

## UPUTE ZA SPAJANJE NA EDUROAM INTERNET

Ove upute napravljene su od strane Informatičke službe Studentskog centra Rijeka s ciljem pomoći korisnicima pri spajanju na eduroam mrežu u objektima Studentskog centra Rijeka. Eduroam je međunarodna usluga pristupa internetu za korisnike u istraživanju, visokom obrazovanju i daljnjem obrazovanju.

Sveučilišni računski centar (SRCE) pripremio je odgovore na najčešća pitanja vezana za spajanje na eduroam mrežu, a koje su dostupne na sljedećoj poveznici: <https://installer.eduroam.hr/faq.php>

Spajanje na eduroam mrežu moguće je isključivo korištenjem valjanog [AAI@Edu.hr](mailto:AAI@Edu.hr) korisničkog računa koji izdaje matična ustanova studenta ili djelatnika (nastavno i nenastavno osoblje) Sveučilišta ili Veleučilišta u Rijeci. Ukoliko je korisnik stranac, odnosno dolazi sa stranog sveučilišta, za povezivanje na eduroam može koristiti eduroam korisnički račun dobiven u drugoj državi eduroam sustava.

Ukoliko korisnik nema eduroam podatke, isti se mora obratiti nadležnoj osobi na njegovoj matičnoj ustanovi na Sveučilištu ili Veleučilištu u Rijeci.

### 1. SPAJANJE RAČUNALA NA EDUROAM MREŽU

#### 1.1. Spajanje na eduroam mrežu računala sa Windows operativnim sustavom

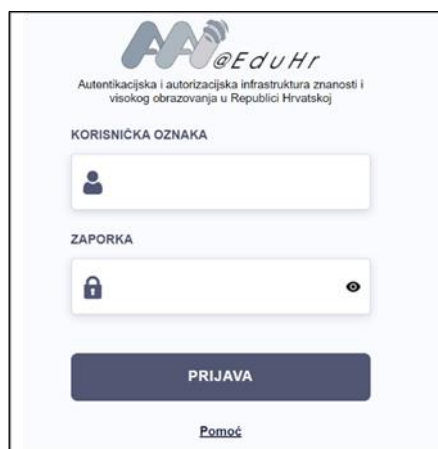
**Korak 1:** Svaki korisnik mora imati vlastiti AAI@EduHr elektronički identitet izdan od matične visokoškolske ustanove.

Za spajanje na Internet potrebno je na službenoj web stranici eduroam installera na sljedećoj poveznici:

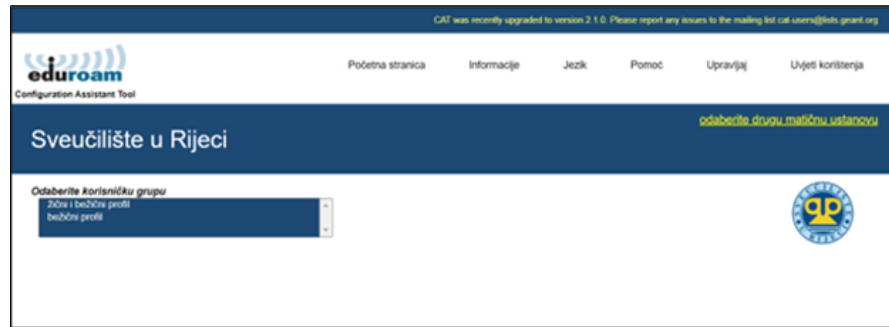
<https://installer.eduroam.hr/>  
kliknuti na *Preuzimanje postavki*.



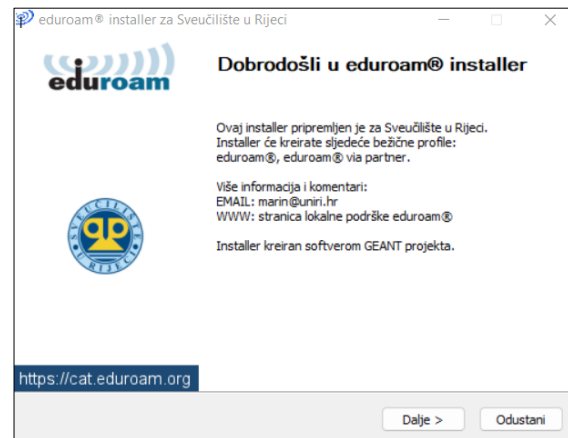
**Korak 2:** Sljedeći korak sastoji se od autentifikacije, odnosno prijave korisnika sa vlastitim AAI@Edu podacima (korisnička oznaka i zaporaka). Nakon upisa podataka iste je potrebno potvrditi klikom na *Prijava*.



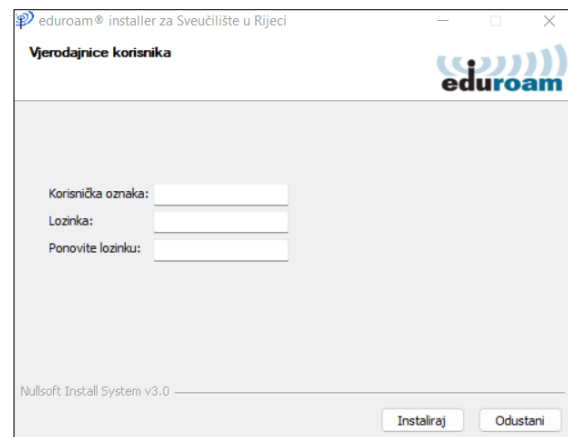
**Korak 3:** Nakon upisa podataka (korisničke oznake i zaporke) potrebno je odabrati način spajanja računala na mrežu: žični i bežični profil ili bežični profil.



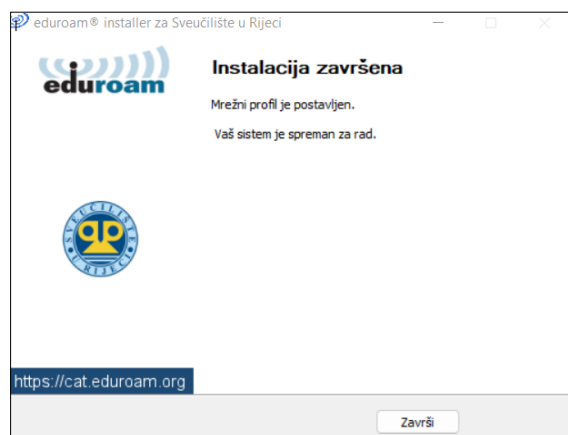
**Korak 4:** Nakon odabira načina spajanja, potrebno je pokrenuti instalaciju aplikacije klikom na *Dalje*.



**Korak 5:** U ovom koraku potrebno je upisati vjerodajnice korisnika (AAI@Edu podatke). Pazite da upisujete točne podatke. Iste je potrebno potvrditi klikom na *Instaliraj*.



**Korak 6:** Nakon uspješno završene instalacije potrebno kliknuti na *Završi*. Korisnik time dobiva pristup Internetu.



## 1.2. Spajanje na eduroam mrežu računala sa MacOS operativnim sustavom

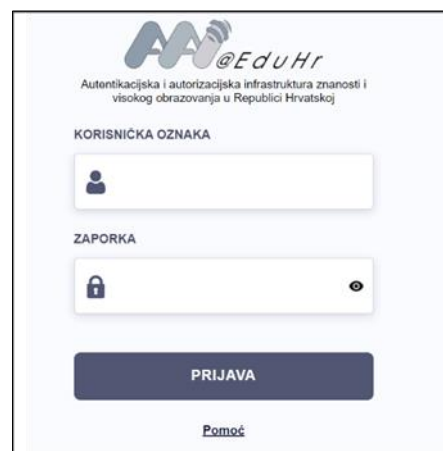
**Korak 1:** Svaki korisnik mora imati vlastiti AAI@EduHr elektronički identitet izdan od matične visokoškolske ustanove.

