Visitor@Brunel

Troubleshooting Guide

Preamble

While we hope your customers are able to use Visitor@Brunel without any issues we appreciate that sometimes wireless can be a little unpredictable.

If you have any issues please follow the steps in this guide in the following order:

1. Ensure the customer has been granted access (either by the relevant process in KX or via the Visitor Admin portal)

2. Ensure you have waited five minutes because it can take up to five minutes for some types of accounts to be granted access

3. Ensure you are navigating directly to a webpage and not via a submitted form or search box if in doubt try to navigate manually to http://www.brunel.ac.uk

4. Ensure you are not navigating to a secure website (starting https) if in doubt try to navigate manually to http://www.brunel.ac.uk

5. Disconnect from Visitor@Brunel, forget the network and reconnect

6. Clear your browser cache

7. Ensure cookies are enabled in your browser

Note:

If your customers have a network username and password use Wifi@Brunel instead of Visitor@Brunel.

If your customers are from another educational institution they may have credentials for the eduroam network, advise customers to use this network instead of Visitor@Brunel.

There are some additional notes listed in the relevant chapters which are written for specific
devices / browsers.

Apple iPhone, iPod Touch or iPad

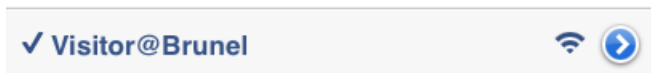## Disconnecting, Forgetting and Reconnecting to Visitor@Brunel

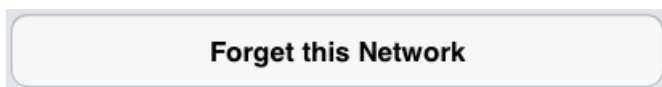1. Select **Settings** from the Home Screen

2. Select **Wi-Fi** from the menu (this will be on the left on an iPad)

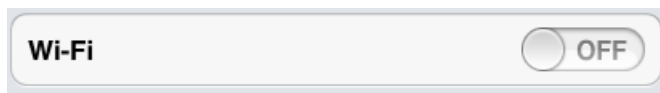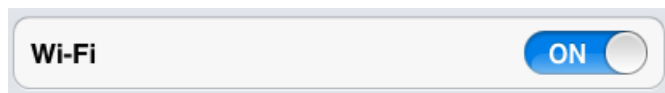3. Select th next to Visitor@Brunel
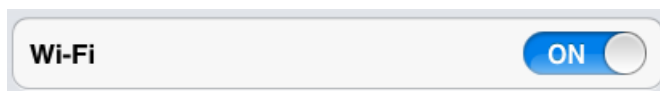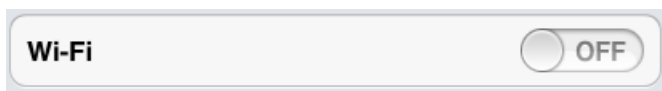

4. Select **Forget this Network**

5. Click **Wi-Fi Networks** at the top of the screen

6. Slide **Wi-Fi** to **OFF**

7. Slide **Wi-Fi** back to **ON**

Visitor@Brunel
Troubleshooting
Guide

Clearing Browser Cache

1. Select **Settings** from the Home Screen

2. Select **Safari** from the menu (this will be on the left on an iPad)

3. Select **Clear Cookies and Data** (please note this may also clear saved passwords etc)

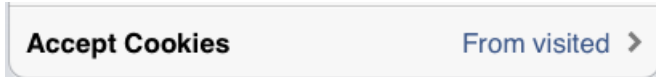4. Select **Clear**

Enabling Cookies

1. Select **Settings** from the Home Screen
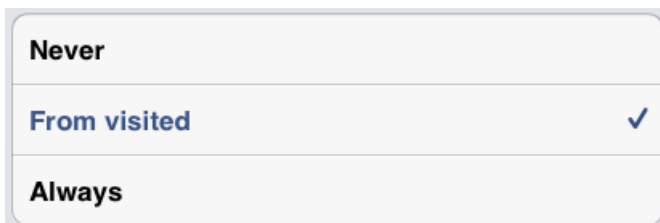

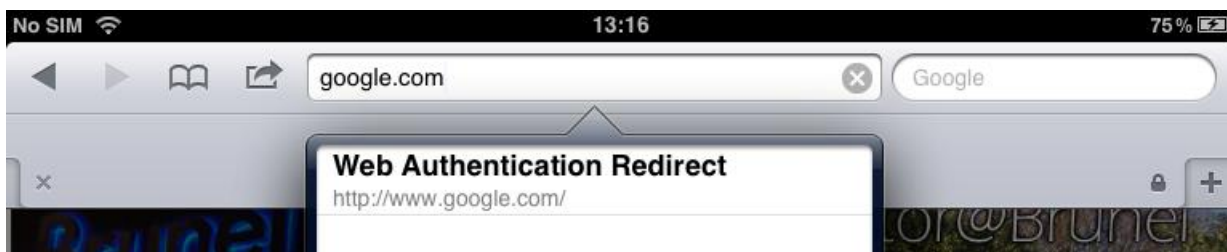2. Select **Safari** from the menu (this will be on the left on an iPad)

3. Select **Accept Cookies**

4. Ensure **Accept Cookies** is set to **From visited** or **Always**
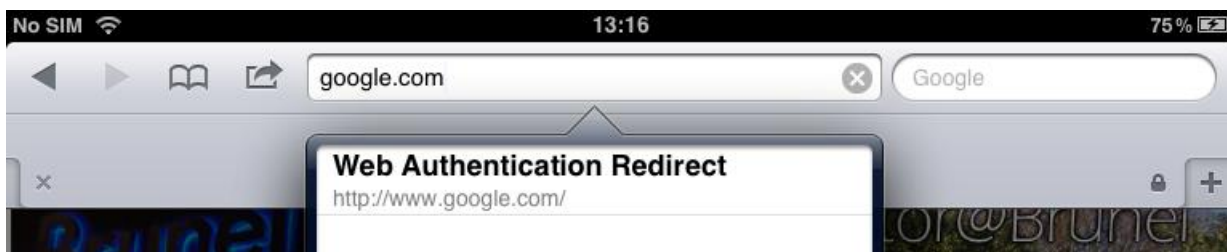
Navigating Directly to a Website

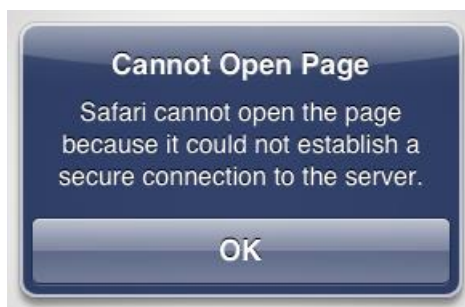Ensure you type a URL in the address bar that does not include a question mark.

