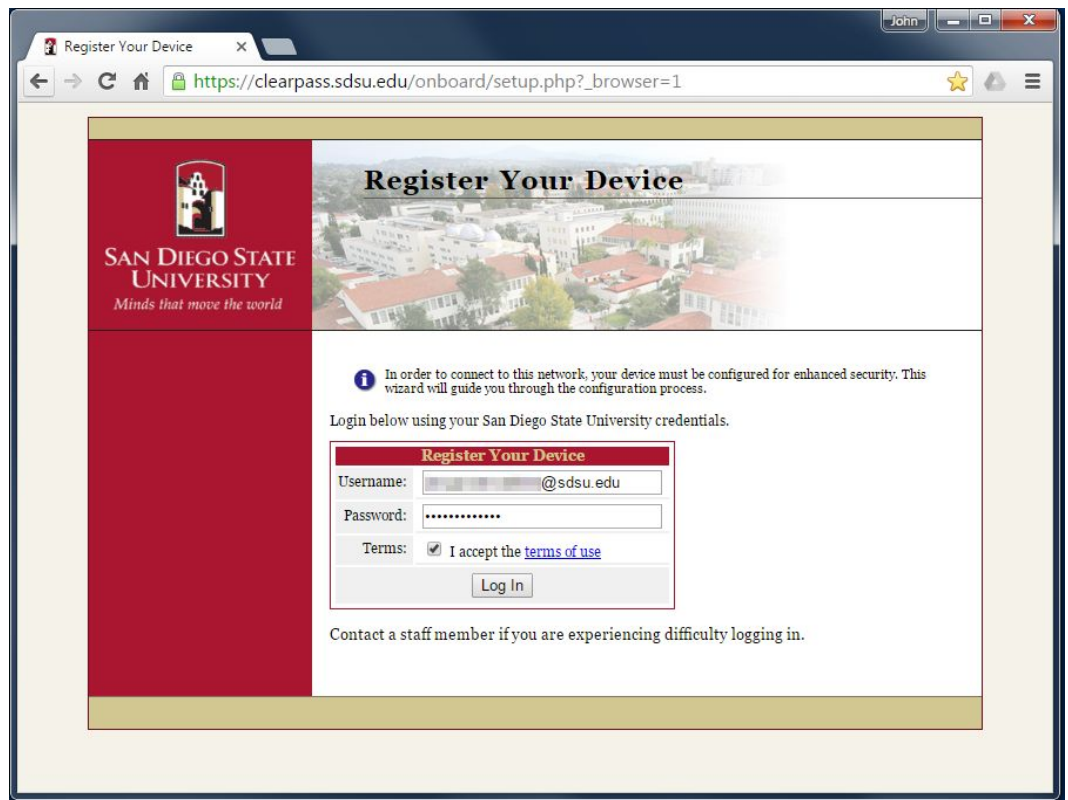
1) Connect to the **SDSU_Wireless** network as you normally would. We will use this network to access the Aruba Onboard configuration utility to setup secure access for future use.

2) Open a web browser (Chrome, Firefox, Microsoft Edge, Internet Explorer, or Safari) and enter the following URL:

<https://clearpass.sdsu.edu/onboard/setup.php>

Note that if this is your first time connecting to the SDSU network or you are connecting via a new device, you can click the “eduroam Secure Wireless” link on the page you are presented when registering your new device. This link will take you to the URL above so you do not have to enter it manually.

3) Login using your SDSUid credentials. Make sure to include “@sdsu.edu” behind your unique username. Click the checkbox next to “I accept the terms of use” if you agree to and accept the SDSU Network Acceptable Use Policy.

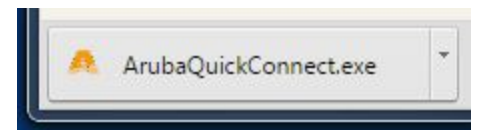


The screenshot shows a web browser window with the title "Register Your Device". The address bar displays the URL https://clearpass.sdsu.edu/onboard/setup.php?_browser=1. The page features the San Diego State University logo and name on the left. The main heading is "Register Your Device". Below this, an information icon and text state: "In order to connect to this network, your device must be configured for enhanced security. This wizard will guide you through the configuration process." A sub-heading reads "Login below using your San Diego State University credentials." The login form includes a "Register Your Device" header, a "Username:" field with "@sdsu.edu" entered, a "Password:" field with masked characters, a "Terms:" section with a checked checkbox and a link to "terms of use", and a "Log In" button. At the bottom, a note says "Contact a staff member if you are experiencing difficulty logging in."

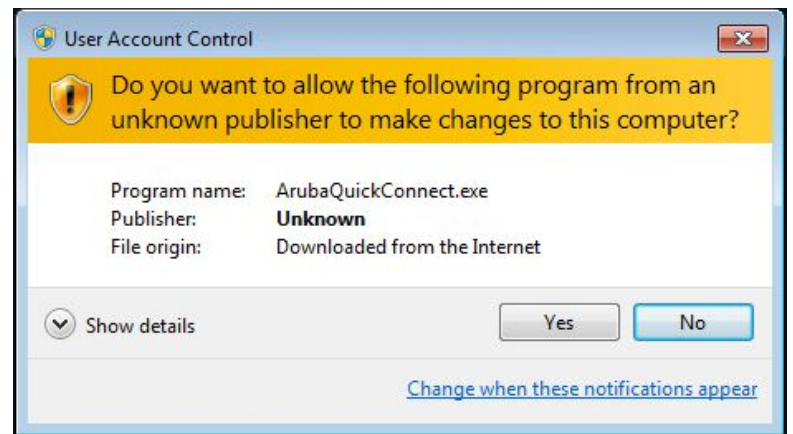
4) On the “Register Your Device” page, click the “Start QuickConnect” link.



