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## Common Problems during Setup

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This manual is meant to help with preparing for setting up an eduroam connection in the case of:

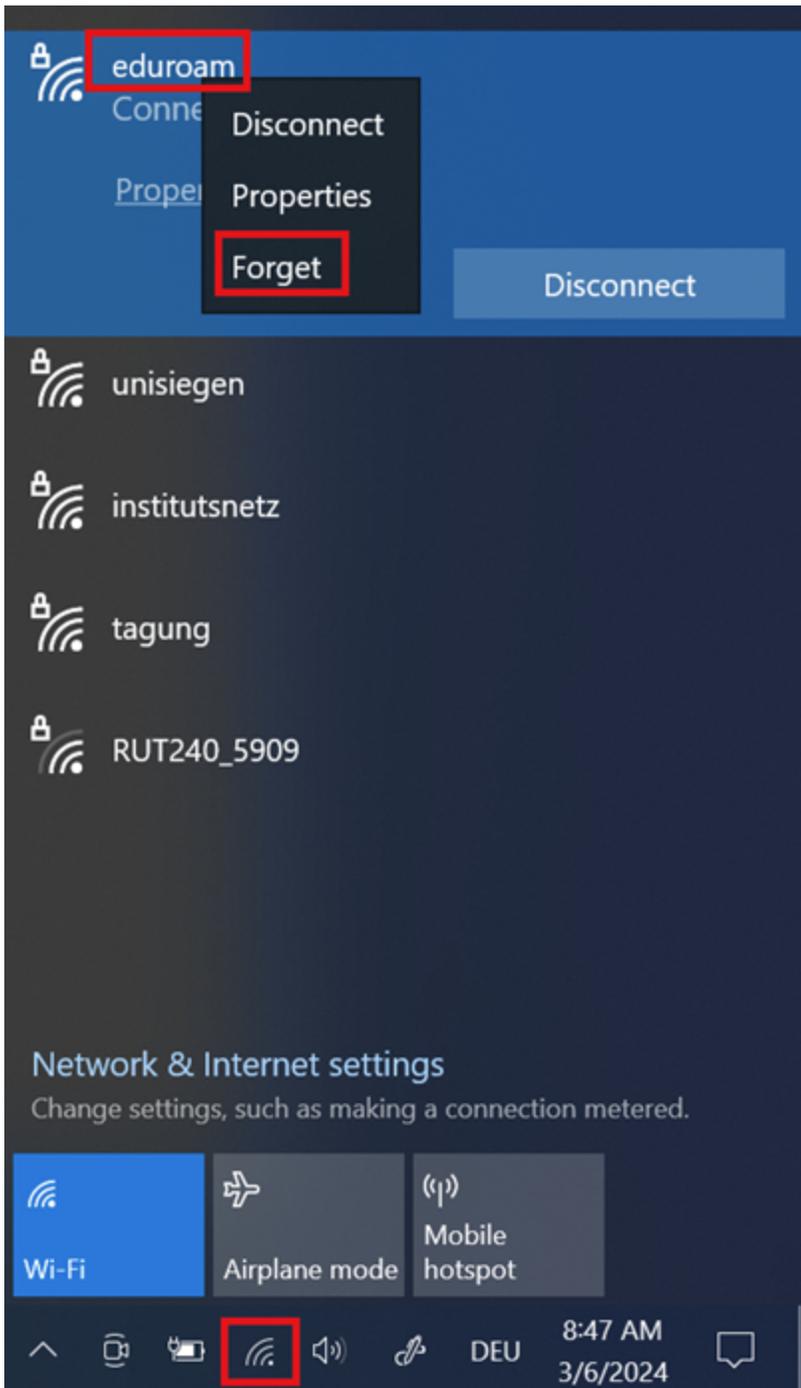
- ▶ your ZIMT password having been changed
- ▶ typing errors during initial installation
- ▶ Windows devices that were previously connected to eduroam but now fail to establish an internet connection

