

Changing/Disassociating a Staff Wireless Password for Windows XP clients

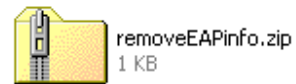
Note that this must be done whenever your password is changed.

When you first enter your username and password for authenticating to the secure Staff wireless network, Windows clients store these credentials in the registry. Windows Vista clients will prompt you to enter a new username and password the first time you try to connect to the wireless network after you change your Exchange password. Windows XP clients will continue to try and log you in using the stored credentials in the registry. Therefore, with Windows XP, every time you change your Exchange/AD password, the stored credentials will need to be removed from the registry.

Detailed below are three methods for removing the stored credentials from Windows XP clients. **Method 1** is the preferred method. This automated program should be downloaded from the wireless web page, stored on your laptop and run every time you change your Exchange/AD password.

Method 1

1. From the wireless web page, download the **removeEAPinfo.zip** file.



2. Open this file using Windows Explorer.

3. Double-click on this icon to run the program.



4. When prompted, answer **Yes** to the first prompt and **OK** to the second prompt.

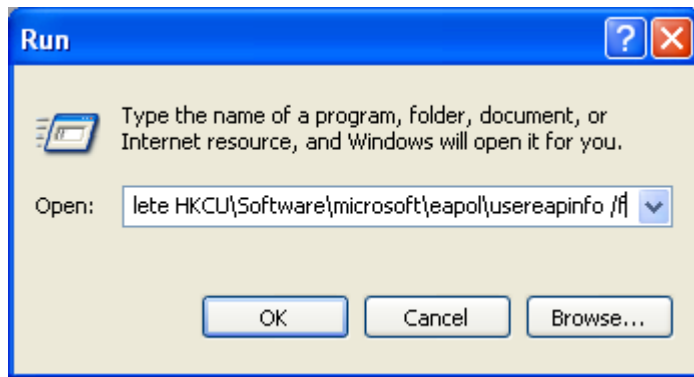
5. The next time you connect to the staff wireless network, you will be prompted to enter your username and password.