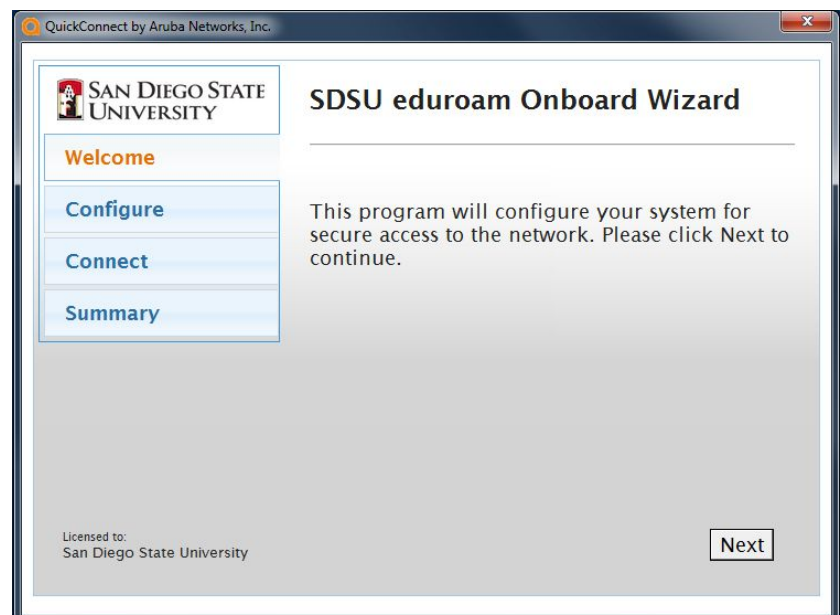
5) The **ArubaQuickConnect.exe** program will be downloaded to the default download location on your computer. Run this program (note: you will need Administrator level access to your PC to run this software).



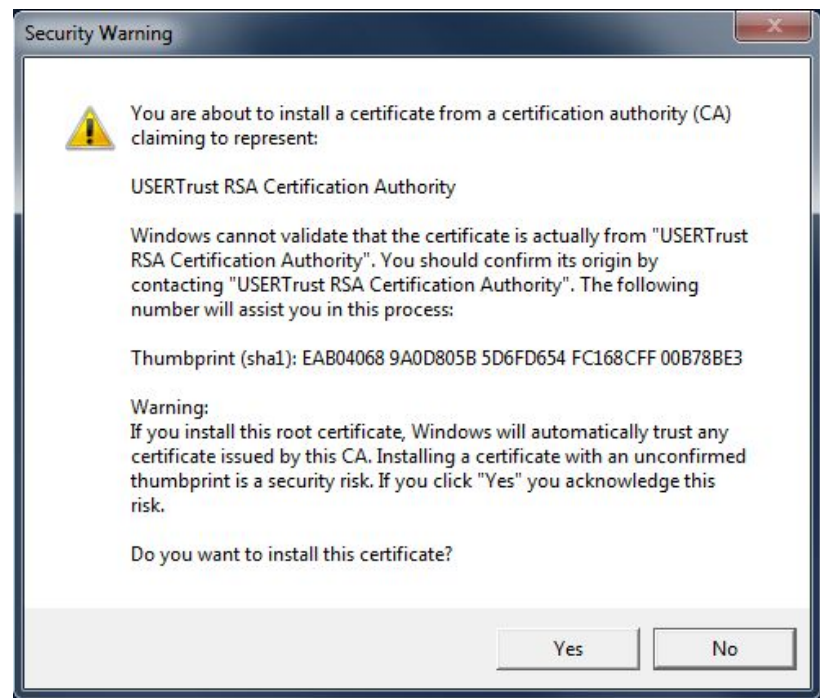
6) When you “User Account Control” dialogue box appears, select “Yes”. SDSU is currently not a Microsoft trusted software publisher so this warning appears



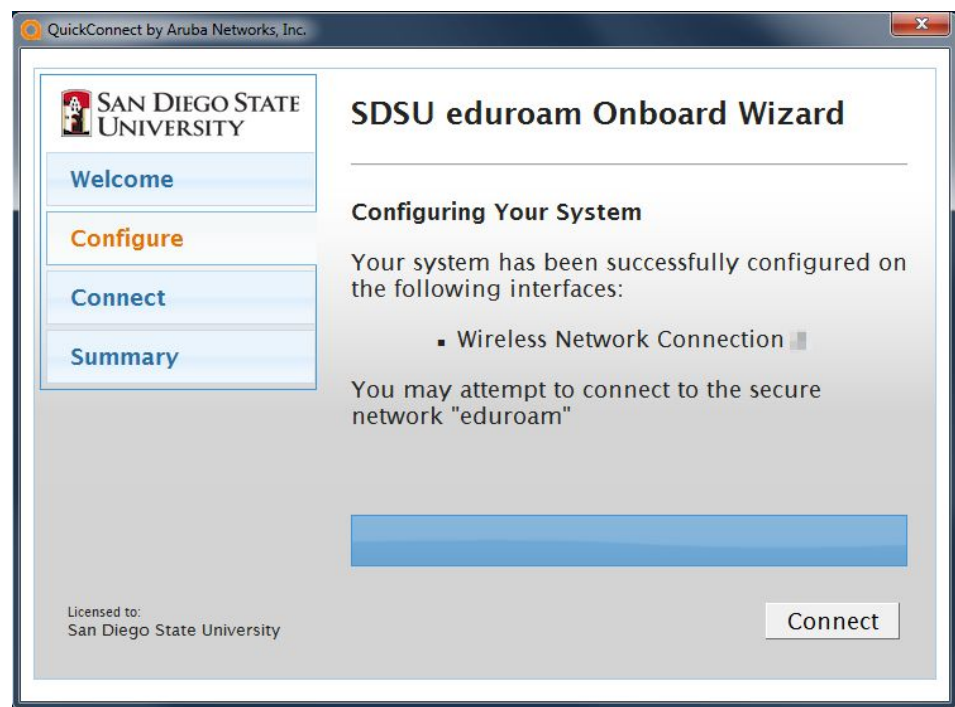
7) The “**QuickConnect by Aruba Networks, Inc.**” software will launch. Click the “Next” button.



