

**Please find HOTSPOT WIFI Zone details:-**

192.168.4.250---Mumbai

192.168.41.250---North

192.168.12.6---South

192.168.4.150- Other cities- Bhopal, Jabalpur, Nagpur, Rajkot, Vadodara, Kolkata, Indore

Userid:- monitor

Password:- monitor

## Troubleshooting Steps for Tikona Hotspot AP

## **1. Check the AP connectivity in Zone director**

If it is showing disconnected, check Physical connectivity of the AP. If it is showing connected, please check the ping response of an AP.

Access Points >> 00:22:7f:28:ec:00

This table lists detailed information about the selected access point, such as the clients and events associated with it.

Access Point Information

General		Info	WLANs				
Device Name	SAHAJANAND HOME-BLOCK_WIFI HotSpot (Ahmedabad)	AH0180274	Status	Connected (Root AP)	Name/ESSID	BSSID	Radio
Description	SAHAJANAND HOMES, GST CHENPUR ROAD, NEW RANIP, AHMEDABAD	27d 1h 54m	Uptime	Tikona-HotSpot-MJM/Tikona-HotSpot	00:22:7f:28:ec:08	802.11b/g	
Location	SAHAJANAND HOMES, GST CHENPUR ROAD, NEW RANIP, AHMEDABAD	23.09540886, 72.56067878	Connection Mode	L3 (IPv4)	Tikona_HotSpot	00:22:7f:68:ec:08	802.11b/g
GPS Coordinates			VLAN	1			
MAC Address	00:22:7f:28:ec:00		Associated Clients	1			
IP Address	172.22.176.15						
External IP:Port	172.22.176.15:12223						
IP Type	DHCP						
Model	z12741		Actions				
S/N	120955003542						
Version	9.3.2.0.3						

Radio 802.11b/g

Current Channel	10
WLAN Group	Default
Background Scanning	Enabled
TX Power	Full
# of Authorized Client Devices	1
% Retries/% Drops	12.2 / 0.00
% Non-unicast	0.190
Packets/Bytes Received	11M/1.5G
Packets/Bytes Transmitted	2.4M/585M
Noise Floor	-91
PHY Errors	817
% AirTime (total/busy/RX/TX)	13.2/0.5/11.8/1.3

LAN Port Configuration

LAN	State	Type	ACCESS	VLAN	DHCP	opt82
LAN1	Enabled	Trunk	1		Disabled	

LAN Port Status

Port	Interface	Dot1x	Logical Link	Physical Link	Label
0	eth0	None	Up	Up	100Mbps full 10/100PoE

[illegible]

## 2. AP is having packet drops issue

If AP is having packet drops issue, then kindly check Noise floor and busy time of an AP.

Standard AP Noise floor should be -80 to -105

AP Busy time should be less than 20

Access Point Information						
General		Info		WLANs		
Device Name	AH03200710	Status	Connected (Root AP)	Name/ESSID	BSSID	Radio
Description	J B PARK_WIFI HotSpot(Ahmedabad)	Uptime	10d 16h 10m	Tikona-HotSpot-MUM/Tikona-HotSpot	00:22:7f:29:66:08	802.11b/g
Location	J B PARK, B-H DENA BANK, OPP STERLING CITY, BOPAL	Connection Mode	L3 (IPv4)	Tikona_HotSpot	00:22:7f:69:66:08	802.11b/g
GPS Coordinates	23.032331,72.467018	VLAN	1			
MAC Address	00:22:7f:29:66:00	Associated Clients	1			
IP Address	172.22.168.11					
External IP:Port	172.22.168.11:12223					
IP Type	DHCP					
Model	z72741	Actions				
S/N	130955001494					
Version	9.3.2.0.3					
Radio 802.11b/g						
Current Channel	13	LAN Port Configuration				
WLAN Group	Default	LAN	State	Type	ACCESS VLAN	DHCP opt82
Background Scanning	Enabled	LAN1	Enabled	Trunk	1	Disabled
TX Power	Full	LAN Port Status				
# of Authorized Client Devices	1	Port	Interface	Dot1x	Logical Link	Physical Link
% Retries/% Drops	0.296 / 0.00	0	eth0	None	Up	Up 100Mbps full 10/100PoE
% Non-unicast	0.0500					
Packets/Bytes Received	20M/3.1G					
Packets/Bytes Transmitted	41M/29G					
Noise Floor	-83					
PHY Errors	1725					
% AirTime (total/busy/RX/TX)	14.3/1.1/11.7/1.7					
Mesh-related Information						

