

The purpose of this guide is to identify the steps customer's 1st level support and WaTech Service Desk will follow to troubleshoot and support their Wireless Service users.

Customer agencies are responsible to provide 1st level support to their users. Users should contact their agency help desk when requiring assistance. When necessary, IT staff who support the Wireless Service for each agency will contact the WaTech Service Desk for additional assistance.

Note: If an agency end user directly contacts the WaTech Service Desk AND has not contacted their 1st level support, the WaTech Service Desk will refer the caller to their Agency contact.

Tips for 1st Level Troubleshooting and Support

Step 1 – Check Access Point Power and User Connectivity

1. Verify Access Point is connected and powered. This is a physical observation.
2. Have the user identify the specific SSID they are attempting to connect to:
 - <Local Agency Name>, Roaming, Sponsored Guest, or Guest.
3. Has the user ever successfully connected to that specific SSID?
 - Confirm wireless adapter is active.
 - Confirm wireless adapter settings.
4. Identify the User ID they are attempting to use? Do they have the correct passcode?
5. Have the user provide an IP address if possible.
6. Have the user provide the device's MAC address.
7. Is this failure due to Network Connectivity, a specific access point or all access points?

Once all the information is gathered, identify if this is user specific or SSID specific. For example: User A is unable to connect to their Agency SSID, but can connect to the Roaming SSID, Sponsored Guest SSID and Guest SSID vs. Multiple users are unable to connect to that same SSID.

Step 2 – Check Cisco Prime

Utilizing the Cisco Prime login credentials provided by WaTech, log into Cisco Prime 147.55.7.137.

1. Review the logs. Check AP status.
 - Green = Good
 - Red = Bad
2. Verify if Cisco Prime is able to see the user's MAC address attempting to access the network.
3. Is the AP, the user is having connective problems with, showing connected?

Step 3 – Verify Local Connectivity

Verify connectivity between site switch and the APs. Can you ping the AP from the switch that the AP is connected to?

Step 4 – Contact the WaTech Service Desk

If all troubleshooting steps were done and the issue was not resolved, follow the steps outlined in the WaTech Support section of this document.

WaTech Service Desk Support

WaTech Service Desk Email: ServiceDesk@watech.wa.gov WaTech Service Desk telephone: (360) 753-2454

If the Agency contact is not able to resolve the issue for their user, the Agency contact will contact the WaTech Service Desk.

The WaTech Service Desk will take the following steps:

1. Collect user information
 - Name,
 - Agency,
 - Contact email,
 - Telephone number, and
 - Site name/location/address (Example: DSHS1033).
2. Collect a brief description of the issue
 - Have customer identify which wireless network name/SSID is having issues. There are four wireless network names/SSID's:
 - <Local Agency Name>
 - Roaming
 - Sponsored Guest
 - Guest

Customer may or may not know all the below information. Gather the information they know.

3. Does the issue affect a single user, multiple users or the entire site? *Move to the appropriate section to collect information, and then create an infra ticket.*

Entire Site

- When did the trouble begin?
- What is the agency site name/location/address? (Example: DSHS1033)
- Does the customer have a specific CDR number for the location experiencing issues?

Multiple Users

- When did the trouble begin?
- How many users are impacted?
- Can customer provide a list of user names and or IP addresses?

Single User

- When did the user start to experience trouble?
- Has it ever worked?
- What is the User ID for the user trying to authenticate?
- What is IP address for specific device?
- What is the MAC address of the device experiencing connectivity issues?
- What SSID (Wireless Network Name) is the user trying to connect to?

4. WaTech Servicedesk creates an Infra incident ticket.
 - Include information collected from customer
 - Forward ticket to the "CTS – Wireless" group