### Removing the Eduroam Connection

If you are having trouble establishing a connection to the **eduroam** network, you can try **deleting the eduroam connection from your device and restarting the installation process.**

#### Method 1

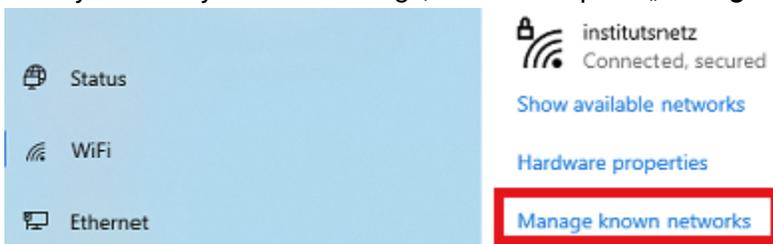
To delete the network from your settings, open your **network options** from your **taskbar** and select the **eduroam** connection. Right-click on the **eduroam** connection and select „**Forget**“ from the drop-down-menu.



## Method 2

Alternatively, you can delete eduroam via your **Settings**.

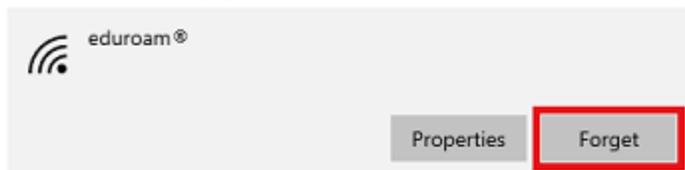
To do this, type „**WiFi-Settings**“ into your **Windows Start Menu** (Windowsbutton). Once you are in your WiFi-Settings, chose the option „**Manage known networks**“.



This will provide a list containing all networks that your device has been connected to.

Remove all entries containing „**eduroam**“ in their name.

Click on the entry you want to remove and select the option „**Forget**“.



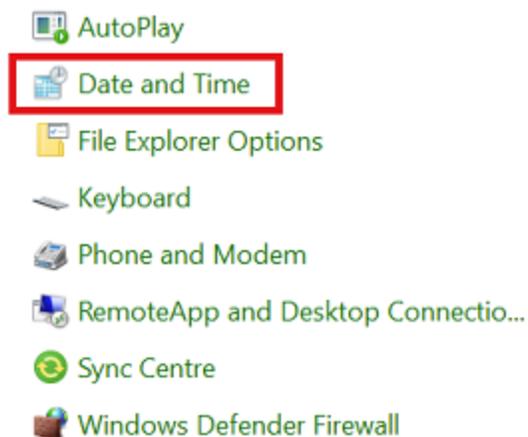
The connection is now removed and your device is ready to restart the installation process.

## Timezones and Date

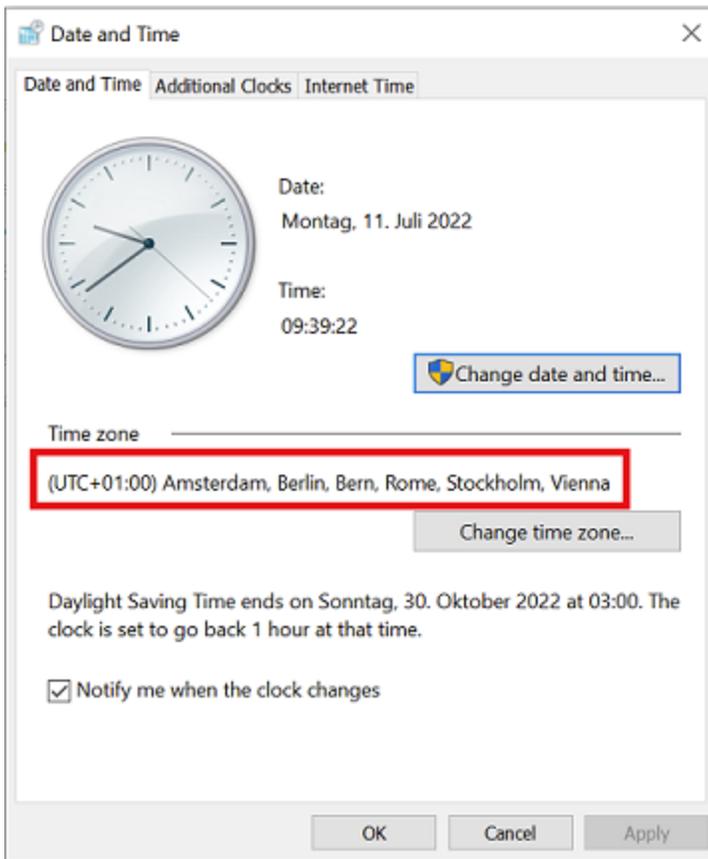
In some cases, it is possible that the device is not set to the correct **time, date, or time zone**. This can interfere with establishing a connection to eduroam.

