2GO Travel's Wi-Fi

Onboard Technical Support

Contents

ITEMS THAT SHOULD BE BROUGHT ONBOARD FOR TROUBLESHOOTING:

- Laptop
- Mobile devices
- Unmanaged Switch – to be connected between the 2GO Travel's Wi-Fi NSD and Access Points
- Spare CAT6 cables (recommended)
- Manuals
  - FAQs
  - Quick User Guide

Note: The Access Points that will be connected to 2GO Travel's Wi-Fi NSD's LAN ports should NOT be set to Router mode.

The router mode will eventually break the voucher system as the PassCess is relying on MAC Authentication. Router mode has NAT which detects only 1 MAC Address (router MAC).

1. Connect the unmanaged switch to the 2GO Travel's Wi-Fi NSD LAN port using the recommended CAT 6 cable.
2. Connect the AP to the unmanaged switch using the recommended CAT6 cable.
3. Turn on the 2GO Travel's Wi-Fi NSD. Then turn on the APs.
4. Connect the laptop Wi-Fi to the AP (2GO Travel's Wi-Fi SSID).

TROUBLESHOOTING

Minimum Device Requirements for the PassCess System

iOS

iOS Version: **9.3.5**
Device: **iPad Mini / iPhone 5**
Default Browser: **Safari**
Known issue during Testing:
1. If SSID is set to set to *Auto Join* - No automatic pop-up webview; Type passcess.com in the URL bar for redirection. No disconnection from SSID.
2. If SSID is set to *Auto Join* and *Auto Login* - With automatic pop-up webview.
3. If SSID is set to *Auto Login* - With auto pop-up webview.

Android

Version: **4.4.2 KitKat**
Default Browser: **Chrome 78.0.3904.96**
Known issue during Testing:
1. No automatic pop-up WebView. No redirection.

2GO Travel's Wi-Fi SSID is not visible in my device

<u>Note</u>: *The SSID name depends on client's preference*.

1. Make sure that your Wi-Fi is enabled on the mobile device.
2. Go to the Wi-Fi settings page on your device and view the available wireless networks.
3. If the **2GO TRAVEL'S Wi-Fi SSID is STILL not visible,**
    a. Check if the AP power adapter is plugged in securely.
    b. Check if AP is switched ON and the SSID is broadcasting.
4. **We can see the 2GO TRAVEL'S Wi-Fi SSID of the AP, but cannot get the Login page**
    a. Check if you are already connected to the 2GO Travel's Wi-Fi SSID or you may refer to Quick User Guide
    b. Possible scenarios
        1) Broken/Frayed cable between 2GO Travel's Wi-Fi NSD, Switch and AP's LAN.
            a) Perform physical cable test.
            b) Check for broken or loose cable.
                i.   If loose, re-seat both ends of RJ45.
                ii.   If broken, replace with spare CAT6 cable.

Allow pop-up browser

When connected to the 2GO Travel's Wi-Fi SSID and logged in using a valid voucher, this pop-up screen might appear.
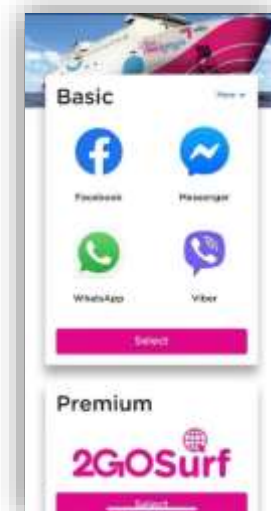
Click "Allow" to continue.

Switching from Basic Access to Premium Access

1. Go to the Basic Access landing page.

Click the "*Deactivate Internet Connection*".

