Wireless Diagnostic Scenario

1. ***A Day in the Life (Before)***

    - *Moment of frustration:* Someone arrives at the helpdesk of the UvA complaining not to be able to get online using the wireless LAN. The admin discovers that someone is a guest student from UTK who is in Amsterdam for a year of fun and some classes. The admin tries out the laptop, sees that there is a valid wireless AP in sight but that the authentication somehow fails. Admin logs in to the university RADIUS server and sees that someone@utk.edu is proxied towards the SURFnet top level RADIUS server but that an ACK/NACK never arrives. Admin phones the SURFnet helpdesk, the SURFnet helpdesk examines the SURFnet top level RADIUS server and the European top level RADIUS (managed by SURFnet) and verifies that the credentials are proxied to the .edu server but that an ACK/NACK is never received. The SURFnet helpdesk sends an e-mail (since the US is still asleep) to the .edu RADIUS admin. When the .edu RADIUS admin wakes up he verifies the connection with the utk.edu RADIUS server and notices that there is no communication with the UTK RADIUS server. The .edu RADIUS admin phones the UTK RADIUS admin and the server is reset.

2. ***A Day in the Life (After)***

    - *New approach:* Someone arrives at the helpdesk of the UvA complaining not to be able to get online using the wireless LAN. The admin discovers that Someone is a guest student from UTK who is in Amsterdam for a year of fun and some classes. The admin tries out the laptop, sees that there is a valid wireless AP in sight but that the authentication somehow fails. The admin verifies the test account at UTK and discovers that authentication requests are not answered. Admin checks the online weather map and discovers that the utk.edu RADIUS server is part of the EduRoam hierarchy but is not responding to requests. Admin sends an e-mail to the admin of the utk.edu RADIUS server through the utk.edu admin link at the EduRoam weather map. The UTK RADIUS admin restarts the server.