



CONNECTING TO  
UIUCNET  
WIRELESS  
THROUGH THE  
VPN SERVER

### Checklist

To use UIUCnet Wireless through the VPN server, you will need:

- Your Network ID (NetID) and NetID password
- Wireless networking card (802.11b compatible)
- Connection to UIUCnet Wireless with a “good” or “excellent” signal strength
- Virtual Private Network (VPN) client software and
- VPN wireless profile

### Get VPN software

The VPN client software and wireless profile can be downloaded from:

<http://wireless.uiuc.edu/>  
(from UIUCnet Wireless)

or

<http://www.cites.uiuc.edu/vpn/download-install.html>  
(from any other network)

The software and profiles are available for no charge for these operating systems:

- Windows 98 or later
- Macintosh OS X
- Linux
- Solaris

If your operating system is not listed here, go to a wired network location and visit <http://www.cites.uiuc.edu/vpn/download-install.html> for more options.

### Quick install and start

After you have downloaded the VPN installer and standard profiles from <http://wireless.uiuc.edu/> (or from <http://www.cites.uiuc.edu/vpn/download-install.html> over a wired connection):

- 1 Uncompress the VPN installer.
- 2 Run the VPN installer:  
**Win/Mac:** Double-click the installation icon.  
**Linux:** `cd vpnclient; ./vpn_install`  
**Solaris:** `pkgadd -d . vpnclient`  
(On Win/Mac, reboot after installing.)
- 3 Start the VPN software and import the wireless profile you downloaded.
- 4 Win/Mac: Click the Connect button.
- 5 When prompted, enter your NetID and NetID password.

You should now be connected!

### FAQ and quick troubleshooting

Turn this page over. Many of the most frequently asked questions are answered on the back!

### Need help?

For more help contact the CITES Help Desk.

- Phone 217-244-7000
- Email [consult@uiuc.edu](mailto:consult@uiuc.edu)
- Walk in at 1211 DCL, 1304 W. Springfield, Urbana (from 8:30 a.m. to 5 p.m.)

Please call in advance to make an appointment, and allow *at least 30* minutes of time for the diagnosis and troubleshooting process.

Wireless web site: <http://wireless.uiuc.edu/>



WIRELESS  
QUICK FAQs

**What is UIUCnet Wireless?**

UIUCnet Wireless is a wireless network accessible in several campus buildings.

For a complete list of locations, go to <http://www.cites.uiuc.edu/wireless/locations.html>

**What kinds of computing devices can be used on the wireless network?**

- Laptops
- Handheld computers with Windows CE or Palm OS

**What kind of wireless card do I need?**

You need a wireless network card that is compatible with the 802.11b wireless standard. An easy rule of thumb is to be sure to purchase a Wi-Fi certified wireless card.

**Do I need special software?**

Yes, you need encryption software called Virtual Private Network (VPN).

- For Windows, Solaris, Linux, or Mac OS X, you can download the VPN software at no charge from <http://wireless.uiuc.edu/>
- For handheld computers or Mac pre-OS X, you need to purchase a third-party VPN client (for more information, visit <http://www.cites.uiuc.edu/vpn/download-install.html>).

**How do I get the VPN software if I can't connect?**

Try to connect to <http://wireless.uiuc.edu/> (on the UIUCnet Wireless network).

If you can't connect to that server at the moment, you can also:

- Go to a wired network connection and visit <http://www.cites.uiuc.edu/vpn/download-install.html>
- Go to the CITES Help Desk.

**What is my login and password?**

Use your NetID and NetID password (also used for dialup, Illinois Compass, site-licensed software, and more).

**If I have a virus, can I still use UIUCnet Wireless?**

No. You should contact the CITES Help Desk for assistance with removing the virus from your computer.

**I can't get to UIUCnet Wireless.**

Try this quick checklist:

Does your network connection indicate that it has a "good" or "excellent" signal strength?  
If not, try moving to a different spot.

Does your network card indicate that it's connecting with the UIUCnet Wireless network?  
If not, try selecting UIUCnet from the list of available networks in your card's software. (This is sometimes called a SSID, ESSID, or Net Name.)

Can you connect to <http://wireless.uiuc.edu/>?  
If not, check that your network card is configured to get its IP address from a DHCP server.

**I'm on UIUCnet Wireless but I can't go to the Internet.**

Try this quick checklist:

Did your laptop or network card hibernate since you first connected to the VPN?  
If so, disconnect and try connecting again.

Is the VPN software giving any error messages?  
If so, contact the CITES Help Desk.

**Want more info?**

Contact information for the CITES Help Desk is available on the other side.