⊘http://www.google.com
⊘http://www.brunel.ac.uk/about
⊘http://www.test.com/page.aspx
⊗http://www.google.com/search.aspx?query=test

Do not use the search box as this will result in a blank page

SSL Errors

Ensure you are visiting a non-secure website (starting http)

✅http://www.google.com
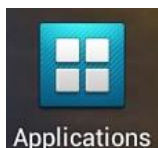❌https://www.google.com

Android Phone or Tablet

Disconnecting, Forgetting and Reconnecting to Visitor@Brunel

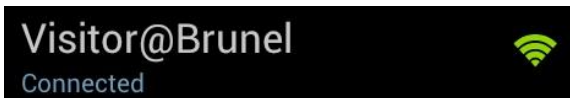1.   Select **Applications** from the Home Screen

2.   Select **Settings** from the Apps screen

3.   Select **Wi-Fi** from the menu

4.   Select the **Visitor@Brunel** network

5.   Select **Forget** (This may be below information about the network)
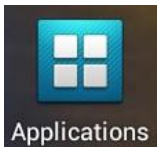

6.   Slide **Wi-Fi** to **OFF**

7.   Slide **Wi-Fi** back to **ON**

Clearing Browser Cache

1. Select **Applications** from the Home Screen

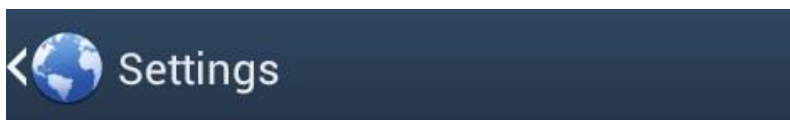2. Select **Internet** from the Apps screen

3. Press your phone's menu button (this will bring up your browser options)

4. Select **Settings** (You may need to scroll down to the bottom of the menu)

5. This will take you to the Browser setting

6. Select **Privacy & Security**

7. Select **Clear Cache**

Enabling Cookies

1. Select **Applications** from the Home Screen

2. Select **Internet** from the Apps screen

3. Press your phone's menu button (this will bring up your browser options)

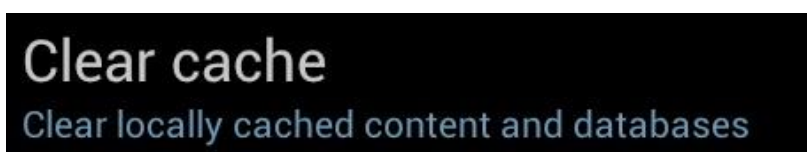4. Select **Settings** (You may need to scroll down to the bottom of the menu)

5. This will take you to the Browser setting
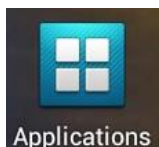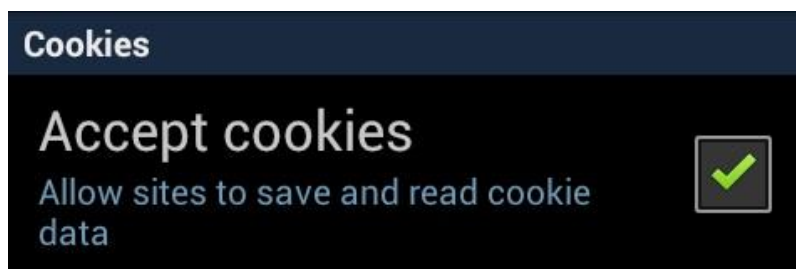

6. Select **Privacy & Security**

7. Select **Accept Cookies**

Navigating Directly to a Website

Ensure you type a URL in the address bar that does not include a question mark.

http://www.google.com
http://www.brunel.ac.uk/about
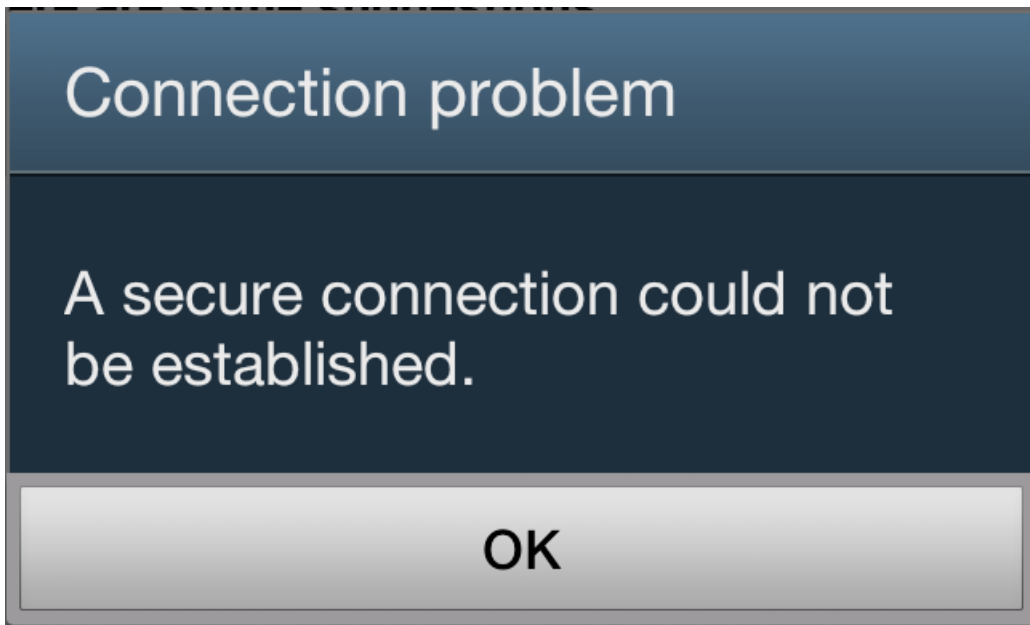http://www.test.com/page.aspx
http://www.google.com/search.aspx?query=test

Do not use the search box as this will result in a blank page

SSL Errors

Ensure you are visiting a non-secure website (starting http)

