
Common Problems during Setup

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

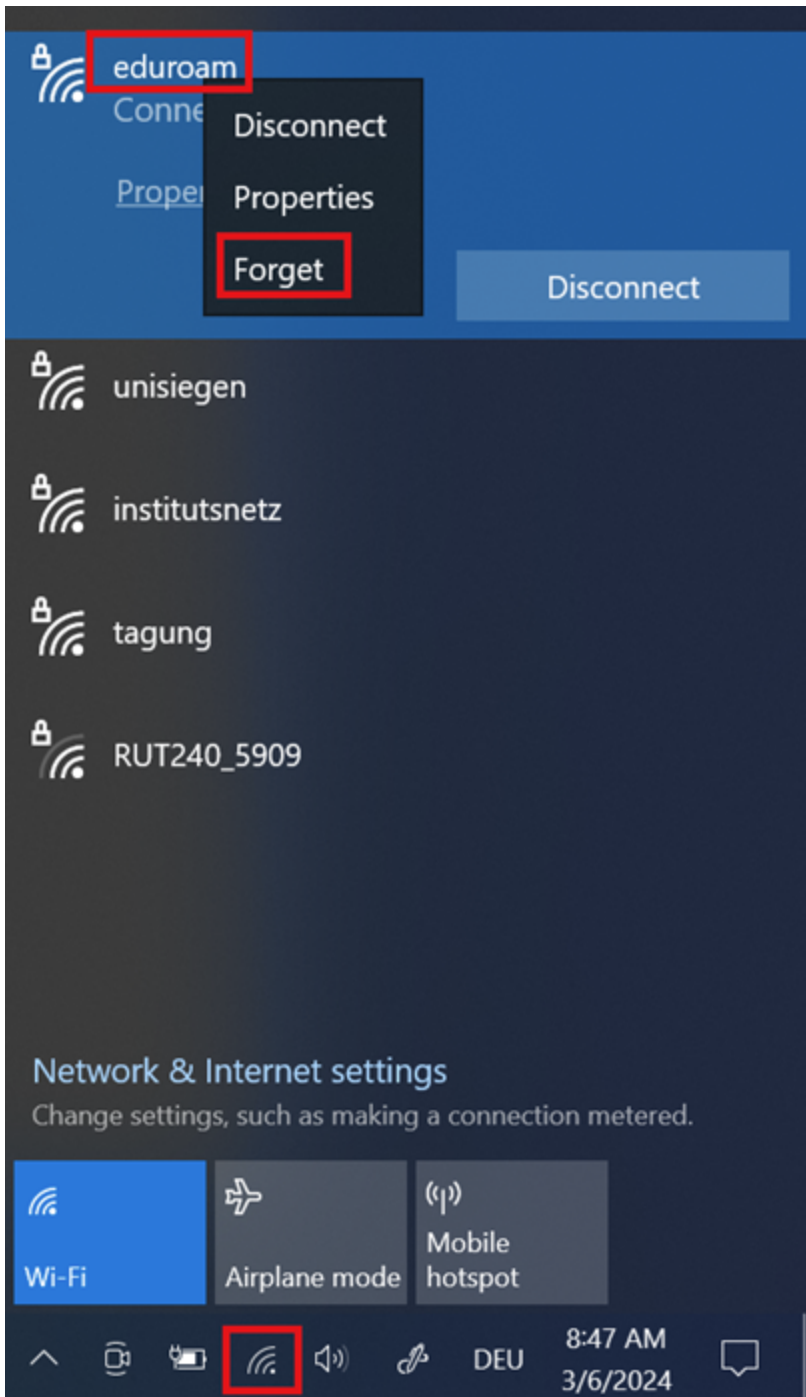
- ▶ your ZIMT password having been changed
- ▶ typing errors during initial installation
- ▶ Windows devices that were previously connected to eduroam but now fail to establish an internet connection

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**.

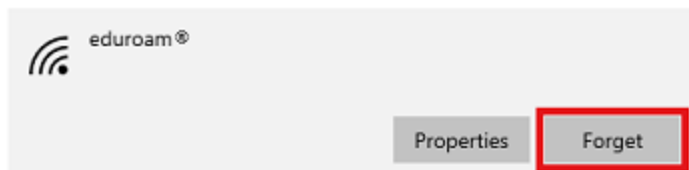
To do this, type „**WiFi-Settings**“ into your **Windows Start Menu** (Windowsbutton). Once you are in your WiFi-Settings, chose the option „**Manage known networks**“.



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**“.



