

Most common IT errors on MAC computers

1. I cannot find a Wireless Network.
 - a. Is the Wireless network card on your machine turned on?
 - b. Is there a button on the machine that can turn it off?
 - c. Have you disabled it in a setting on the computer?
2. I cannot access the webpage.
 - a. Are you connected to the correct network? If you are present on a DTU campus, you must use DTUsecure. If this fails, try eduroam.
 - b. You are connected to the network that your exam uses but you cannot load the webpage and get to your exam papers.
 - i. Click System Preferences
 - ii. Click Network
 - iii. Select the Wifi Network
 - iv. Click Advanced
 - v. Click the TCP/IP tab
 - vi. Make sure "Configure IPv4" is set to "using DHCP"
 - vii. Click the DNS tab
 - viii. Under DNS server you should have the following server at the top: 130.225.89.122 and 130.225.89.123
 - c. DTU network is unstable, it sometimes disconnects
 - i. Click system settings
 - ii. Click Network
 - iii. Choose Wifi
 - iv. Click Advanced
 - v. Pull DTUsecure or eduroam to the top of the list of preferred networks.
 - vi. Click OK.
 - d. If you are using VPN a Popup blocker, try disabling it.
 - e. Try disabling your antivirus software, this has been a problem for other people earlier
 - f. There might be plugins/Add-ons in your browser that is blocking your access, try disabling them.
 - i. In Safari you do this under preferences -> extensions, push the slider to off
 - ii. In Chrome this is done under "adapt" -> "setting" -> "add-ons"
3. I cannot fill in my multiple choice exam paper
 - a. Go back to stat and look at the menu options, you have clicked the printer friendly version, you need to choose the button "Besvar opgave"