✔ http://www.google.com
✘ https://www.google.com

Connection problem

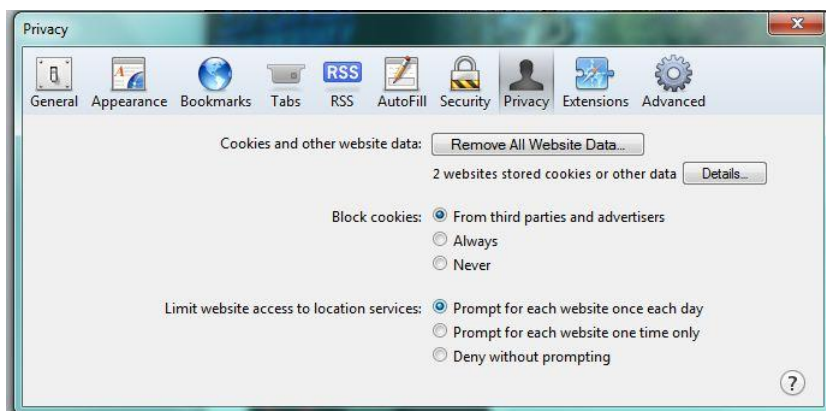A secure connection could not be established.
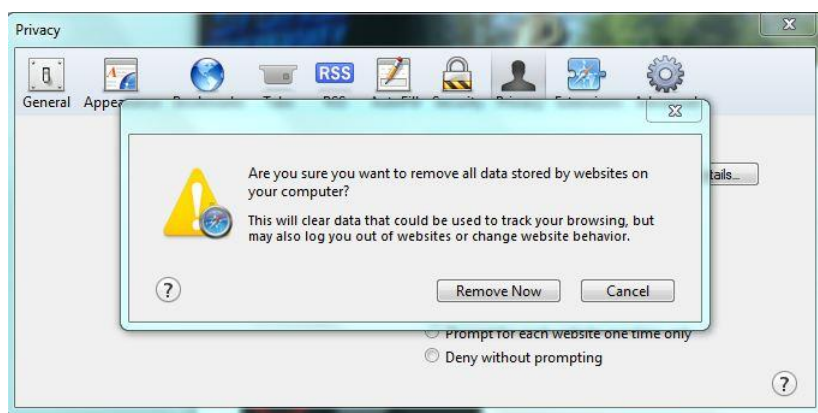
OK

Apple Macintosh Laptop

Clearing Browser Cache in Apple Safari

1.   From the **Safari** menu select **Preferences**

2.   Select the **Privacy** Tab

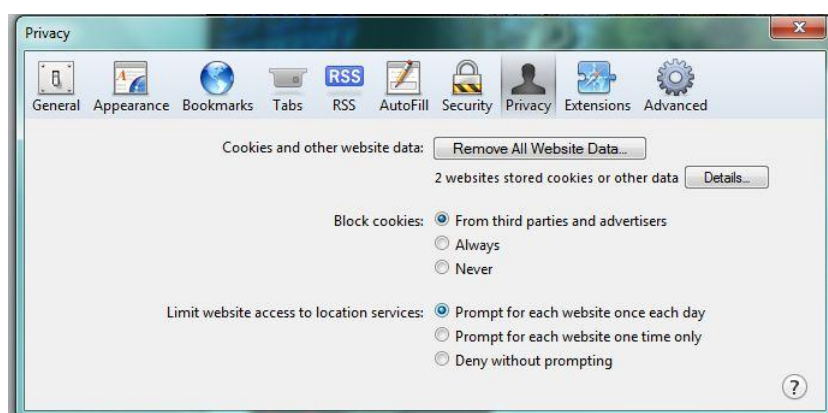3.   Click on **Remove All Website Data**
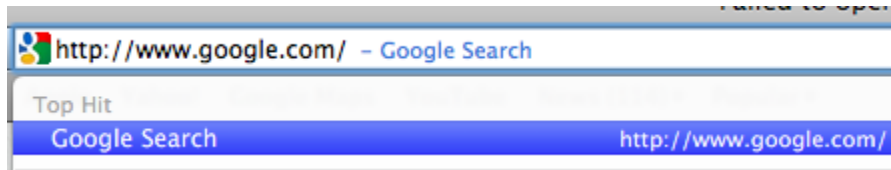

4.   Click on **Remove Now**

Enabling Cookies in Apple Safari

1. From the **Safari** menu select **Preferences**

2. Select the **Privacy** Tab

3. Next to **Block cookies,** check **From third parties and advertisers**
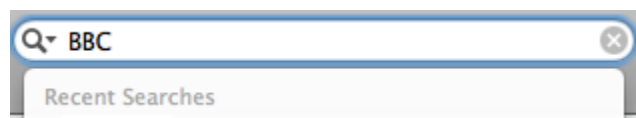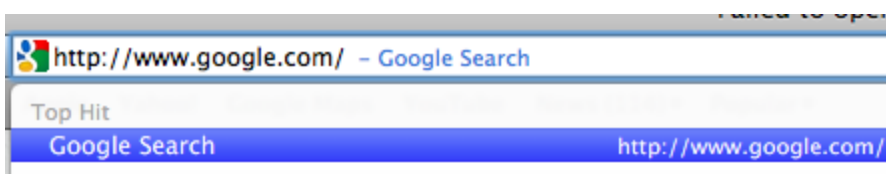
Navigating Directly to a Website (Apple Safari)

Ensure you type a URL in the address bar that does not include a question mark.

