WizShark™

WiFi Troubleshooting Made Easy

Gopinath KN
VP, Engineering

Robert Ferruolo
Sr. Technical Marketing Engineer

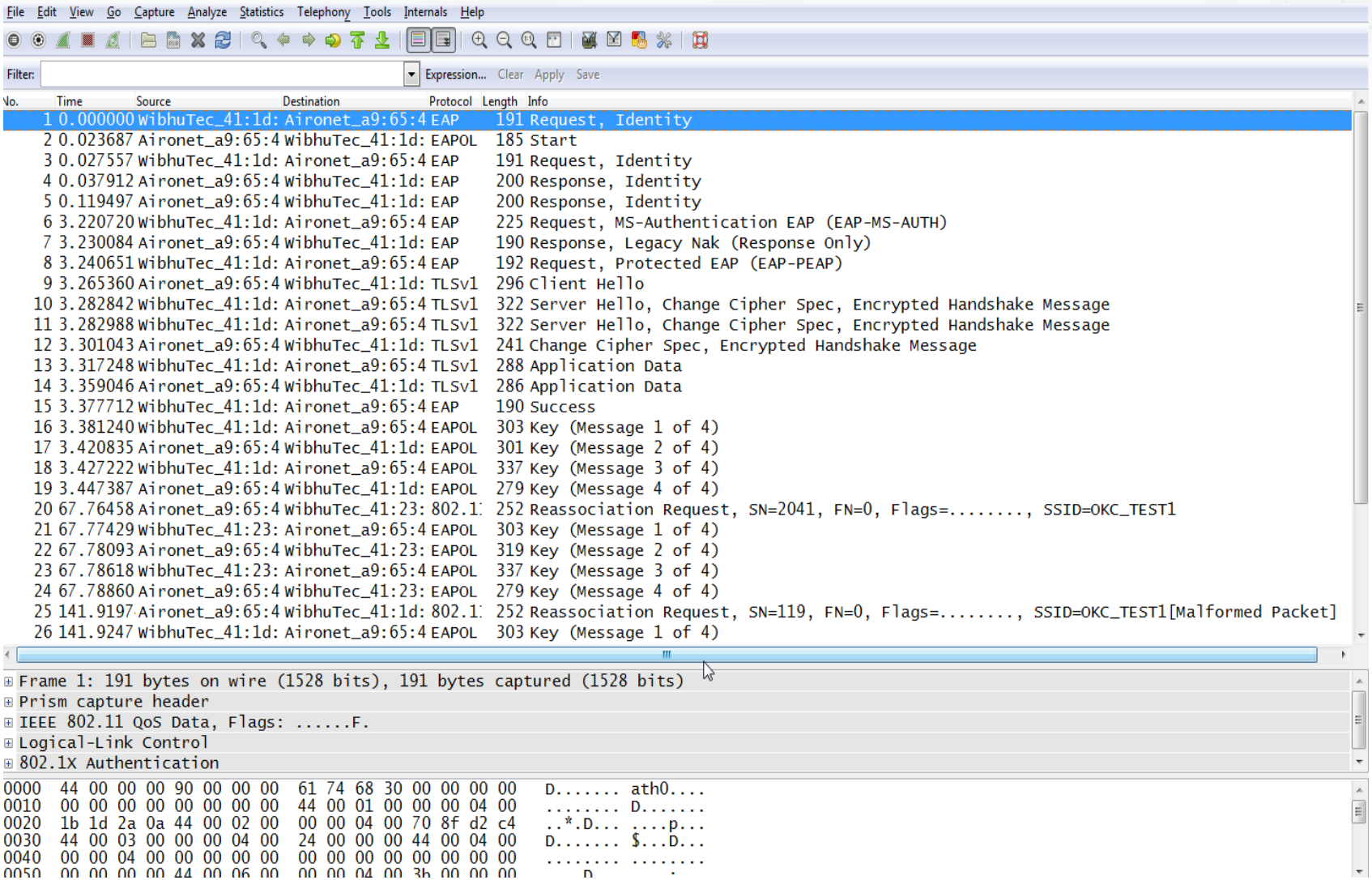
@WizShark, @gopinathkn, @raferruolo

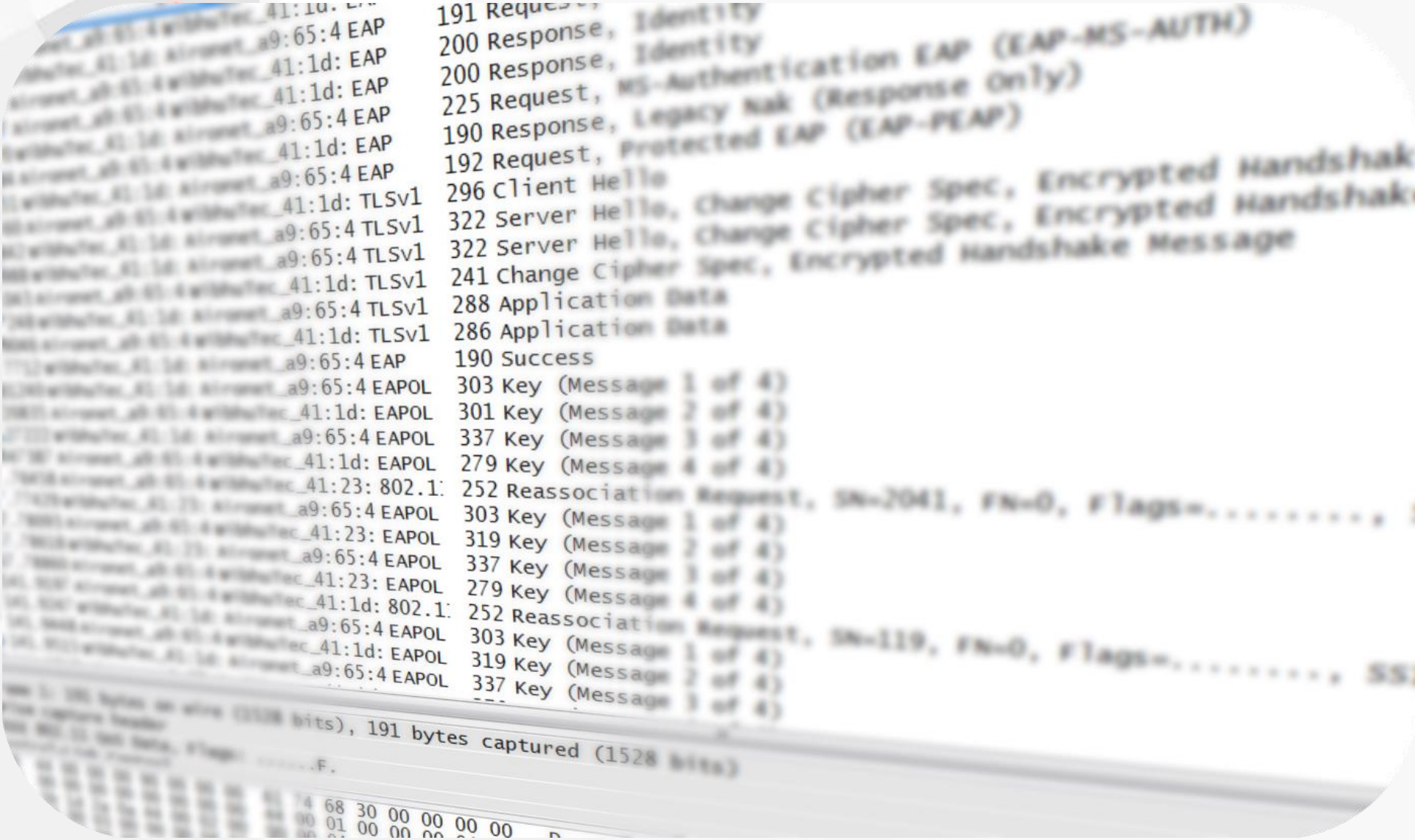
CWNP - 2014

