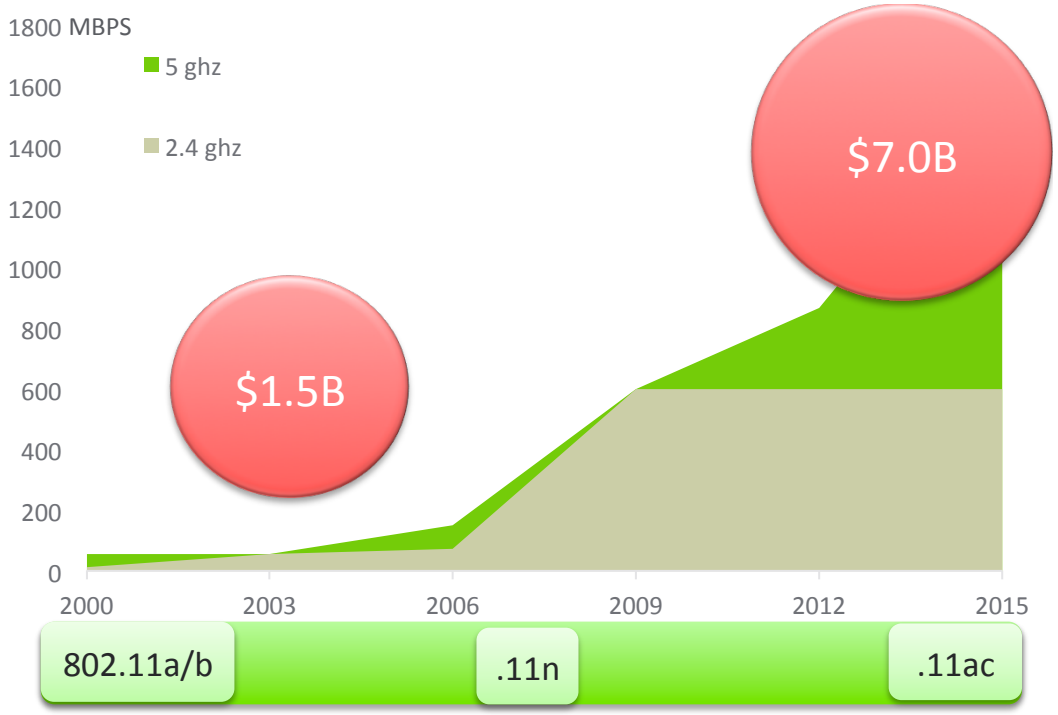
AIRMAGNET

Presented By - SecNet Pty Ltd

WI-FI IS BECOMING MORE UBIQUITOUS



- Technology is still evolving
- Speeds are getting faster
- The industry relying more on Wi-Fi

Source: Infonetics 2014

MORE WIFI – MORE PROBLEMS

- Performance Challenges
  - Channel competition - channel overlap, neighboring WLANs
  - Mixed environments - vendors, devices and standards a/b/g/n/ac
  - Changing environment - clients, network changes
  - Client-side challenges - collision avoidance, roaming
- Security Challenges
  - Rogue access point and clients

INCREASED TROUBLE TICKETS?

- “The wireless sucks”
- “The internet is slow”
- “I can’t connect to the wireless”
- “Something’s wrong with the network”

TROUBLESHOOTING IS COMPLEX

- Involves more than Wi-Fi network packets
- Need to understand the channels and how they're allocated
- Non-Wi-Fi devices can also impact the system

ASKING THE RIGHT QUESTIONS

- How do you isolate the problem quickly?
- How do you rule out RF spectrum interference?
- How do you diagnose whether it's a wireless vs. wired problem?

INTRODUCING AIRCHECK G2

INTRODUCTION - AIRCHECK G2

- AirCheck G2 is handheld tool designed for the front-line technicians that are the first responders to the “Connection is bad” or the “Wi-Fi is down” call.

- The Aircheck G2 provides functionality for:
  - Troubleshooting Wi-Fi networks to quickly and easily isolate the root-cause.
  - Planning, validating and baselining WLAN connectivity and Ethernet services.

