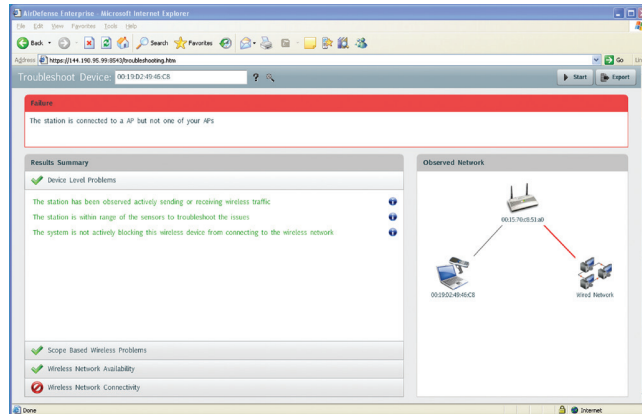## MOTOROLA AIRDEFENSE
# Advanced Troubleshooting
## Remote Troubleshooting and Analysis of Wireless Network Issues



## BENEFITS

Proactively Identify Network Configuration Issues Which Impact Business Critical Applications, Resulting In Less Down Time For End Users

Reduce Wireless Network Helpdesk Support Costs

Quickly Identify Type Of Station Connectivity Problems For Appropriate Escalation

Reduce Travel-Related Expenses By Remotely Troubleshooting The Wireless Network

The Motorola AirDefense Advanced Troubleshooting module is the industry's first and only toolset to perform expert analysis of wireless connectivity issues and perform end-to-end network testing from the wireless perspective. It is a licensed add-on module to Motorola AirDefense's market leading Wireless Intrusion Prevention System. It will significantly reduce network helpdesk costs and operational expenditures related to the wireless network by practically eliminating the need to travel onsite to troubleshoot wireless network issues.

Connectivity Troubleshooting is a tool for helpdesk staff allowing them to perform expert analysis on wireless client connectivity issues and quickly resolve or escalate trouble tickets. Access Point Connectivity Testing will proactively identify connectivity problems on the wireless network by periodically performing end-to-end network testing initiated over the air by a wireless sensor emulating a client.

### Client Connectivity Troubleshooting
Client connectivity issues can be caused by a variety of issues many of which are not related to the wireless network. Unfortunately the wireless network often gets faulted for any connectivity problems experienced by mobile users, and wireless network support staff is then required to devote time troubleshooting issues which may not be a wireless problem. The Client Connectivity Troubleshooting tool is designed to assist Tier-1 helpdesk personnel with limited

wireless networking expertise, easily identify the exact connectivity problem, allowing them to either resolve it or escalate the case to the appropriate IT support staff. The Client Connectivity Troubleshooting module's sophisticated analysis engine will quickly identify device level problems, wireless network health, wireless network availability, wireless network or client configuration, and wired network connectivity issues.

### Access Point Connectivity Testing
Wireless applications rely on wireless & wired network configurations to function correctly and a simple change to the wired network could render wireless applications inoperable. Because network administrators cannot connect to the wireless network to perform the tests required to identify where the problem occurred, troubleshooting can be cumbersome and time-consuming.

The Access Point Connectivity Testing module addresses these issues by allowing remote testing of network connectivity from the perspective of a wireless station. By utilizing the radio of the wireless sensor to simulate a wireless client station true end-to-end network testing can verify all aspects of the wireless application's datapath. Connectivity tests, configured to run automatically or on demand, can be customized to verify the specific wireless configuration, wired network configuration, and application server availability. For more information on Motorola AirDefense Solutions, visit us at www.motorola.com/airdefensesolutions.

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