Za spajanje na Internet potrebno je na službenoj web stranici eduroam installera na sljedećoj poveznici:

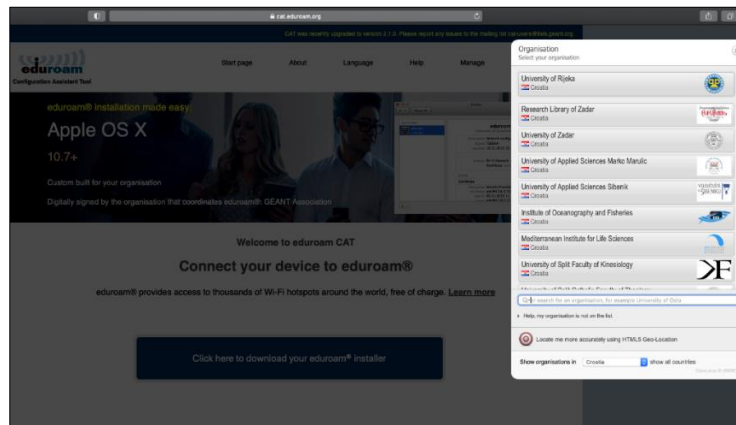
<https://installer.eduroam.hr/>  
kliknuti na *Preuzimanje postavki*.



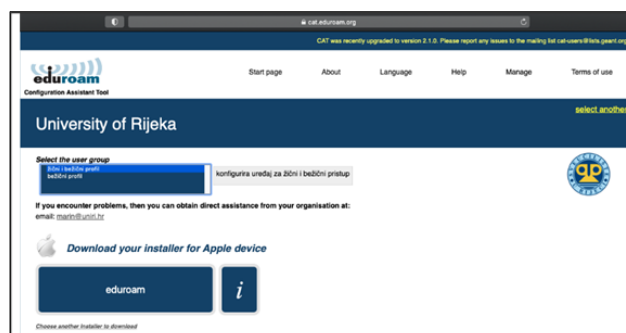
**Korak 2:** Sljedeći korak sastoji se od autentifikacije, odnosno prijave korisnika sa vlastitim AAI@Edu podacima (korisnička oznaka i zaporka). Podatke je potrebno potvrditi klikom na *Prijava*.



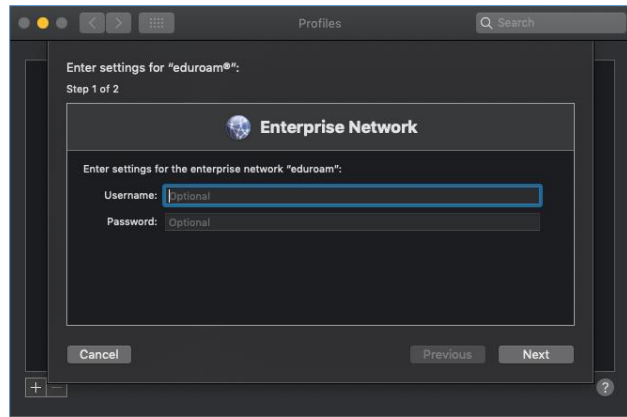
**Korak 3:** Nakon upisa podataka (korisničke oznake i zaporka) potrebno je odabrati ustanovu.



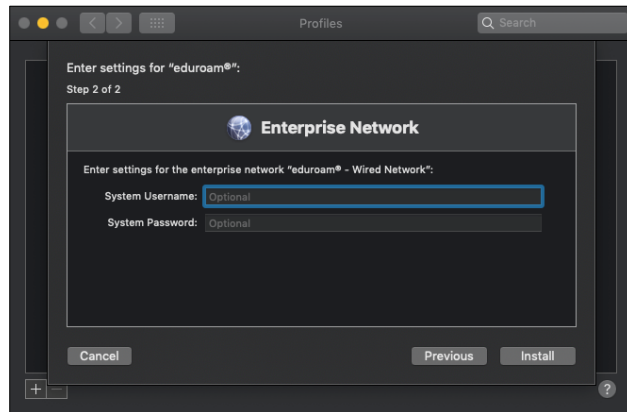
**Korak 4:** Nakon odabira ustanove potrebno je odabrati način spajanja računala na mrežu: žični i bežični profil ili bežični profil.



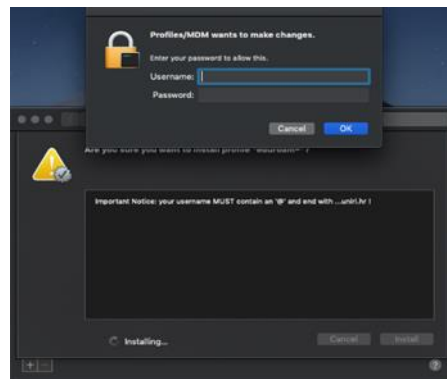
**Korak 5 A:** Nakon odabira načina spajanja potrebno je pokrenuti instalaciju profila i potvrditi nekoliko puta. Završno, potrebno je upisati vjerodajnice (AAI@Edu podatke) za bežični profil (ukoliko ste u prethodnim koracima odabrali bežični profil). Pazite da upisujete točne podatke.



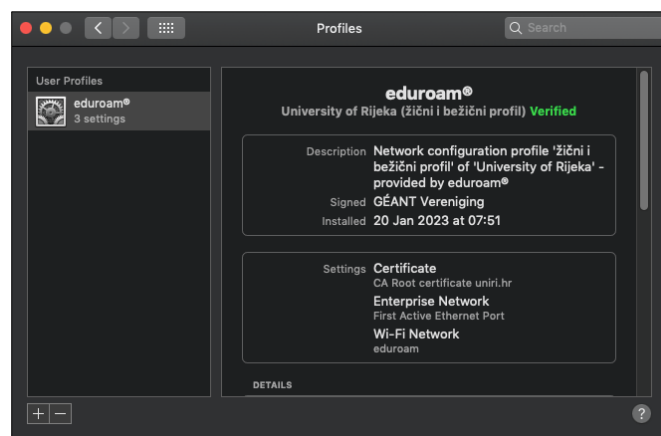
**Korak 5 B:** Nakon odabira načina spajanja potrebno je pokrenuti instalaciju profila i potvrditi nekoliko puta. Završno, potrebno je upisati vjerodajnice (AAI@Edu podatke) za žičani i bežični profil (ukoliko ste u prethodnim koracima odabrali žičani i bežični profil). Pazite da upisujete točne podatke.



**Korak 6:** Nakon unosa žičnog i bežičnog ili samo bežičnog profila, potrebno je kliknuti na *Install* te upisati vjerodajnice računala.



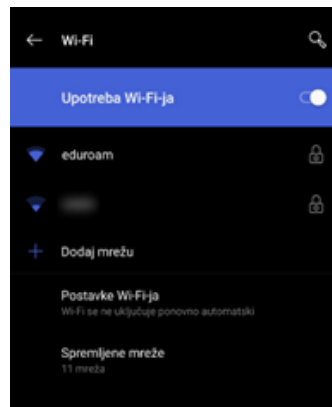
**Korak 7:** Upisom vjerodajnica računala pokreće se instalacija profila. Završetkom instalacije korisniku je omogućen pristup Internetu.



## 2. SPAJANJE PAMETNOG TELEFONA NA EDUROAM MREŽU

### 2.1. Spajanje na eduroam mrežu pametnog telefona sa android operativnim sustavom

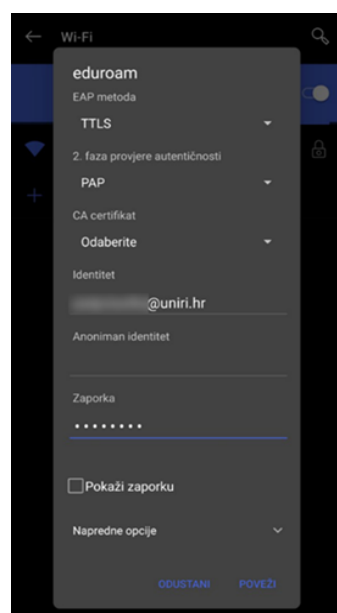
**Korak 1:** U postavkama bežične mreže (Wi-Fi) potrebno je uključiti bežičnu mrežu i započeti pretraživanje dostupnih bežičnih mreža. Nakon prikaza dostupnih mreža, potrebno je odabrati *eduroam*.