Method 2

1. Click on the Start button and then click on Run.

2. In the dialog box, type

reg delete HKCU\Software\Microsoft\EAPOL\UserEapInfo /f

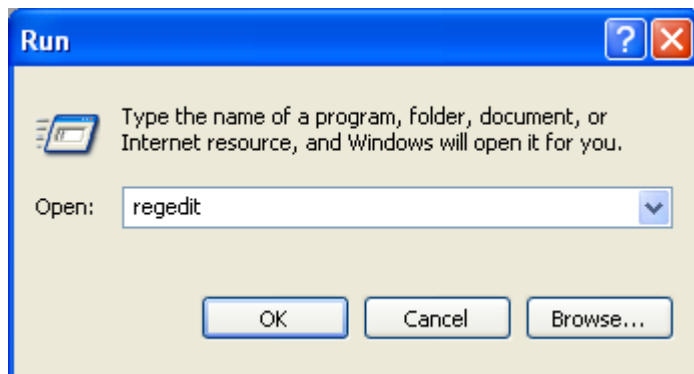


3. Click OK

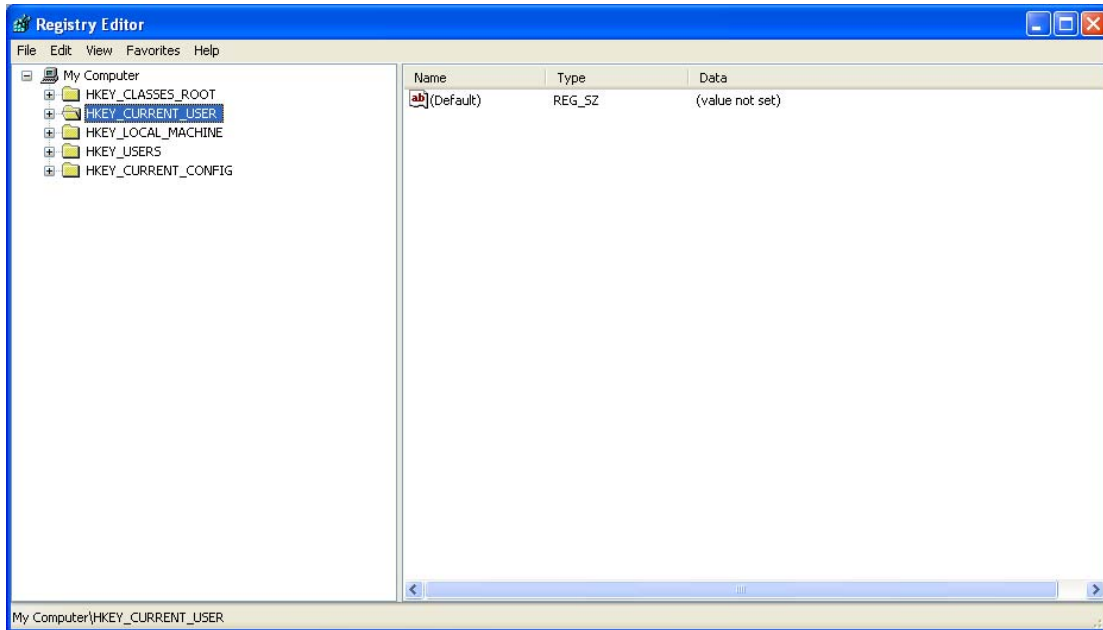
Method 3

Note - This method should only be tried by a competent technical member of staff who is familiar with editing the Windows registry.

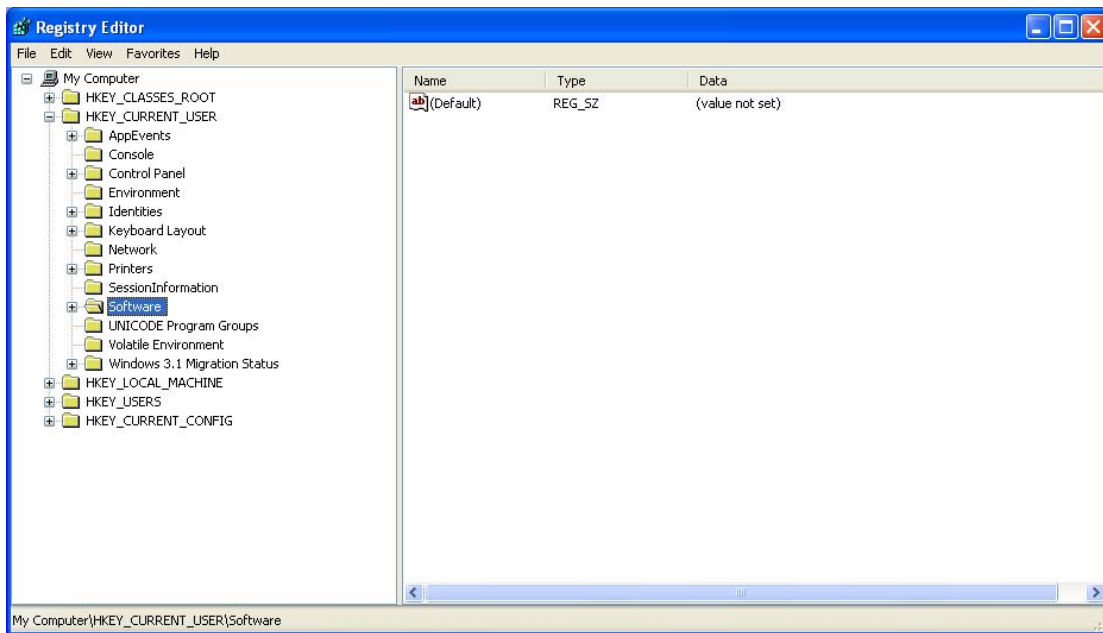
1. To run the Registry Editor, click on the **Start** button, click on **Run...**, and enter **regedit** into the Open: field.