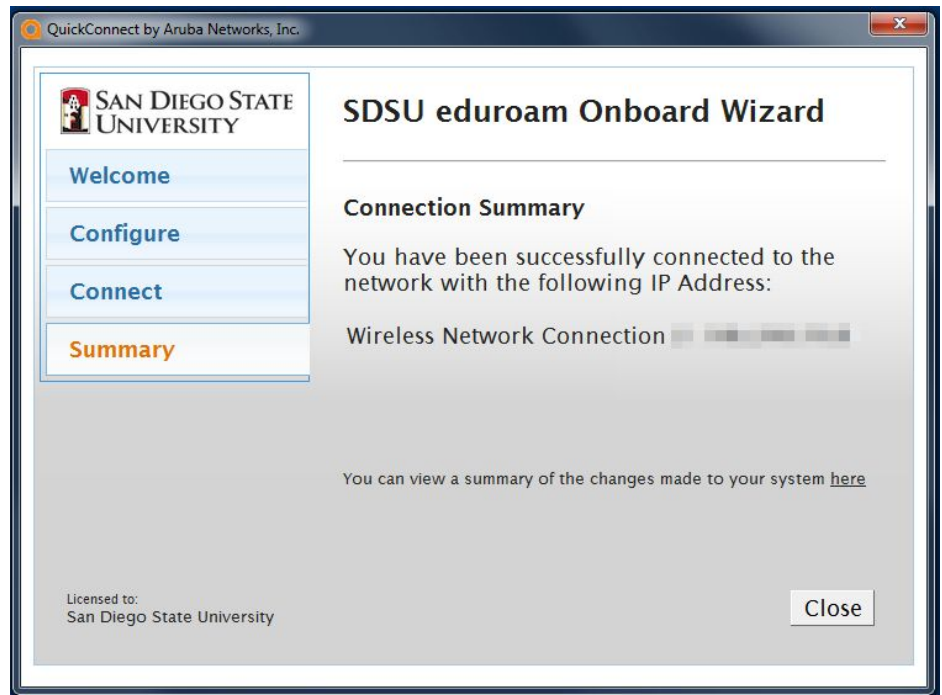
8) You may be prompted to install certificates from **USERTrust RSA Certification Authority** and **InCommon RSA Server CA**. Click “Yes” to install these certificates. Do not install certificates from any other providers.



9) Once the Wizard finished running click “Connect”. The QuickConnect client will switch your Wi-Fi connection from the SDSU_Wireless network to the eduroam network.



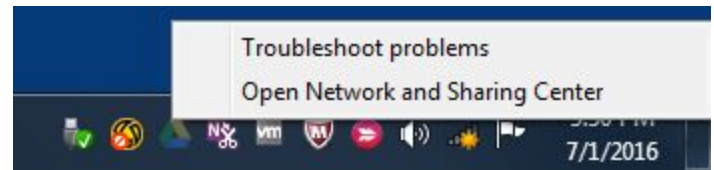
10) Your computer will now be connected to the eduroam secure Wi-Fi network and will receive an IP address. Configuration is complete.



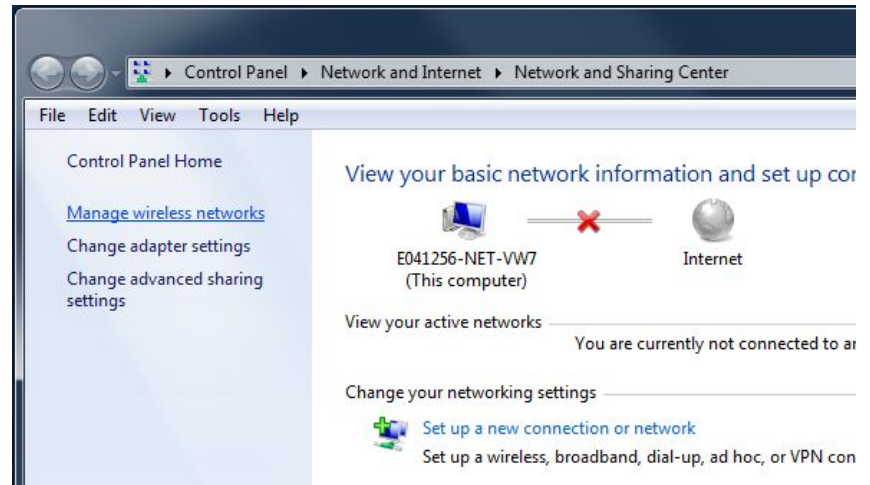
Note: The QuickConnect setup wizard is designed to run only once on each computer (although running it more than once will not cause harm). Once you have successfully connected to eduroam, you are welcome to delete this piece of software from your computer.

