

User Experience Insight Report









Example Client Limited










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**This report presents a summary of the findings from your UXI sensor deployment
A full explanation of terms follows on subsequent pages**





WI-FI REPORT SUMMARY

Description	Status	Priority	Recommendations
Low Receive Bitrate		Medium Client devices could be experiencing issues working	<input type="checkbox"/> Carry out a WI-FI survey of areas experiencing potential low WI-FI signal <input type="checkbox"/> Review Access Point installation plans <input type="checkbox"/> Review WI-FI Controller setup
WI-FI Retry Rate		Medium Client devices could be experiencing issues working	<input type="checkbox"/> Carry out a WI-FI survey of areas experiencing potential low WI-FI signal <input type="checkbox"/> Review Access Point installation plans <input type="checkbox"/> Review WI-FI Controller setup
Low RSSI		High lack of signal could be causing operational issues	<input type="checkbox"/> Carry out a WI-FI survey of areas experiencing potential low WI-FI signal <input type="checkbox"/> Review Access Point installation plans <input type="checkbox"/> Review WI-FI Controller setup
Channel Utilisation		High Excessive channel utilisation will be causing device issues	<input type="checkbox"/> Carry out a WI-FI survey of areas experiencing potential low WI-FI signal <input type="checkbox"/> Review Access Point installation plans <input type="checkbox"/> Review WI-FI Controller setup
Latency		Medium/High If using VoIP this could be critical	<input type="checkbox"/> Carry out a WI-FI survey of areas experiencing potential low WI-FI signal <input type="checkbox"/> Review Access Point installation plans <input type="checkbox"/> Review WI-FI Controller setup
Throughput		Medium Lower throughput could be impacting productivity	<input type="checkbox"/> Carry out a WI-FI survey of areas experiencing potential low WI-FI signal <input type="checkbox"/> Review Access Point installation plans <input type="checkbox"/> Review WI-FI Controller setup
WI-FI Authentication / Association Failed		High Client devices are failing to attach	<input type="checkbox"/> Review WI-FI Controller setup
Miscellaneous		Low Not business critical	<input type="checkbox"/> Review WI-FI equipment for End-of-Life status <input type="checkbox"/> Review WI-FI equipment for firmware/software versions









LAN REPORT SUMMARY

Description	Status	Priority	Recommendations
No Response From DHCP Server		High Clients will be failing to get an IP address	<input type="checkbox"/> Setup granular throughput and performance monitoring for each device/port <input type="checkbox"/> Review LAN schematic <input type="checkbox"/> Review LAN equipment setup <input type="checkbox"/> Review DHCP Server setup
802.1x Authentication Timeout		High Clients will be failing to join the network	<input type="checkbox"/> Setup granular throughput and performance monitoring for each device/port <input type="checkbox"/> Review LAN schematic <input type="checkbox"/> Review LAN equipment setup <input type="checkbox"/> Review Authentication Server setup
High DHCP Response Time		Medium Indicates potential future issue that needs investigating ASAP before it becomes an issue with clients not getting IP addresses	<input type="checkbox"/> Setup granular throughput and performance monitoring for each device/port <input type="checkbox"/> Review LAN schematic <input type="checkbox"/> Review LAN equipment setup <input type="checkbox"/> Review DHCP Server setup
High DNS Lookup Time		Medium Indicates potential future issue that needs investigating ASAP before it becomes an issue with clients unable to resolve server names	<input type="checkbox"/> Setup granular throughput and performance monitoring for each device/port <input type="checkbox"/> Review LAN schematic <input type="checkbox"/> Review LAN equipment setup <input type="checkbox"/> Review DNS Server setup
Latency		Medium/High If using VoIP this could be critical	<input type="checkbox"/> Setup granular throughput and performance monitoring for each device/port <input type="checkbox"/> Review LAN schematic <input type="checkbox"/> Review LAN equipment setup
Throughput		Medium Lower throughput could be impacting productivity	<input type="checkbox"/> Setup granular throughput and performance monitoring for each device/port <input type="checkbox"/> Review LAN schematic <input type="checkbox"/> Review LAN equipment setup
Miscellaneous		Low Not business critical	<input type="checkbox"/> Review LAN equipment for End of Life status <input type="checkbox"/> Review LAN equipment for firmware/software versions