**Korak 2.:** Nakon odabira eduroam mreže, u postavkama za povezivanje potrebno je postaviti kako slijedi:

- EAP metoda: odabrati TTLS
- 2. faza provjere autentičnosti: odabrati PAP
- CA certifikat: ne dirati ili odabrati *Nemoj potvrditi*
- Identitet: upisati AAI@Edu račun. Pazite da upisujete točne podatke.
- Anoniman identitet: pustiti prazno
- Zaporka: upisati zaporku

Nakon odabranih postavki i upisanih podataka potrebno odabrati opciju *Poveži*. Pametni telefon će se spojiti na eduroam bežičnu mrežu.



### 2.2. Spajanje na eduroam mrežu pametnog telefona sa iOS operativnim sustavom

**Korak 1:** Svaki korisnik mora imati vlastiti AAI@EduHr elektronički identitet izdan od matične visokoškolske ustanove.

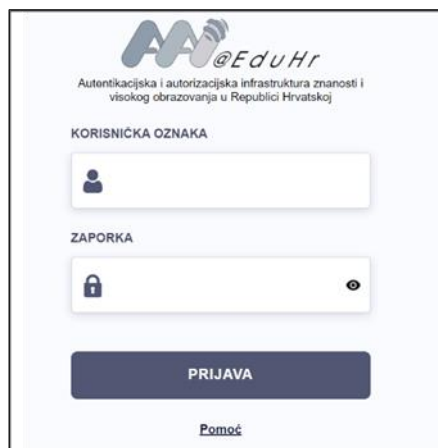
Za spajanje na Internet potrebno je na službenoj web stranici eduroam installera na sljedećoj poveznici:

<https://installer.eduroam.hr/>

kliknuti na *Preuzimanje postavki*.


A screenshot of the eduroam installer website. At the top, there are logos for 'eduroam', 'Installer', and 'srce'. Below the logos, there is a paragraph of text explaining the purpose of the installer. There are two buttons: 'Preuzimanje postavki' and 'Ostali operativni sustavi'. Below the second button, there is a link for 'Često postavljana pitanja'.

**Korak 2:** Sljedeći korak sastoji se od autentifikacije, odnosno prijave korisnika sa vlastitim AAI@Edu podacima (korisnička oznaka i zaporka). Nakon upisa podataka iste je potrebno potvrditi klikom na *Prijava*.

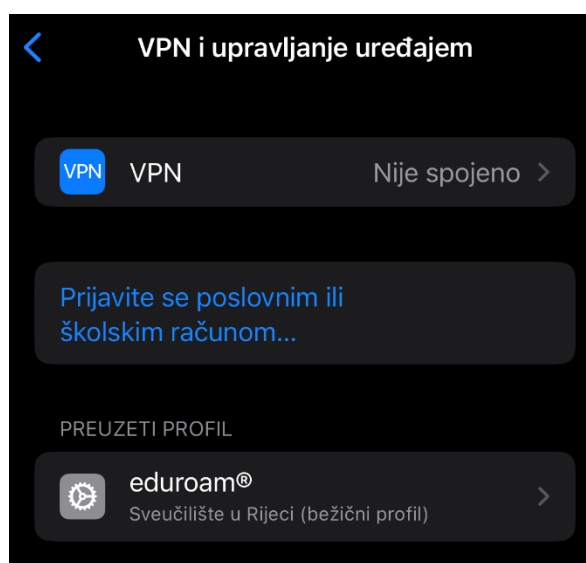


**Korak 3:** Nakon autentifikacije potrebno je odabrati bežični profil. Odabir se potvrđuje pritiskom na gumb *eduroam*.

U pop-up prozoru dostupan je profil za konfiguraciju gdje je potrebno odabrati *Nastavi*. Nakon toga potrebno je *Dozvoliti* preuzimanje konfiguracijskog profila.

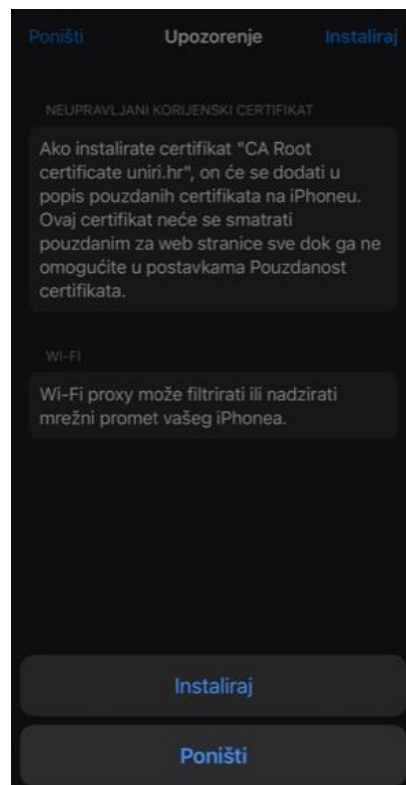


**Korak 4:** Potrebno je zatvoriti Internet pretraživač te ući u postavke mobilnog uređaja te u izborniku odabrati opciju *Općenito*. Na dnu izbornika potrebno je odabrati *VPN i upravljanje uređajem*.

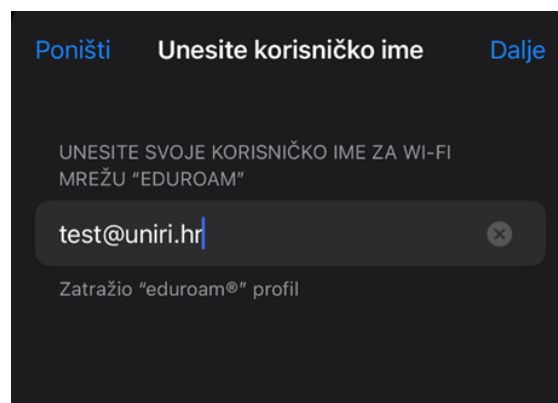




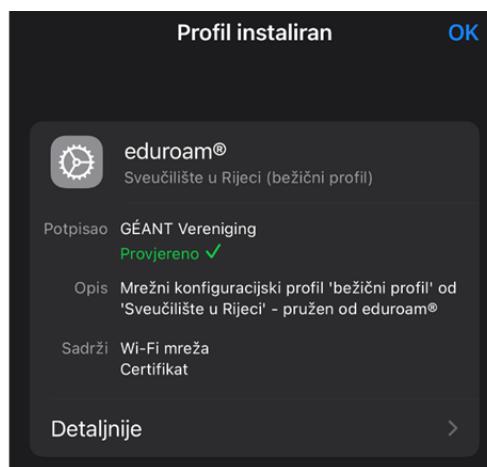
**Korak 5:** Pod *Preuzeti profil* potrebno je odabrati *eduroam*, a nakon toga pokrenuti instalaciju pritiskom na gumb *Instaliraj* te upisati vjerodajnice mobilnog uređaja.



**Korak 6:** Potrebno je upisati AAI@Edu podatke. Pazite da upisujete točne podatke. Proceduru je potrebno završiti pritiskom na gumb *Dalje*.