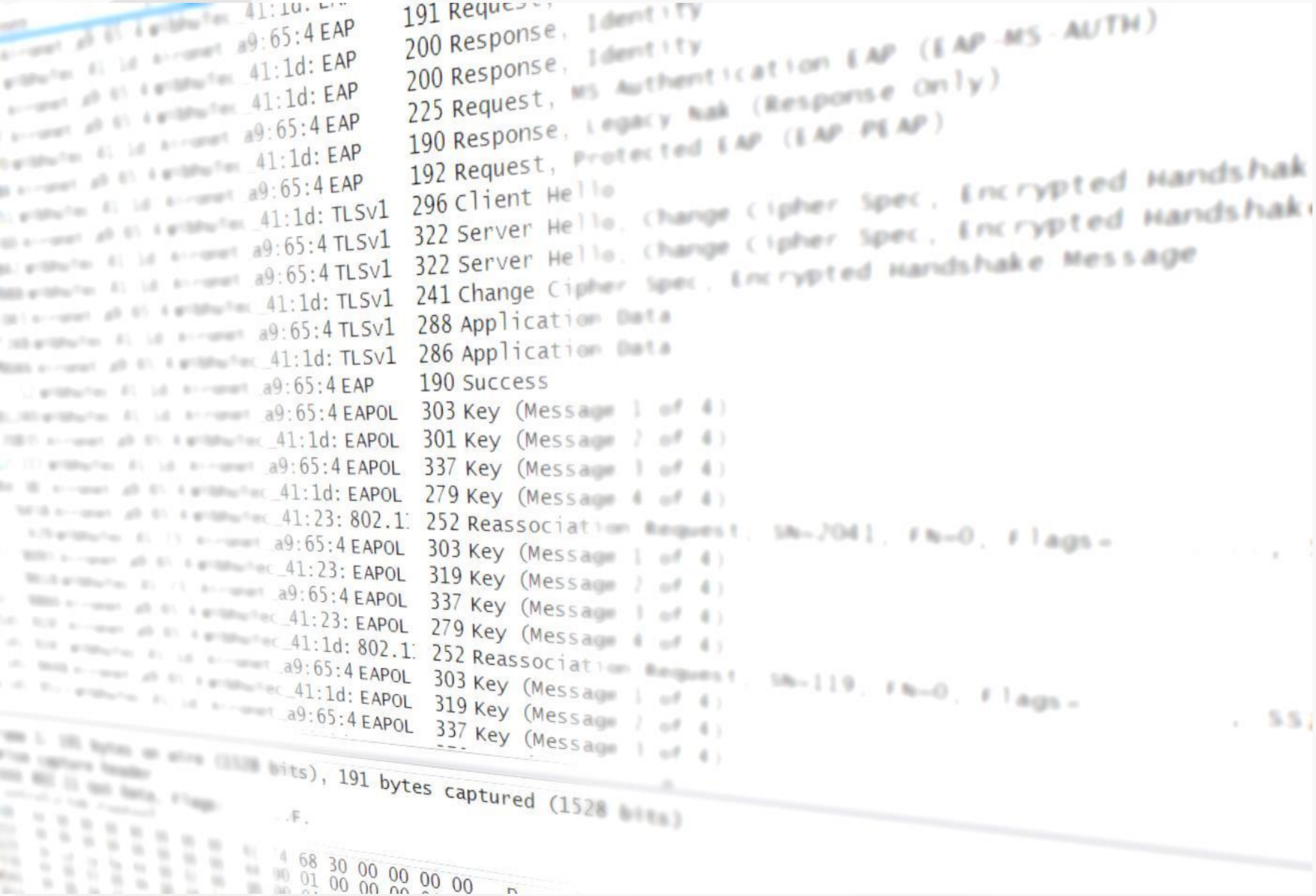
Motivation

This is how the Wi-Fi Troubleshooting world appears without Wizshark …