WAN REPORT SUMMARY

Description	Status	Priority	Recommendations
High DNS Lookup Time		Medium Indicates potential future issue that needs investigating ASAP before it becomes an issue with clients unable to resolve server names	<input type="checkbox"/> Setup granular throughput and performance monitoring for WAN circuits <input type="checkbox"/> Review WAN schematic <input type="checkbox"/> Review WAN package
Latency		Medium/High If using VoIP this could be critical	<input type="checkbox"/> Setup granular throughput and performance monitoring for WAN circuits <input type="checkbox"/> Review WAN schematic <input type="checkbox"/> Review WAN package
Throughput		Medium Lower throughput could be impacting productivity	<input type="checkbox"/> Setup granular throughput and performance monitoring for WAN circuits <input type="checkbox"/> Review WAN schematic <input type="checkbox"/> Review WAN package
No Connectivity Past Gateway		High Could be impacting clients connecting to business resources	<input type="checkbox"/> Review WAN schematic <input type="checkbox"/> Review WAN configuration

DEVICE REPORT SUMMARY

Description	Status	Priority	Recommendations
WI-FI Association Failed		Medium Potentially only impacting a small subset of device clients not the whole infrastructure	<input type="checkbox"/> Review Device WI-FI config <input type="checkbox"/> Review WI-FI Controller setup
802.1x Authentication Timeout		Medium Potentially only impacting a small subset of device clients not the whole infrastructure	<input type="checkbox"/> Review Device WI-FI config <input type="checkbox"/> Review WI-FI Controller setup <input type="checkbox"/> Review Authentication Server settings
WI-FI SSID Is Missing		Medium Potentially only impacting a small subset of device clients not the whole infrastructure	<input type="checkbox"/> Review Device WI-FI config
WI-FI Pre Shared Key Is Missing		Medium Potentially only impacting a small subset of device clients not the whole infrastructure	<input type="checkbox"/> Review Device WI-FI config <input type="checkbox"/> Review WI-FI Controller setup
WI-FI Authentication / Association Failed		Medium Potentially only impacting a small subset of device clients not the whole infrastructure	<input type="checkbox"/> Review Device Wi-Fi config <input type="checkbox"/> Review WI-FI Controller setup <input type="checkbox"/> Review Authentication Server settings
Latency		Medium/High If using VoIP this could be critical	<input type="checkbox"/> Review Device WI-FI config <input type="checkbox"/> Review WI-FI Controller setup
HTTP Timeout		Medium Potentially only impacting a small subset of device clients not the whole infrastructure	
Miscellaneous		Low Not business critical	<input type="checkbox"/> Review Device equipment for End of Life status <input type="checkbox"/> Review Device equipment for firmware/software versions <input type="checkbox"/> Review Device Management platform <input type="checkbox"/> Review Firewall security logs

NEXT ACTIONS

IMPACTED AREA	REQUIRES INVESTIGATION	ACTION PLAN
WI-FI		
LAN		
WAN		
DEVICE		

Glossary of Terms

WI-FI Association Failed Client devices did not connect to WI-FI network, which could indicate mis-configured/mis-matched devices

Low Receive Bitrate Client device connecting at low bandwidth. Indicates either poor signal or WI-FI not configured to ignore lower, slower poorer performing rates

Low RSSI Poor WI-FI Signal strength

No response from DHCP server Server handing out IP addresses failed to respond to test packets across the wired network, indicating potential LAN or server issues. No IP address means client devices will not be able to transmit packets

802.1x Authentication timeout Devices failed to authenticate either indicating mis-configured client device or LAN or server performance issue

WI-FI SSID is missing Client device does not have the WI-FI network name defined, indicating either a mis-configured client or rogue clients

WI-FI Pre shared key is missing Client device is attempting to connect to WI-FI network without security key, indicating either a mis-configured client or rogue clients

High retry rate Client and AP are retransmitting packets, causing a poor experience for the client. Indicates WI-FI interference or poor signal

High DHCP response time Server handing out IP addresses is slow responding to test packets across the wired network, indicating potential LAN or server issues. No IP address means client devices will not be able to transmit packets

High DNS lookup time Server looking up server name/ IP is slow responding to test packets across the wired network, indicating potential LAN or server issues. Client devices will experience as slow performance, which may be mis-categorised as poor WI-FI

Channel utilisation High channel utilisation means congestion on the WI-FI and would indicate a poorly connected WI-FI network

Latency High latency indicates slow response times. Multiple reasons which could be related to LAN, WI-FI WAN, Client and Server issues

Throughput Low throughput will mean slow data transfer for the client devices and could be caused by mis-configured WI-FI or poor signal strength

WI-FI authentication failed Client devices failing security which could indicate several issues. Rogue clients, mis-configured clients/ WI-FI, authentication server performance

WI-FI association failed Client devices not making initial connection to WI-FI indicating mis-configured clients or rogue devices

No connectivity past gateway Test packets past the local network are failing. Could indicate network routing issues