



SafeConnect Client Fails to Download on a Macintosh

Daniel Martin - 2016-01-11 - 0 Comments - in Secure Connections

There is a known issue in which Macintosh users are unable to complete the process of downloading the SafeConnect client that is needed for accessing the DU Wireless network. The problem is characterized by the lack of a response from the browser after clicking the option to download the client.

In almost all instances of this problem, the user is accessing the SafeConnect download page using either Safari or the download window that appears automatically when the DU wireless is detected for the first time.

In order to get around this problem, Mac users have two options:

- Option 1: If another browser (such as Firefox or Chrome) is already installed on the computer, launch the alternate browser instead of Safari and navigate to a non-Dominican website in order to invoke the SafeConnect download page. From here, it will be possible to successfully begin the client download.
- Option 2: The Support Center keeps a flash drive on-hand with the latest version of the SafeConnect client. Users may borrow this to install the client manually.

Tags

DU Wireless

SafeConnect