Windows 7 - Manual Setup

1. Right-click on the  icon in the Windows 7 taskbar. Choose "Open Network and Sharing Center".



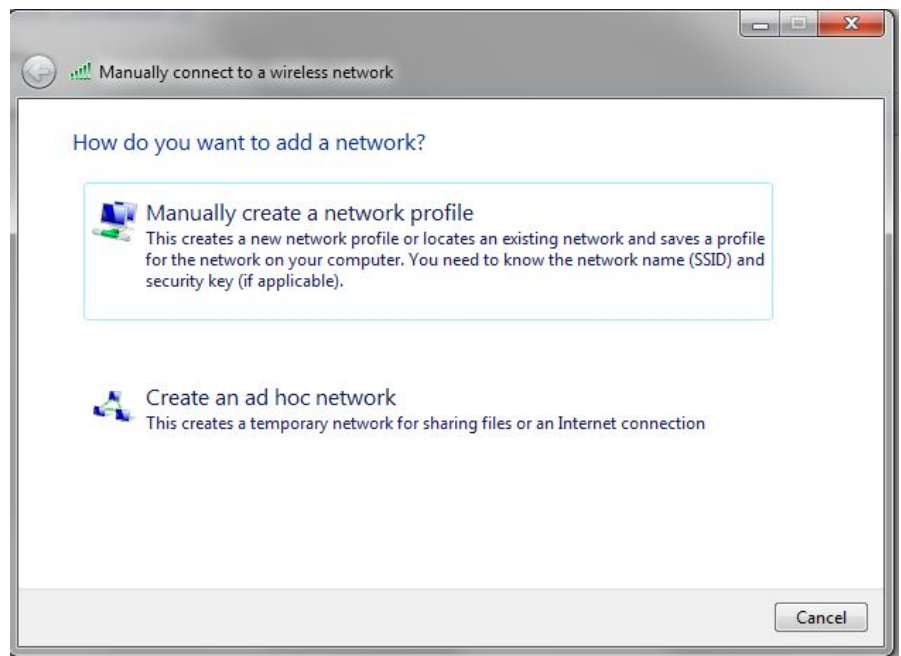
2. The Network and Sharing Center windows will open. Select the "Manage wireless networks" link in the left sidebar.



