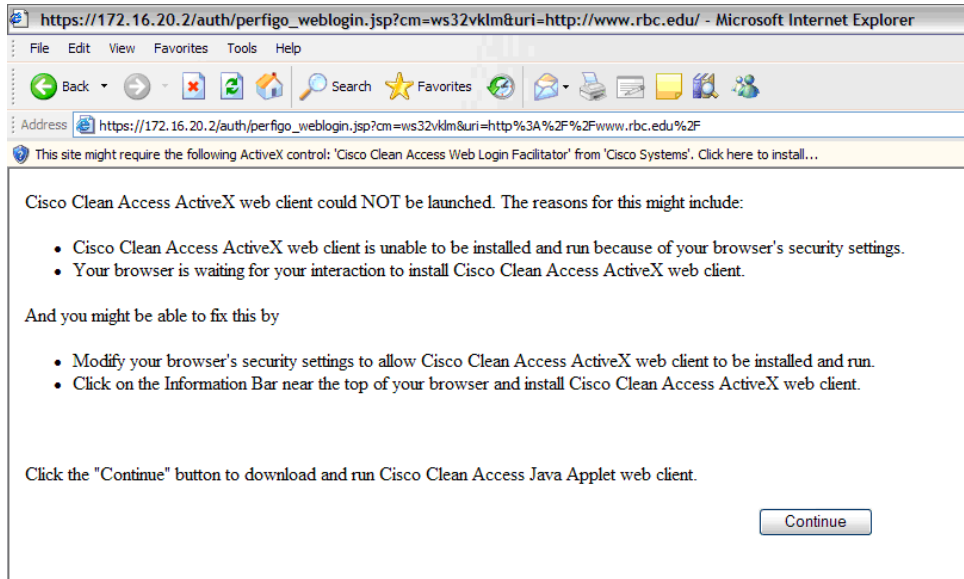


Troubleshooting:

If your PC does not meet minimum requirements for the NAC system, you may receive this alert. Click continue to access the wireless network using the Active X client.



Although the Active X approach provides protection for RBC and access to the internet, it is preferable to install the client. The client eliminates the need for continual authentication and repeated connection delays.

If you encounter difficulties installing the Cisco Clean Access client:

- Disable the Windows Firewall
- Make sure you have an anti-virus application installed
- Make sure you have CURRENT anti-virus definitions installed
 - Update AVG Free Anti-Virus: http://free.avg.com/ww.faq.num-1243#faq_1243
 - Update Norton Antivirus: <http://www.symantec.com/avcenter/download/pages/US-N95.html>
- Update your laptop operating system and anti-virus files before attempting to access the RBC wireless network.

If you continue to experience difficulty accessing the Wireless network, reboot your laptop and attempt to connect.

For additional information, please reference the frequently asked questions site:

<http://www.rbc.edu/wirelessfaq.html>