You can verify if your device is set up to the **correct** date, time, and time zone of your device in your **Control Panel**.

To do this, open your **Control Panel** from your windows Start Menu. In your control settings, find the option **Date and Time**.

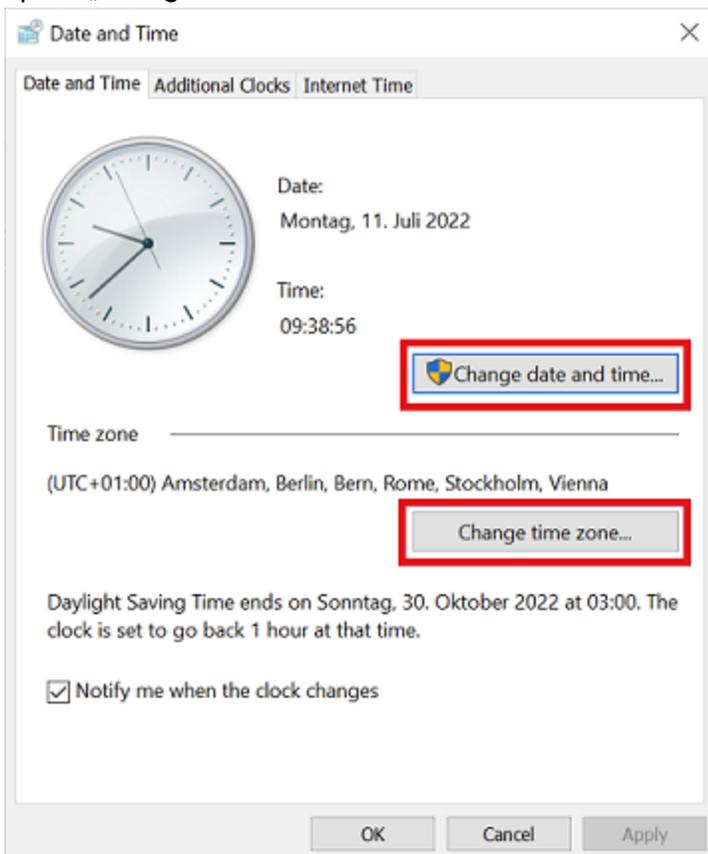


The window that now opens up shows you the date, time, and time zone your device is set to. Please verify if they are set correctly, **according to the country you are currently residing in**. The **time zone** in Germany should be set to UTC+01:00, as seen in the following example.



If that is **not** the case, you have to change the settings.

You can change the date and time under the option „**Change date and time**“ and your time zone under the option „**Change time zone**“.



After you have changed your settings, verify with „**Apply**“ and „**OK**“.  
Your device is now ready to to set up **eduroam** again.

## **Anti-Virus Software**

In a few cases, a failed connection to **eduroam** can occur due to the anti-virus software installed on the device. The University of Siegen recommends the use of microsofts integrated **Windows Defender** or **Sophos Home Commercial**.