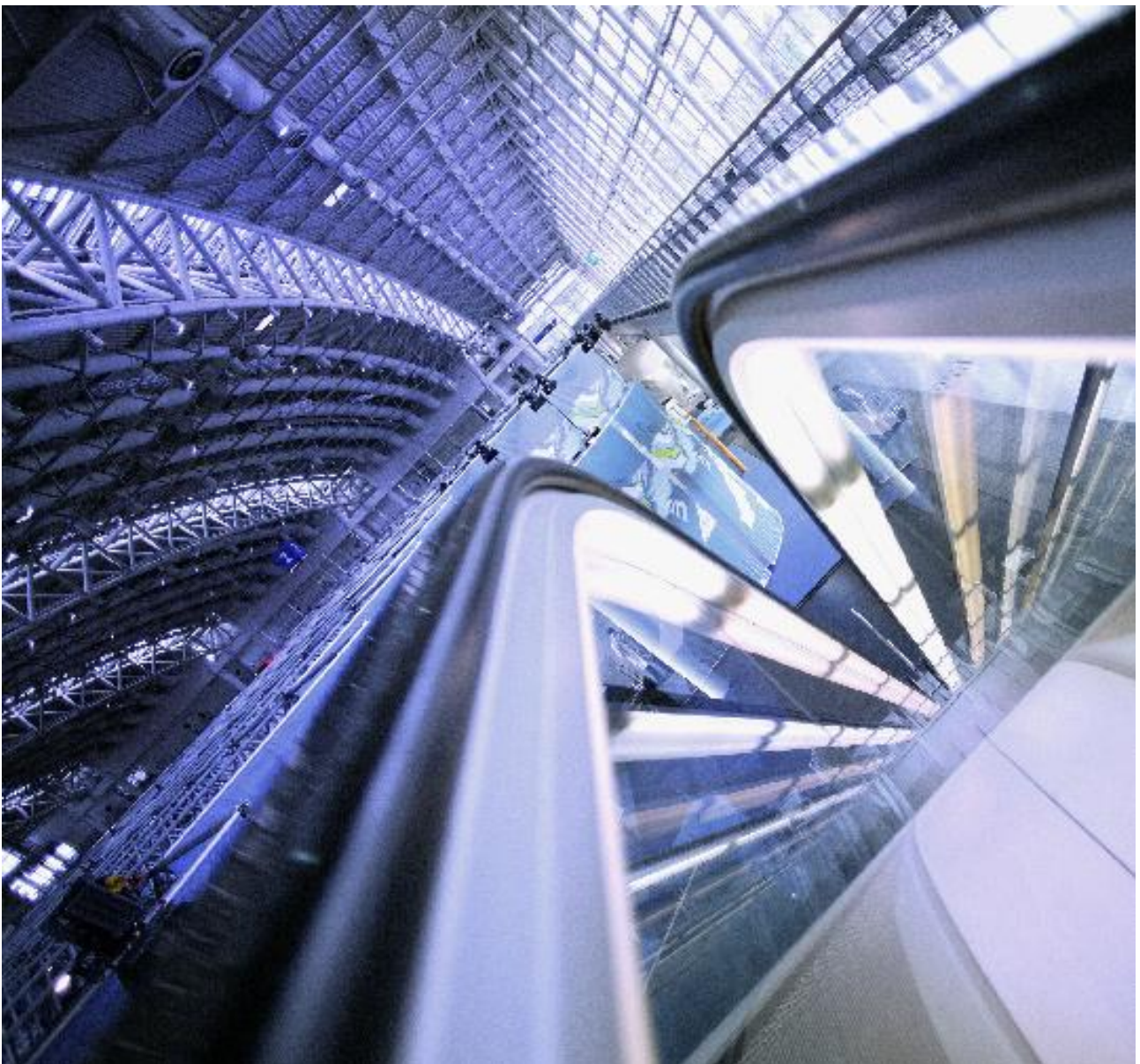


# WLAN FAQ





**Dear customer,**

based on our experience and customer feedback gained throughout recent years, we collected frequently asked questions and useful information about the wireless network on the Hanover fairgrounds in this document.