2. You will be redirected again to 2GO Travel's Wi-Fi Landing Page.
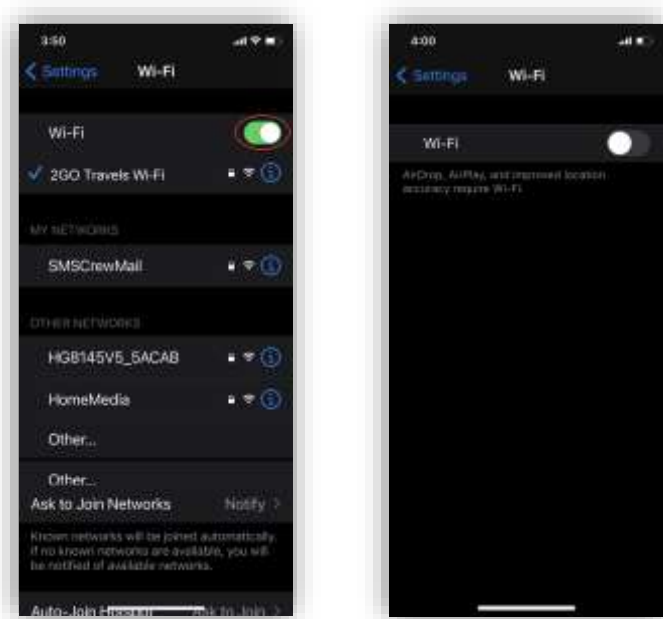

Select "*Premium Access*" button.

3. You will be redirected to Premium Access Page

## Switching from Premium Access to Basic Access

You will need to manually disconnect from 2GO Travel's Wi-Fi Internet.

1. Go to **Settings** > **General** > **Disable Wi-Fi**

Slide the button to the left to disable Wi-Fi.

2. Please wait for at least 3 minutes, then enable Wi-Fi connection again.

3. Make sure that you are reconnected to the 2GO Travel's Wi-Fi SSID.

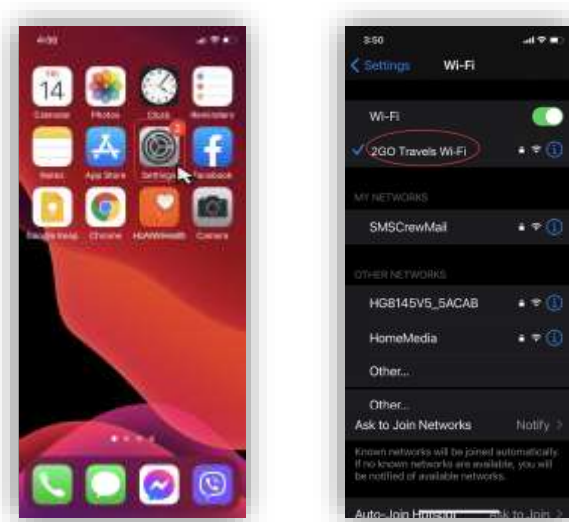4. You will be redirected to the **2GO Travel's Wi-Fi** Landing page.
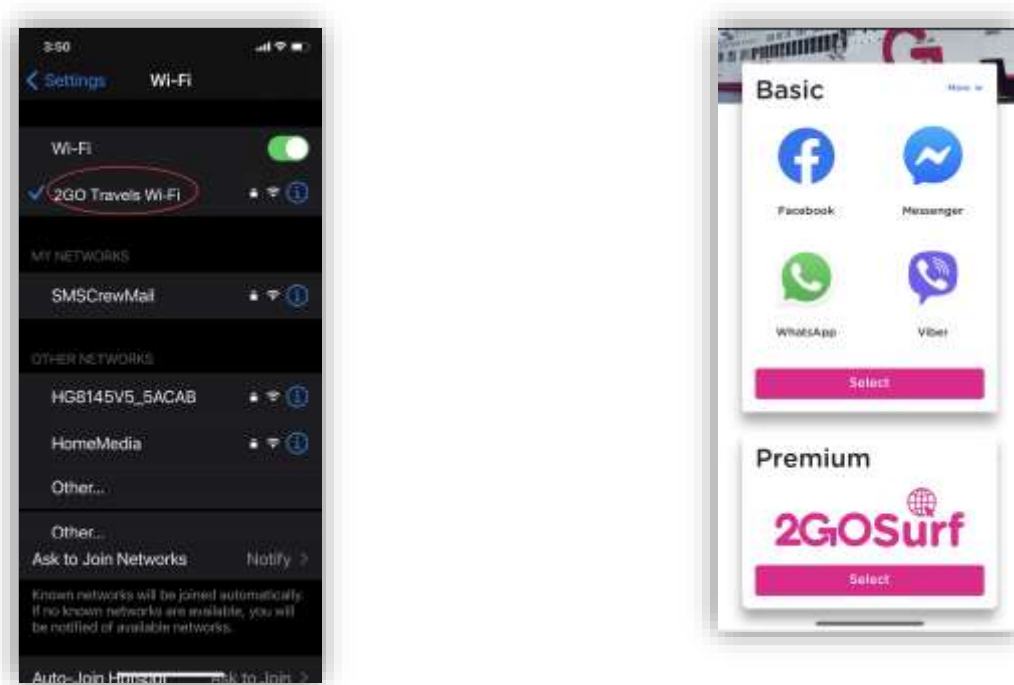
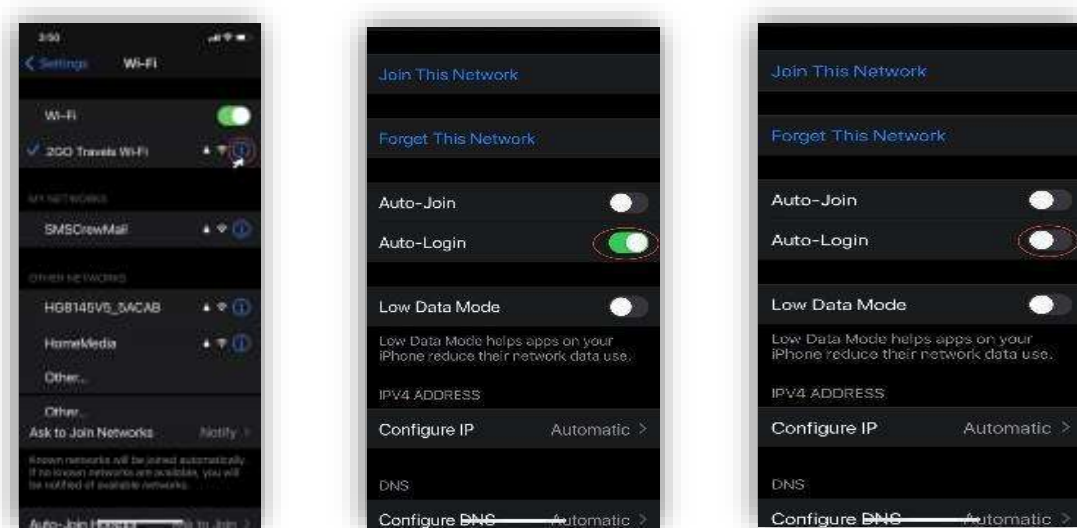## Connection to 2GO Travel's Wi-Fi SSID getting disconnected

