Wireless Troubleshooting

Probably the most exciting feature of the new CBE wireless network is the ability to connect your personal devices to the **CBE My Devices** wireless network. The purpose of this article is to provide potential solutions for any issues you might encounter when connecting to or using this service.

Terminology:
- **CBE Get Connected** - This wireless site is used to connect as a guest or to obtain a Device Key for your personal devices.
- **CBE My Device** - This is the network you select to connect your personal devices. The name is followed by the current school year.
- **Device Key** - This is a 20 character code that you enter to connect to the CBE My Devices network.
- **Captive Web Portal** (CWP) – This is the web page you are redirected to when you select the CBE Get Connected wireless network.

Before proceeding with any of the solutions below make note of the following items:
- If you have **previously** connected to CBE Get Connected or CBE My Devices, start by "forgetting" or removing these connections using the Settings area on your device.

If, during any of the processes below, you request a new Device Key, you will need to apply this new key on any devices that you previously registered on **CBE My Devices.** This is necessary because any time you ask for a new key all your previous keys are de-authorized. If you are going to register multiple devices, write down the key and then use this **same** key on all your personal devices.

- Your mobile phone or laptop does not automatically redirect to the CWP after you select CBE Get Connected.
- (MacOS 10.11 or later): After the you select CBE Get Connected a window opens that looks like Safari but the menus do not change to reflect this.
- (Windows 10 only) - After you select CBE Get Connected all your browsers reports that the page is not available.
- When you try to access the CWP a black web page appears saying "Error 500"
- After entering your CBE credentials you are seeing an authentication error.
- You have successfully landed on the Staff/Student Access page after entering your CBE credentials but when you click on "Get Key" nothing happens.
- You paste or manually enter your Device Key after selecting the CBE My Devices network but it is not allowing you to join.
- You have successfully joined your device to the network on a previous day but today it is not working.
- You have obtained and applied a Device Key on one of your Apple mobile devices. After this is completed it applies the same Device Key to your other Apple devices without any interaction on your part. (Essentially registering two or more device with one process.)
- You have received a temporary CBE password and are trying to obtain a Device Key for your personal devices.
- On your Mac when you try to select CBE My Device from the wireless menu you are not provided a password field to enter the Device Key.
- You have successfully connected to CBE My Devices but you can't send out any emails.

Accessing the Captive Web Portal (CWP)

Your mobile phone or laptop does not automatically redirect to the CWP after you select CBE Get Connected.

- Make sure you have selected CBE Get Connected and then manually open a browser and go to any **new** webpage which should trigger the redirect to the CBE Wireless page. If the redirect still does not occur, in the address bar of your browser enter **wifi.cbe.ab.ca** and then hit return on your keyboard.

(MacOS 10.11 or later): After the you select CBE Get Connected a window opens that looks like Safari but the menus do not change to reflect this.

- This is normal. MacOS 10.11 or later uses the Captive Network Assistant to access the CWP. You can navigate in this window as if it were a browser. Once you have a Device Key just close the window or select Cancel.
  Note: You need to use keyboard shortcuts to copy and paste the Device Key as there are no active menu items to accommodate this graphically.

(Windows 10 only) - After you select CBE Get Connected all your browsers reports that the page is not available.

- We are investigating this issue. For now you can obtain a key using another device and then enter the key manually on your Windows devices after connecting to CBE My Devices.

When you try to access the CWP a black web page appears saying "Error 500"

- There is a possible resource constraint on the wireless Access Point nearest you. To get connected right now, just move to another location in the school and try again. You can then return to the previous location and the wireless will work fine.

Login issues

After entering your CBE credentials you are seeing an authentication error.

- On the page where you enter your CBE credentials only enter your CBE user name (not your full email address) then click the "**Show Password**" feature to make sure you entering the correct password. If you are sure your password is correct but you still can't get in, test your CBE credentials by some other method. (i.e., Try logging into your email or the school server.) If you still can't get in call the Help Desk as this is not a wireless issue. Sometimes your account is just temporarily locked. if this is the case, just try again in 30 minutes.

You have received a temporary CBE password and are trying to obtain a Device Key for your personal devices.