3. In the "Manage wireless networks" window that appears, select "Add".



4. In the “Manually connect to a wireless network window”, choose “Manually create a network profile”.



5. In the “Enter information” window enter the following information:

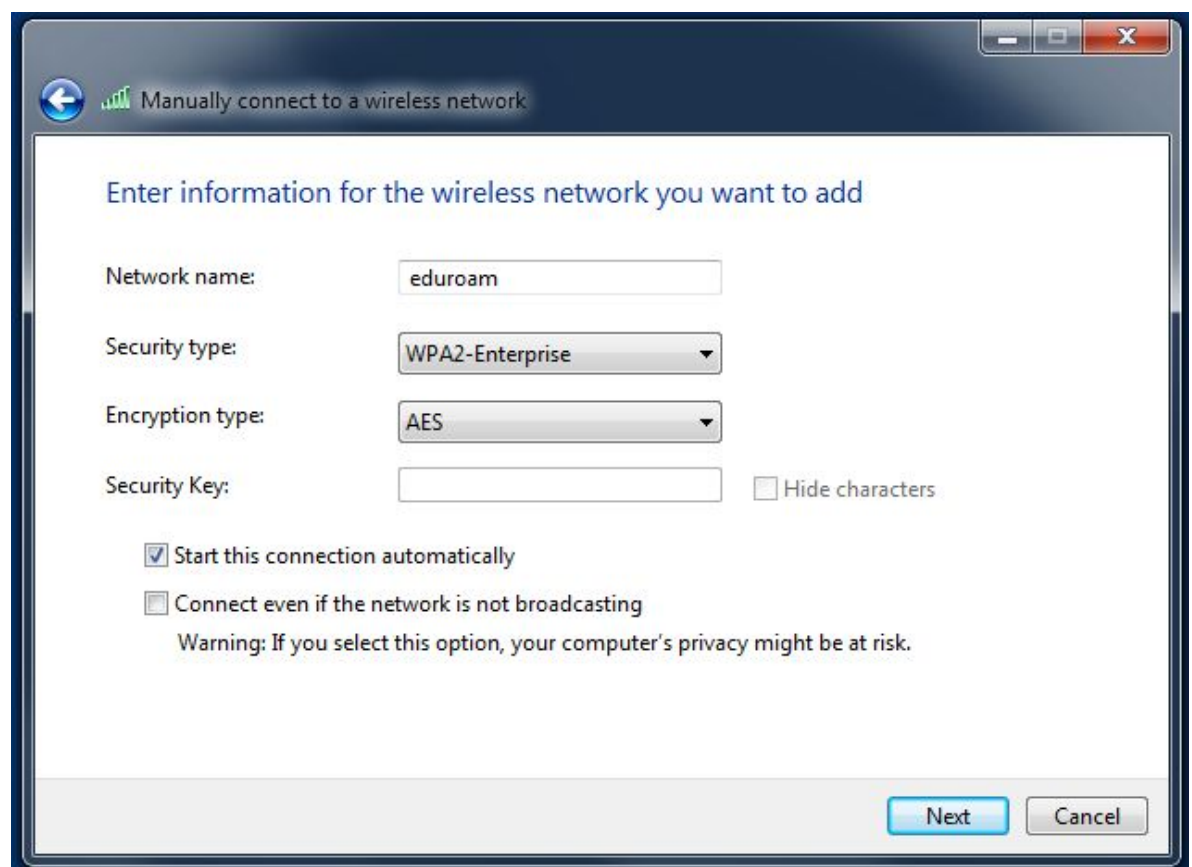
Network name: **eduroam**

Security type: **WPA2-Enterprise**

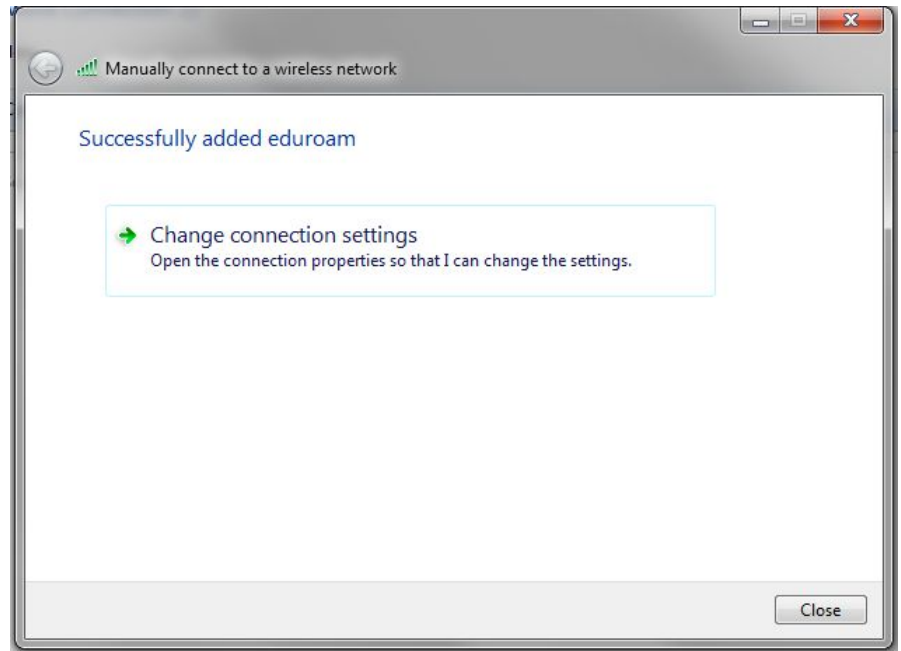
Encryption type: **AES**

Security key: blank

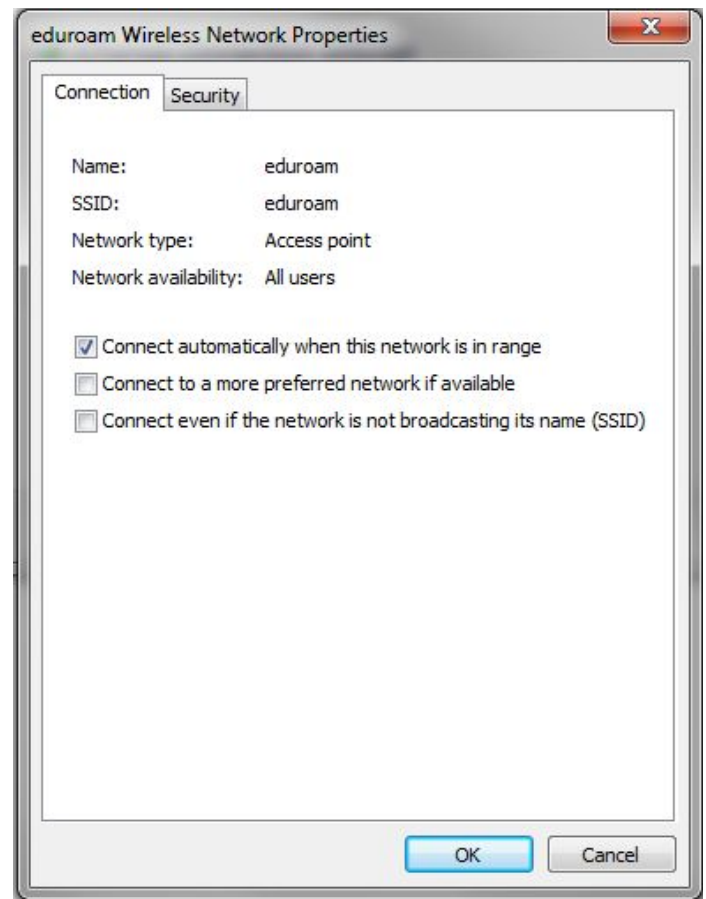
Check the box for “**Start this connection automatically**”



6. Click "Next".
7. In the "Successfully added eduroam" window, click "Change connection settings".



8. In the "eduroam Wireless Network Properties" window, ensure that only the "**Connect automatically when this network is in range**" box is checked and then click on the "Security" tab at the top of the window.