AIRCHECK G2 WIRELESS TESTER

NEW

- 802.11ac 3x3 Radio
- Link-Live Cloud Repository
- 5” Touch screen
- Simplified workflow
- NetScout Branding

AIRCHECK G2 DETAILS

ADDITIONAL FUNCTIONALITY:

- AutoTest
- Locate APs and Clients (ROGUES)
- Discovery of SSIDs, APs, clients, channels
- Connection tests for Wi-Fi and Ethernet
- AirCheck G2 Manager PC app

A 360 VIEW OF AIRCHECK G2

Front

Back

Left

Right

USING AIRCHECK G2

Top Troubleshooting Use Cases

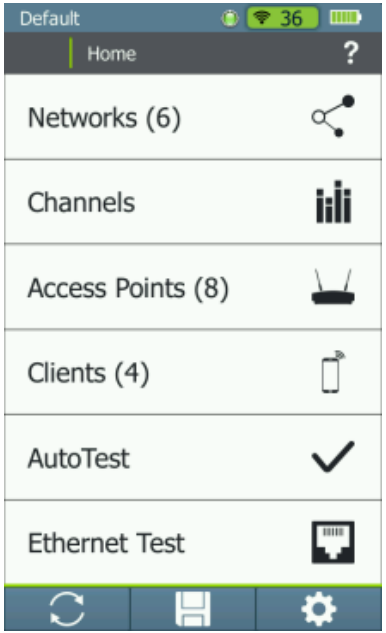
COMMON WI-FI PROBLEMS

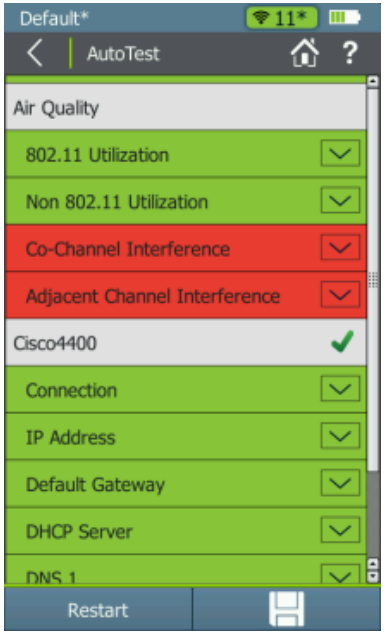
Most common Wi-Fi problems and why they occur

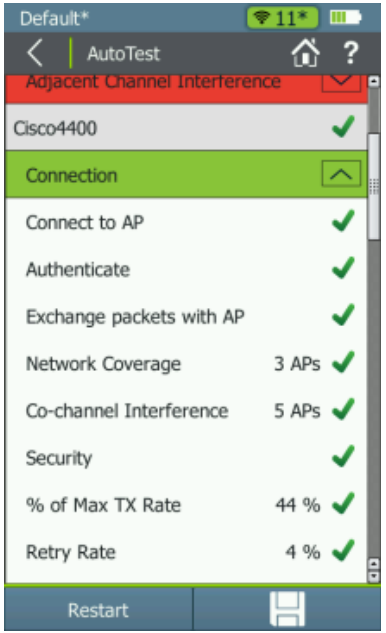
Complaint	Common Cause	Examples
No Wi-Fi Access	Coverage	Dead spots, failed APs or radios
Slow Wi-Fi	Connectivity	Wi-Fi or channel interference
Internet is down	Configuration	Authentication, services (DHCP, DNS)
Losing connection	Overloaded	Channel congestion, AP overlap
All of the above	Rogues	Unauthorized APs and clients

FIRST THING FIRST - AUTOTEST

AutoTest provides answers to the most common problems that cause a Wi-Fi complain.





