



iPads on Home Networks

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Good morning everyone,

We wanted to make you aware of a new security setting on Apple iPads. Apple has pushed out a new security setting which may be causing connectivity issues on certain home routers if the home router is not utilizing the most secure network settings. Apple has indicated that this can not be fixed on the iPad but it can only be addressed on the home router/modem.

If the home router/modem were provided by the service provider (for example: SuddenLink, Spectrum, CenturyLink, etc.,) those companies may be contacted to assist in updating the home router/modem. If the home router/modem is NOT from the Internet Service Provider, the user will need to access the admin center on their modem/router to reconfigure it's security settings. Unfortunately, the CCS Tech Services Team will not be able to assist in troubleshooting home network issues.

From Apple Support: *"Don't create or join networks that use older, deprecated security protocols like WPA/WPA2 Mixed Mode, WPA Personal, TKIP, Dynamic WEP (WEP with 802.1X), WEP Transitional Security Network, WEP Open, or WEP Shared. These are no longer secure, and they reduce network reliability and performance. Apple devices show a security warning when joining such networks."*

We've also seen this same issue when trying to connect the iPad to certain hotspots or even when connecting to cell phone hotspots.

We certainly apologize for this inconvenience and will continue to investigate any other options that may be available.

Sincerely,
Ross G. Friebel
Director of Technology
Craven County Schools

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