9. In the “Security” tab ensure that the following settings are in place:

Security type: **WPA2-Enterprise**

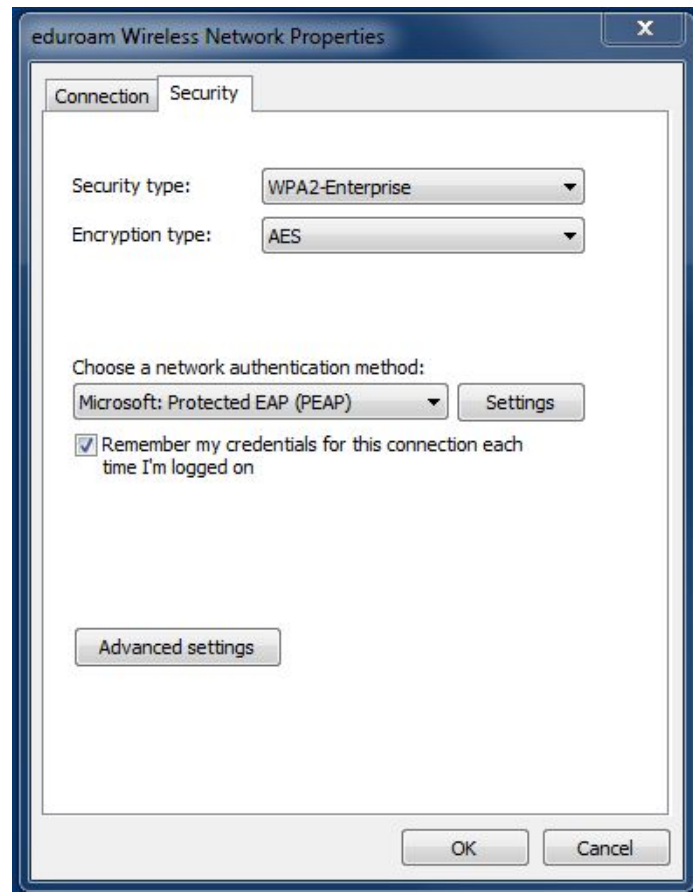
Encryption type: **AES**

Choose a network authentication method:

Microsoft: Protected EAP (PEAP)

“Remember my credentials for this connection each time I’m logged on” is selected.

10. Select the “Settings” box next to the “Choose a network authentication method.” area.



11. In the “Protected EAP Properties” windows select the following settings:

Check “**Validate server certificate**”

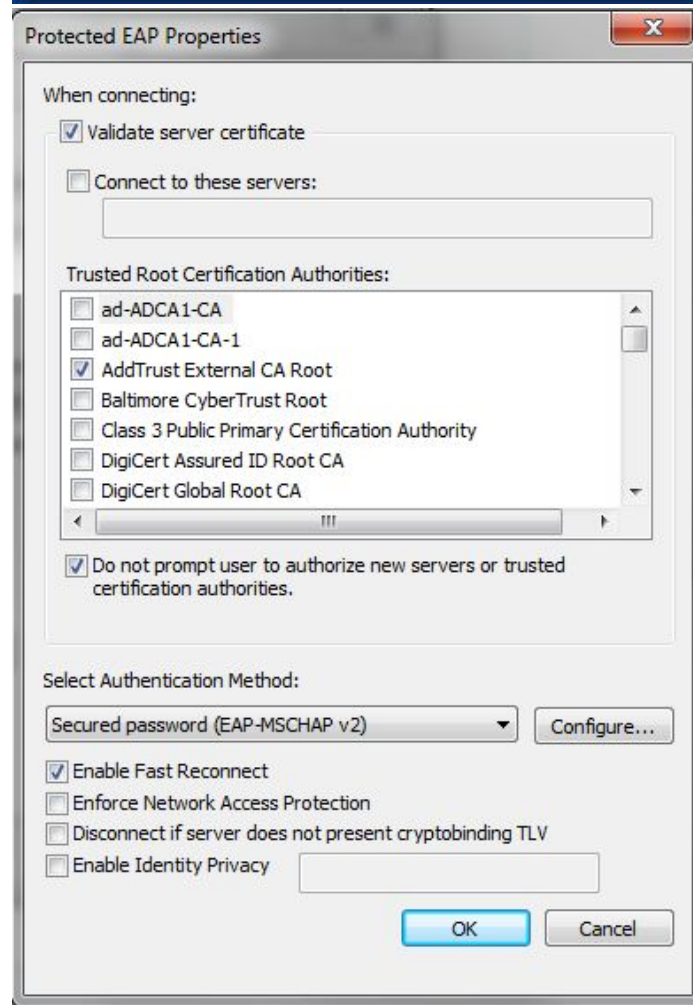
Check “**AddTrust External CA Root**” under “Trusted Root Certification Authorities”.

Check “**Do not prompt user to authorize new servers or trusted certification authorities.**”

Ensure that “**Secured password (EAP-MSCHAP v2)**” is selected under “Select Authentication Method”.

Check the box for “**Enable Fast Reconnect**”

Ensure that the other three boxes below are not checked.



12. By “Secure password (EAP-MSCHAP v2)” click “Configure...”.

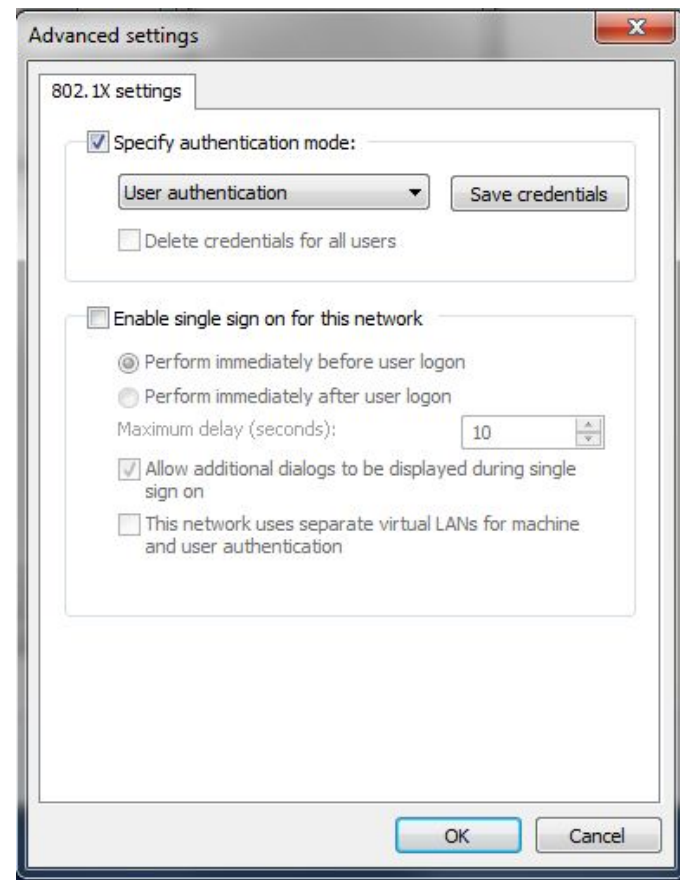
13. In the EAP MSCHAPv2 Properties pop-up ensure that the box next to “Automatically use my Windows logon name and password (and domain if any)” is **not checked**. This box must be left unchecked or wireless login will fail. Click “OK”.



