## Resolving Certificate Issue with Mac OS X Connection to PACE-WIRELESS

Introduction

This document contains instructions on how to resolve a certificate issue with Mac OS X connection to PACE-WIRELESS, which is causing some devices to drop their wireless connection intermittently.

- click **Finder** icon in the dock
- click **Go** on menu at top of window and select **Utilities**
- double click on **Keychain Access** icon
- select **login** in the upper left-hand corner
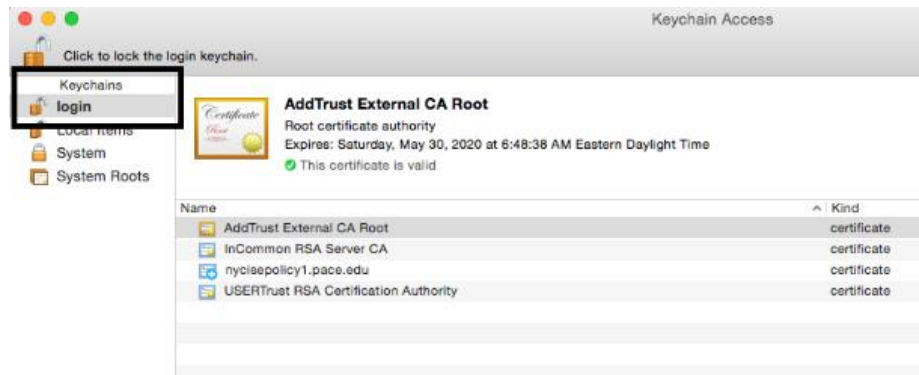
- right-click and delete all of the following listed certificates:
  - InCommon RSA Server CA
  - USERTrust RSA Certificate Authority
  - **N**ycisepolicy1.pace.edu
  - Nycise.pace.edu
  - Briarisepolicy1.pace.edu
  - Briarse.pace.edu

  Note: Only the above certificates and no others listed should be deleted.
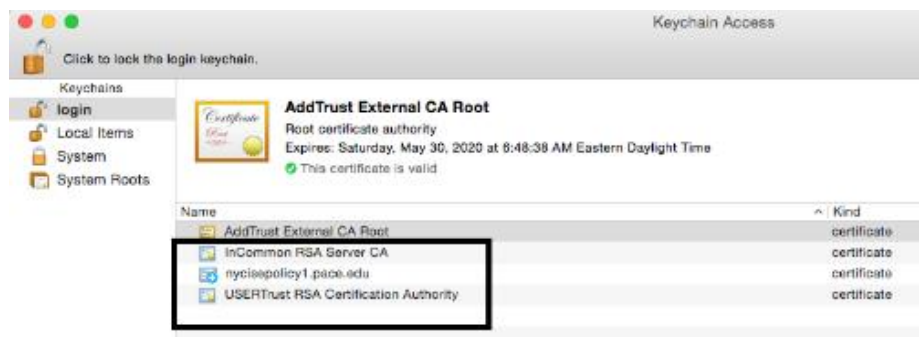
Note: You may receive multiple prompts to enter your Mac's computer login User Name and Password after deleting the above certificates.

- click **Keychain Access** from Menu bar
- click **Quit Keychain Access**
- click **System Preferences** from **Apple Menu**
- click **Profiles**
- highlight **Suplicant_Provision** under **User Profiles**
- click **minus sign (-)** at the lower-left to remove profile

The message "Are you sure you want to remove the profile "Suplicant_Provision" displays:

- click **Remove**

If you are asked to enter your password, type the password you use to make system changes to your computer, not your Pace credentials, and then click OK.
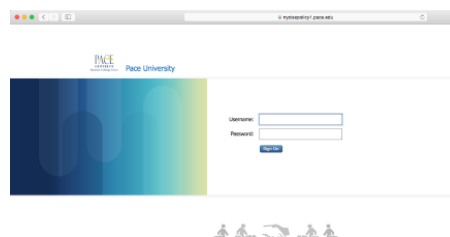
- if prompted, type *your Mac's computer login password* and click **OK**
- close **Systems Preferences** window
- reboot your Mac
- click **Wi-F**i icon on the upper right-hand corner
- click **PACE-OPEN**
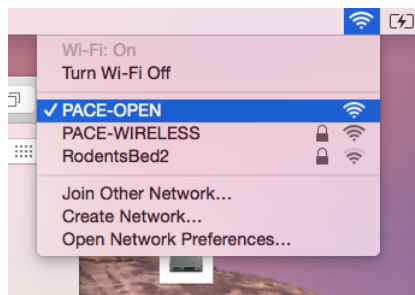
- launch *Safari Web Browser* and visit any Website other than Google (e.g., http://www.cnn.com)
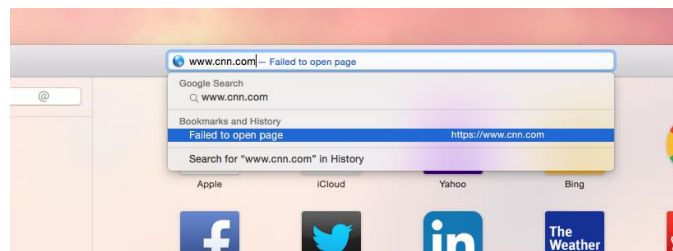
You will be redirected to the Pace wireless network login screen.

- type *your MyPace username and password* in fields provided
- click **sign on**

The Self-Provisioning Portal window will display.