✅http://www.google.com
✅http://www.brunel.ac.uk/about
✅http://www.test.com/page.aspx
❌http://www.google.com/search.aspx?query=test

❌Do not use the search box as this will result in a blank page

SSL Errors (Apple Safari)

Ensure you are visiting a non-secure website (starting http)

http://www.google.com
https://www.google.com

Safari can't open the page. ⑦

Safari can't open the page "https://connect.brunel.ac.uk/" because Safari can't establish a secure connection to the server "connect.brunel.ac.uk".
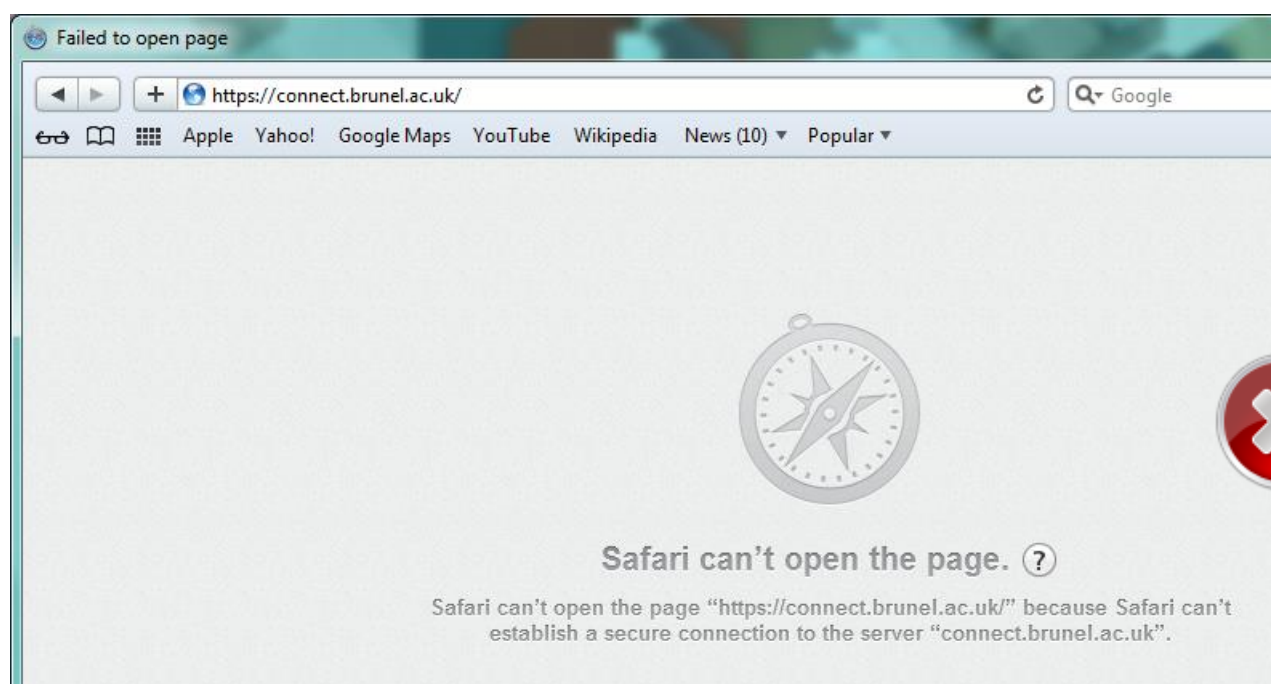
Removing a Static IP Address

1. Go to **System Preferences**

2. Select the **Internet & Wireless**

3. Select **Network**

4. Select **Airport** from the right

5. Click **Advanced...**

6. Select the **TCP/IP** tab

7. Select **Using DHCP** from the drop-down menu

8. Click **OK**

9. Click **Apply**
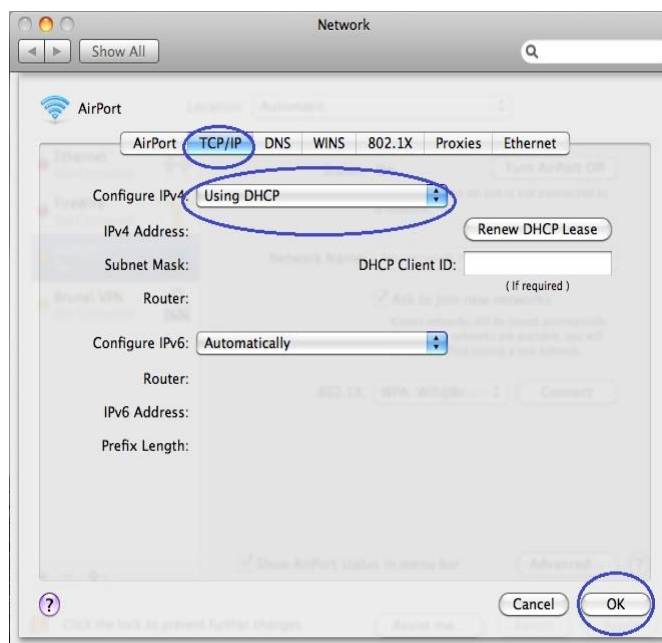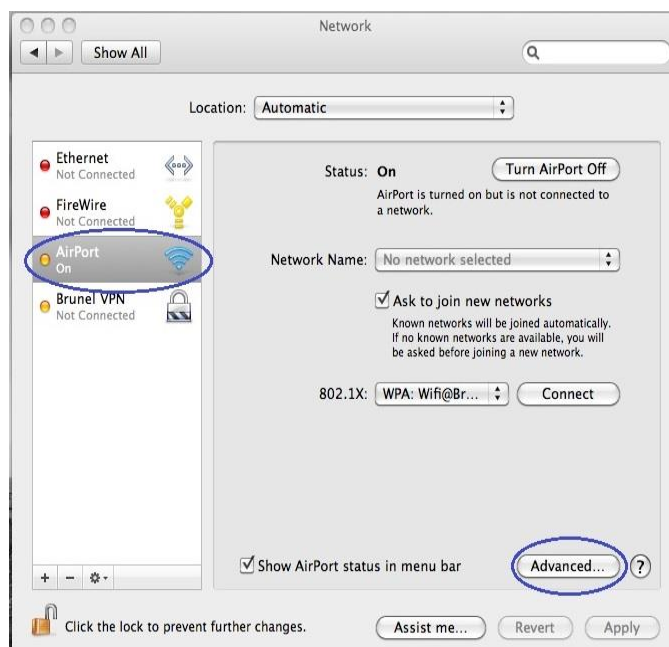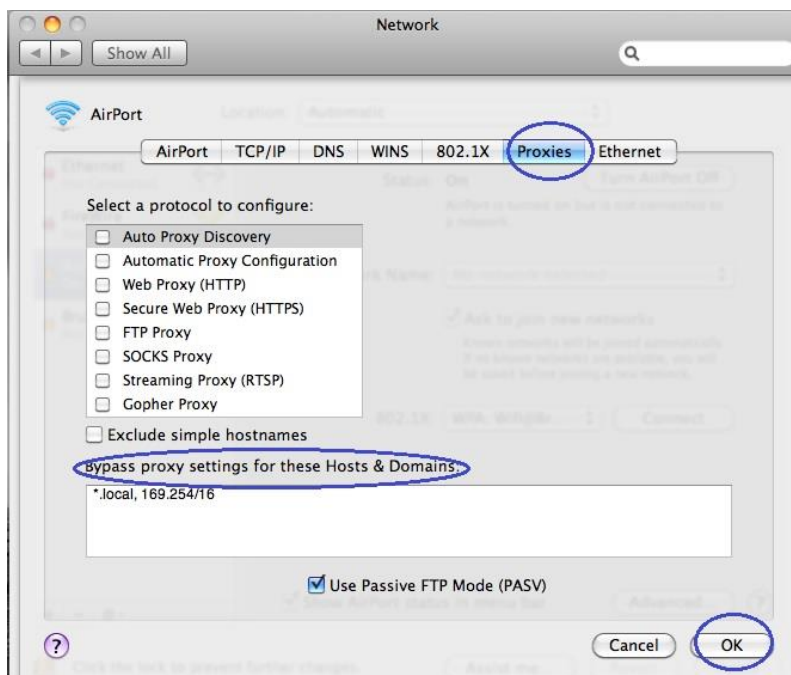
Removing Proxy Settings