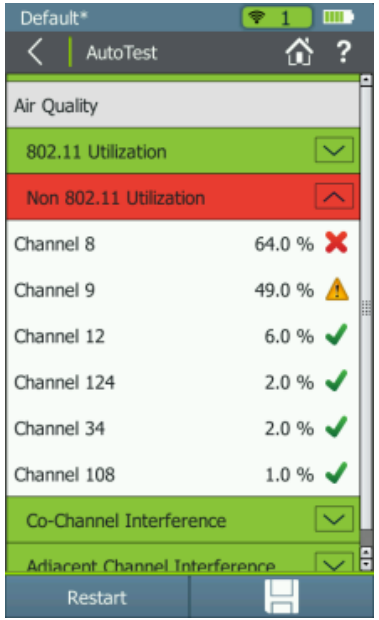


WI-FI IS JUST NOT WORKING WELL

“I can connect to the network but the network is slow”

AirCheck G2 can quickly determine whether there are any Air Quality problems.

- 802.11 Utilization
- Non 802.11 Utilization
- Channel interference

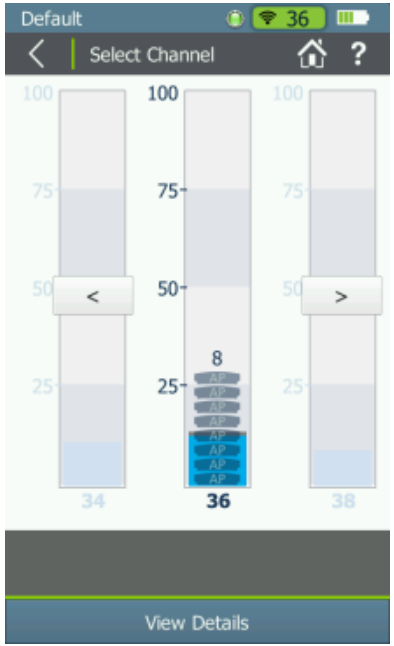


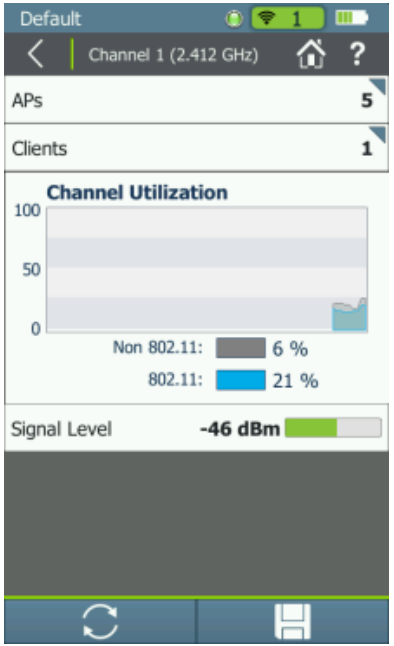
OVER UTILIZED CHANNELS

“I keep getting kicked off the wireless network”

AirCheck G2 provides quick access to channel utilization:

- 2.4 GHz and 5 GHz channels
- Number of APs per channel
- Number of clients per channel



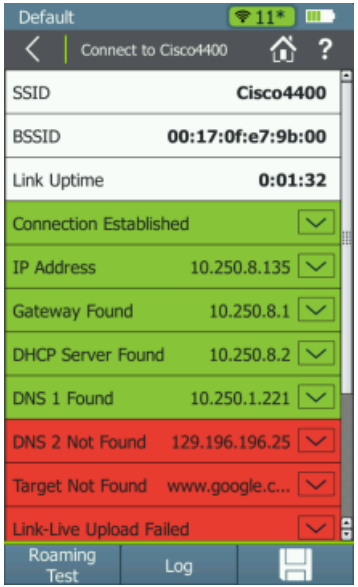


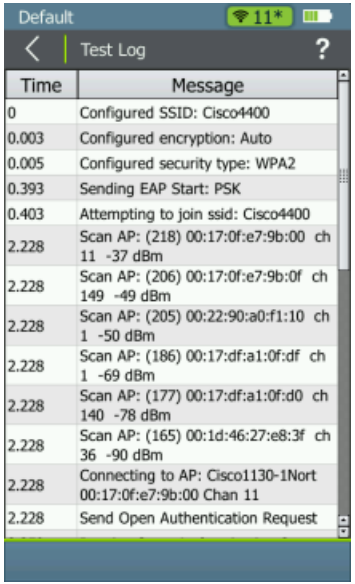
CANNOT CONNECT TO NETWORK

“I can connect to Wi-Fi but internet is down”

