Problems connecting certain devices to eduroam Wi-Fi

As eduroam is such a large and widely used network, security measures have to be implemented to ensure the data everybody transmits on the network is safe. One of these security methods we use is WPA2 Enterprise, or 802.1X, which is used for traffic encryption and user authentication.

As WPA2 Enterprise is used for large networks like at universities or public spaces, some devices that are mainly for home use don't include support for this as they are built for use on home networks.

Some of the main devices you may have problems with include:

- Wireless printers;
- Amazon Fire Sticks;
- Amazon Echo;
- Chromecasts;
- Smart TVs; and
- Nintendo Switches.

Some of these devices will work over wired connections. For example: if you are living in campus accommodation they can be registered over ResNet to work online. Unfortunately the devices that don’t have network ports, and aren’t WPA2/802.1X compatible, so will not work over the eduroam wireless network.

The easiest way to check if your device does support WPA2 Enterprise / 802.1X would be to check the manufacturer’s recommendation (usually on the box it came in or is included in the setup documentation), or to search the make and model of the device online.