

WINRADIUS – Troubleshooting Steps

1. Run WinRadius in XP SP3 compatibility mode.

Windows 8 does not have a direct '[compatibility mode](#)' menu item.

Right-click on WinRadius.exe and select 'troubleshoot compatibility'.

Option is to '[try recommended settings](#)' and it eventually goes into XP mode.

2. Once WinRadius opens, click on [Settings](#) → [Database](#)

Click on the '[Configure ODBC Automatically](#)' button. Check the dialog...if it still comes up with an issue then just change the ODBC from the default '[WinRadius](#)' to something like '[WinRadius2](#)'.

3. Restart WinRadius.

If you still have problems with Winradius, please contact your course coordinator for further assistance.

Alternative Troubleshooting:

Run the program '[as an administrator](#)'

The 'run as administrator' is available as an option via a right-click when highlighting the file radius.exe. (This will only work if you have admin rights, or have access to the admin username/password.)

– the 'Configure ODBC automatically' should then work.

In addition, the Caller Id field needs to have a [0 \(zero\)](#) in the caller ID/MAC address field. The program might have some values in there by default, but a zero must be entered manually.

NOTE: when running RADIUS.exe even as administrator, the program may continue to say to restart the program, however, this can be ignored, as the program will run correctly and able to be tested via the Radiustest.exe.