1. Go to **System Preferences**

2. Select the **Internet & Wireless**

3. Select **Network**

4. Select **Airport** from the right

5. Click **Advanced...**

6. Select the **Proxies** tab

7. Ensure the **Bypass Proxy Settings for these Hosts & Domains** is blank
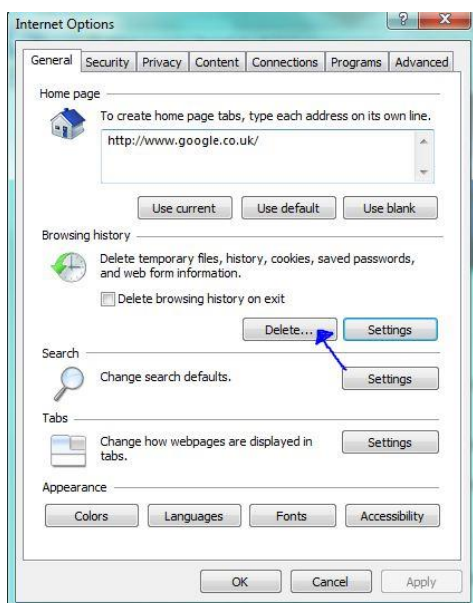
8. Click **OK**

9. Click **Apply**

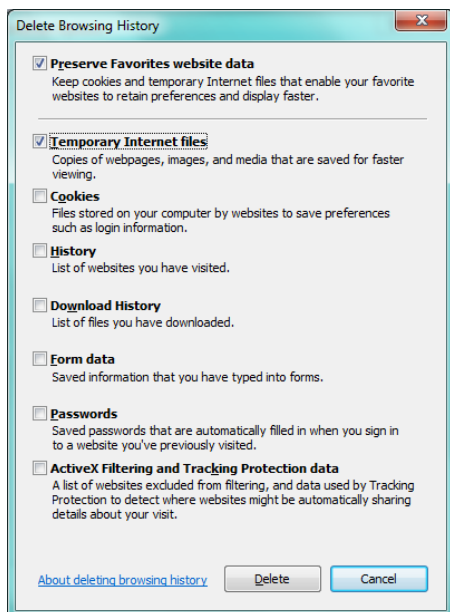# Windows Vista/7 Laptop

Clearing Browser Cache in Internet Explorer

1. From the ⚙ menu select **Tools**

2. Select **Internet Options**
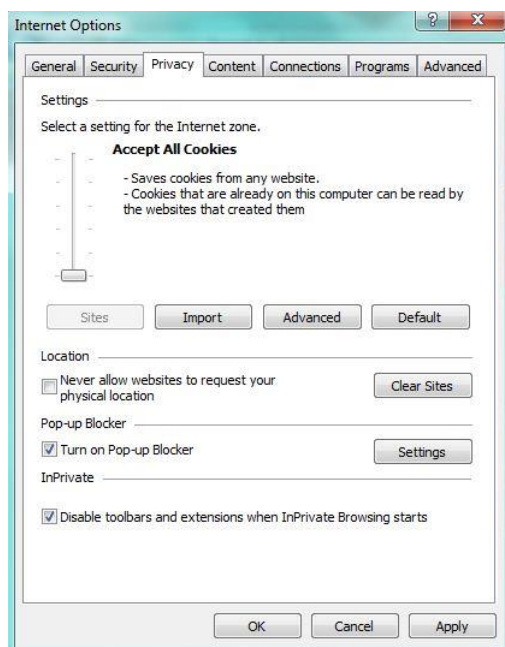
3. Click the **Delete...** button

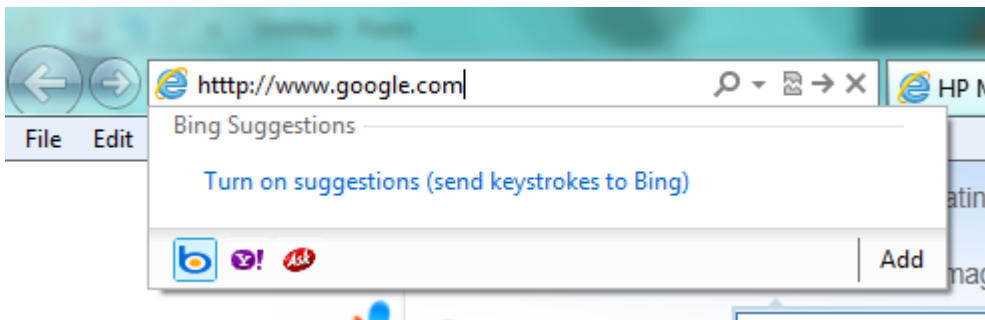4. Check **Temporary Internet Files**

Enabling Cookies in Internet Explorer

1. From the ⚙ menu select **Tools**

2. Select **Internet Options**

3. Select the **Privacy** tab

4. Ensure your cookie settings is set to **Accept All Cookies**

Navigating Directly to a Website (Internet Explorer)

Ensure you type a URL in the address bar that does not include a question mark.

