

# Apple iOS 14.x / iPadOS 14.x / watchOS 7.x Alert - Problems connecting to wireless

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## Description of issue

This alert is for users who connect an Apple device like iPhone, iPad, or Apple Watch to UCCS's wireless networks. If you do not operate an Apple device connected to the wireless networks at UCCS, you can ignore this alert.

In iOS 14, iPadOS 14 and watchOS 7 Apple introduces a new feature to the wireless network settings that allows the device to create a "private address." It essentially changes the way your device identifies itself to a network. The new option is enabled by default when you upgrade to iOS 14.

This new feature was not initially compatible with the wireless networks at UCCS. We recommended users who upgraded to iOS 14, iPadOS 14 or watchOS 7 disable this feature for UCCS networks to prevent connection issues on our wireless networks.

Further testing revealed other software issues causing connection problems that were not related to the private mac address feature, but rather with how the devices handled some underlying network protocols that are needed for the devices to function properly on our wireless networks.

## Resolution and fix for the issue

The connection issues are resolved in the latest software versions available for iOS, iPadOS, and watchOS. Please view them most recent update below for information on the latest versions available that your devices should be operating at to avoid connection problems on the UCCS wireless networks.

## Updates

### **Most recent update:**

#### **Update as of Jan 26, 2021**

On January 26th, 2021 Apple made **14.4** the latest available iOS and iPadOS versions available for iPhone 6s and later\*, iPad Air 2 and later, iPad mini 4 and later, and iPod touch (7th generation)

\* Note that "6s and later" includes: SE gen1, SE gen 2, 7, 7 Plus, 8, 8 Plus, X, XR, XS, XS Max, 11, 11 Pro, 11 Pro Max, 12, 12 mini, 12 Pro, 12 Pro Max.

Note that iOS **12.5.1** is now the latest available for iPhone 5s, iPhone 6 and 6 Plus, iPad Air, iPad mini 2 and 3, & iPod touch (6th generation))

Note that watchOS **7.3** is now the latest available for Apple Watch Series 3 and later.

Note that watchOS **6.3** is still the latest available for Apple Watch Series 1 and Apple Watch Series 2

**Apple devices should upgrade to these latest versions to avoid connection issues with the wireless networks at UCCS.**

### **Older updates:**

#### **Update as of Dec 14, 2020**

On December 14th, 2020 Apple made **14.3** the latest available iOS version for iPhone 6s and later\*, iPad Air 2 and later, iPad mini 4 and later, and iPod touch (7th generation)

\* Note that "6s and later" includes: SE gen1, SE gen 2, 7, 7 Plus, 8, 8 Plus, X, XR, XS, XS Max, 11, 11 Pro, 11 Pro Max, 12, 12 mini, 12 Pro, 12 Pro Max.

Note that iOS **12.5** is now the latest available for iPhone 5s, iPhone 6 and 6 Plus, iPad Air, iPad mini 2 and 3, & iPod touch (6th generation))

Note that watchOS **7.2** is now the latest available for Apple Watch Series 3 and later.

Note that watchOS **6.3** is now the latest available for Apple Watch Series 1 and Apple Watch Series 2

### Update as of Dec 1, 2020

On November 19th, 2020 Apple made **14.2.1** the latest available iOS version for iPhone 12 Pro, iPhone 12 Pro Max, iPhone 12, and iPhone 12 mini.

Note that iOS **14.2** and iPadOS **14.2** are still the latest versions available for iPhone 6s and later (including SE gen1, SE gen 2, 7, 7 Plus, 8, 8 Plus, X, XR, XS, XS Max, 11, 11 Pro, 11 Pro Max), iPod touch 7th generation, iPad Air 2 and later, and iPad mini 4 and later.

Note that iOS **12.4.9** is the latest available for iPhone 5s, iPhone 6 and 6 Plus, iPad Air, iPad mini 2 and 3, & iPod touch (6th generation))

Note that watchOS **7.1** is the latest available for Apple Watch Series 3 and later.

Note that watchOS **6.2.9** is the latest available for Apple Watch Series 1 and Apple Watch Series 2

### Update as of Nov 6, 2020

On November 5th, 2020 Apple made its latest iOS and iPadOS releases available - version **14.2 (available for iPhone 6s and later, iPod touch 7th generation, iPad Air 2 and later, and iPad mini 4 and later)**

Note that iOS **12.4.9** is the latest available for iPhone 5s, iPhone 6 and 6 Plus, iPad Air, iPad mini 2 and 3, & iPod touch (6th generation))

Apple watchOS also updated and is now **7.1 (available for Apple Watch Series 3 and later.)**

Note that watchOS **6.2.9** is the latest available for Apple Watch Series 1 and Apple Watch Series 2

We suggest users who have upgraded to iOS14,x, iPadOS 14.x, or watchOS 7.x also upgrade to these latest versions as they contain additional bug fixes and enhancements.

**These updated versions contain bug fixes that address connection issues on our wireless networks.**

### Update as of Oct 20, 2020

On October 20th, 2020 Apple made its latest iOS and iPadOS releases available - version 14.1. The latest version of watchOS is 7.0.3 for Apple Watch Series 3 and 7.0.2 for Apple Watch Series 4 and later.

We suggest users who have upgraded to iOS14,x, iPadOS 14.x, or watchOS 7.x also upgrade to these latest versions as they contain additional bug fixes. **However, these new versions do not address the wireless issue we are working to resolve.**

As with previous 14.x and 7.x versions, we still recommend disabling the "private address" feature for the wireless networks at UCCS.

### Update as of Sept 25, 2020

On September 25th, 2020 Apple made its latest iOS and iPadOS releases available - version 14.0.1. Or for the Apple Watch, watchOS 7.0.1.

