

Number	Created	Updated	State
INC1628717	11d ago	2d ago	Customer Responded

# Cannot register wifi MAC

Actions

RP	Requested By Renato Poli	Affected CI Network Support	LC	Assigned to Laura Cicero
----	-----------------------------	--------------------------------	----	-----------------------------

Activity Attachments

Type your message here...



Post

Renato Poli

2d ago · Additional comments

reply from: rpoli@utexas.edu

It is ok. Thank you.

Laura Cicero

2d ago · Additional comments

Hello,

I just wanted to check in to see if you still need assistance with this issue.

You can respond to this ticket, or contact our Service Desk at 512-475-9400 for further assistance. Please mention your ticket number to the representative if calling in.

Have a great day!

Laura

UT Service Desk

Laura Cicero

11d ago · Additional comments

Hello,

Thank you for contacting the UT Service Desk!

It looks like you are able to access the network on the device, It appears to be registered.

If you have any further questions, you can respond to this ticket or contact our Service Desk at 512-475-9400.

Have a great day!

Laura

UT Service Desk

How did we do? If you want to comment on your experience with the service desk, you can do so here!

Renato Poli

11d ago · Additional comments

received from: rpoli@utexas.edu

I am trying to register the following MAC as a wifi:

e4:fa:c4:42:d9:44

The system returns an error:

[image: image.png]

What might be wrong?

Renato

## System

🕒 11d ago

### Duplicate Device

The MAC address you entered has already been registered. Please check the MAC address and if you continue to have problems, contact the service desk.

OK

**image.png**

14.9 KB

## Renato Poli

🕒 11d ago

INC1628717 Created

Start



[UT Home](#)

[Adobe Reader](#)

[Site Policies](#)

[Web Privacy Policy](#)

[Emergency Information](#)

[Web Accessibility Policy](#)

[Contact the Service Desk](#)

[Create Ticket](#)

512-475-9400



© The University of Texas at Austin 2024