AirCheck G2 can quickly determine misconfigured services:

- Authentication
- DHCP, DNS
- Ping test
- Speed test
- Signal/Noise/SNR



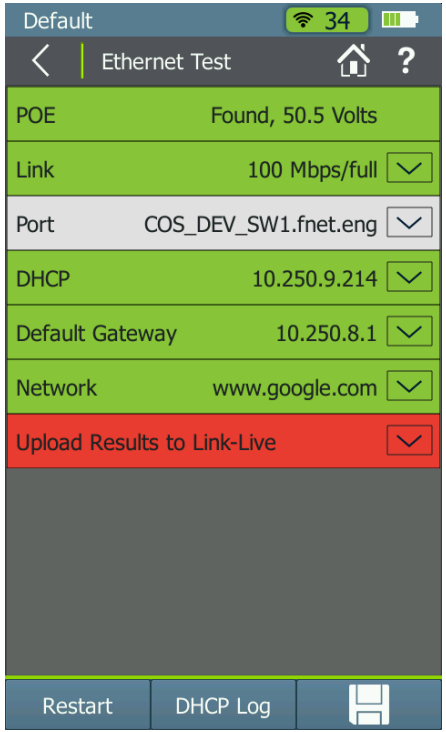


VALIDATING ETHERNET CONNECTIVITY

It’s not the Wi-Fi, or is it?

AirCheck G2 Ethernet Test

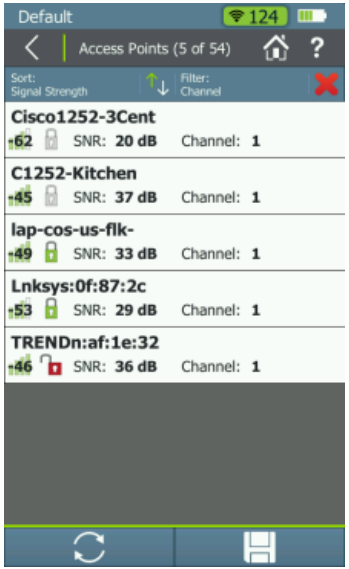
- Is there enough power reaching the AP?
- Can the port itself provide basic networking services?



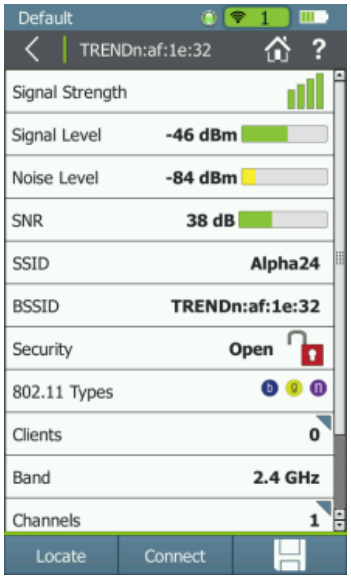
UNAUTHORIZED ACCESS

There is a pirate on the ship!

