



**PRE TROUBLE-SHOOTING
QUESTIONNAIRE**

<<Customer Name>>

Revision : 1.0

Date : <<Current Date>>

Contents List

1 PURPOSE & SCOPE.....3

2 FAULT DESCRIPTION4

2.1 WiFi Infrastructure.....4

2.2 WiFi Client Devices4

2.3 Fault Description4

2.4 Further Information.....5

3 TROUBLE-SHOOTING DETAILS.....6

3.1 Customer Contact.....6

4 ACCESS REQUIREMENTS.....7

4.1 Standard Items7

4.2 Customer Supplied (Clean Rooms / High or Low Risk / Food Contamination Control).....7

4.3 Administrative Items.....7

5 VISIT REQUIREMENTS.....8

5.1 Required TCP/IP Settings8

5.2 Required 802.11b/g Profile Settings.....8

5.3 WEP Encryption.....8

5.4 WPA/PSK or WPA II/PSK.....8

5.5 802.1x Security9

5.6 MAC Address Security9

5.7 WiFi Tools.....9

6 CUSTOMER SIGN OFF11

1 Purpose & Scope

The remainder of this document aims to compile sufficient information to carry out a professional trouble-shooting visit of your site(s).

Section 3 Fault description

This is a mandatory section and is provided to enable you to describe in as much detail as possible the issues you are experiencing with the WiFi system at your facility.

IMPORTANT

Acceptance by DW WiFi to take the initial booking and visit site will be done only if we feel we are familiar enough with your WiFi equipment to be able to help. DW WiFi will, best endeavours, help to diagnose any faults found on site. Where possible, DW WiFi will also assist in resolving these issues. It should be noted that the main objective of the visit is a 'fault finding' exercise to help identify the root cause of the issues reported. Where possible, DW WiFi will help resolve these issues.

DW WiFi will NOT be able to replace any failed hardware components but can make recommendations as to what needs to be replaced in the event that any faults are traced to failed hardware.

Section 4 Trouble-Shooting Details

This section requires the customer to input the specifics of their site or sites including designated members of staff who must be present at the time of the visit.

Section 5 Access Requirements

This section is required to detail any special requirements our engineers will need to be aware of to attend site.

Section 6 Visit Requirements

This section details any special requirements our engineers will need to be aware of to attend site.

Section 6 Customer Signoff

This section must be completed prior to returning via E-MAIL to dave@dw-wifi.com

An accurate quotation can then be provided together with some proposed dates for the Trouble-Shooting visit.

3 Trouble-Shooting Details

3.1 Customer Contact

Please designate a member of your staff to act as our main point of contact for the visit. Please note that the designated member of your staff must have knowledge of the issues being experienced on site. It is important that this person be both present and available during the visit.

| Company Name | Contact Name | Tel. No. | Fax No. |
|--------------|--------------|----------|---------|
| | | | |
| | | | |

Please also give a full postal address each location.

| Address | Postcode |
|---------|----------|
| | |
| | |
| | |

4 Access Requirements

Please detail any special access requirements that may be needed (E.g. security clearance, Health & Safety regulations, special clothing, etc.).

4.1 Standard Items

| Item | Please Indicate |
|---|-----------------|
| Protective Footwear (Steel Toe Cap Boots) | |
| High Visibility Jacket | |
| Hard Hat / Ear Defenders | |

4.2 Customer Supplied (Clean Rooms / High or Low Risk / Food Contamination Control)

| Item | Please Indicate |
|----------------------|-----------------|
| Protective Footwear | |
| Coveralls / Overalls | |
| Hat / Hair Net | |

4.3 Administrative Items

| Item | Please Indicate |
|---|-----------------|
| Are Permits to Work required | |
| Are Permits for working at height required | |
| Any Restrictions on survey equipment (Laptops, test access points, batteries) | |
| Is there a restriction on Cameras on site (within sensitive area) | |
| Is Security Clearance a requirement | |
| Is Health & Safety Introduction / Training required | |

5 Visit Requirements

It is very important that the DW WiFi engineer is allowed connection to your WiFi network in order to diagnose any issues. To do this we propose to connect a wireless laptop to your WiFi network but will need to be provided with appropriate configuration settings in order to do so.

5.1 Required TCP/IP Settings

| Item | Please provide |
|-----------------------------------|----------------|
| Static IP Address | |
| Subnet Mask | |
| Router IP Address (if applicable) | |

5.2 Required 802.11b/g Profile Settings

| Item | Please provide |
|-----------------------|----------------|
| ESS-ID (Network Name) | |
| Type of security | |

5.3 WEP Encryption

If WEP Encryption has been deployed please provide the following settings;

| Item | Please provide |
|------------------------------------|----------------|
| Type of WEP (e.g. 40 bit, 128 bit) | |
| WEP Key (ASCII) | |
| WEP Key (HEX) | |
| Active Key (1, 2, 3 or 4) | |

5.4 WPA/PSK or WPA II/PSK

If WPA or WPAII has been deployed please provide the following settings;

| Item | Please provide |
|---------------------------------|----------------|
| WPA or WPAII Passphrase | |
| Encryption Method (TKIP or AES) | |

5.5 802.1x Security

If 802.11x security has been deployed it may also be necessary for you to provide a RADIUS Username and Password in order for connection to be granted to your network.

| Item | Please provide |
|-----------------|----------------|
| RADIUS Username | |
| RADIUS Password | |

Will the DW WiFi engineer require an electronic security certificate in order to be granted access to your network?

If so please provide the certificate on the day of the Trouble-Shooting visit together with instructions on how to install it.

5.6 MAC Address Security

Do you use MAC Address lists to further enhance the level of security on your WiFi network?

If so the DW WiFi engineer will be using a Cisco 802.11 abg WiFi radio card with the following radio MAC address. This address will need to be added to your 'allowed clients' list.

| Item | MAC Address |
|--|-------------------|
| Cisco 802.11 abg WiFi Radio Card MAC Address | 00:40:96:B6:46:E3 |

5.7 WiFi Tools

DW WiFi uses the following WiFi tools to assist in trouble-shooting.

- Air Magnet WiFi Analyser
- Wi-Spy Spectrum Analyser

These tools do NOT require a connection to your network as they only monitor and record transmissions at the 2.4 GHz WiFi frequencies. These tools are non-invasive and hence it is assumed that permission will be granted to use these tools within your facility.

If this is not the case, please state below and give reasons if you wish.

| |
|--|
| |
| |
| |
| |
| |
| |

6 Customer Sign Off

Please ensure this questionnaire is filled out before completing this final section.
Please E-mail the completed questionnaire to dave@dw-wifi.com

| | | |
|------------|---|-------|
| Print Name | : | |
| Position | : | |
| Date | : | |