Wi-Fi connectivity issues due to Microsoft updates for Windows 11; uninstall instructions available

A Microsoft update for Windows 11 (KB5033375) may cause issues for users attempting to connect to UConnect or eduroam. UIT is aware and awaiting further information from Microsoft on this known global issue.

If you have a Windows 11 computer with a Qualcomm/MediaTek Wi-Fi adapter and are unable to connect to UConnect or eduroam, please work with your local IT support staff to uninstall KB5033375 as a temporary measure. Access Microsoft instructions on how to uninstall a Windows update for more information.

If you still experience connectivity issues after uninstalling the update, please open a "high" urgency ticket for the Network Services team by calling 801-581-4000.

If you have questions, your local IT support staff may be able to assist, or you may contact your respective help desk: UIT Help Desk (801-581-4000) or ITS Service Desk (801-587-6000).
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