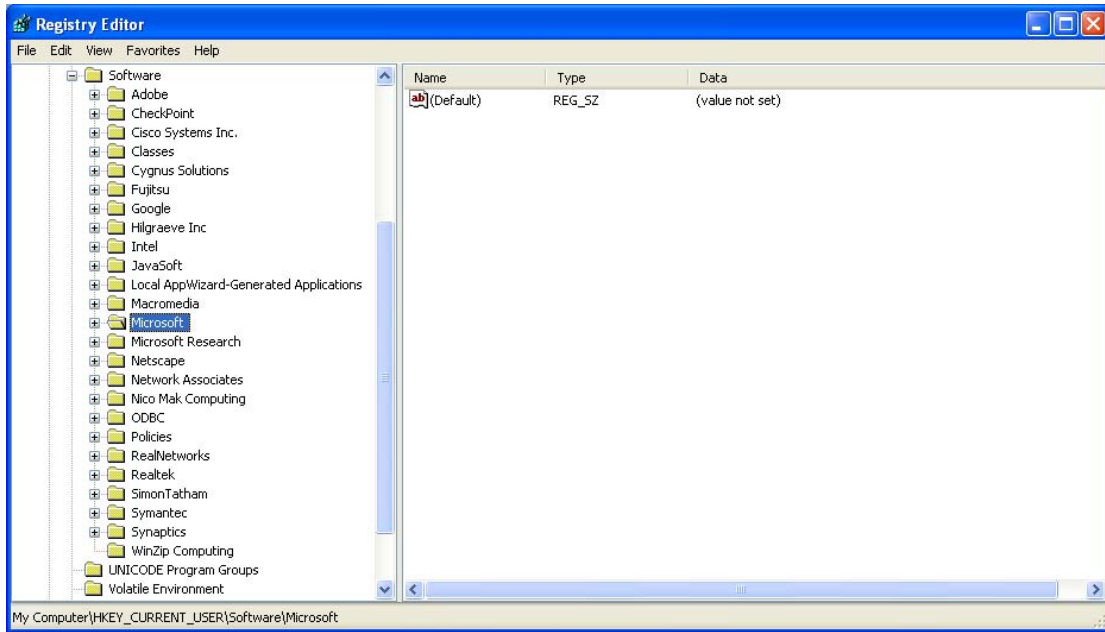
2. Expand HKEY_CURRENT_USER by clicking on the + beside it.



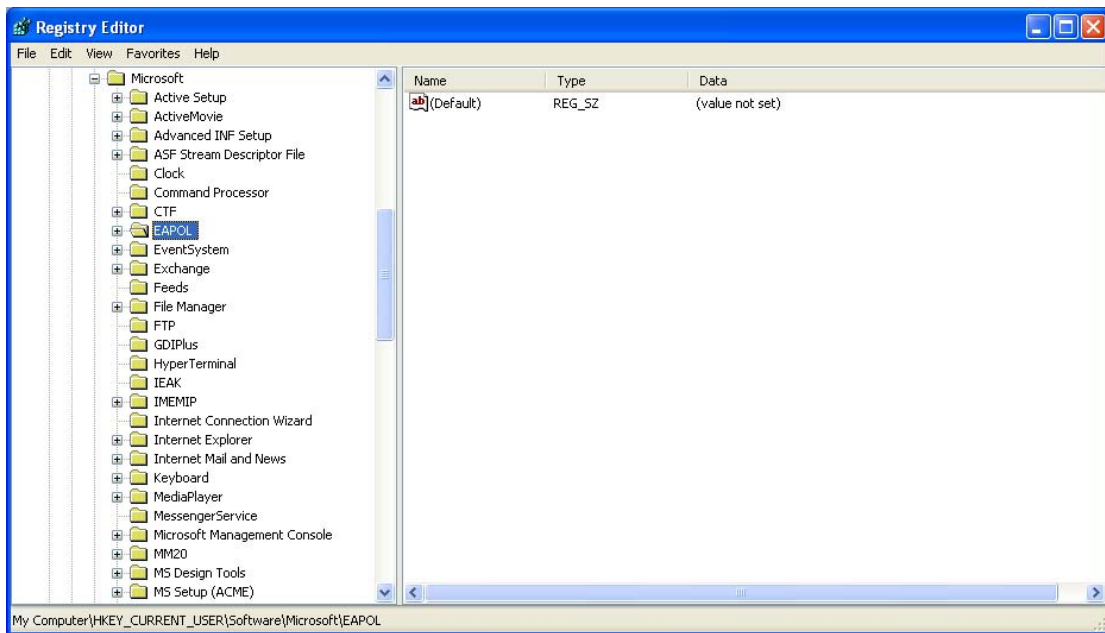
3. Expand the Software key by clicking on the + beside it.