- ✓ http://www.google.com
- ✓ http://www.brunel.ac.uk/about
- ✓ http://www.test.com/page.aspx
- ✗ http://www.google.com/search.aspx?query=test
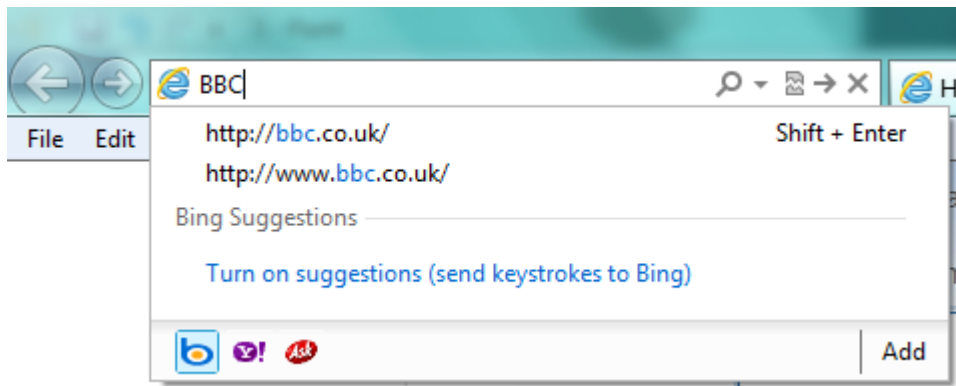
✗ Do not use the search box as this will result in a blank page

SSL Errors (Internet Explorer)
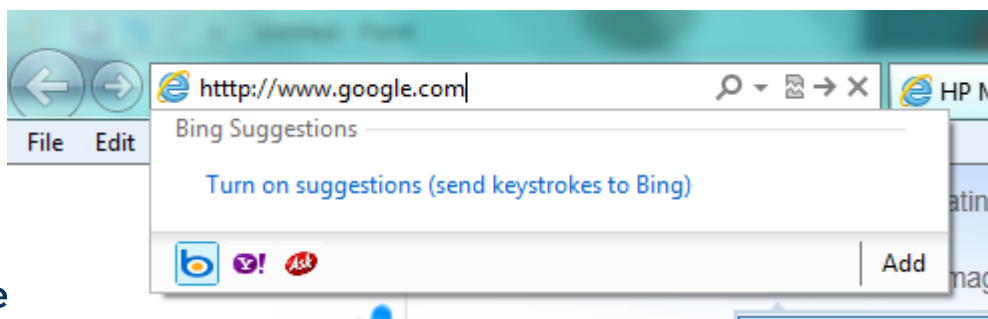
Ensure

http://www.google.com
https://www.google.com
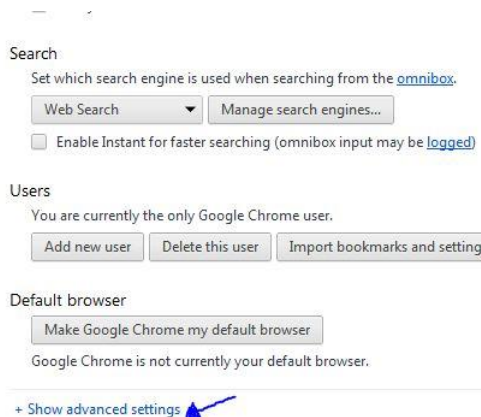
Clearing Browser Cache in Google Chrome

1. From the 🔧 menu select the **Tools** option, then select **Settings**

2. Click **Show advanced settings**

Search
Set which search engine is used when searching from the omnibox.
Web Search ▼   Manage search engines...
☐ Enable Instant for faster searching (omnibox input may be logged)

Users
You are currently the only Google Chrome user.
Add new user   Delete this user   Import bookmarks and setting

Default browser
Make Google Chrome my default browser
Google Chrome is not currently your default browser.

+ Show advanced settings

3. Click **Clear Browsing Data**

Help

Default browser
Make Google Chrome my default browser
Google Chrome is not currently your default browser.

Privacy
Content settings...   Clear browsing data...
Google Chrome may use web services to improve your browsing experience. You may option
services. Learn more
☑ Use a web service to help resolve navigation errors
☑ Use a prediction service to help complete searches and URLs typed in the address bar
☑ Predict network actions to improve page load performance
☑ Enable phishing and malware protection
☐ Use a web service to help resolve spelling errors
☐ Automatically send usage statistics and crash reports to Google

4. Check **Empty the cache** then click **Clear browsing data**

Clear browsing data   ✕

Obliterate the following items from: the beginning of time ▼

☐ Clear browsing history
☐ Clear download history
☑ Empty the cache
☐ Delete cookies and other site and plug-in data
☐ Clear saved passwords
☐ Clear saved Auto-fill form data

Clear browsing data   Cancel

Enabling cookies for Google Chrome

1.   From the 🔧 menu select the **Tools** option, then select **Settings**

2.   Click **Show advanced settings**

Search
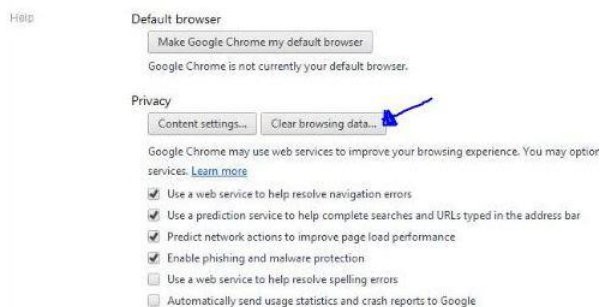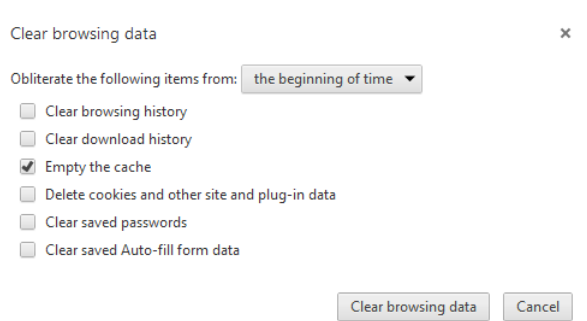Set which search engine is used when searching from the omnibox.
Web Search ▼   Manage search engines...
☐ Enable Instant for faster searching (omnibox input may be logged)

Users
You are currently the only Google Chrome user.
Add new user   Delete this user   Import bookmarks and setting

Default browser
Make Google Chrome my default browser
Google Chrome is not currently your default browser.