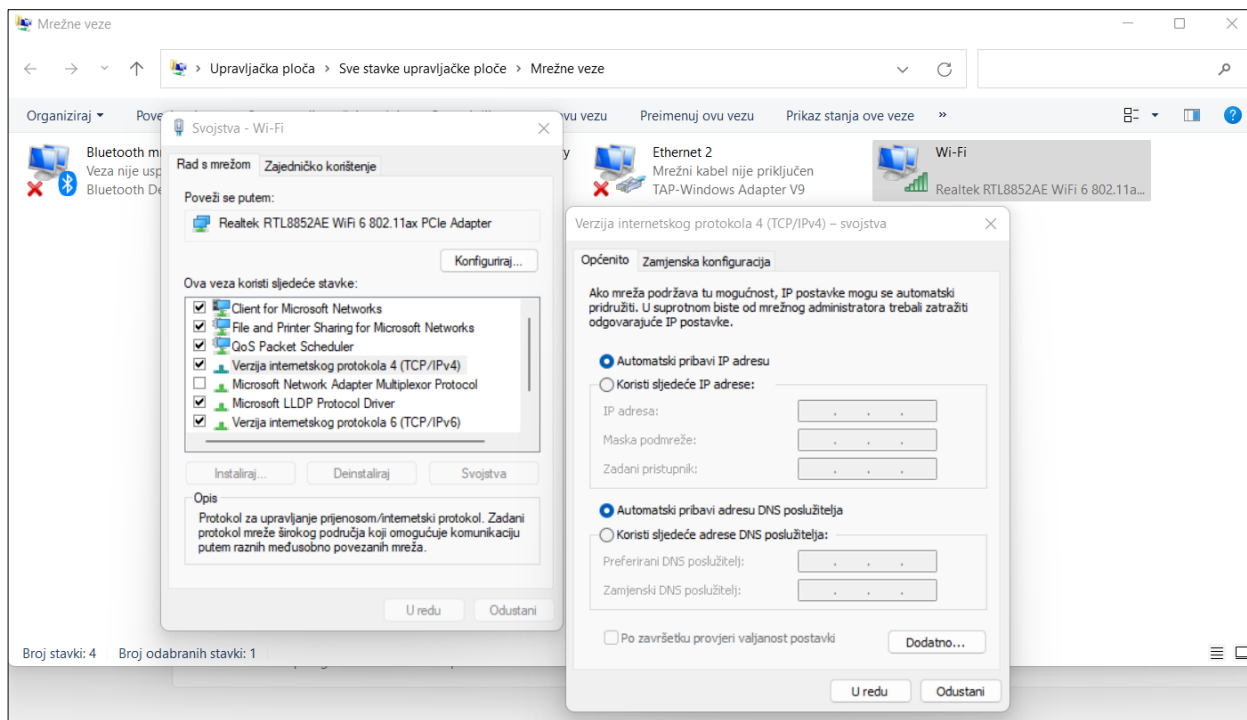


**Korak 7:** Profil je instaliran što je potrebno potvrditi pritiskom na gumb *Ok*. Nakon uspješne instalacije potrebno je u popisu bežičnih mreža odabrati *eduroam* čime će se uređaj povezati na Internet.



### 3. UPUTE ZA UKLANJANJE POTEŠKOĆA

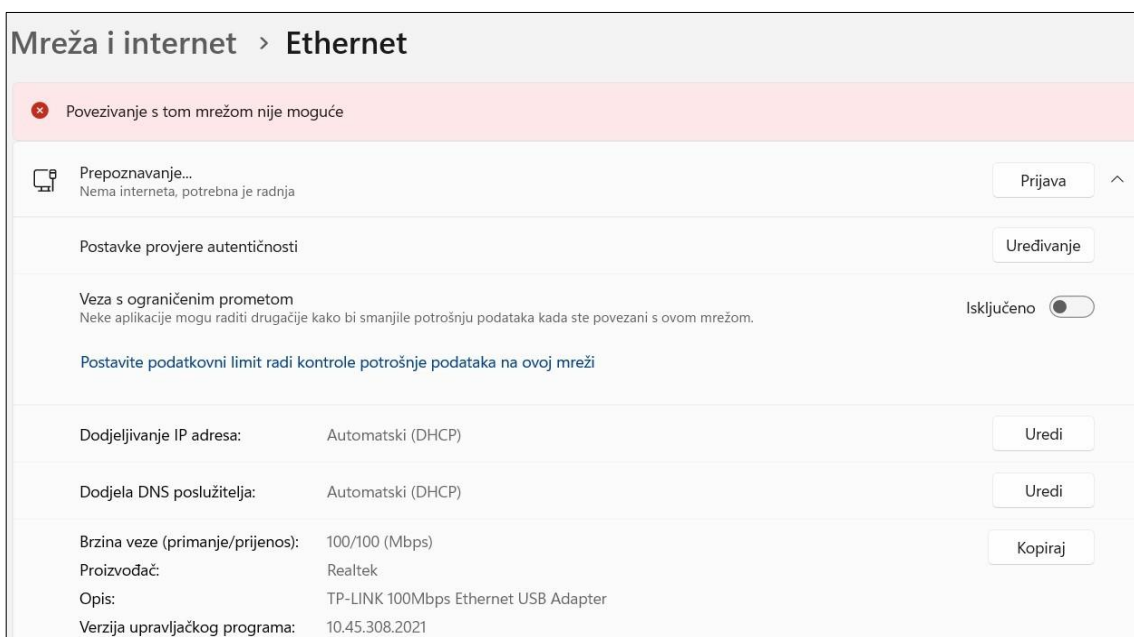
Ukoliko nakon instalacije ne postoji pristup Internetu, potrebno je provjeriti da li su postavke mrežnog adaptera postavljene kao na sljedećoj slici:



Ukoliko već nije, potrebno je postaviti *Automatski pribavi IP adresu* te *Automatski pribavi adresu DNS poslužitelja*. Nakon odabira potrebno je kliknuti na *U redu*.

#### 3.1. Povezivanje s mrežom nije moguće

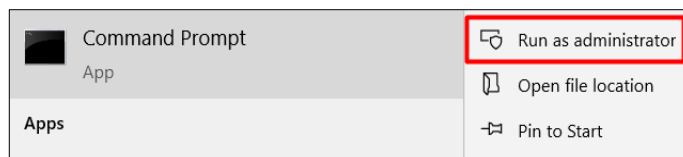
Ukoliko se nakon instalacije eduroam aplikacije pojavi poteškoća *Povezivanje s mrežom nije moguće* koja se može vidjeti na sljedećoj slici:



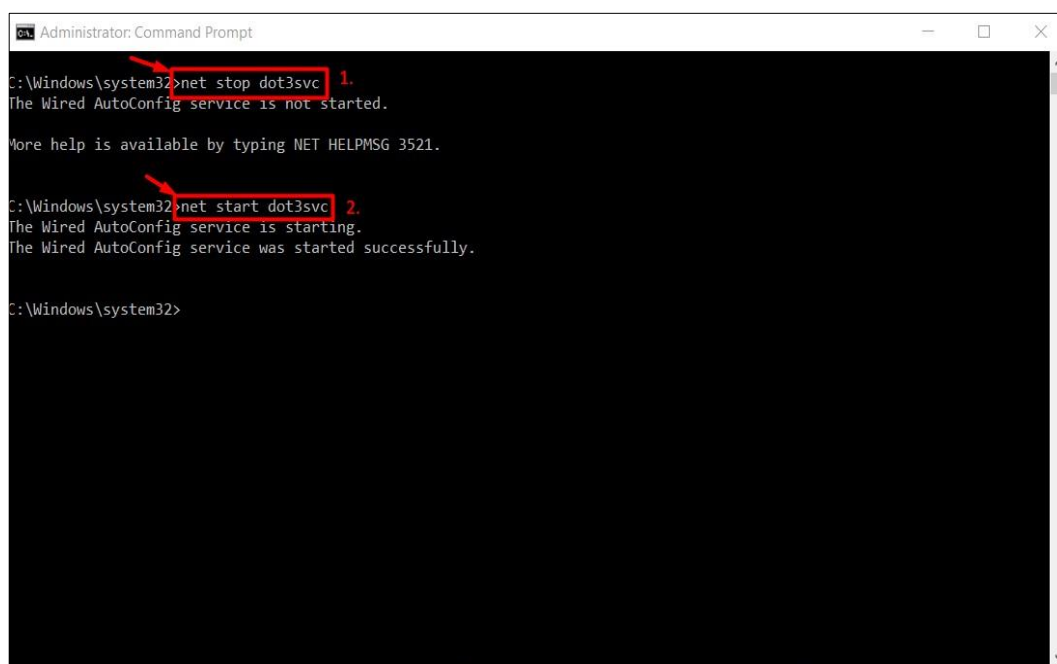


ista se može otkloniti u dva koraka:

**Korak 1:** Pokrenite naredbeni redak kao Administrator. U *Start* izborniku unesite *Command Prompt* (*Naredbeni redak*) te desnim klikom pokrenite isti kao administrator - *Run as administrator*.