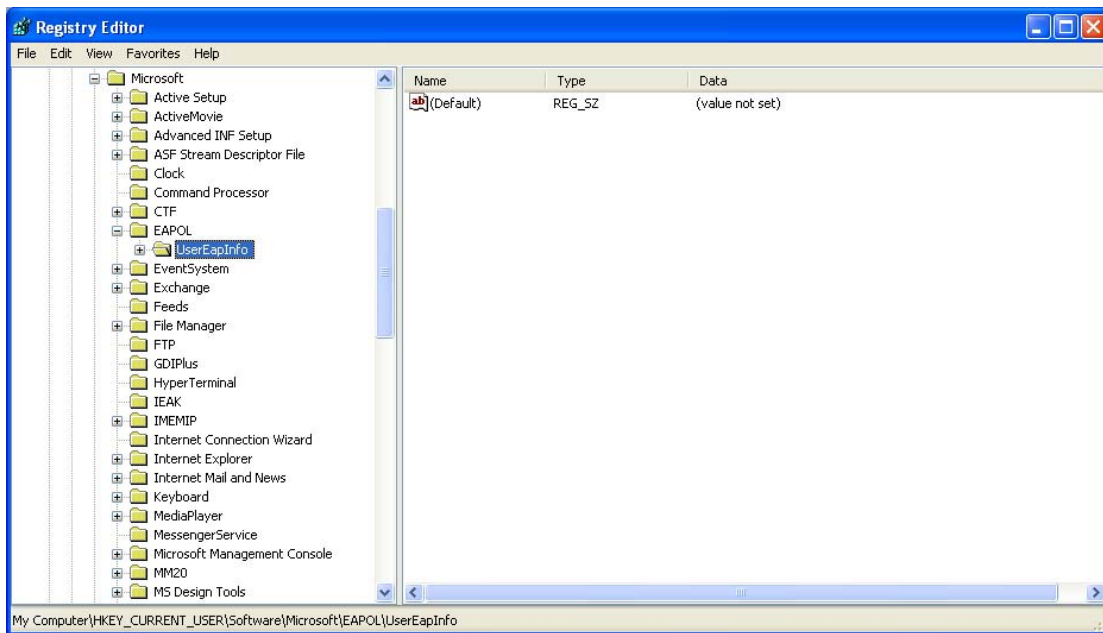
4. Expand the Microsoft key by clicking on the + beside it.



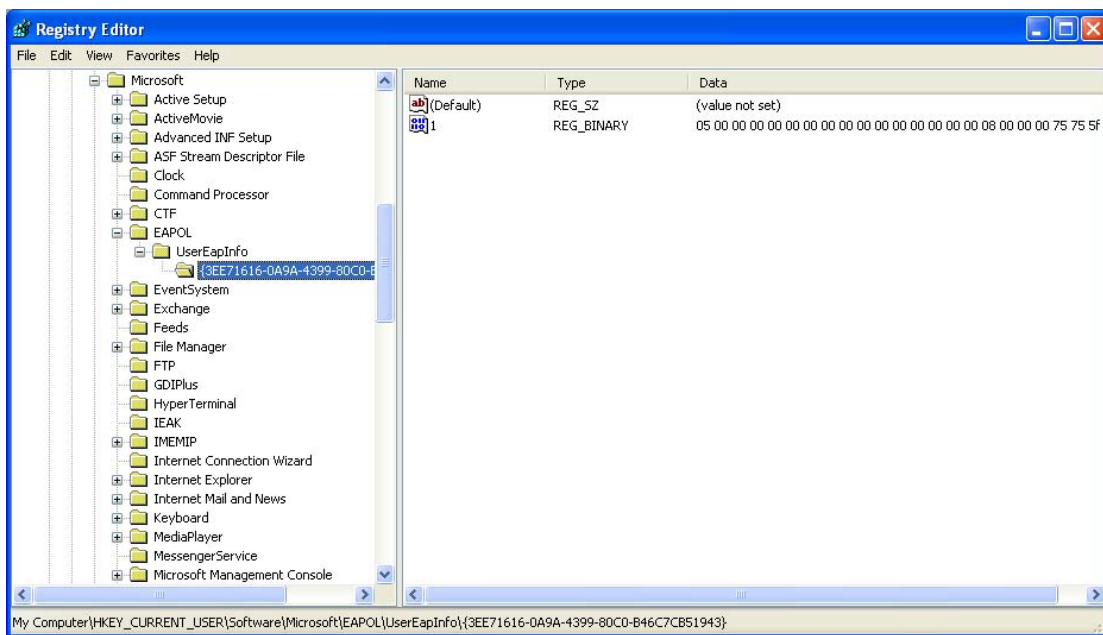
5. Expand the EAPOL key by clicking on the + beside it.



6. Expand the UserEapInfo key by clicking on the + beside it.



7. Click on the final key to select it and hit the **Delete** key.



8. Exit the Registry Editor by clicking on **File** and then on **Exit**.