



FIND WIRELESS APPLICATION PROBLEMS FASTER

AIRDEFENSE ACCESS POINT TESTING MODULE

The handheld devices in all of your locations were working just fine yesterday ... and suddenly, devices in location 5 are not connecting to the network. That's the nature of wireless problems. Your users' mobile applications depend on the proper configuration of all network components and a simple change could have unexpected affects. Not being able to quickly resolve network connectivity issues can have a big impact on employee productivity or

end user satisfaction, unless you have the right tools.

TROUBLESHOOT FROM A CENTRAL CONSOLE

Wireless applications rely on both wireless and wired network configurations to function correctly and a simple change to the wired network could render wireless applications inoperable. Often times, problems with wireless devices are blamed on the wireless network although the root cause of the issue has nothing to do with wireless connectivity. Because network administrators cannot connect to the remote wireless network an extensive troubleshooting process which often involves multiple teams becomes standard practice. Thus the troubleshooting and escalation process required to identify and remediate

problems becomes cumbersome and time-consuming. The Access Point Testing module addresses these issues by allowing remote testing of network connectivity from the perspective of a wireless client allowing you to instantly pinpoint the problem.

PROACTIVELY IDENTIFY NETWORK ISSUES

The Access Point Testing module will allow you to proactively identify problems impacting wireless applications by periodically performing end-to-end network testing initiated over the air from a wireless client's perspective. This unique technology allows the radio of the Motorola wireless access point to emulate a wireless client for wireless connection testing. The access point can then connect to the wireless infrastructure to exercise the exact datapath the wireless device would use to access an application. The test consists of four phases of network connectivity validation. Initially the test validates the ability to connect to the wireless network and settings such as network identifier (SSID), authentication, and encryption are validated. In the next phase basic Layer 3 connectivity is established, verifying that the DHCP server is operating and passing out IP addresses, which is a critical part of network connectivity. In the third stage of the test you can configure the tool to verify Layer 3 connectivity to hosts, to verify firewall rules, routers, and servers are configured and operating properly. Finally the tool verifies Layer 4 or application availability - this final stage allows you to monitor the application server and ensure it is running and accepting connections from the wireless network.

The access point connectivity tests can be configured to run automatically for proactive detection of network problems or on demand to assist in real time remote troubleshooting. In many environments access point testing is an ideal tool to validate the application connectivity of each access point on the network prior to the start of a shift or work day. This is especially valuable in an environment with remote locations such as branch offices or stores, where identifying connection issues before it can impact an end user is critical.

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The system can alert your appropriate team members of any issues that are found, ensuring appropriate escalation and timely remediation. Using this type of proactive wireless monitoring solution allows the network perform more reliably. When your network performance is more reliable not only is your IT support and troubleshooting time reduced but end users also experience less downtime, making users more productive. The AP Testing module will significantly reduce your network helpdesk costs and operational expenditures related to the wireless network by practically eliminating the need to travel onsite to troubleshoot wireless network issues.

HOLISTIC WIRELESS MANAGEMENT

The Access Point Testing module runs on the AirDefense Services Platform. The AirDefense Services Platform offers seamless integration of wireless Security & Compliance Solutions, WLAN Infrastructure Management, and Network Assurance tools that centrally troubleshoot user connectivity issues and fix WLAN performance problems. The AirDefense Services Platform is the industry's first comprehensive service oriented platform that can be leveraged by enterprise IT to dramatically reduce TCO and achieve quicker ROI from their WLAN.

Motorola AirDefense solutions reflect our holistic approach to network design, management, security and network assurance. Motorola delivers both an unrivaled indoor/outdoor wireless portfolio and the software tools you need to build and operate a trusted high-performance wireless network.

For more information, please visit motorola.com/wms

SYSTEM REQUIREMENTS FOR MOTOROLA AIRDEFENSE SOLUTIONS

An AirDefense server appliance is required to run the AirDefense Services Platform and all AirDefense modules. The server appliance is a true plug-and-play system with a hardened operating system, optimized database, and application software included.

Current model options include:

- Model 1252
- Model 3652
- Model 4250

Please see each Motorola AirDefense server appliance specification sheet for model specs.