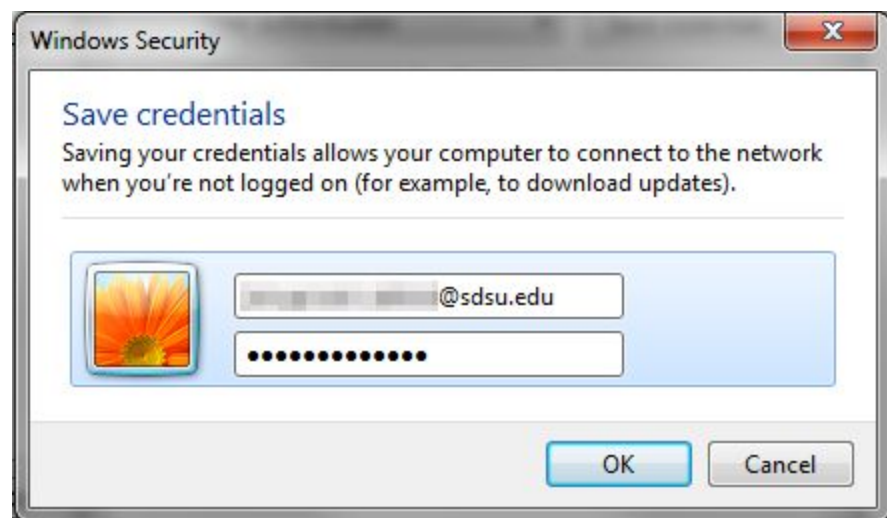
14. In the “Protected EAP Properties” window that has remained open, click “OK” to save the setting changes.

15. In the “eduroam Wireless Network Properties” window that we saw earlier, click “Advanced settings”.

16. In the “Advanced settings” window, click the checkbox for “Specify authentication method”. In the dropdown below choose “**User authentication**”. Click the “Save credentials” button.



17. In the “Save credentials” Window enter in your SDSUid username and password. Make sure you put “**@sdsu.edu**” behind your unique username as this is required to use eduroam. Click “OK”.



18. Click the “OK” button to close the “eduroam Wireless Network Properties” window. Click “Close” in the “Manually connect to a wireless network window”.

19. The eduroam network will now show “Connected” status. Your computer will receive an address and you can now access the Internet and other resources securely.