For iOS users (iPhone/iPad):

Using your mobile device (tablet/smart phone), select the 2GO Travel's Wi-Fi SSID.

1. Go to **Settings** > **General** > **Connect** to **2GO Travel's Wi-Fi** SSID

2. When connected, Click "**!**" icon next to the **2GO Travel's Wi-Fi** SSID

Disable "**Auto Login**".

How to set up default browser in Android phones

There are instances in which Android users are unable to use the system and encounter connection errors. It is most likely related to the built-in browser on their Android phones.

The recommended browsers are:

- Google Chrome
- Mozilla Firefox
- Safari

Download and install any of the browsers recommended and follow the steps below to set up the default browser on the phones.

The sample shown below is how to set up Default Browser in a Huawei Y6 Android with OS 6.0 Marshmallow.
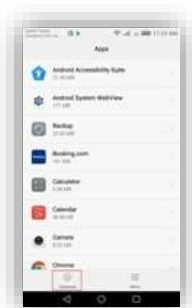
Step 1. Go to the main

Menu and Click "**Settings**"

Step 2. Click "**Apps**"

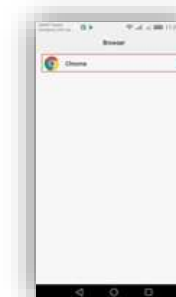**Step 3.** Click "**Advanced**"

Step 4. Click "**Default App Settings**"
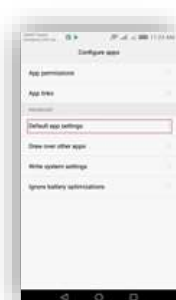
Step 5. Click "**Browser**"