Detect



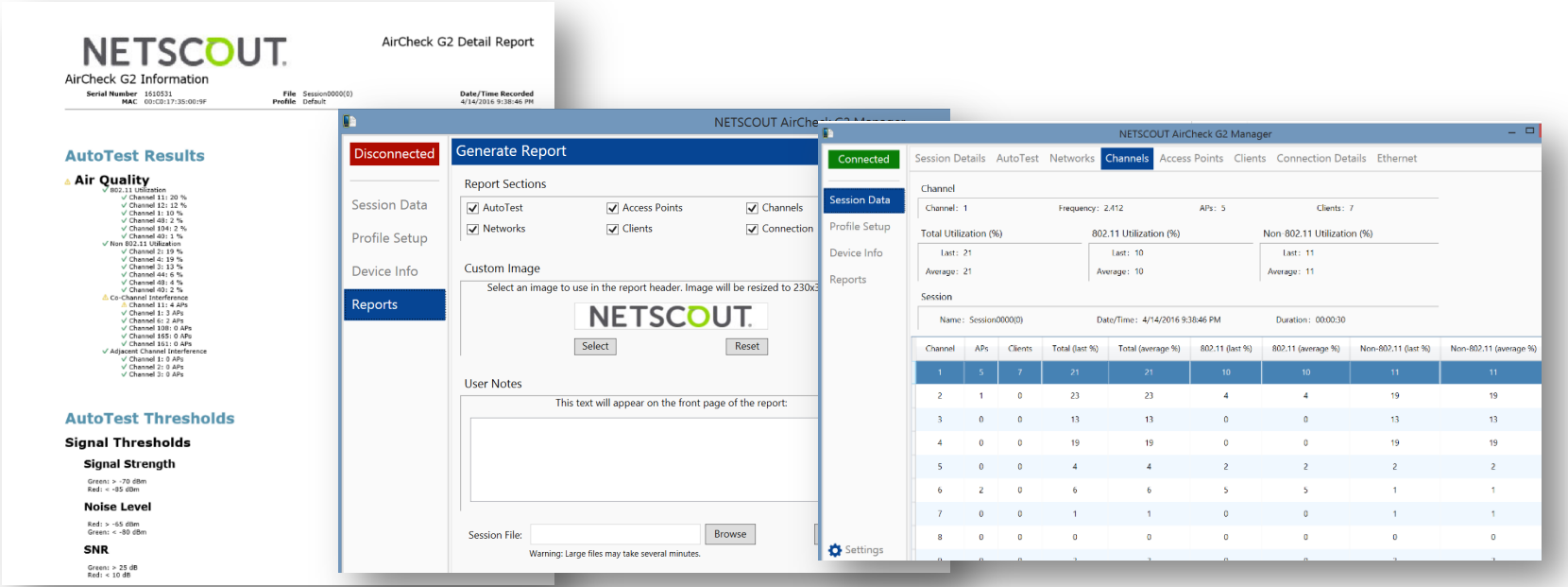
View



Locate

AIRCHECK G2 MANAGER

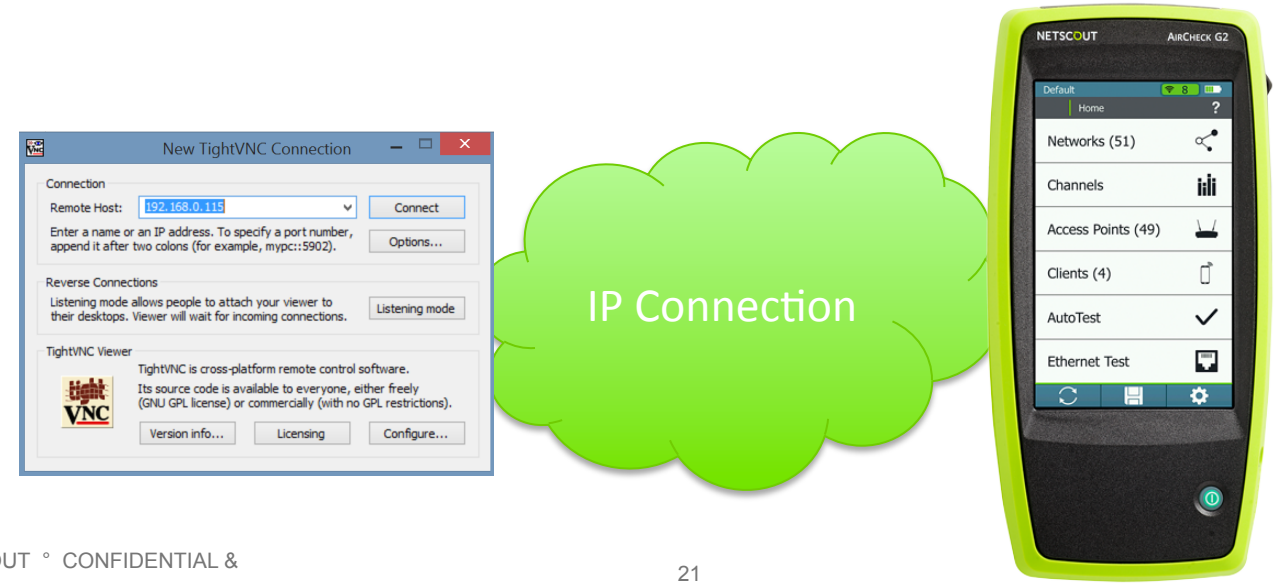
Customized reports, View sessions details, Manager AirCheck



