



# Ayr State High School

## BYOx – Technical Issues FAQ

Version 2.0 – 23/10/2015

## Legend



This type of box indicates a potential solution to the problem.



This type of box indicates problems that you may encounter, or that the fix is a work-in-progress.



This type of box indicates either a technical explanation, or further actions you may perform to troubleshoot the problem.

## Version History

- 1.0 – 16 October 2015 – Initial BYOx Technical Questions identified.
- 2.0 – 23 October 2015 – Small document Changes.

## Purpose of Document

This document details the most frequently encountered technical issues that happen with students participating in the BYOx program. Issues are identified below, and solutions or workarounds provided where available.

## My device onboards successfully, but I cannot connect to DETE-BYOx. What can I do?

There are several solutions to this issue, which may work depending on the specific reason your device is failing to connect. *There is currently a known issue where students with accounts from other regions fail to onboard to the BYOx infrastructure because the system detects their disabled account in the other region, rather than their currently active account. These second accounts generally exist because the student is enrolled in distance education, or has moved to Ayr from another region.*



Attempt to onboard your device again, except, at the login screen to the Guest Portal prefix your username with: "noq\" (excluding the quotes).

*There is currently a known issue where some Mac devices will fail to connect to the BYOx solution after onboarding successfully.*



Turn off and on your wireless adapter. This may fix the problem in some cases. If not, see below.



Some versions of Mac OS X have issues obtaining an IP address after connecting to a wireless network resulting in a lack of connectivity. This issue has been referred to Apple and will be fixed in a future update of OS X 10.11 (El Capitan).

*Occasionally there are intermittent issues with devices saving settings pertaining to the BYOx network.*



Try rebooting your device.



If all of the solutions above fail to work for you, please see ICT Support.

## I receive an 'Internal Server Error' when attempting to onboard my device. What do I do?



Wait about half an hour, to an hour, and attempt to onboard your device again. This is a workaround while the root cause is being investigated.

*This problem occurs because the hardware for our BYOx system is based at two datacenters in Brisbane (for reliability), and between them is a load balancer that directs your device to one of the two systems. Occasionally, a glitch will issue your device with a bad concurrency token and cause the system to produce this error message. A permanent fix for this problem is being investigated.*

## I have an Android device, and cannot onboard. What do I do?



Ensure you have followed the instructions in our "Onboarding – Android" document, and install the "Cisco Network Setup Assistant" **prior** to attempting to onboard your device to the school network.

*It is currently not possible to load the Cisco Network Setup Assistant onto your Android device at school, due to the "Google Play" store being blocked from the DETE-Guest network.*

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I successfully login to the Guest Portal on my device, and then receive an error message stating “The System Administrator needs to configure....”. What do I do?



Before you are able to onboard any devices to the school network, you need to return your BYOx Charter to ICT Support. At that point, your username is added to a group which removes this error message.

*Before you are able to onboard any devices on to the school network, you must return your BYOx Charter to ICT Support and get your “Primary Device” assessed to ensure it meets the minimum system requirements. Once this happens, your username will be added to a group and will remove this error message.*

I receive an error message that says ‘policy\_error’ on what looks like a website block page. What do I do?



This occurs when you have not logged been logged in by the internet filter. Visit an insecure website (such as <http://abc.net.au>) and it should prompt you to login. You should be able to access any resources after this.

*As part of the BYOx Technical Solution, the school still has to be able to track internet access, and implement a filtering solution. For this to be “zero-configuration” on any user devices something called a “Transparent Proxy” was implemented (rather than an “Explicit Proxy” which is what is used on school-owned devices). When the internet is accessed for the first time, it has to be an insecure website (HTTP) so that the login box which asks for your username and password can be presented. Secure traffic (HTTPS) cannot be intercepted (to login), so where possible, you are redirected to the insecure version of the website. Google is one website which resists this, therefore, extra steps are sometimes required.*

I’m looking for a list of supported devices for the BYOx Infrastructure. Is there one available?



Yes. A current list (produced by the supplier of the infrastructure) is at:  
[https://byox.eq.edu.au/SiteCollectionDocuments/BYOxApprovedDevicesListv1\\_1.pdf](https://byox.eq.edu.au/SiteCollectionDocuments/BYOxApprovedDevicesListv1_1.pdf)

Summary:

- LG G3 Smartphones **will not** work.
- Windows RT unsupported
- Windows Phone 8 unsupported
- iOS 5 required
- Android 2.2 required
- Windows 7 required
- OS X 10.9 required

Some websites are loading slowly, or are incomplete in areas. What can I do?



If you have not been asked to login to the internet this session, navigate to <http://abc.net.au> and you should be prompted with a login box (see the reasoning for the ‘policy\_error’ question).



If this, and restarting your web browser fails to work, please see ICT Support.

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### I need to update my Mac or iOS device. Can I do this on the school network?



Yes. As part of our BYOx infrastructure, the school implemented an OS X Caching Server which will store any required software updates, and serve them to devices on our network.

*What this means, is that whenever an application, or update is downloaded from the App Store, iTunes, or any other Apple site, it is saved to the server locally so that the next person that requests it will be able to do so at a vastly higher speed. This is especially helpful on iOS/OS X update release days.*

### I need to update my Windows device. Can I do this on the school network?



At this stage, no. Microsoft does not provide us with a mechanism to cache updates for non-domain joined machines, so this facility is unavailable.



Windows 10 however does come with a new Peer-To-Peer update mechanism where updates are served to machines on the same network. We are investigating whether this functionality can be used in our system.

### I need to update my Android device. Can I do this on the school network?



No. Google does not provide a solution for organisations to cache software updates similar to iOS, and currently is not investigating providing one in the future.

### I need to access G drive, or some printers. How do I go about doing that?



Download the BYOD Toolbox (Windows), or BYOxUtility (Mac) from the school intranet (<http://iayrshs>) or the BYOx page (<http://ayrshs.eq.edu.au/Facilities/Computersandtechnology/Pages/BYOx.aspx>). See the relevant BYOD Toolbox/BYOx Utility help document available on the website for how to use the application.