Wireless Management System (WMS) - Troubleshooting Guide

Who do you contact if something goes wrong?

If you are experiencing an ISP related problem, problems with the Wireless Management System (WMS) or any other NSW.net services such MessageLabs your first point of contact should be Hitech Support. We can be contacted directly during the hours of 8:00 am – 5:30 pm (Mon- Fri) on:

Hitech Support:	**02 8883 4355**
Email:	support@hitechsupport.com.au

If your call is outside of Hitech Support's standard business hours, it is recommended that you contact the service provider directly. You will require your service details when logging a fault (this information should have been given to you during service implementation). Contact phone numbers for NSW.net's service providers are below:

Telstra Support:	**1300 364 359**
TPG Support:	**1300 055 717 (option 1)**
NSW.net:	**1800 679 638**

To assist when reporting an issue to the ISP, fill in the details below.
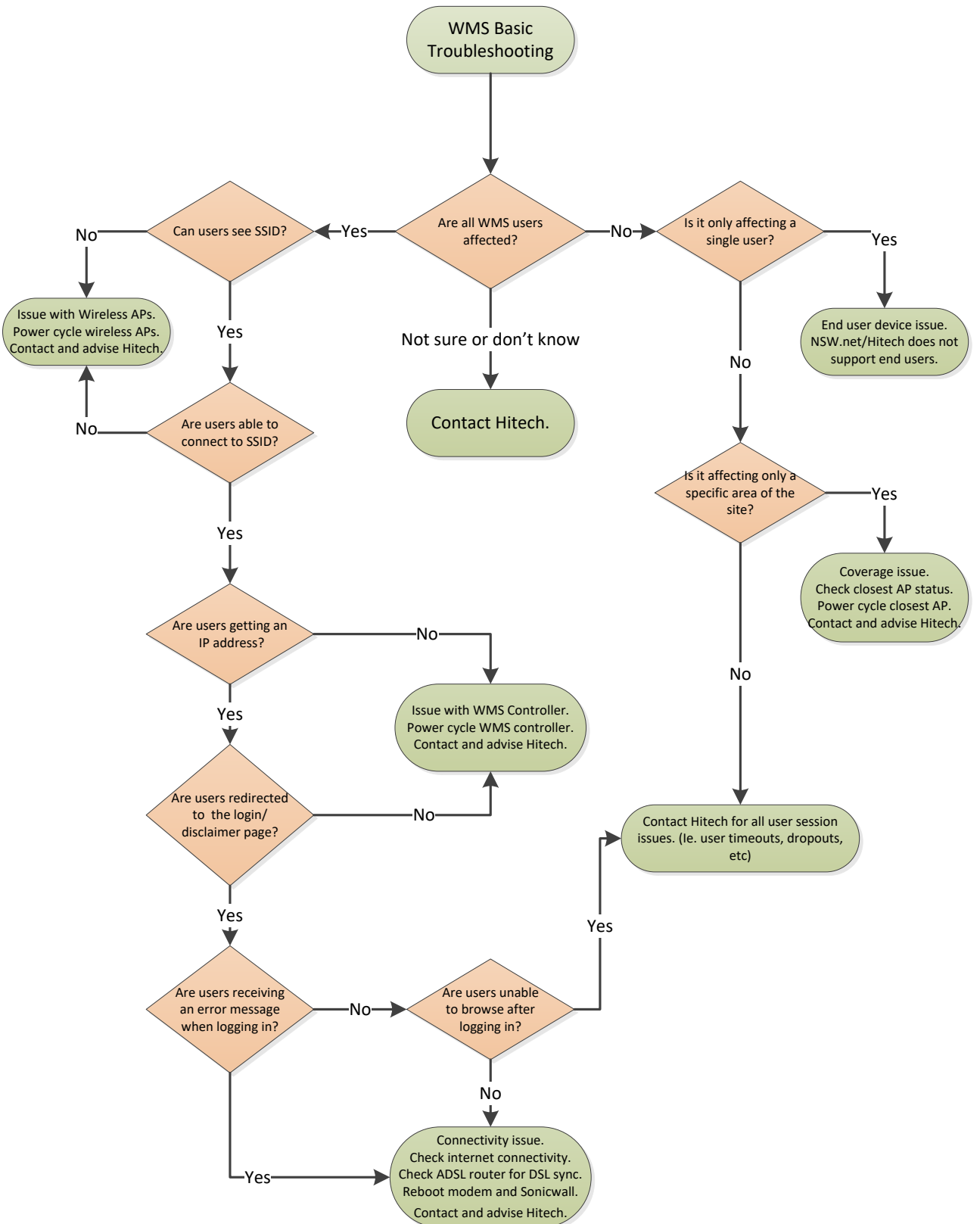
ISP: _____

ISP Reference/Service ID: _____

Note: If you do not have your service details please contact either Hitech Support or NSW.net.

Need more help including user guides?

To assist you in managing your NSW.net provided services, a number of user guides have been developed and are available for use, visit http://www.nswnet.net/connectivity/user-guides

WMS Basic Troubleshooting Guide

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WMS Basic Troubleshooting

Are all WMS users affected?

- Yes → **Can users see SSID?**
  - No → **Issue with Wireless APs. Power cycle wireless APs. Contact and advise Hitech.**
  - Yes → **Are users able to connect to SSID?**
    - No → Issue with Wireless APs. Power cycle wireless APs. Contact and advise Hitech.
    - Yes → **Are users getting an IP address?**
      - No → **Issue with WMS Controller. Power cycle WMS controller. Contact and advise Hitech.**
      - Yes → **Are users redirected to the login/disclaimer page?**
        - No → Issue with WMS Controller. Power cycle WMS controller. Contact and advise Hitech.
        - Yes → **Are users receiving an error message when logging in?**
          - Yes → **Connectivity issue. Check internet connectivity. Check ADSL router for DSL sync. Reboot modem and Sonicwall. Contact and advise Hitech.**
          - No → **Are users unable to browse after logging in?**
            - Yes → **Contact Hitech for all user session issues. (Ie. user timeouts, dropouts, etc)**
            - No → Connectivity issue. Check internet connectivity. Check ADSL router for DSL sync. Reboot modem and Sonicwall. Contact and advise Hitech.

- Not sure or don't know → **Contact Hitech.**

- No → **Is it only affecting a single user?**
  - Yes → **End user device issue. NSW.net/Hitech does not support end users.**
  - No → **Is it affecting only a specific area of the site?**
    - Yes → **Coverage issue. Check closest AP status. Power cycle closest AP. Contact and advise Hitech.**
    - No → **Contact Hitech for all user session issues. (Ie. user timeouts, dropouts, etc)**

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10/100/1000 PoE

Wireless Access Point

AP Bridge

Network

PoE Injector

Eth2

Eth1/PoE

Hotspot Controller

LAN

DSL Modem

SonicWALL Firewall