- MAC address of your device will populate in **Device ID** field
- type *description for your device* in **description field**
- click **register**

- click **Download Cisco Network Setup assistant**

**Note: The Cisco Network Setup Assistant will be automatically downloaded onto your computer.
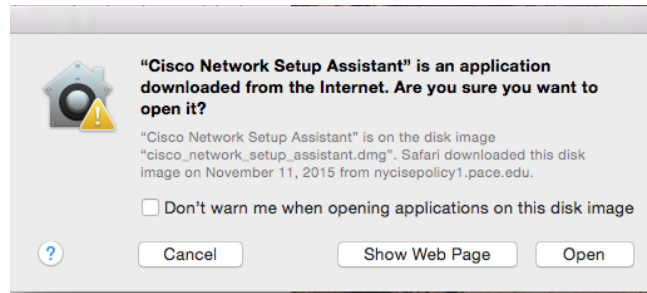Running this program will load the necessary security settings.**

- go to downloads folder in the Dock and double-click **Cisco Network Setup Assistant**

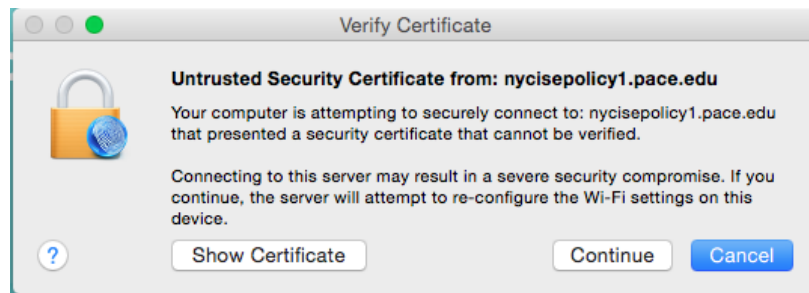*The Cisco Network Setup Assistant window displays:*

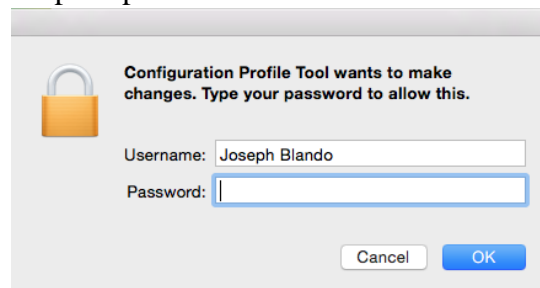- double click **Cisco Network Setup Assistant**

- click **Open** when prompted
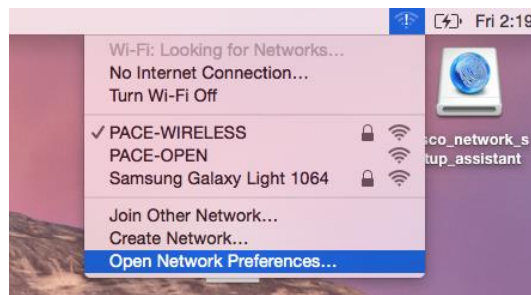

- click **Start**

- click **Continue** when prompted

- type *your Mac's Computers login password*
- click **OK**

Note: You may receive multiple prompts to enter your Mac's User Name and Password.

The Cisco Network Setup Assistant Window will display a green check when finished:
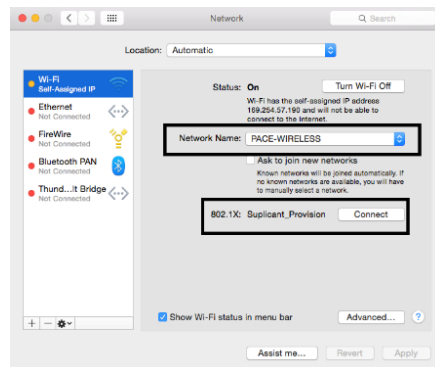
- click **exit**
- click **Wi-Fi** icon on the upper right hand corner


- click **Open Network Preferences**

The Network window displays.

- select **PACE-WIRELESS** from **Network Name** drop down

Note: **If you have an older version of MAC OSX below Yosemite, once PACE WIRELESS is selected, you will receive a prompt to enter your MyPace Portal username and password. Once you have supplied your Pace Credential you should automatically be connected to the wireless. The setup for PACE WIRELESS is completed. Do not continue with the instructions in the remainder of document.**

- click **connect** next to **802.1x: Supplicant_Provision**
- type your *MyPace Portal username and password*
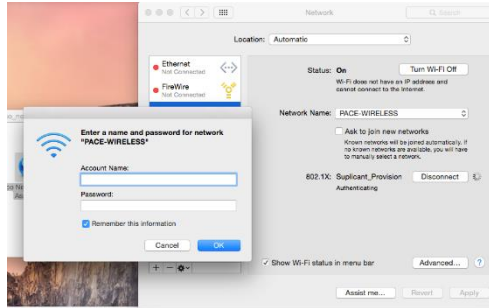
- click **OK**

You are now connected to Pace-Wireless.
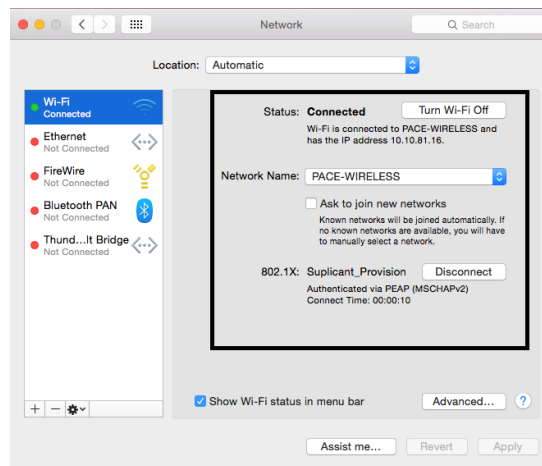
Have Inquiries? Contact the ITS Help Desk
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