**Korak 2:** Unesite komandu *net stop dot3svc*, a nakon toga komandu *net start dot3svc*. Na sljedećoj slici možete vidjeti izgled nakon unošenja komandi (označeno rednim brojevima 1. i 2.):



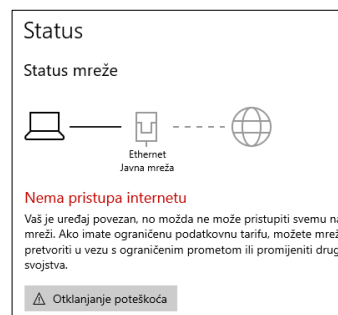
```
Administrator: Command Prompt
C:\Windows\system32>net stop dot3svc 1.
The Wired AutoConfig service is not started.
More help is available by typing NET HELPMSG 3521.

C:\Windows\system32>net start dot3svc 2.
The Wired AutoConfig service is starting.
The Wired AutoConfig service was started successfully.

C:\Windows\system32>
```

### 3.2. Greška Neprepoznata mreža

Ukoliko je korisnik prilikom žičnog spajanja u nemogućnosti pristupiti eduroam mreži zbog greške *Neprepoznata mreža* potrebno je pratiti kratku uputu (korak 1 i korak 2) iz dijela 3.1. Slike problema neprepoznate mreže možete vidjeti u nastavku.



## INSTRUCTIONS FOR CONNECTING TO THE EDUROAM INTERNET

This instructions are made by the IT staff of the Student Centre Rijeka to help users to connect to the eduroam Internet in the facilities of the Student Centre Rijeka. Eduroam is an international Internet access service for users in research, higher education and further education.

The University Computing Centre (SRCE) prepared answers to the most frequent questions about eduroam network. Answers are available at the following link: <https://installer.eduroam.hr/faq.php>

To connect to the eduroam network, users (student or employee (teaching and non-teaching staff) must have a valid [AAI@Edu.hr](mailto:AAI@Edu.hr) user account issued by their main institution - University or Polytechnic in Rijeka. It is also possible to use an AAI@Edu.hr user account issued by an institution in a foreign country through the eduroam system.

If the user does not have eduroam data, it is necessary to contact the competent person at the University or Polytechnic in Rijeka.

### 1. HOW TO CONNECT TO EDUROAM NETWORK WITH COMPUTER

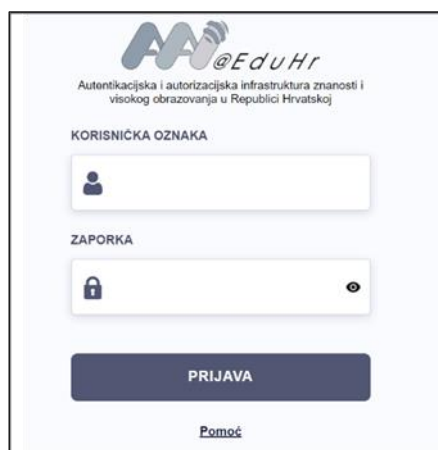
#### 1.1. How to connect to eduroam network via Windows computer

**Step 1:** Every user must have their own AAI@EduHr user account issued by their main institution (for example faculty).

To connect to the Internet, it is necessary to visit the official eduroam installer page on the following link: <https://installer.eduroam.hr/> and click on *Preuzimanje postavki*.



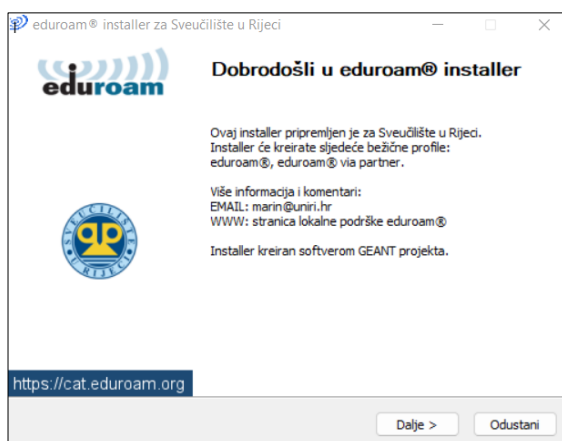
**Step 2:** The next step is authenticating via AAI@Edu user account: with user name (*korisnička oznaka*) and password (*zaporka*). After data is entered, it is necessary to click on *Prijava*.



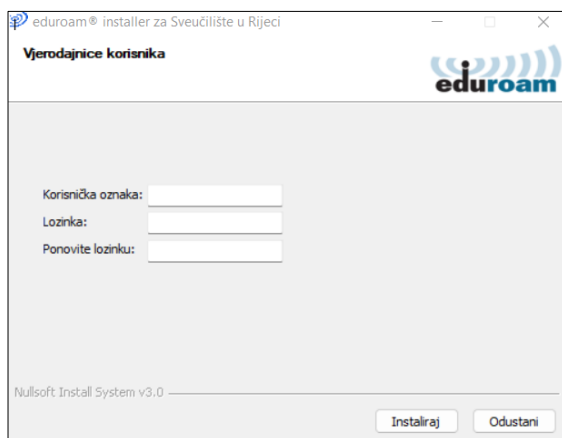
**Step 3:** After entering the user name (*korisnička oznaka*) and password (*zaporka*), it is necessary to choose the connecting method: wired and wireless profile (*žični i bežični profil*) or wireless profile (*bežični profil*).



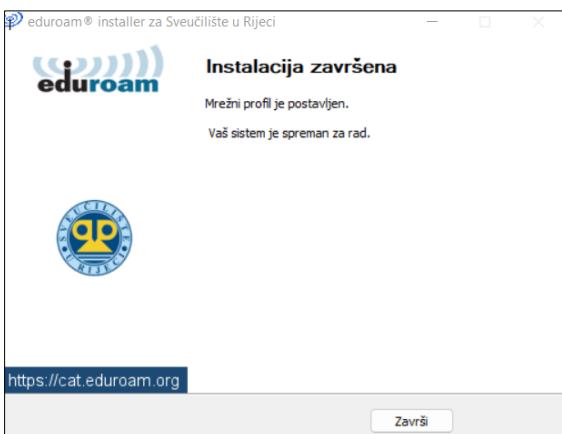
**Step 4:** After choosing the connecting method it is necessary to start the installation of the application by click on *Dalje (Next)*.



**Step 5:** In this step it is necessary to enter AAJ@Edu user account data. It is necessary to enter user name (*korisnička oznaka*) and enter password twice (*lozinka, ponovite lozinku*). Make sure you enter the correct informations. On the end, it is necessary to click on *Instaliraj (Install)*.



**Step 6:** After installation is successfully completed, it is necessary to click on *Završi (Finish)*. With this, user gets access to the Internet.



## 1.2. How to connect to eduroam network via MacOS computer

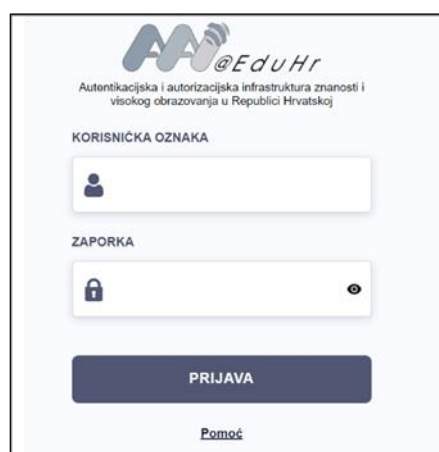
**Step 1:** Every user must have their own AAI@EduHr user account issued by their main institution (for example faculty).