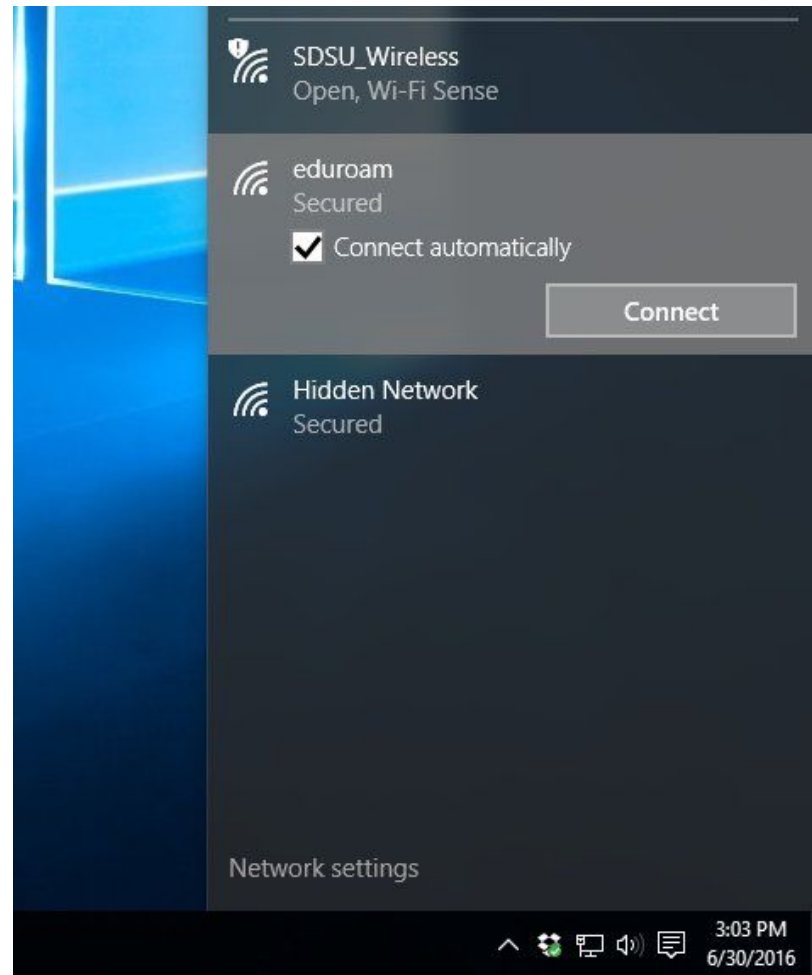


Windows 10

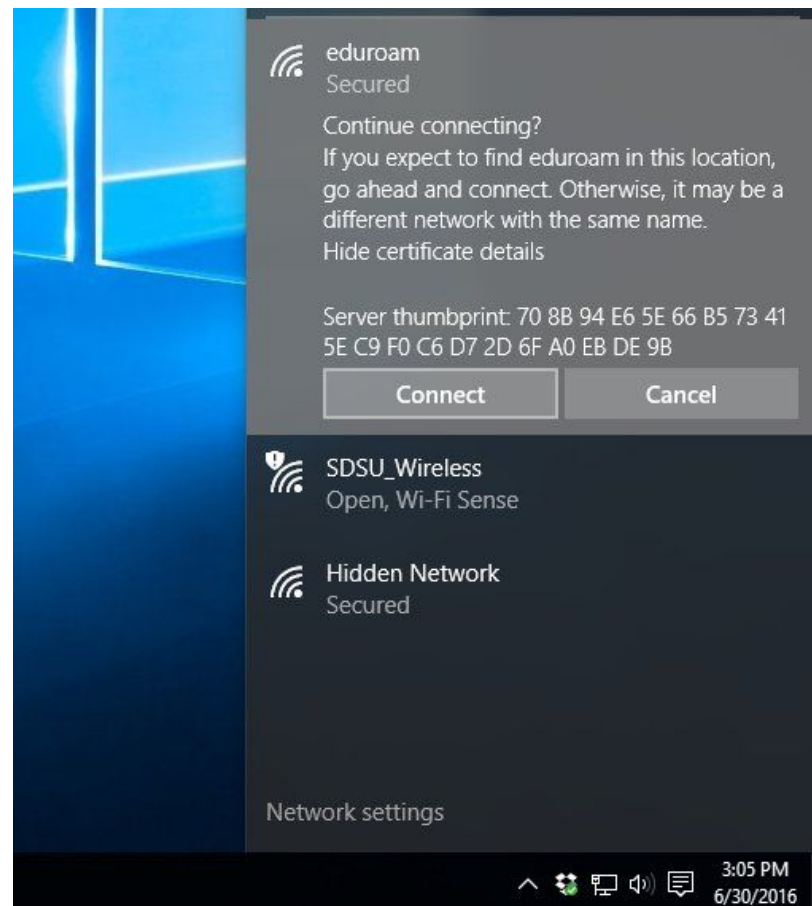
1) In the bottom right hand of the Windows 10 taskbar, find and click the network icon.



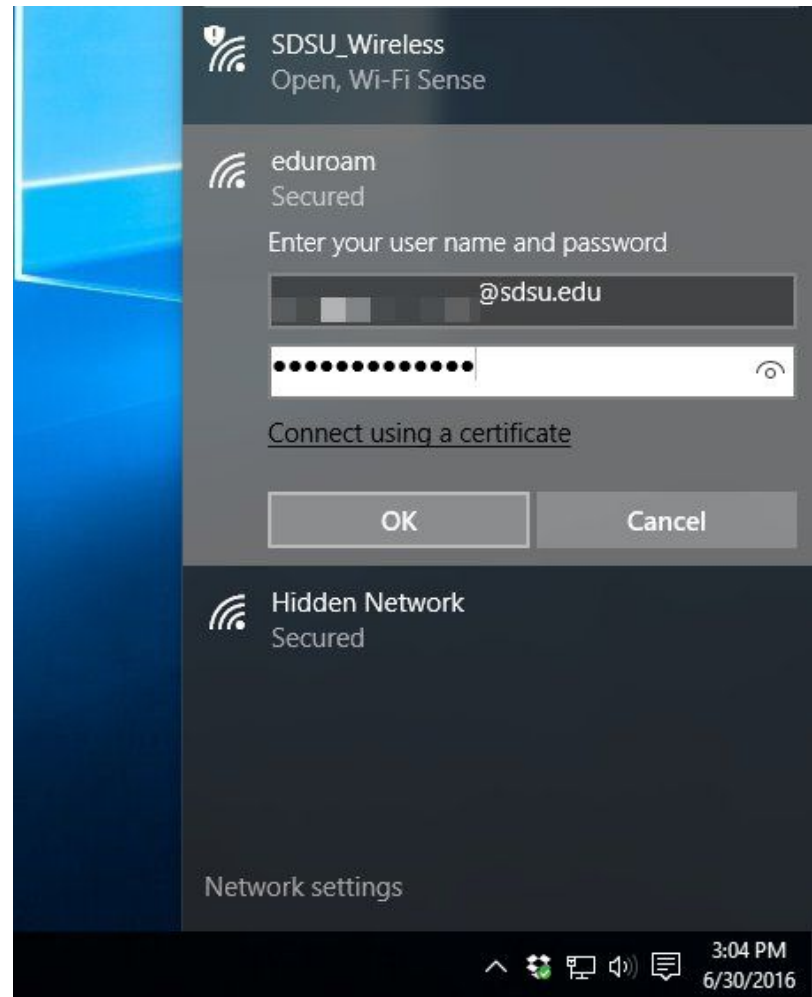
2) Click the “**eduroam**” Wi-Fi network. Check the “**Connect automatically**” option. Then click “Connect”.



3) You may be presented with a certificate warning. Verify the server thumbprint (starts with 70 8B 94 E6) and click “Connect”.



4) When prompted enter your SDSUid username and password. Your SDSUid should be entered in the format **username@sdsu.edu** where “username” is replaced with your unique username. Click “OK”.



5) Wait while Windows 10 connects. Once the connection completes the subtitle for the SSID will change to “Connected, secured”.