- You cannot log on to the CBE Wireless system with a temporary password. To change the password you will first need to access the Guest network as it does not require a password to connect. Once you are connected to the Guest network go to https://webapps.cbe.ab.ca/PasswordReset.
  Once you have changed your password you will now be able to access the CWP to obtain a Device Key for your personal devices. To get to the CWP open a web browser and enter **wifi.cbe.ab.ca** in the address field and then follow the student or staff workflow.

Obtaining the Device Key

You have successfully landed on the Staff/Student Access page after entering your CBE credentials but when you click on "Get Key" nothing happens.

- First note that this is the only stage of the process that accesses an external location. As such, this request is dependent on the performance of the CBE's internet services. If the Internet is unavailable or very slow the "Get Key" request may take time to respond or it may eventually time out. If this occurs, just try again later.

You have obtained and applied a Device Key on one of your Apple mobile devices. After this is completed it applies the same Device Key to your other Apple devices without any interaction on your part. (Essentially registering two or more device with one process.)

- This occurs because you have enabled iCloud Keychain on your devices. This service has the ability to securely synchronize various passwords across all your Apple products. Please note that if you "Forget" CBE My Devices on any of these iCloud devices the service will also remove it from your other registered items as well.

Entering the Device Key

You paste or manually enter your Device Key after selecting the CBE My Devices network but it is not allowing you to join.

- Try pasting your key into any text program on your device so that you can see what is actually being pasted. Check to make sure there are only 20 characters displayed. Look for any extra words, spaces, or return characters at the beginning or end of the Device Key. Any extra characters will cause the key to fail.
- Make sure you are connecting to the CBE My Devices network and not the CBE Owned Devices network. If you see a name and password field then you know you have selected the wrong network. The CBE My Devices network will **only** ask for a password. (The Devices key)
- If you have already registered two or more devices on the CBE My Devices network and two of these are **currently** accessing the network you can't register a third device until one of your other devices is off the network. (Just turn off wireless on one of them and try to enter your key again.) Remember to use the **same** key on all your devices.

On your Mac when you try to select CBE My Device from the wireless menu you are not provided a password field to enter the Device Key.

- This will occur if you have previously connected to CBE My Devices with a device key. When a successful connection is made the Mac operating system applies an entry in the your Keychain and a second entry in the System Keychain. If you then request a new device key you won't be able to add the new one via the wireless menu until both these entries have been removed from these Keychains. **Note:** If you just delete your entire Keychain folder it will only remove the local entry. The system one stays intact which will prevent access to the password field.
- To solve this you need admin access on your Mac. Open the "Keychain Access" application located in the Utilities folder inside the Applications folder. Once the app is open, in the top right corner do a search for "CBE My Devices". Select the entries individually or together and then hit the delete key on your keyboard. The local entry should just disappear but the System entry will ask for an admin password. Enter the admin password, confirm the deletion and then, once both of these are removed, you can apply your new device key.

2nd Day issues

You have successfully joined your device to the network on a previous day but today it is not working.

- Go in to the settings on your device and "forget" or remove **only** the **CBE Get Connected** network from your preferred wireless networks list. **Do Not** remove CBE My Devices or you will need to enter or obtain a new Device Key again.

The Final Solution

If none of the fixes above gets you connected right now, just wait one hour and try again.

If you have already have a new Device Key, after waiting one hour go directly to CBE My Devices and enter the **SAME** Device Key again.

Other Issues

You have successfully connected to CBE My Devices but you can't send any emails.

- On many mobile devices, the built-in email application typically uses SMTP (Simple Mail Transfer Protocol) to send out emails. This protocol is blocked for outbound traffic here at the CBE as it can be used to relay spam out to other users. This puts the CBE at risk from being blocked by important services we need access to.

Recommended Alternatives

- If you are using Google Mail you can download and use the Gmail App that is available for iOS or Android devices.

    Gmail - Email by Google on the App Store

    Gmail - Android Apps on Google Play

- If you have Shaw email you can configure your email app to use their ActiveSync (Exchange) servers.

    How to setup email on an iPhone/iPad on iOS 11 | Shaw Support

    How to setup email on Android Devices | Shaw Support

- For all others, you can use your cellular provider's Webmail page by accessing it from your preferred web browser. A few common pages have been included below:

    TELUS webmail

    SHAW webmail

    ROGERS YAHOO webmail