To connect to the Internet, it is necessary to visit the official eduroam installer page on the following link:

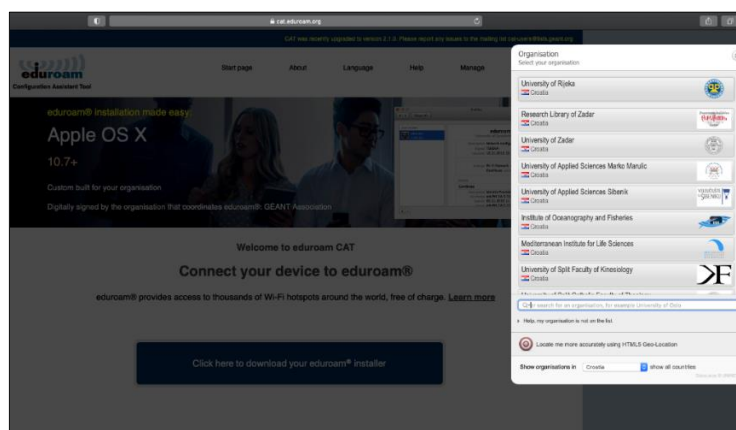
<https://installer.eduroam.hr/>  
and click on *Preuzimanje postavki*.



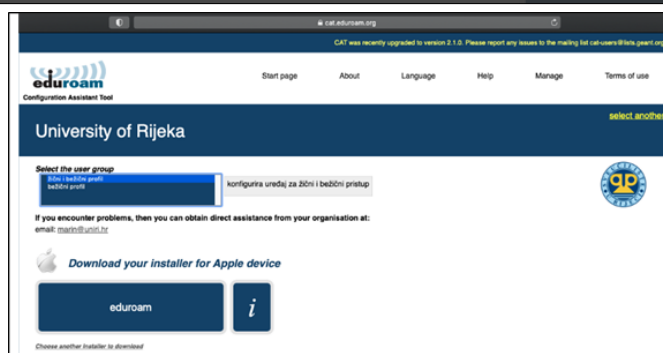
**Step 2:** The next step is authenticating via AAI@Edu user account: with user name (*korisnička oznaka*) and password (*zaporka*). After data is entered, it is necessary to click on *Prijava*.



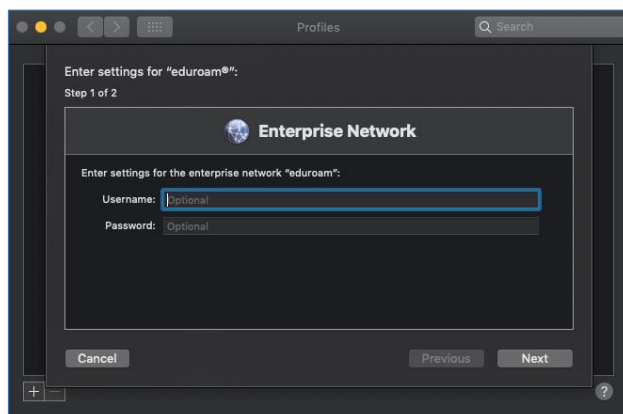
**Step 3:** After entering the data, it is necessary to select an institution.



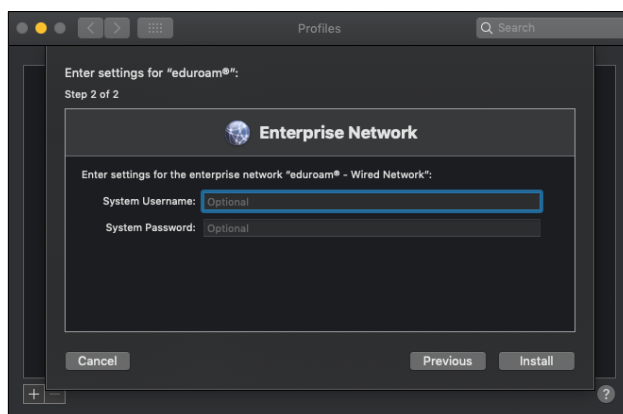
**Step 4:** After selecting the institution, it is necessary to choose the connecting method: wired and wireless profile (*žični i bežični profil*) or wireless profile (*bežični profil*).



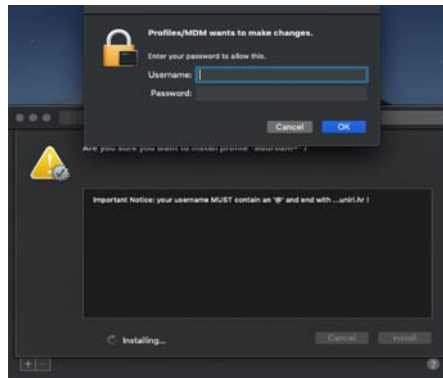
**Step 5 A:** After choosing the connecting method, it is necessary to start profile installation and confirm several times. Finally, if you have selected a wireless profile in the previous step, it is necessary to enter AAI@Edu user account data for wireless profile. Make sure you enter the correct informations.



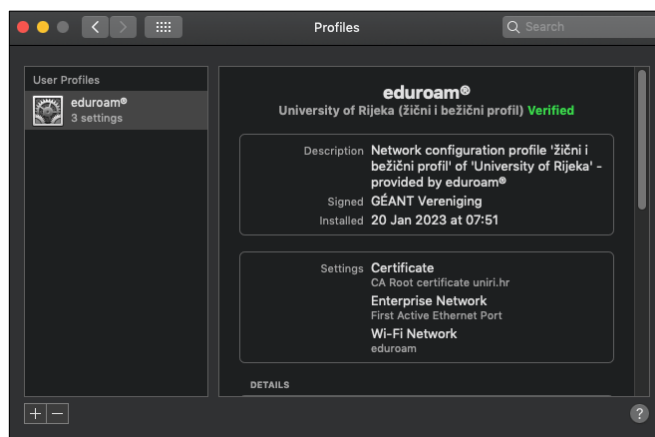
**Step 5 B:** After choosing the connecting method, it is necessary to start the profile installation and confirm several times. Finally, if you have selected a wired and wireless profile in the previous step, it is necessary to enter AAI@Edu user account data for wired and wireless profile. Make sure you enter the correct informations.



**Step 6:** After entering the wired and wireless or only wireless profile, it is necessary to click on *Install* and enter computer's credentials.



**Korak 7:** Entering the computer's credentials will start and complete installation of the profile. Upon the installation is complete, user will get access to the Internet.



## 2. HOW TO CONNECT TO EDUROAM NETWORK WITH SMARTPHONE

### 2.1. How to connect to eduroam network via Android smartphone

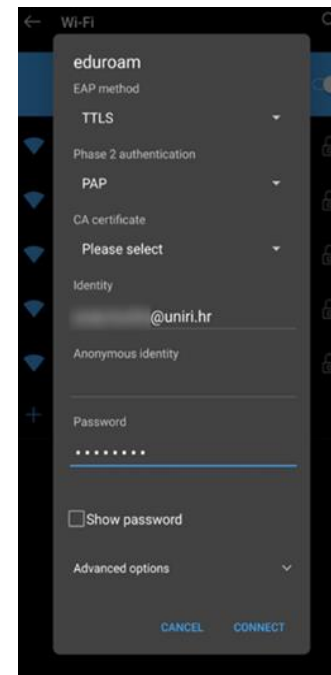
**Step 1:** In wireless settings, it is necessary to turn on wireless network and start searching for available wireless networks. After searching is done, it is necessary to select the eduroam wireless network.



**Step 2:** After selecting the eduroam network, it is necessary to enter the following connection settings:

- EAP method: TTLS
- Phase 2 authentication: PAP
- CA certificate: do not enter anything or select *Do not validate*
- Identity: enter AAI@Edu account data. Make sure you enter the correct informations.
- Anonymous identity: do not enter anything
- Password: enter your password

After everything is done, please select *Connect*. Smartphone should now be connected to the eduroam wireless network.