Step 6. Click "**Chrome, or Firefox or Safari**" and type passcess.net or passcess.com to get the redirection
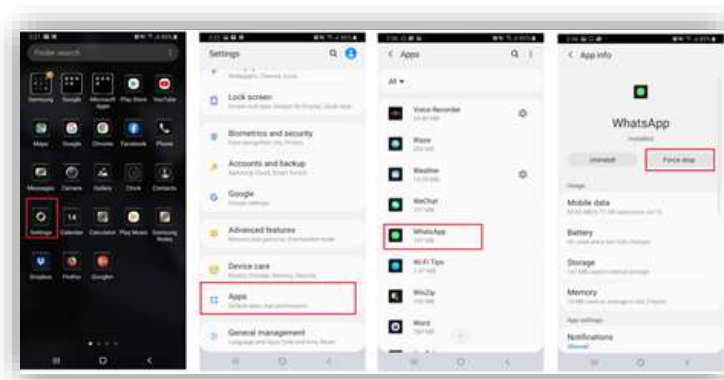
WhatsApp Force Stop

Note: Before trying any of the possible solutions below, please make sure that the user is logged in and Internet activated (voucher).

Solution 1: Use the "Force stop" feature.

a. Go to **Settings** -> **Apps** -> **WhatsApp** then click the "**Force stop**" button then try to use WhatsApp. See image below.

Solution 2: Clear the cache.

a. Go to **Settings** -> **Apps** -> **WhatsApp** -> Storage then click "**Clear cache**" then try to use WhatsApp. See image below.
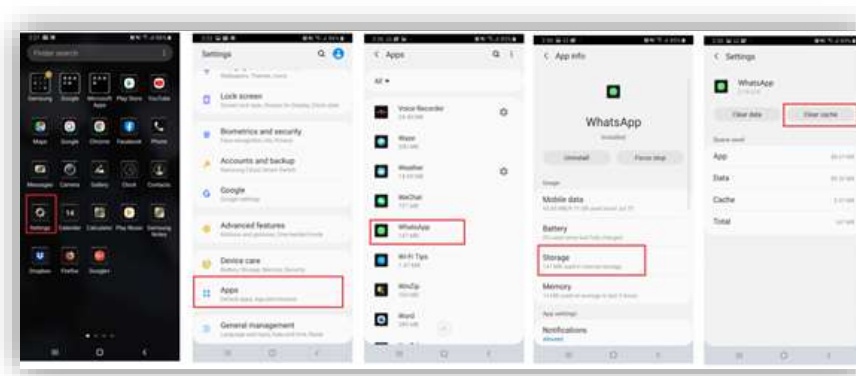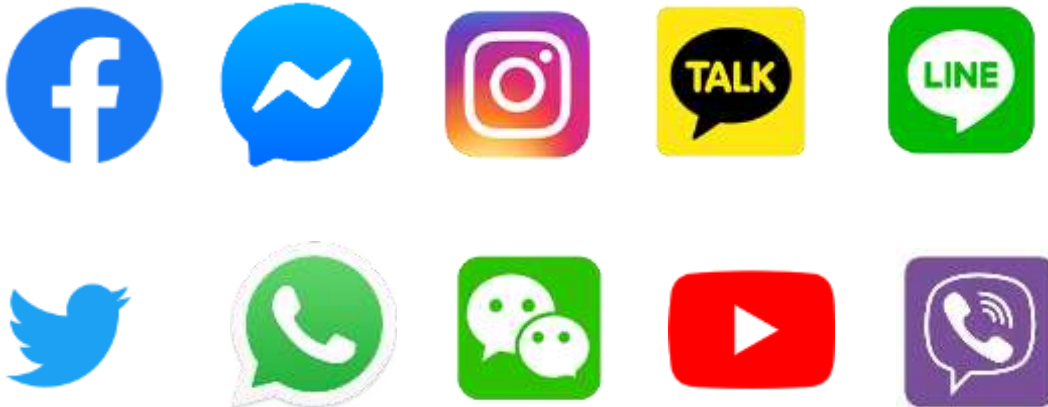

Solution 3: Reboot the mobile device to clear network cache then try to use WhatsApp.

a. Turn off the device for 5 minutes.

