TALK

5 Wi-Fi Troubleshooting Tips You Can Give Your End Users

Keith Parsons · 7SIGNAL webinar · 2022-09-14

A September 2022 webinar in which Keith Parsons walks through five Wi-Fi troubleshooting tips you can give end users, to make solving their problems a little easier.

Key points

- Troubleshooting tips for end users, built around one idea: find out quickly whether a problem is wireless or wired.
- The MCS (modulation and coding scheme) a device is using reports on the health of the radio link; MCS 5 or higher (64-QAM or better) usually means the wireless side is fine.
- If the captive portal (sign-in page) appears, the wireless side is already working, because every earlier step had to succeed to reach it.
- Most complaints come down to user choices (wrong network or password) or problems on the wired side, so triage first, as in a field hospital.
- Simple checks help: hold Option and click the Wi-Fi icon on a Mac to see the MCS, and a continuous ping to the gateway shows whether the connection holds as you move. The second half of the webinar is the host's product demonstration.

Chapters

1. 00:02 Introduction
2. 02:01 MCS reports the health of the RF
3. 06:02 Test open, with no encryption
4. 08:05 The link light idea
5. 10:11 The captive portal tells you
6. 12:09 Triage

7. 14:00 The top issues companies reported
8. 16:03 Problems on the wired side
9. 18:08 Reading MCS on the client
10. 22:07 Ping as a quick check
11. 24:09 Option-click on a Mac
12. 28:00 Scanners for end users

Watch on YouTube (https://www.youtube.com/watch?v=kQQ_7I_hgwg). More conference talks: wlan-talks.net (index by Victor Gatuna).

By Keith Parsons, CWNE #3, Wireless LAN Professionals. Free to read and share. Facts