

Update to eduroam Wi-Fi service Thursday 10/5/18

An essential update to the QMUL eduroam wireless service will take place on Thursday 10th of May at 8am. When you connect to eduroam after this time you may, depending on your device and how it was originally configured for eduroam, receive a prompt to accept a new certificate before you can successfully authenticate. It is also possible that you will fail to authenticate.

Before accepting the new certificate please check the details in the prompt are as described in the relevant section for your device/operating system below, to confirm that you are authenticating against the genuine QMUL servers.

Windows 8, 8.1 and 10 devices.

You will receive a prompt – click on *Show certificate details* and a “server thumbprint” will be shown. Confirm that this matches:

d8 d5 a3 1a 1a 21 63 62 71 f5 d1 ac 6f 15 db 60 c4 23 dd d8 before clicking

on *Connect*. You should then be able to connect to eduroam.

Windows 7 devices.

If you receive a prompt when connecting, confirm that the details shown match the following:

Radius Server: **radius2.qmul.ac.uk** Root CA: **QMUL Root CA**

before clicking on *Connect*. You should then be able to connect to eduroam.

If you do not get a prompt but fail to authenticate, go to *Control Panel > Network and Sharing Center > Manage wireless networks*. Right-click on *eduroam* and select *Properties*. Select the *Security* tab then click on *Settings*. In the resulting window, uncheck *Validate server certificate*, then click *OK* and *OK*.

You should then be able to connect to eduroam.

Note: You are strongly advised to then run the appropriate eduroam Configuration Assistance Tool installer on your device from <https://cat.eduroam.org/> - see instructions at <http://www.its.qmul.ac.uk/support/self-help/networks/wifi/> for details. This will ensure your device is securely configured.

Apple iPhone and iPad.

You will receive a prompt – confirm that the details match the following:

Certificate name: **radius2.qmul.ac.uk**
Issued by: **QMUL eduroam intermediate CA** Expires: **02/05/2023, 12:03:00**

before clicking on *Trust*. You should then be able to connect to eduroam.

Mac OSX devices.

You will receive a prompt – confirm that the details match the following:

Certificate name: **radius2.qmul.ac.uk** Issued by: **QMUL eduroam intermediate CA**
Expires: **02/05/2023, 12:03:00**

before clicking on *Trust*. You should then be able to connect to eduroam.

Android devices.

It is expected that most devices will not get a prompt, but some may fail to authenticate. If this is the case, go to *Settings > Wi-Fi*, hold your finger down on *eduroam* then select *Modify network* when it appears. Under *CA certificate*, select (*unspecified*) from the drop-down list, then click *Save*. You should then be able to connect to eduroam.

Note: You are strongly advised to then run the appropriate eduroam CAT installer on your device from <https://cat.eduroam.org/> - see instructions at <http://www.its.qmul.ac.uk/support/self-help/networks/wifi/> for details. This will ensure your device is securely configured.

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If you are in any doubt about messages received when connecting to the eduroam Wi-Fi service, or have difficulty connecting to eduroam, please contact the IT Helpdesk on 020 7882 8888 or raise a ticket via servicedesk.qmul.ac.uk.