+ Show advanced settings

3.   Click **Content settings...**

Privacy
Content settings...   Clear browsing data...
Google Chrome may use web services to improve your browsing experience. You may optionally
services. Learn more
☑ Use a web service to help resolve navigation errors
☑ Use a prediction service to help complete searches and URLs typed in the address bar
☑ Predict network actions to improve page load performance
☑ Enable phishing and malware protection
☐ Use a web service to help resolve spelling errors
☐ Automatically send usage statistics and crash reports to Google

4.   Ensure **Allow local data to be set (recommended)** is selected under **Cookies**

Content Settings ...

Cookies
◉ Allow local data to be set (recommended)
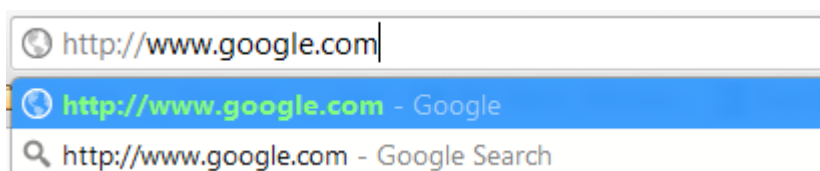◯ Allow local data to be set for the current session only
◯ Block sites from setting any data
☐ Block third-party cookies and site data
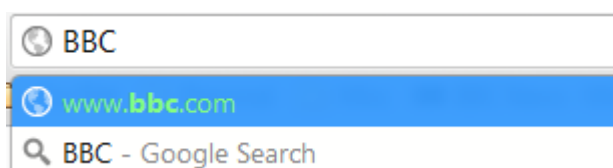☐ Clear cookies and other site and plug-in data when I close my browser
Manage exceptions...   All cookies and site data...

Navigating Directly to a Website (Google Chrome)

Ensure you type a URL in the address bar that does not include a question mark.

✔ http://www.google.com
✔ http://www.brunel.ac.uk/about
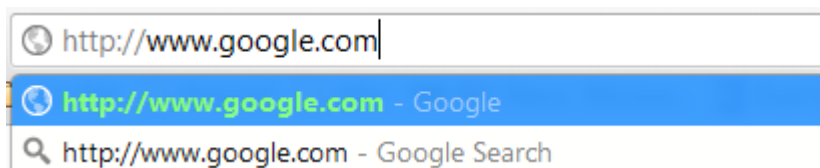✔ http://www.test.com/page.aspx
✘ http://www.google.com/search.aspx?query=test

✘ Do not use the search box as this will result in a blank page

SSL Errors (Google Chrome)

Ensure you are visiting a non-secure website (starting http)

http://www.google.com
https://www.google.com

Visitor@Brunel
Troubleshooting
Guide

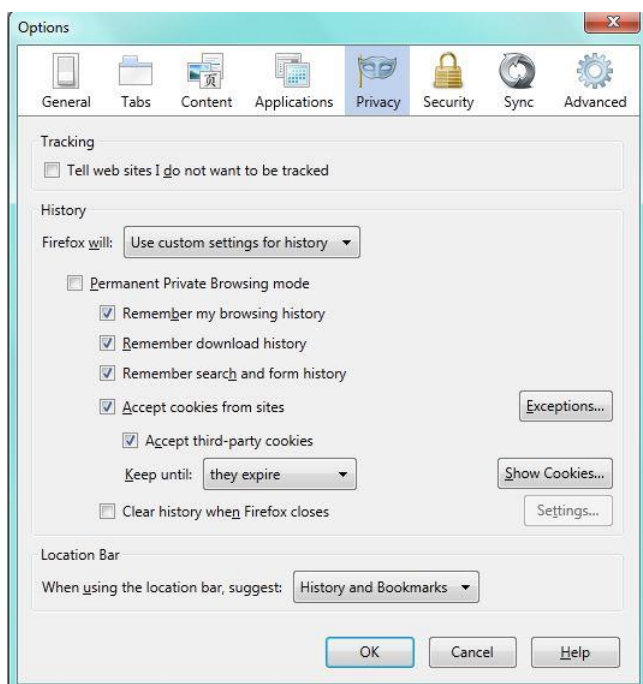## Clearing Browser Cache in Mozilla Firefox

1. From the **Firefox ▼** menu select **Options**

2. Click the **Advanced** page

3. Select the **Network** tab

4. Click **Clear Now**
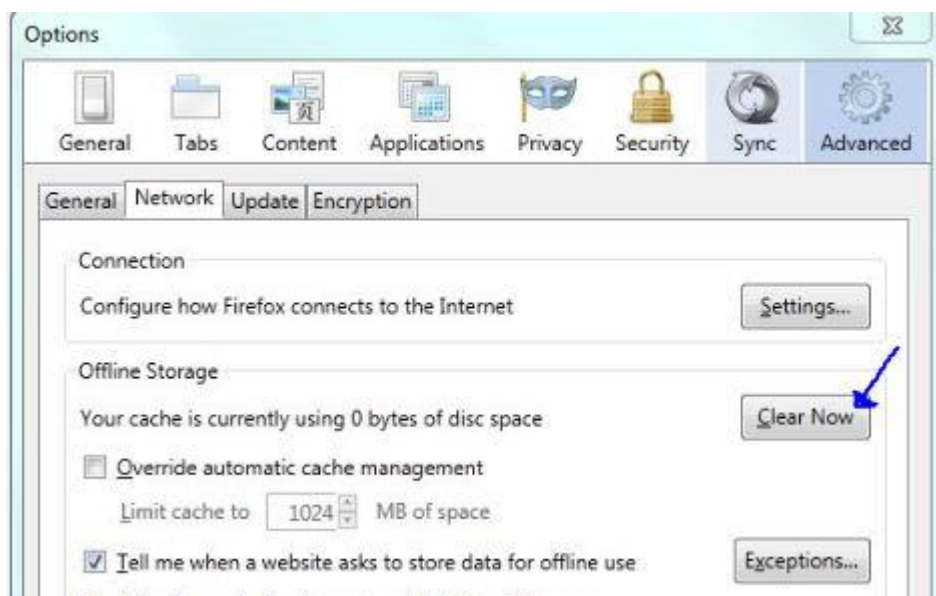
Enabling Cookies in Mozilla Firefox

1. From the Firefox ▾ menu select **Options**

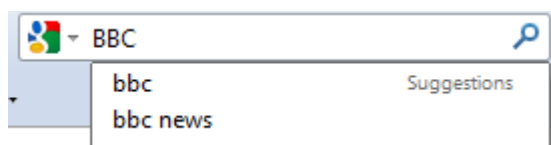2. Click the **Privacy** page

3. Check **Accept cookies from sites**

Navigating Directly to a Website (Mozilla Firefox)

Ensure you type a URL in the address bar that does not include a question mark.