## 3. HOTSPOT AP SSID

Tikona-HotSpot-MUM/Tikona-HotSpot

Tikona\_HotSpot

Access Point Information						
General		Info		WLANs		
Device Name	AH03200710	Status	Connected (Root AP)	Name/ESSID	BSSID	Radio
Description	J B PARK_WIFI HotSpot(Ahmedabad)	Uptime	10d 16h 12m	Tikona-HotSpot-MUM/Tikona-HotSpot	00:22:7f:29:66:08	802.11b/g
Location	J B PARK, B-H DENA BANK, OPP STERLING CITY, BOPAL	Connection Mode	L3 (IPv4)	Tikona_HotSpot	00:22:7f:69:66:08	802.11b/g
GPS Coordinates	23.032331,72.467018	VLAN	1			
MAC Address	00:22:7f:29:66:00	Associated Clients	1			
IP Address	172.22.168.11					
External IP:Port	172.22.168.11:12223					
IP Type	DHCP					
Model	z72741	Actions				
S/N	130955001494					
Version	9.3.2.0.3					
Radio 802.11b/g						
Current Channel	13	LAN Port Configuration				
WLAN Group	Default	LAN	State	Type	ACCESS VLAN	DHCP opt82
Background Scanning	Enabled	LAN1	Enabled	Trunk	1	Disabled
TX Power	Full	LAN Port Status				
# of Authorized Client Devices	1	Port	Interface	Dot1x	Logical Link	Physical Link
% Retries/% Drops	0.296 / 0.00	0	eth0	None	Up	Up 100Mbps full 10/100PoE
% Non-unicast	0.0500					
Packets/Bytes Received	20M/3.1G					
Packets/Bytes Transmitted	41M/29G					
Noise Floor	-82					
PHY Errors	1663					
% AirTime (total/busy/RX/TX)	16.4/1.3/12.3/3.0					

## Tikona-HotSpot-MUM/Tikona-HotSpot

Customer connected through Tikona-HotSpot-MUM/Tikona-HotSpot SSID can able to use the internet services through Tikona Hotspot APP.


## Tikona\_HotSpot

This SSID is used for the advertisement of tikona hotspot services. If the customer is connected through this SSID, he/she can not be able to browse the internet services.


### 4. Customer device connected through Tikona-HotSpot-MUM/Tikona-HotSpot SSID

Devices connected through Tikona-HotSpot-MUM/Tikona-HotSpot SSID will get IP in 100.X.X.X

**Clients » 2c:0e:3d:1c:4d:80**  
This shows the detailed information about the selected client, including the events associated with it.

**General**

MAC Address	2c:0e:3d:1c:4d:80
User	hC7d33TMhy
Auth Method	EAP
WLAN	Tikona-HotSpot-MUM
VLAN	None
IP Address	100.98.7.109
Access Point	MOUNT KAILASH
BSSID	00:22:7f:25:c8:08
Connect Since	2018/09/07 12:28:47
Channel	8
Radio	802.11b/g
Signal (%)	22%
Received from client	156 pkts / 23K bytes
Transmitted to client	1.6K pkts / 285K bytes
TX drops due to retry failure	14 pkts

**Events**

Date/Time	Severity	User	Activities
Search terms <input type="text"/>			
<input checked="" type="radio"/> Include all terms <input type="radio"/> Include any of these terms 0-0 (0)			

## 5. Customer device connected through Tikona HotSpot SSID

Devices connected through Tikona\_HotSpot will get IP in 172.X.X.X Customer will not be able to use the internet services through 172 series IP.

**Clients » 04:d1:3a:9f:8d:4f**  
This shows the detailed information about the selected client, including the events associated with it.

**General**

MAC Address	04:d1:3a:9f:8d:4f
User	
Auth Method	OPEN
WLAN	Tikona_HotSpot
VLAN	None
IP Address	172.21.41.26
Access Point	MOUNT KAILASH
BSSID	00:22:7f:65:c8:08
Connect Since	2018/09/07 11:59:45
Channel	8
Radio	802.11b/g
Signal (%)	50%
Received from client	1.3K pkts / 179K bytes
Transmitted to client	3.5K pkts / 531K bytes
TX drops due to retry failure	228 pkts

**Events**


Date/Time	Severity	User	Activities
Search terms <input type="text"/>			
<input checked="" type="radio"/> Include all terms <input type="radio"/> Include any of these terms 0-0 (0)			

## 6. Device Signal Strength


To use the proper services and speed through Hotspot AP, Customer devices needs to get proper signal strength.

Signal Strength should be more that 20dbi or 40%.

**Clients » e4:a7:c5:9a:01:02**  
This shows the detailed information about the selected client, including the events associated with it.

**General**

MAC Address	e4:a7:c5:9a:01:02
User	9dxMVmCIBK
Auth Method	EAP
WLAN	Tikona-HotSpot-MUM
VLAN	None
IP Address	100.96.79.32
Access Point	Welcome tech-3rd
BSSID	04:4f:aa:34:32:c8
Connect Since	2018/09/07 12:24:42
Channel	12
Radio	802.11b/g
Signal (%)	87%
Received from client	98K pkts / 9.2M bytes
Transmitted to client	190K pkts / 266M bytes
TX drops due to retry failure	15 pkts

**Events**

## **7. Troubleshooting Steps from customer end.**

- Uninstall app
- Delete Tikona-Hotspot SSID
- Install n registration of new app