

Laptop Connection Issues - College of Law

This information is intended for the College of Law only.

Overview

Laptops supplied by the university use a service called Device Tunnel, which sets up a secure connection between the machine and SU's servers and permits you to access shared drives and email while away from campus. If this service fails, you may have difficulty accessing shared content, and Outlook can become unresponsive. The two steps below can help to reconnect the Device Tunnel service.

Airplane Mode Toggle

Turning on airplane mode *twice* in rapid succession will cause the computer to renegotiate your connection to campus servers

- Tap the notifications button in the lower right corner of your screen (looks like a square comics speech bubble)
- Select "more settings" if necessary
- Tap Airplane Mode to turn on
- After a few seconds to allow it to engage, tap again to turn off
- After a few seconds to allow it to disengage, tap again to turn on
- Once engaged, tap again to turn off

After another minute or so, you should be able to access the G: drive reliably, and Outlook should function as expected

Force Device Tunnel to Reconnect

If the above steps do not fix the issue, another way to force Device Tunnel (the service which handles the handshake between your machine and campus) to restart is below

- Open Start menu, type CMD, then select the Command Line
- On the command line, type the line below exactly
 - `rasdial.exe "SU Device Tunnel VPN"`
- Hit Enter to execute the command
- It may return a message saying that the service is already connected. This is normal.

After another minute or so, you should be able to access the G: drive reliably, and Outlook should function as expected