✅http://www.google.com
✅http://www.brunel.ac.uk/about
✅http://www.test.com/page.aspx
❌http://www.google.com/search.aspx?query=test

❌Do not use the search box as this will result in a blank page

SSL Errors (Mozilla Firefox)

http://www.google.com

firefox
www.google.com/firefox?client=firefox-a&rls=org.mozilla:en-GB:official

Ensure you are visiting a non-secure website (starting http)

http://www.google.com
https://www.google.com

The connection was interrupted

The connection to connect.brunel.ac.uk was interrupted while the page was loading.

- The site could be temporarily unavailable or too busy. Try again in a few moments.
- If you are unable to load any pages, check your computer's network connection.
- If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web.
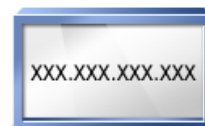
Try Again

Removing a Static IP Address

1.   Go to Start -> Control Panel

2.   Select the Network & Sharing Center

3.   Select Change Adapter Settings from the right

4.   Right click on Wireless Network Connection

5.   Select Properties

6.   Select Internet Protocol Version 4 (TCP/IPv4)

7.   Select Properties

Visitor@Brunel
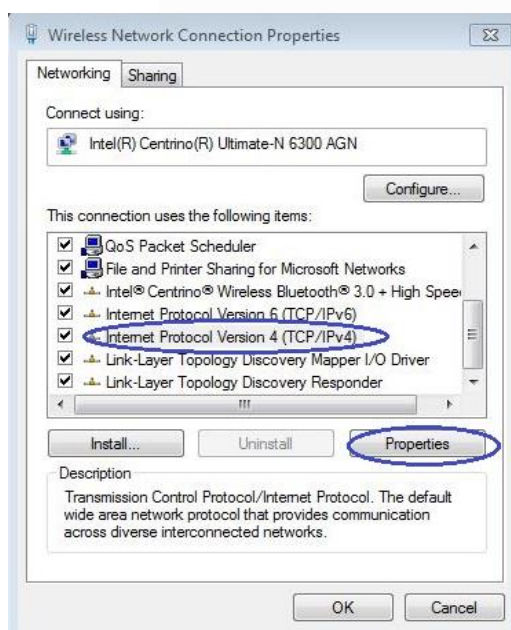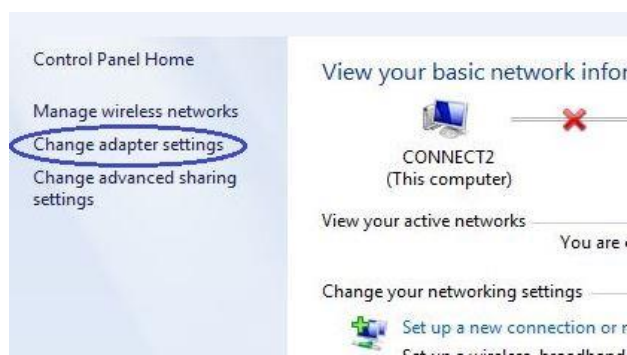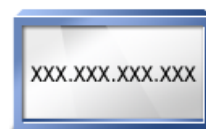
Removing a Static IP Address [continued]

8. Ensure **Obtain and IP address automatically** is selected

9. Ensure **Obtain DNS server address automatically** is selected

10. Click **OK**

11. Click **OK**
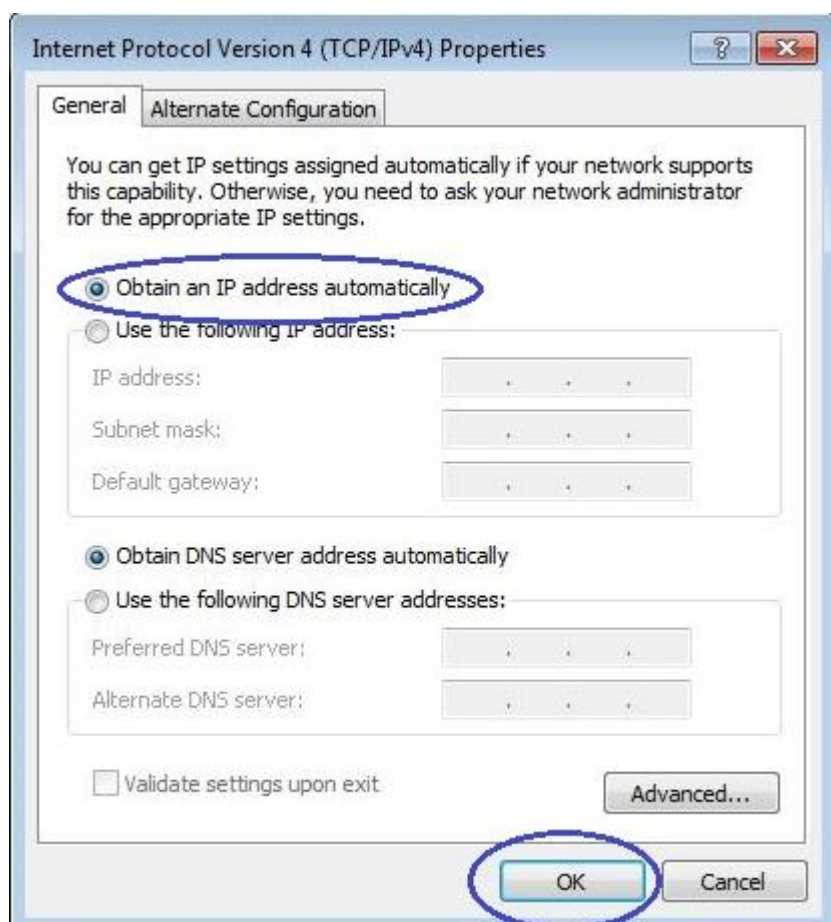
Removing Proxy Settings

1. Open **Internet Explorer**

2. From the ⚙ menu select **Internet Options**

3. Select the **Connections** tab

4. Click **LAN settings**

5. Ensure **Use a proxy server for your LAN** is unticked