## 2.2. How to connect to eduroam network via iOS smartphone

**Step 1:** Every user must have their own AAI@EduHr user account issued by their main institution (for example faculty).

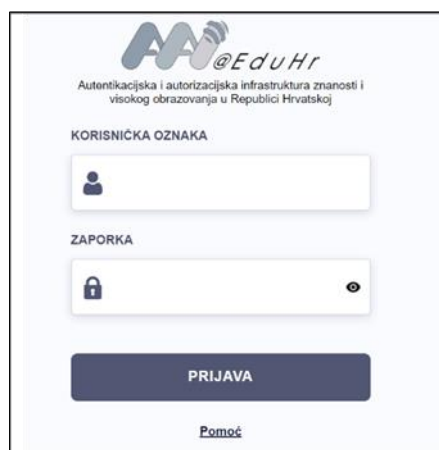
To connect to the Internet, it is necessary to visit the official eduroam installer page on the following link:

<https://installer.eduroam.hr/>

and click on *Preuzimanje postavki*.

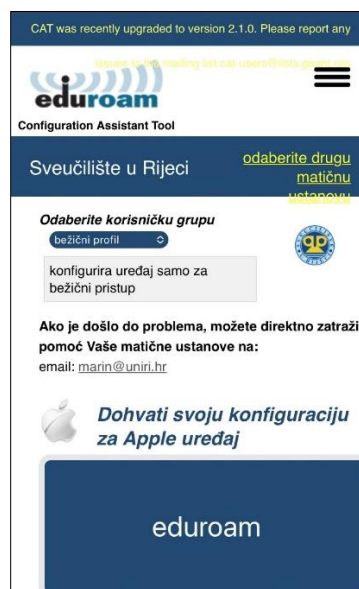


**Step 2:** The next step is authenticating via AAI@Edu user account: with user name (*korisnička oznaka*) and password (*zaporka*). After data is entered, it is necessary to click on *Prijava*.

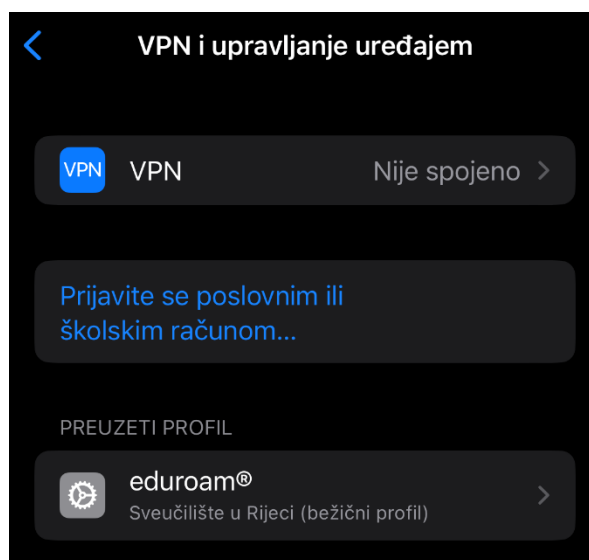


**Step 3:** After authentication is done, it is necessary to select a wireless profile and confirm by pressing on *eduroam*.

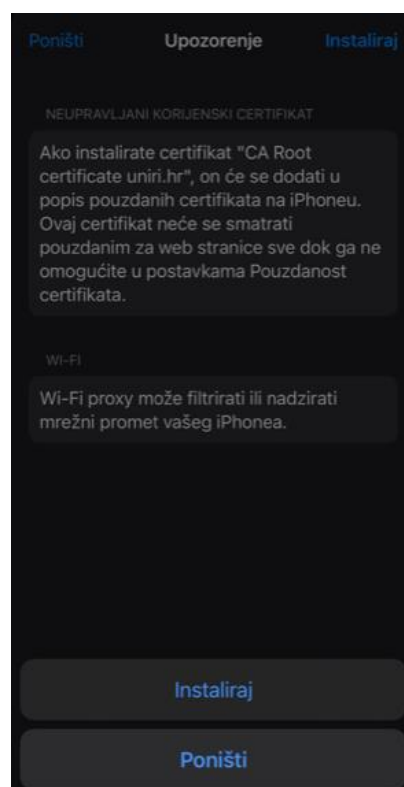
In the pop-up window there is a configuration profile in which you need to select *Nastavi (Continue)*. After that, it is necessary to allow the download of the configuration profile by pressing on *Dozvoliti (Allow)*.



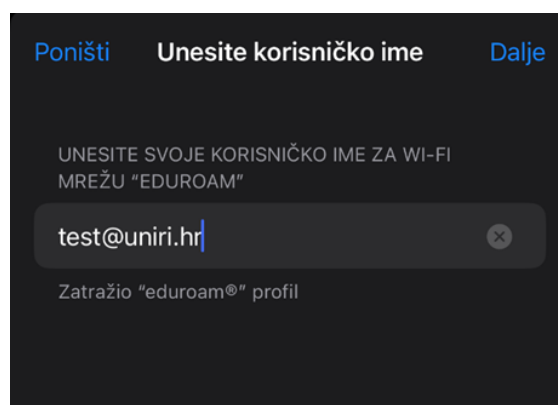
**Step 4:** It is necessary to close the Internet browser, open the smart phone settings and select *Općenito*. At the bottom of the menu, it is necessary to select *VPN and upravljanje uređajem*.



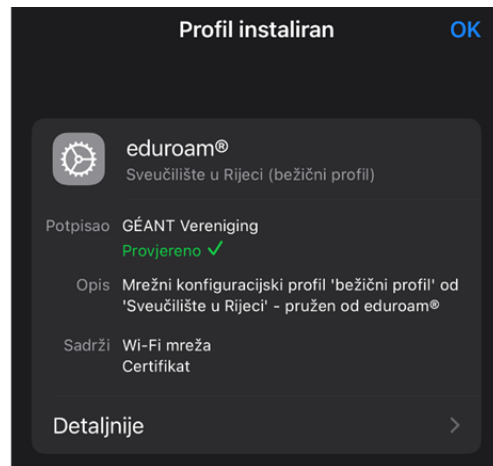
**Step 5:** Under *Preuzeti profil*, it is necessary to select *eduroam*, start the installation by pressing the *Instaliraj* button and enter the credentials of the smart phone.



**Step 6:** In this step it is necessary to enter AAI@Edu user account data. Make sure you enter the correct informations. On the end, it is necessary to click on *Dalje* (Next).

