



Oakland University

University Technology Services

More documentation and announcements can be found on the UTS Website at www.oakland.edu/uts

Topic: Wireless Access

Audience: Students

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GRIZZNET Frequently Asked Questions (FAQs)

This document contains information on how to connect to the wireless network at Oakland University. If you have any further questions, please contact the UTS Helpdesk at (248)-370-4357.

- **What is GRIZZNET?** GRIZZNET is a wireless network available in key public locations on campus.
- **What kind of hardware do I need in order to use GRIZZNET?** In order to use GRIZZNET, you will need a wireless network card which is **802.11b** compatible. Most cards sold today work with 802.11b and are clearly marked so on the product packaging.
- **Who can use GRIZZNET?** All currently enrolled students, as well as active staff and faculty members, are allowed to use GRIZZNET in the Oakland Center, Kresge Library, and Dodge Hall of Engineering. Students living in university housing are able to access their wireless network in the residence halls.
- **Which wireless network cards do you recommend** Although any 802.11b network card should function correctly on GRIZZNET, we have tested wireless cards from Intel, Proxim and Apple.
- **Where do I go if I need help with my wireless network card?** The UTS Helpdesk, located at 202 KL of Engineering, can help you if you have problems installing or using your wireless network card.
- **Where is GRIZZNET available on campus?** Oakland University offers wireless network services in the residence halls, as well as select areas in the Oakland Center, Kresge Library and Dodge Hall of Engineering.
For complete list of locations see Wireless map: http://www2.oakland.edu/uts/files/Wireless_Map.jpg
We are in the process of creating signs which will be posted notifying students of wireless network availability. Please note that the wireless network is a work-in-progress; watch for availability signs to locate an active wireless connection.

For further help, please email helpdesk@oakland.edu or call (248) 370-4357.

- **How do I start using GRIZZNET?** Depending on your wireless network card's settings, you may have automatically joined the wireless network. If not, check to see which **SSID** you are connected to. You can do this by opening up the configuration utility that came with your wireless network card.
 - If you are in the residence halls, your SSID should be *grizzlies*.
 - If you are elsewhere on campus, your SSID should be *GrizzNet*
 Once connected, open up a web browser. You will be redirected to a login page, as shown on the right. Enter your NetID Username and Password in the boxes, and click *Continue* to log on to GRIZZNET.
- **What do I do if I start experiencing problems on GRIZZNET?** First, check to see which **SSID** you are connected to. The SSID is the local name of the network you are on. If you are in the residence halls, your SSID should be *grizzlies*. If you are elsewhere on campus, your SSID should be *GrizzNet*. You can check your SSID by looking at the configuration utility that came with your network card. Additionally, make sure you have opened up a web browser and logged on to GRIZZNET, as described above. If you continue to experience problems, please contact the UTS Helpdesk for additional troubleshooting.
- **Can I go between buildings on campus and remain on the wireless network?** While GRIZZNET is available in several buildings, you will have to re-authenticate yourself if you roam between buildings.
- **Does GRIZZNET support encryption?** Wireless Encryption (WEP) is not turned on for the OU Wireless Network for several reasons. WEP encryption is easily broken, and decreases the amount of bandwidth available for people to use.
- **How private is the information I send and receive on GRIZZNET?** Wireless networks in their nature are not overly secure. There are applications which can “sniff” wireless networks, reading data which may be destined for other computers. As such, you should always be aware that any data you send or transmit, such as Instant Messages or web pages, may possibly be intercepted by people around you.
- **Does GRIZZNET work on iPhones/iTouches?** New iPhones/iTouches can connect to wireless but doesn't work when selecting 'GRIZZNET' from the list of wireless connections. Every time you wish to connect to the wireless on campus, you must go to 'OTHER' and manually type in GRIZZNET in the NAME field and select NONE in the SECURITY field. From there, the connection to 'GRIZZNET' should connect immediately.