We hope that this information will be useful for you either before or during your stay at the Hanover fairgrounds.

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# Deutsche Messe WLAN Support

Hannover – Germany



## 1. Technical specifications /prices / payment

### 1.1 General remarks

We provide a 365/24/7 WLAN platform which you can use either with a Deutsche Messe voucher code or by your existing account with one of our roaming partners.

### 1.2 Voucher prices

#### **How much is WLAN access using a Deutsche Messe voucher?**

Deutsche Messe vouchers are available in three price levels:

| <b>Balance</b> |                                | <b>Price</b>   | <b>Price from 2nd voucher on *</b> |
|----------------|--------------------------------|----------------|------------------------------------|
| 1 hour         | (valid during the whole event) | <b>9,00 €</b>  | 6,00 €                             |
| 4 hours        | (valid during the whole event) | <b>30,00 €</b> | 22,00 €                            |
| 10 hours       | (valid during the whole event) | <b>50,00 €</b> | 37,00 €                            |

\*) If you buy more than one voucher of the same category at the same time, we offer you a 25% discount from the 2<sup>nd</sup> voucher on

### 1.3 Points of sale

#### **Where and when can I buy Deutsche Messe vouchers?**

Vouchers can be purchased from the day before the show until the end of the event at all Deutsche Messe information (EBi) counters (only cash money accepted), at the WLAN-Support office and in the Media Shop (cash and all major credit cards accepted). In case you need a voucher at any other time, please contact:

**Tel: +49 511 89-38992**

Pre-order in advance to an event or shipping of vouchers is not possible

### 1.4 Validity period of vouchers

#### **Can I use remaining balance during later events at Hanover fairgrounds or during the same event next year?**

No! Vouchers are valid only for the current event. Remaining balances expire after the event. You will find the exact period of validity on the top of each voucher

### 1.5 Roaming partners

#### **Are there alternative billing options for the WLAN access?**

You can also get WLAN access and getting billed by one of our roaming partners. You will find a list of all these providers on the portal site of our WLAN network

### 1.6 General requirements

#### **What requirements have to be met in order to get access to the WLAN?**

You will need a WLAN capable device following IEEE standard 802.11 a/b/g/n-draft and a standard web browser

### 1.7 Security

#### **Is the network protected?**

The Deutsche Messe WLAN is publicly accessible. We would like to point out that every user himself is responsible for the security of his user data and software. Even though the WLAN is WPA-2 protected, we generally advise against transmitting safety-relevant data over open networks such as WLAN networks in general. If you want to use such applications(i.e. electronic banking etc.) anyway, we strongly recommend at least usage of secure internet protocols such as https://

#### **Are VPN-connections possible?**

Common VPN software should generally work

## **1.8 eMail-Client support**

### **Can I use my own mail software ( Outlook / Thunderbird / Lotus Notes etc.. ) without restrictions?**

Use of eMail clients is generally possible. eMails will be sent directly from a relay server on the fairgrounds to the server specified in your eMail client setup. Nevertheless, there is an exception: in order to avoid spamming, "SMTP-after-POP"-sessions are blocked by our relay servers (see section 2.3 of this document)

## **1.9 Technical problems / availability**

### **What kind of technical problems could arise?**

Depending on the number of users logged into the WLAN and/or external factors (multiple-storey booth constructions, metal constructions, magnetic fields, microwave ovens, other wireless devices, neighborhood WLANs etc.) performance of the WLAN network might be affected more or less.

Therefore, Deutsche Messe is unable to guarantee a minimum quality of service, to ensure lack of interference or constant availability of the WLAN

### **Where is the WLAN available?**

WLAN is available within all halls, the Convention Center (CC), the Information Center (IC) and pavillons 32 - 37 (P32-P37). Furthermore, you can access the network on the open air site between hall 27 and hall 14, within the "House of nations" and the Munich Hall.