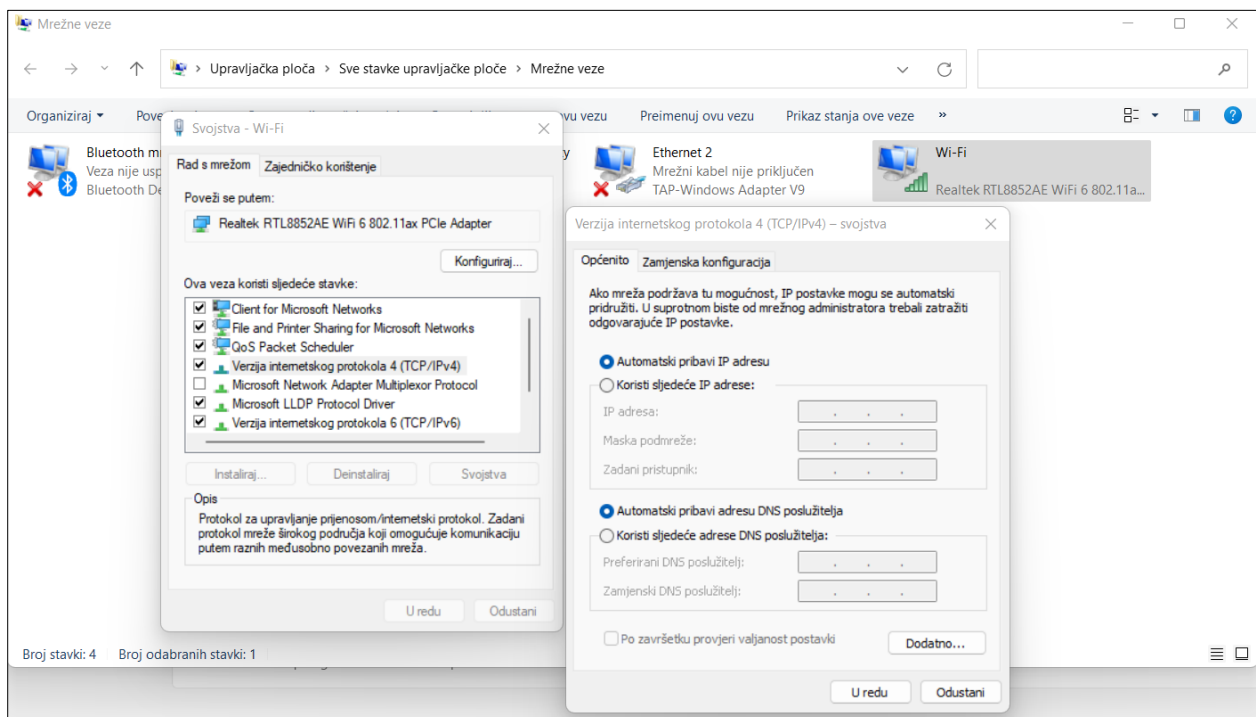


**Step 7:** The profile is installed what must be confirmed by pressing the *Ok* button. After successful installation, it is necessary to select *eduroam* in the list of wireless networks, which will connect the device to the Internet.



### 3. TROUBLESHOOTING INSTRUCTIONS

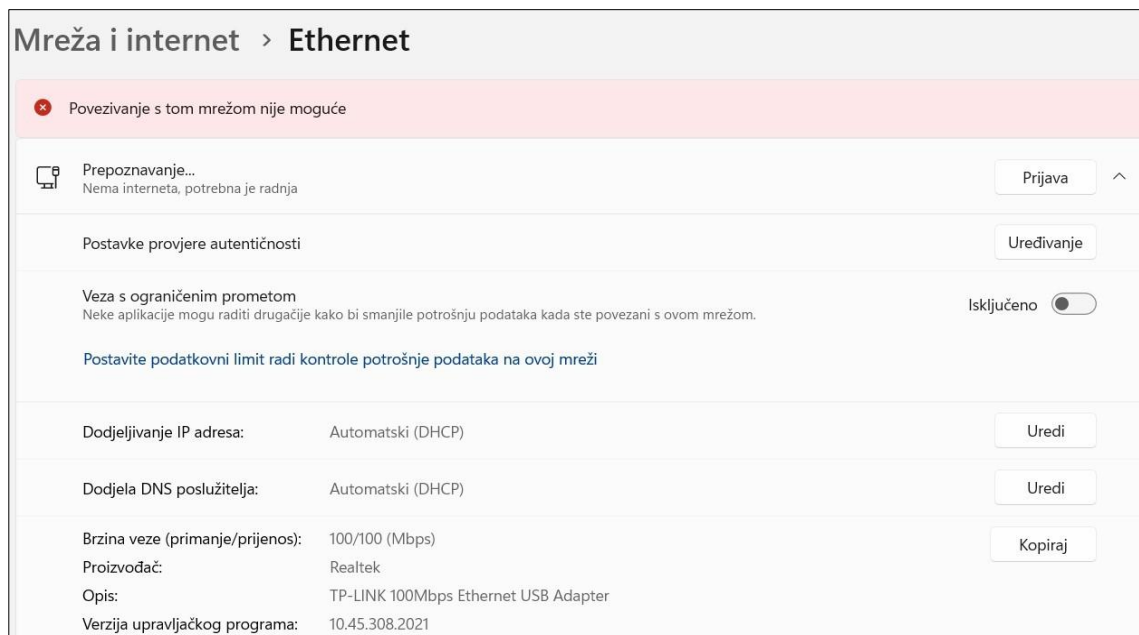
If there is no Internet access after the installation, it is necessary to check if settings of the network adapter are set as in the following picture:



Also, it is necessary to set *Automatski pribavi IP adresu* and *Automatski pribavi adresu DNS poslužitelja* and click on *U redu*.

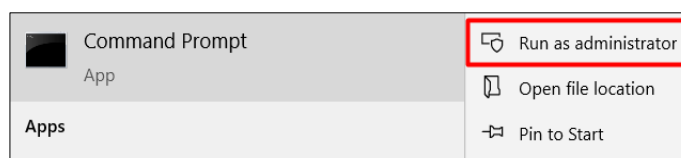
#### 3.1. Unable to connect to the network

If after the installation of the eduroam application appears problem *Unable to connect to the network* which can be seen on the following picture:

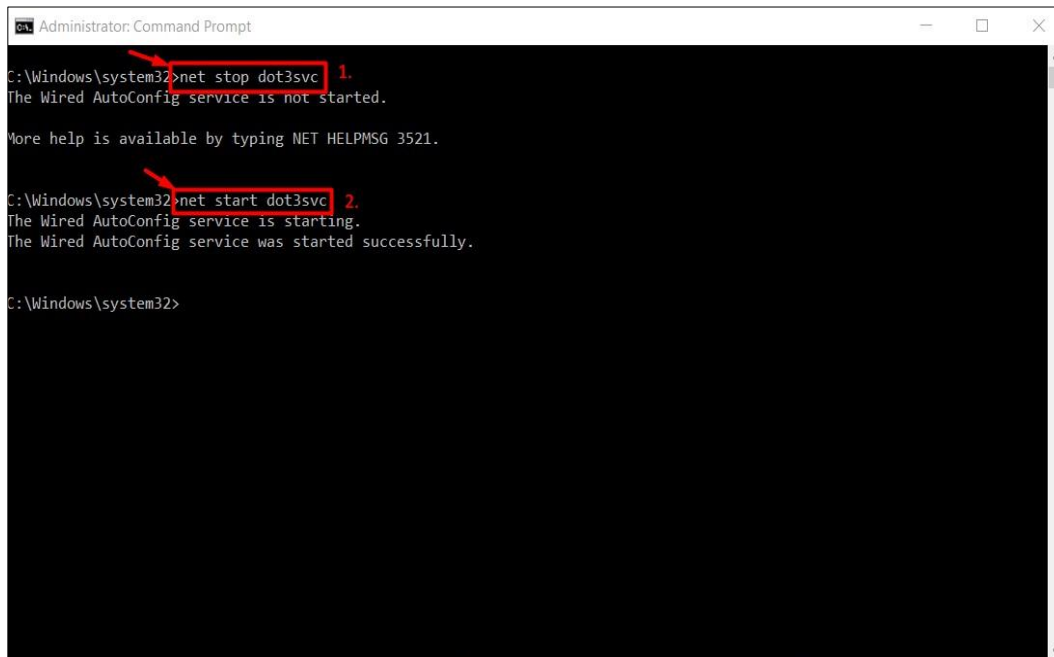


problem can be resolved in two steps:

**Step 1:** In the *Start menu* find the *Command prompt* and select *Run as administrator*.



**Step 2:** Type `net stop dot3svc` and `net start dot3svc`. These steps can be seen on the next picture:



```
Administrator: Command Prompt
C:\Windows\system32>net stop dot3svc 1.
The Wired AutoConfig service is not started.

More help is available by typing NET HELPMSG 3521.

C:\Windows\system32>net start dot3svc 2.
The Wired AutoConfig service is starting.
The Wired AutoConfig service was started successfully.

C:\Windows\system32>
```

### 3.2. Unrecognized network

If the user is unable to access the Eduroam network due to the Unrecognized network error, it is necessary to follow the short instructions from section 3.1. On the next picture you can see how the error message looks like.