Applications & Instant Messengers Controlled by PassCess System

Below are the lists of Applications and IM Apps controlled by PassCess System:

Voucher Activation Failed *(Radius process stopped)*
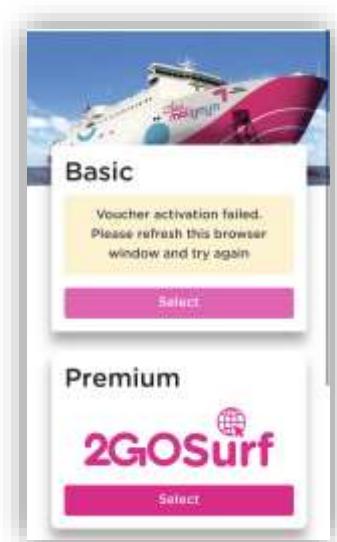
Details

1. When activating Voucher an error message **"Voucher activation failed. Please refresh this browser window and try again"**
2. The error message indicates that the **VOUCHER** entered is valid, but encountered an error during validation. A separate error message "VOUCHER is Invalid/used" will be show if the voucher does not exist.

Debugging

Checking if the service radiusd is running, it is the service that processes the Activation of Vouchers

Debugging Option 1

strings after the ">" are terminal commands, do not include the ">"

1. login into the Command Line using ssh
2. verify that radiusd is running by entering the commands on the terminal
   a. > systemctl status radiusd
      and
   b. > ps -ef | grep radiusd
3. IF **(2A)** outputs radiusd is **Not active / InActive** and **(2B)** Listed **radiusd running** on the background
   a. (Stop Service)
      - > systemctl stop radiusd
   b. (kill process <pid no> as listed on the **2B**)
      - > kill <pid no>
   c. (start radiusd again)
      - > radiusd
   d. verify that radiusd is running by doing 2A and 2B ,
      - **2A** Must output: "Active: active (running) since ....."
      - **2B** Must list output: Radiusd
4. IF **(2A)** outputs radiusd is **Not active / InActive** and **(2B)** Has no output, Not Listed
   a. (Stop Service)
      i. systemctl stop radiusd
   b. (start radiusd again)
      i. > radiusd
   c. verify that radiusd is running by doing 2A and 2B ,
      i. **2A** Must output: "Active: active (running) since ....."
      ii. **2B** Must output
5. IF **(2A) outputs Active: active (running) and (2B) listed that radiusd is running**
   a. Radius is running at this point, lets check if it is accepting vouchers
   b. on the terminal use radtest:
      i. > radtest {voucher} {voucher} localhost 1812 kbs-720x
      ii. type the command and replace the two {voucher} with a real voucher code
      iii. must be uppercase
      iv. if the reply looks something like this:
      v. Sent Access-Request Id 80 from 0.0.0.0:33035 to 127.0.0.1:1812 length 78
         User-Name = "{voucher}"
         User-Password = "{voucher}"
         NAS-IP-Address = 127.0.0.1
         NAS-Port = 1812
         Message-Authenticator = 0x00

Cleartext-Password = "{voucher}"

Received Access-Reject Id 80 from 127.0.0.1:1812 to 0.0.0.0:0 length 20

(0) -: Expected Access-Accept got Access-Reject

    vi.   Radius is running and working and accepting requests

    vii.   No Need to stop or restart services

6. Re RUN Service
   a. > **radiusd**
   b. verify that radiusd is running by doing **2A and 2B**
7. Recheck by activating Voucher in the UI

Debugging Option 2

- **Check the LOGS being sent to PassCess Support**

Why Did radiusd service Stop? Cause?

- **radiusd** process can stop on many reasons, For this incident it stopped because another service/process is using port 1812,
- when checking what process is using the port it was listed that **radiusd** is using that port
- One possible theory is that:
  ○ **radiusd** was interrupted and was signal to stop but the service was not removed from the background process
  ○ when the system was rebooted, it was trying to start up the service, but since it was not removed correctly from the background process it locked the port 1812
  ○ so further system attempts to restart **radiusd** failed because it needs the port 1812 to function.

Reason why the Radiusd process stopped in the first place?

- **Unknown**