

## Tags

Edited Yesterday at 3:36 PM by [Dave Douglas...](#)

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## Troubleshooting LAUSD Wireless Networks

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Connecting your Apple product to the LAUSD wireless network should be a simple task that only needs to be accomplished when setting up the computer for the first time. Depending on your computer type, version of Mac OS X, and wireless equipment installed you may experience connectivity issues such as:

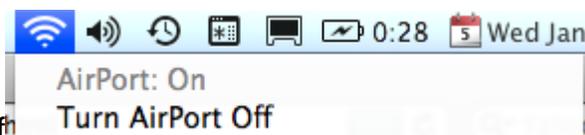
- Mac OS X does not automatically reconnect after reboot
- Mac OS X does not automatically reconnect after waking from sleep
- Mac OS X does not automatically reconnect after cycling Airport power

In order to ensure your Mac has the best chance of working with LAUSD wireless network please ensure you are using the following versions of Mac OS X:

- 10.6.5
- 10.5.8
- 10.4.11

NOTE: Using other versions of Mac OS X have been reported as being less reliable and you should apply the appropriate update prior to following this document.

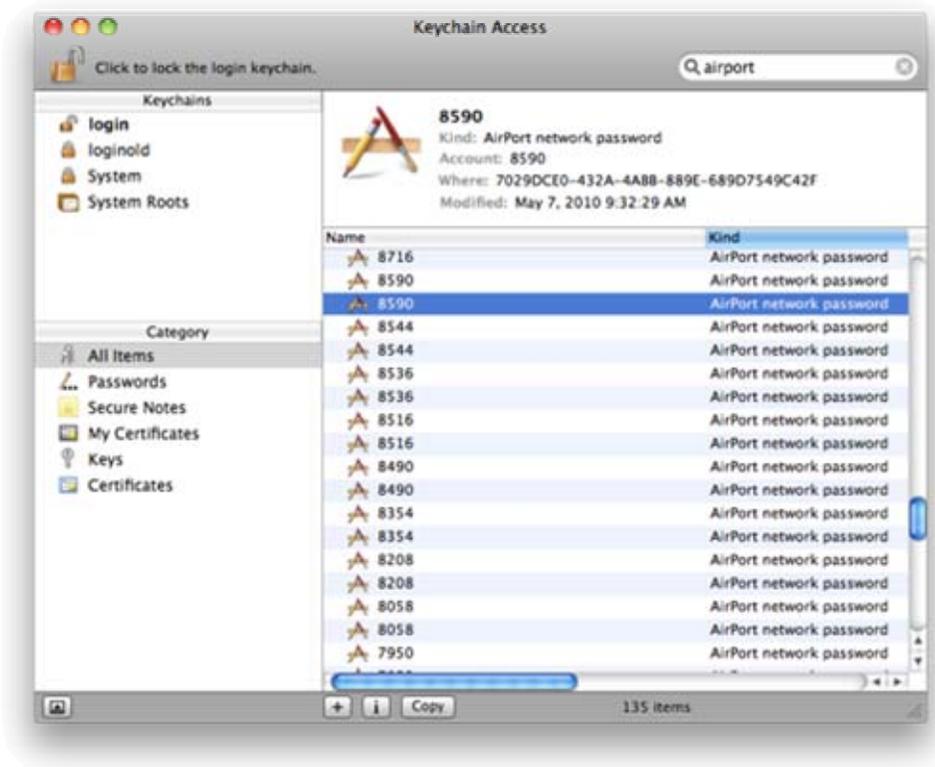
If you are experiencing issues with your Mac not automatically joining an LAUSD network follow the instructions below to reset your wireless settings:



1. Turn your Airport wireless card off
2. Open Keychain Access (this can be found in your Utilities folder or by using Spotlight)

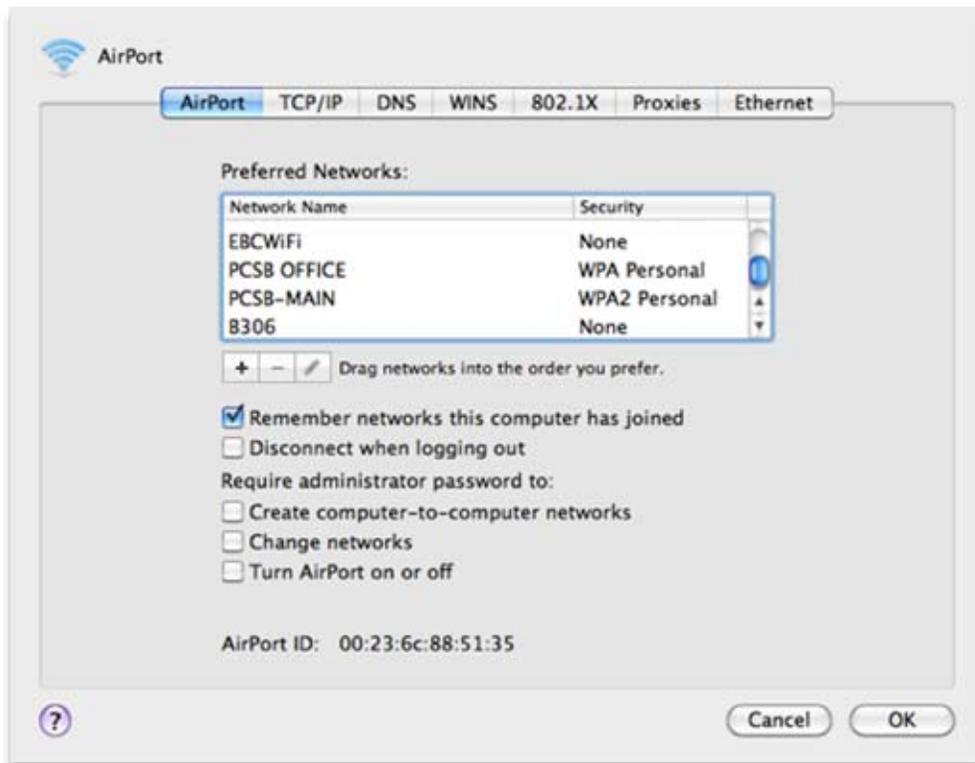


3. Select the Keychain called "login" in the left hand sidebar. Type "Airport" in the search to filter only saved wireless network passwords stored in this keychain.



Click for full-size image

4. Find your specific Wireless network in the list and delete the entry by pressing the delete key. You will be prompted to confirm that you want to delete the entry. After confirming the deletion you will then be prompted for the password for the current user that is logged into the system.
5. Logout of the current user and repeat steps 1-4 ensuring that all Mac OS X user accounts no longer have the stored password. (By default the LAUSD image only has two accounts. If you are not sure how many accounts are on your Mac use the Accounts preference pane within System Preferences to verify how many accounts this needs to be done for.
6. Finally log into the Mac as a local administrator
7. Again open Keychain Access and repeat steps 1-4
8. Once the keychain called "login" has been cleared perform the same search and deletion process on the keychain called "System"
9. Quit Keychain Access
10. Open System Preferences
11. Select Network
12. On the left hand column select your Airport settings
13. In the bottom right hand corner select the "Advanced" button
14. Inspect the listing of "Preferred Networks" and ensure that your wireless network has been correctly removed.



[Click for full-size image](#)

15. With these steps completed, reboot the computer.
16. After booting the computer, turn Airport Power on
17. Configure the Mac to connect to your LAUSD wireless network using the Network Name and Password provided to you by ITD.

NOTE: While some schools have reported successful operation using the ASCII format of the password we strongly encourage the use of the Hexadecimal format when connectivity issues persist.