Divine Word University

## Information Communication Technology Division

Primary Firewall Crashed Causing Inaccessibility to the Internet – Madang Campus

Date: Wednesday, August 30th 2023

Dear Staff and Students,

Please follow this Quick Resolution to the Internet Connectivity Issue:

After signing in to DWUNet (for staff) or StudentNet (for students) open a web browser (e.g. Firefox). You will be presented with this page:
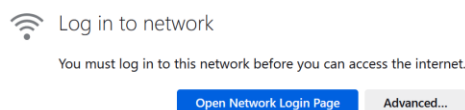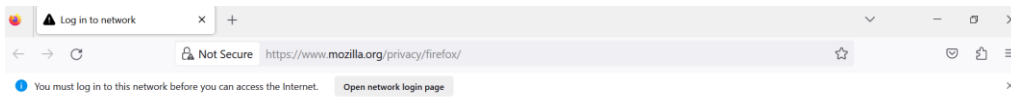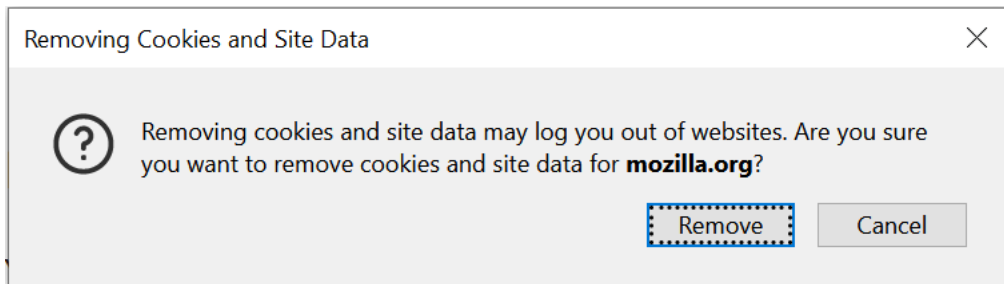

If you are not on the above page, then type in either of the following URL in the address bar and hit **Enter**:

https://fw.dwu.ac.pg:8090 or https://172.16.1.253:8090

At the top of the web browser, at the start of address bar you'll see a padlock icon with the text 'Not Secure', click on the icon and select '**Clear cookies and site data…**'
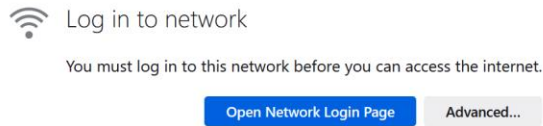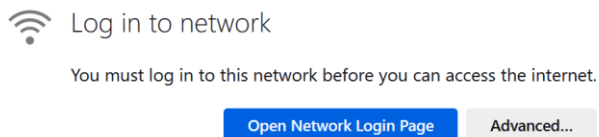

On the next pop-up message, click 'Remove'.

After that close the web browser and reopen it.

You should be back on this page:

Click on the **Advanced…** button and scroll down the page and click on **Accept the Risk and Continue**

Log in to network

You must log in to this network before you can access the internet.

Open Network Login Page   Advanced...

Someone could be trying to impersonate the site and you should not continue.

Websites prove their identity via certificates. Firefox does not trust fw.dwu.ac.pg:8090 because its certificate issuer is unknown, the certificate is self-signed, or the server is not sending the correct intermediate certificates.

Error code: SEC_ERROR_UNKNOWN_ISSUER

View Certificate

Go Back (Recommended)   Accept the Risk and Continue

On the next pop-up window click **Resend**.

about:certerror

To display this page, Firefox must send information that will repeat any action (such as a search or order confirmation) that was performed earlier.

Resend   Cancel

You should be directed to the Firewall login page.

We apologise for the inconvenience.

Thank you

ICT Division