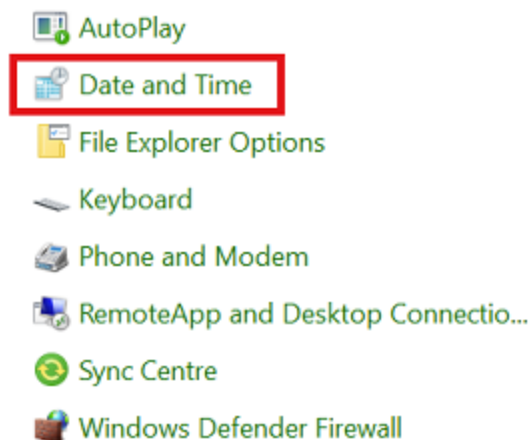
The connection is now removed and your device is ready to restart the installation process.

Timezones and Date

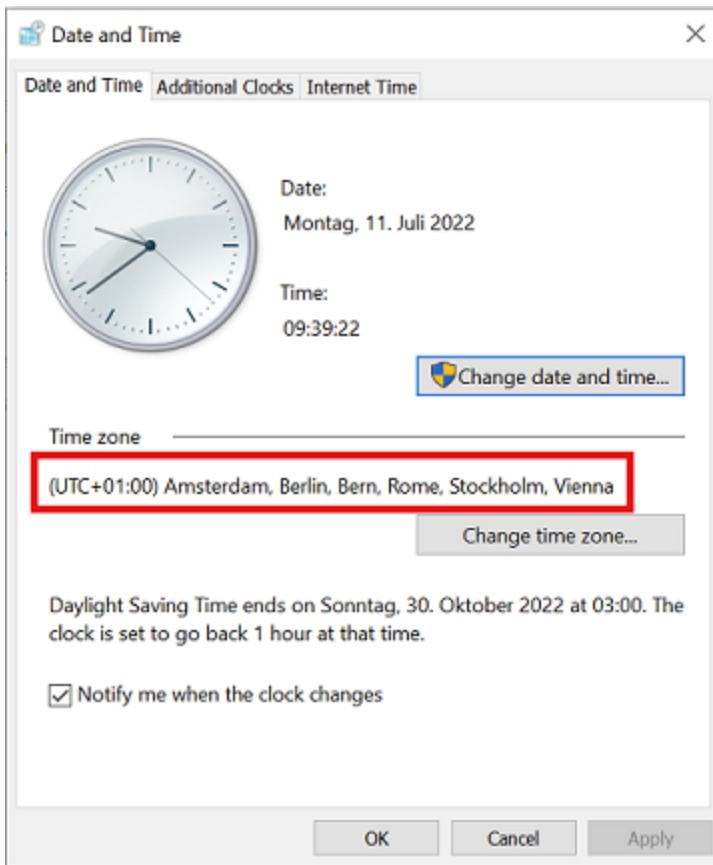
In some cases, it is possible that the device is not set to the correct **time, date, or time zone**. This can interfere with establishing a connection to eduroam.

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**.

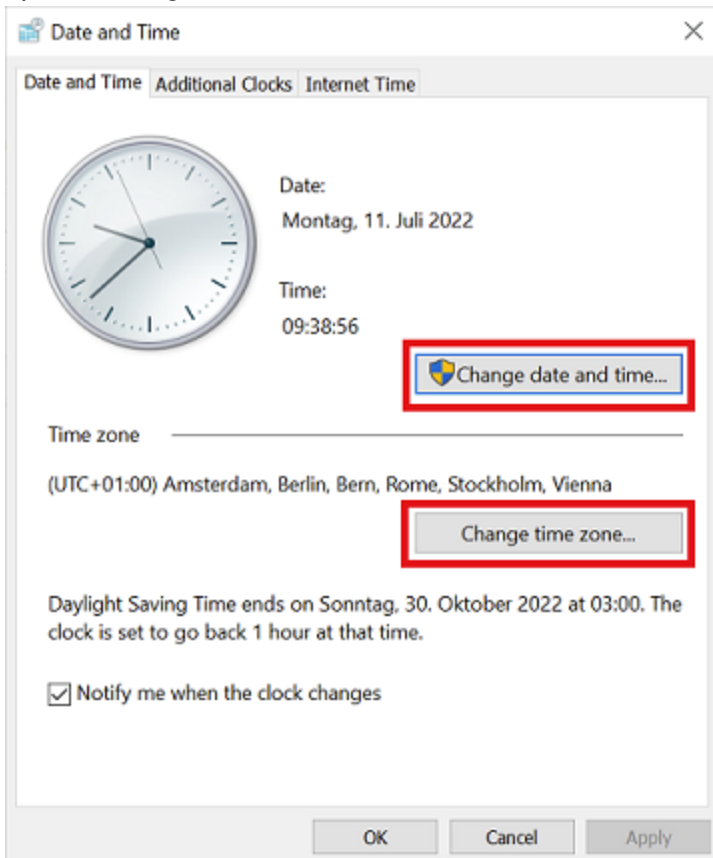


The window that now opens up shows you the date, time, and time zone your device is set to. Please verify if they are set correctly, **according to the country you are currently residing in**. The **time zone** in Germany should be set to UTC+01:00, as seen in the following example.



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**.