We suggest users who have upgraded to iOS14, iPadOS 14, or watchOS 7 also upgrade to these latest versions as they contain additional bug fixes, some of which could potentially affect wireless connections.

As with version 14 (or 7), with version 14.0.1 (or 7.0.1) you will still have to disable the "private address" feature for the wireless networks at UCCS.

## Details about the "private address" feature

Note that the "private address" feature is set individually for each wireless network profile on your device.

If you have upgraded to the most recent available software version for your device, you should not have to disable this option to avoid connection issues (but you certainly can if you wish).

More details about the private address option can be found at this Apple support article: <https://support.apple.com/en-us/HT211227>

## How to check for updates on your Apple device

**To check for software updates on your iPhone or iPad:**

1. Open the Settings app, then tap General
2. Tap on Software Update
3. Tap on Download and Install if an update is available

**To check for updates directly on the Apple Watch:**

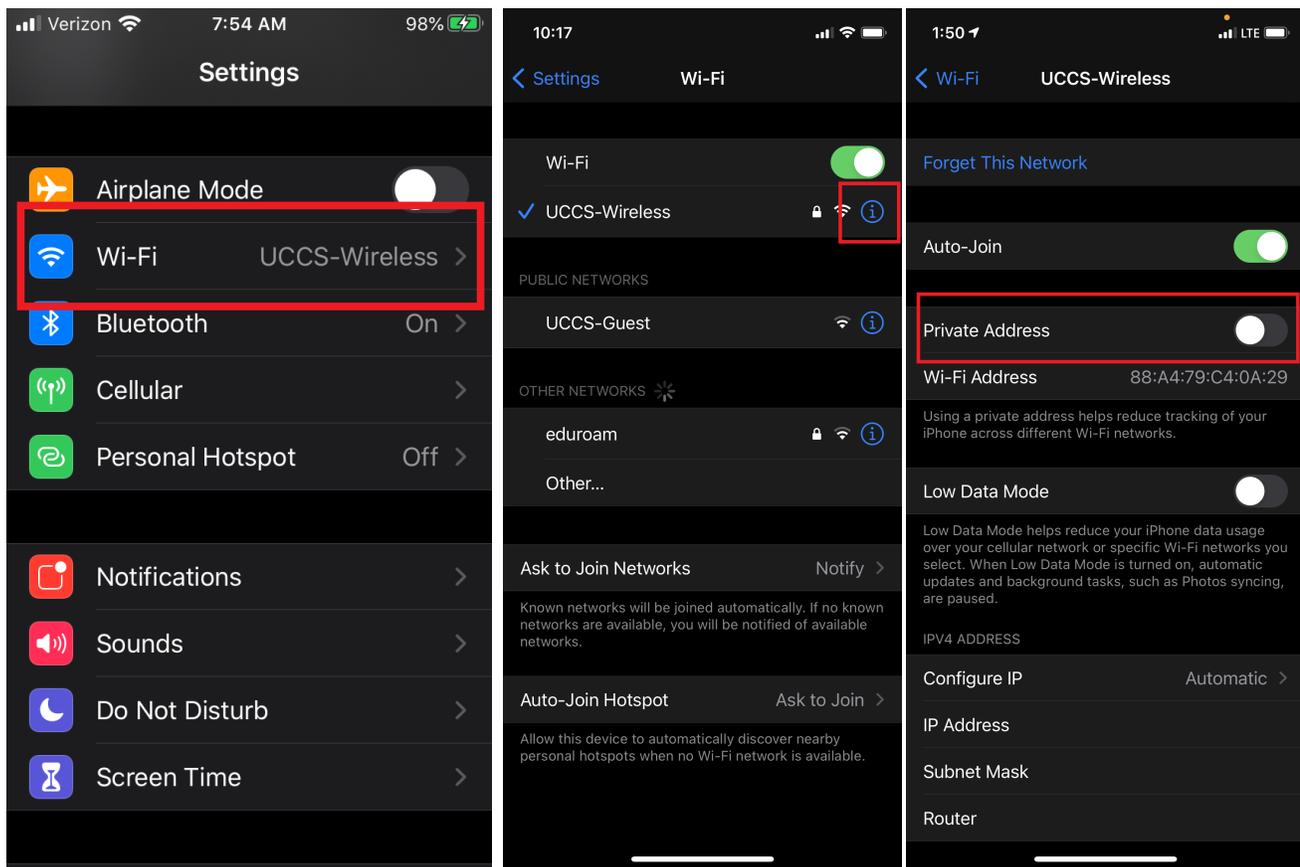
1. Make sure that your watch is connected to wireless.
2. On your watch, open the Settings app.
3. Tap General > Software Update.
4. Tap Install if a software update is available, then follow the onscreen instructions.

## How to disable the "private address" feature for UCCS networks on your device

**Note** - If you have upgraded to the most recent available software version for your device, you should not have to disable this option to avoid connection issues (but you certainly can if you wish).

**To disable the "Private Address" feature on the iPhone or iPad:**

1. Open the Settings app, then tap Wi-Fi.
2. Tap the information button to the right of each UCCS wireless network (UCCS-Wireless, UCCS-Guest, and/or eduroam).
3. Tap the toggle button for "private address" to disable the feature (in the photo below, the toggle is shown in the "off" position which is what you want)



**To disable the "Private Address" feature on the Apple Watch:**

1. Open the Settings app, then tap Wi-Fi.
2. Tap the name of the network you joined. If you haven't joined the network yet, swipe left on its name and tap the *more* icon (  ).
3. Tap the "private address" toggle to turn it off