## **2. Configuration/ Support**

### **2.1 Configuration and Connection**

#### **2.1.1 Hardware configuration**

##### **How do I have to configure my hardware?**

- Make sure your WLAN hardware is activated. If it is not activated, there are different options to enable it:
  - a switch
  - a keyboard shortcut (in most cases FN-key + and wireless symbol)
  - using the software of the WLAN device
- Internet protocol (TCP/IP) must be set to „DHCP“. Both options „obtain IP-address automatically" as well as „obtain DNS server address automatically" have to be activated.

#### **2.1.2 Software Configuration**

##### **Are there any settings of my browser I have to pay attention to?**

Pop-up blockers and phishing filters have to be deactivated while logging in, otherwise the logout/time balance-window will not work or other log-in problems could occur.

#### **2.1.3 Connection to the access point**

##### **How do I connect to the Deutsche Messe access point?**

Connect your device to the

**SSID:** wififairgrounds code:12345678

You then will be asked to enter a network (WPA2-) key.

**WPA2-Key:** 12345678

#### **2.1.4 Login using your Deutsche Messe voucher code**

##### **How do I log in?**

After being connected to the access point, start your web browser and enter any URL. You will then be transferred automatically to the portal site. Click on Deutsche Messe logo and enter your username, password and accept the terms of use. After successful login, a window with a logout button and information on your balance will pop up. Whenever you log out, the balance counter will stop.



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## **2.2 WLAN-Support**

### **Where can I get assistance in case of any problems?**

During all events on the Hanover fairgrounds, an experienced support team will stand ready to resolve any problems as configuration of your device, logging into the network or voucher problems..

At larger events, you will find the support team at the WLAN-Support office, usually located in the Information Center (IC). For the exact location, see the fairgrounds map of the respective event.

During the whole event, the support team can also be contacted via hotline:

**WLAN support hotline: +49 511 89-38992**

**IMPORTANT NOTE:** Please note that the support team cannot assist you with problems concerning login problems with our roaming partners, their billing, terms and conditions or general questions on WLAN technology or advanced hardware problems

## **Supplement: Troubleshooting**

**I can find the network „wififairgrounds code: 12345678“, but I cannot connect to it even after entering the network key „12345678“.**

- Please check the signal strength of your WLAN connection and choose a different position with a better signal if possible.

**I can connect with the network but my device shows „limited connectivity“ and/or my browser cannot access any webpage.**

- Please check the configuration of the TCP/IP protocol. It must be set to „DHCP“ and also to „automatically obtain IP address“ and „obtain DNS server address automatically“. Popup blockers and phishing filters of the browser must be deactivated.
- If your device is able to use wireless standard 802.11n or 802.11ac (5Ghz band), please try to enable this option.

**I'm using an Apple device (iPhone, iPad or MacBook) and I do not get a connection / my connection is interrupted and cannot be re-connected.**

- This results to a known software bug of the WLAN implementation of all Apple devices. There is a workaround available only:
  - empty the browser cache
  - delete saved cookies
  - activate „accept cookies“
  - reboot the device
- Afterwards, try to stay at your current position, as any relocation could result to a connection loss when the device tries to switch to another access point.

**I can receive eMail but while sending an eMmail an error occurs.**

- Your eMail client is probably configured to „SMTP-after-POP“. Because of security reasons (SPAM prevention) mail relays of Deutsche Messe are blocking this procedure. The mail account needs to be configured for separate authentication at the SMTP server.

**I cannot log out while using a VPN connection.**

- As a VPN connection establishes a tunnel through the public network, any access to the internet is blocked when the VPN server does not allow internet access. Therefore, a connection to our server is not possible. To log out, the VPN has to be disconnected first. Then you can log out by using the popup window (F5 to refresh) or „http://1.1.1.1.“

**I would like to keep up an existing connection without the automatic log out after 10 minutes without any traffic.**

- Open a command shell and type “ping -t www.messe.de“