MANAGER AIRCHECK REMOTELY

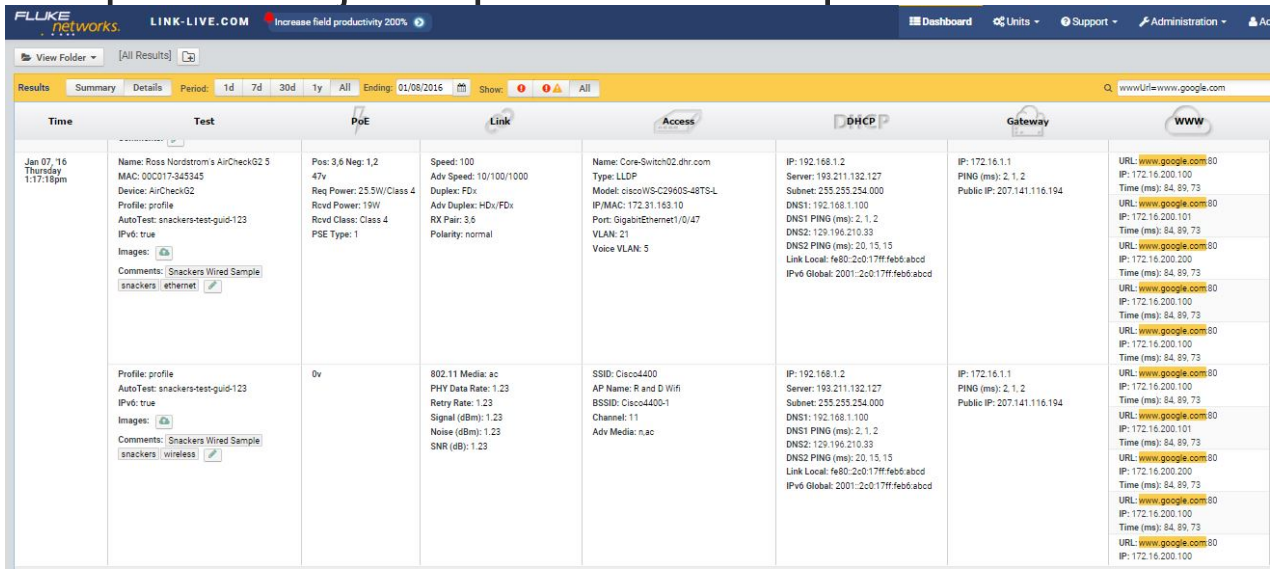
Full remote connectivity to AirCheck G2 with VNC

- Requires Ethernet and IP connectivity
- Full AirCheck functionality



LINK-LIVE CLOUD REPOSITORY

We have 250 APs to test across multiple sites, how do we track progress and provide a job report when completed?



WHY AIRCHECK G2

- Easy to sell – customers “Get It”
- Easy to use with intuitive workflow and large touchscreen
- Reduces the complexity of wireless troubleshooting
- Cloud Enabled Centralized Repository
- AND
  - 802.11ac handheld tool
  - Large touchscreen
  - Future proofing with USB expansion

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THANK YOU

NETSCOUT.COM