

Wireless Network Upgrade and Maintenance Complete

The scheduled campus wireless network upgrade and maintenance completed at 5:00 am. This work included a firmware upgrade (bug fixes and related enhancements) and some configuration changes that should help the wireless network provide a better experience for most client equipment. Part of the challenge with wireless networking is that techniques that improve services for many devices can also reduce the ability for some other devices to connect, so if you or someone you know has any issues connected to Rice Owls, Rice Visitor, or eduroam after this maintenance work, please let us know.

You can do so by contacting the OIT Helpdesk via email to help@rice.edu or via the web at <https://helpdesk.rice.edu>. If you would prefer to go straight to logging a ticket for support, visit <https://oit.rice.edu/request-help>.

Thank you for your patience and support while we implement these changes to improve wireless services.