



Dave Yost • Auditor of State

TO: ROVA Users
FROM: UAN Support
DATE: June 4, 2012
RE: ROVA Instructions

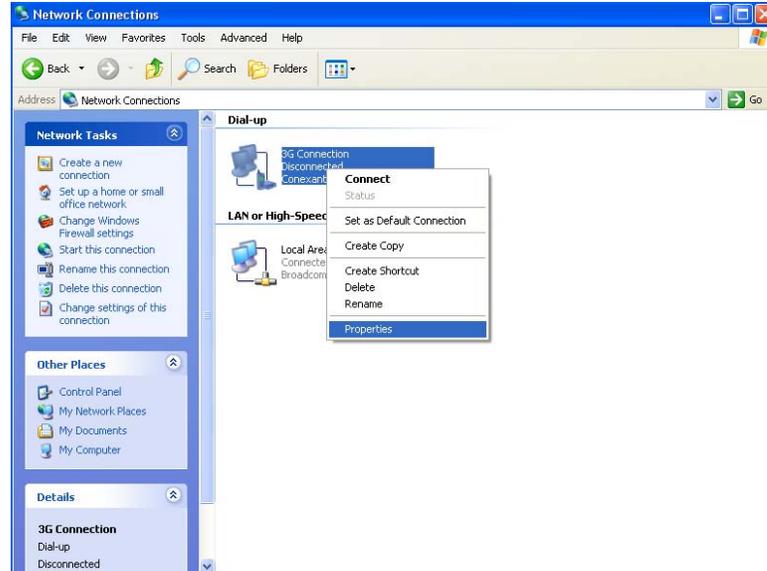
The following instructions are intended for clients using UAN ROVA or any other dialup software packages to connect to the Internet. If you do not use a ROVA or another dialup software package, please disregard this memo.

The Symantec Endpoint Protection install has been found to conflict with the Windows XP dialup service. To continue to use dialup Internet after Symantec Endpoint Protection 12.1 has been installed, please use the following instructions.

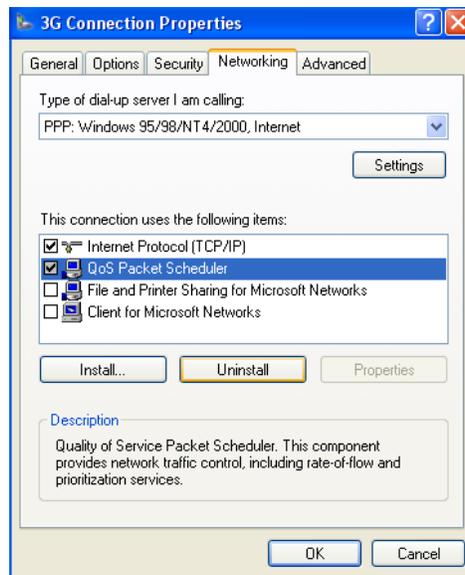
- (01) Close all open applications and return to the Desktop (Windows main screen).
It is important that no other applications are running.
- (02) Click the [**Windows Start**] Button
- (03) Click [**Control Panel**]
- (04) Double Click [**Network Connections**]
- (05) In the Network Connections window, under Dial-up, right Click on the 3G Connection icon. For an example, please view the picture on the following page.

Note: *There may be more than one icon in the Dial-up area. If there are multiple icons or there is no 3G Connection icon in this area, choose one of the other icons listed under Dial-up.*

- (06) Left Click [**Properties**]



- (05) A Connection Properties Window will open with 5 tabs. Click on the Networking Tab.



- (06) Click the QoS Packet Scheduler option as shown in the above picture
- (07) With QoS Packet Scheduler highlighted, Click **[Uninstall]**
- (08) You will receive the message, “Uninstalling a component removes it from all network connections. Are you sure you want to uninstall QoS Packet Scheduler?” Click **[Yes]**
- (09) Close any open windows and ROVA will work as normal.

If you have any questions on these instructions or still cannot sign on to ROVA, please call the UAN Support Line at (800)833-8261.