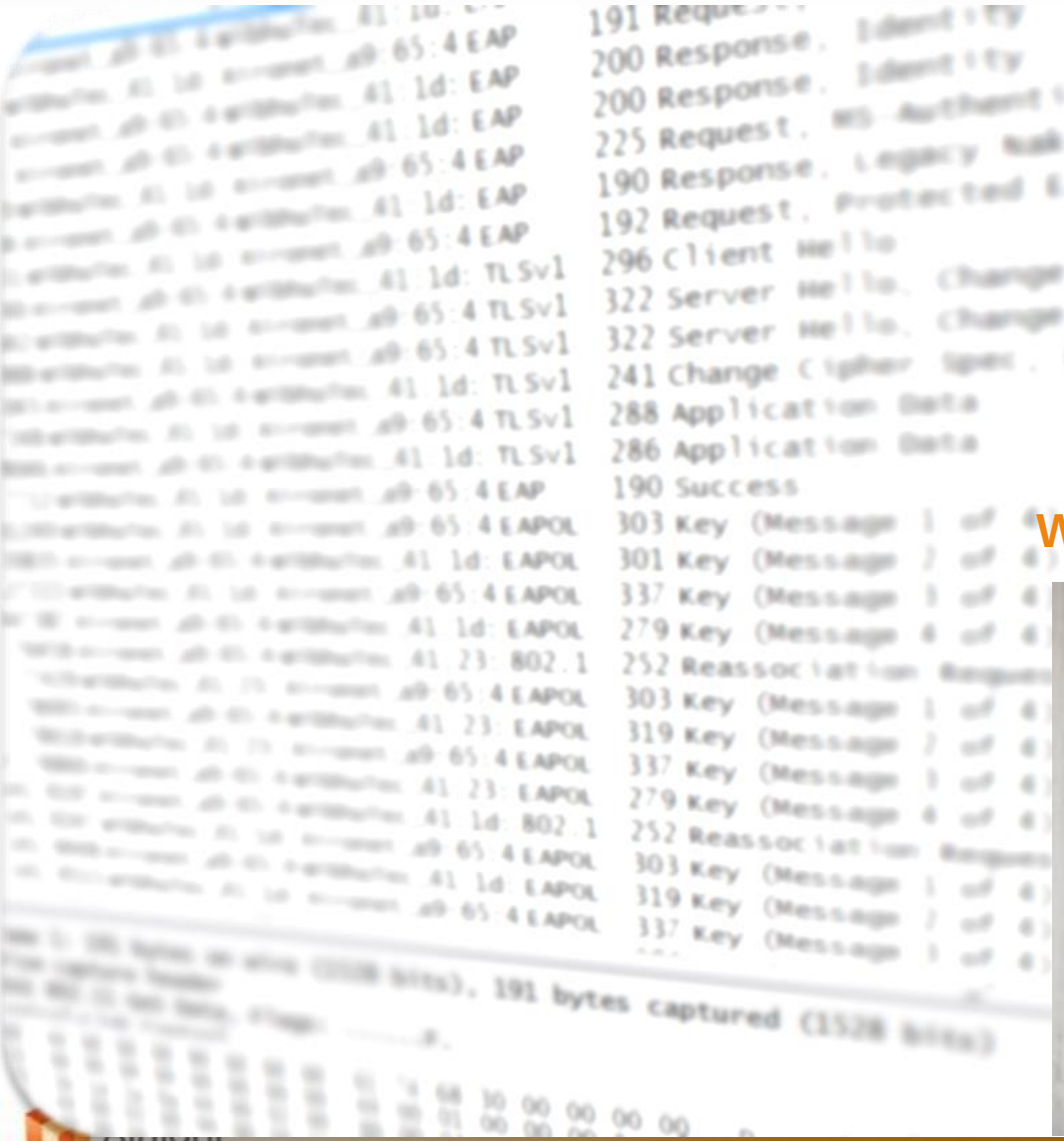
A Typical Wi-Fi Connectivity Issue



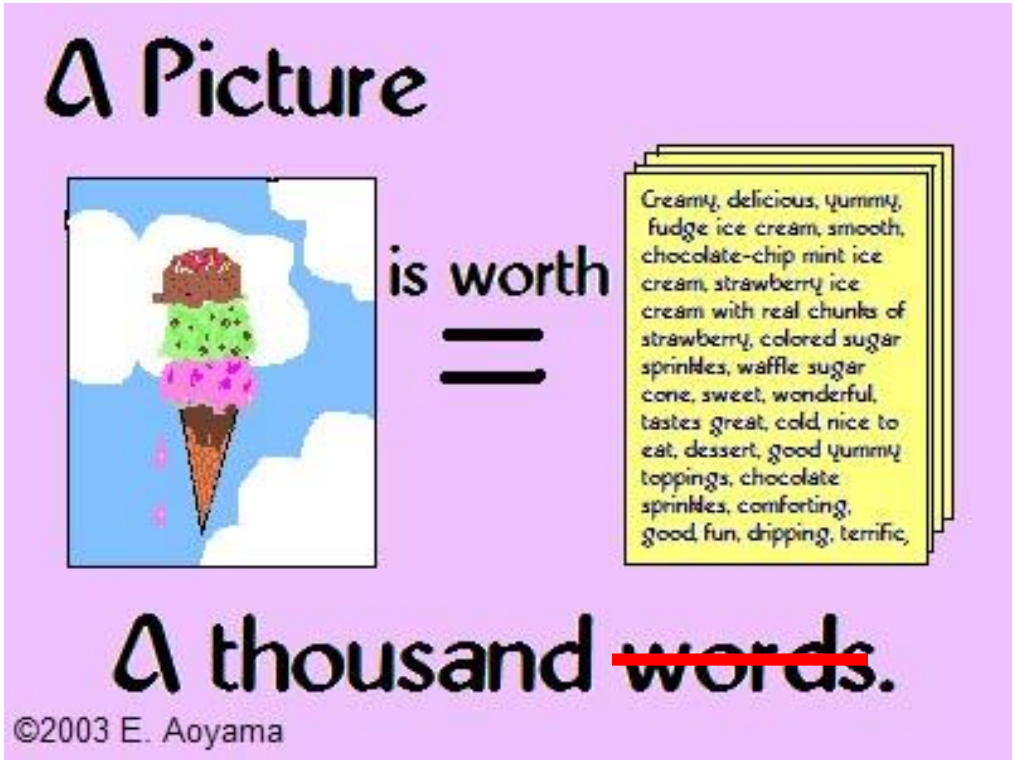




Packet Trace Fatigue!



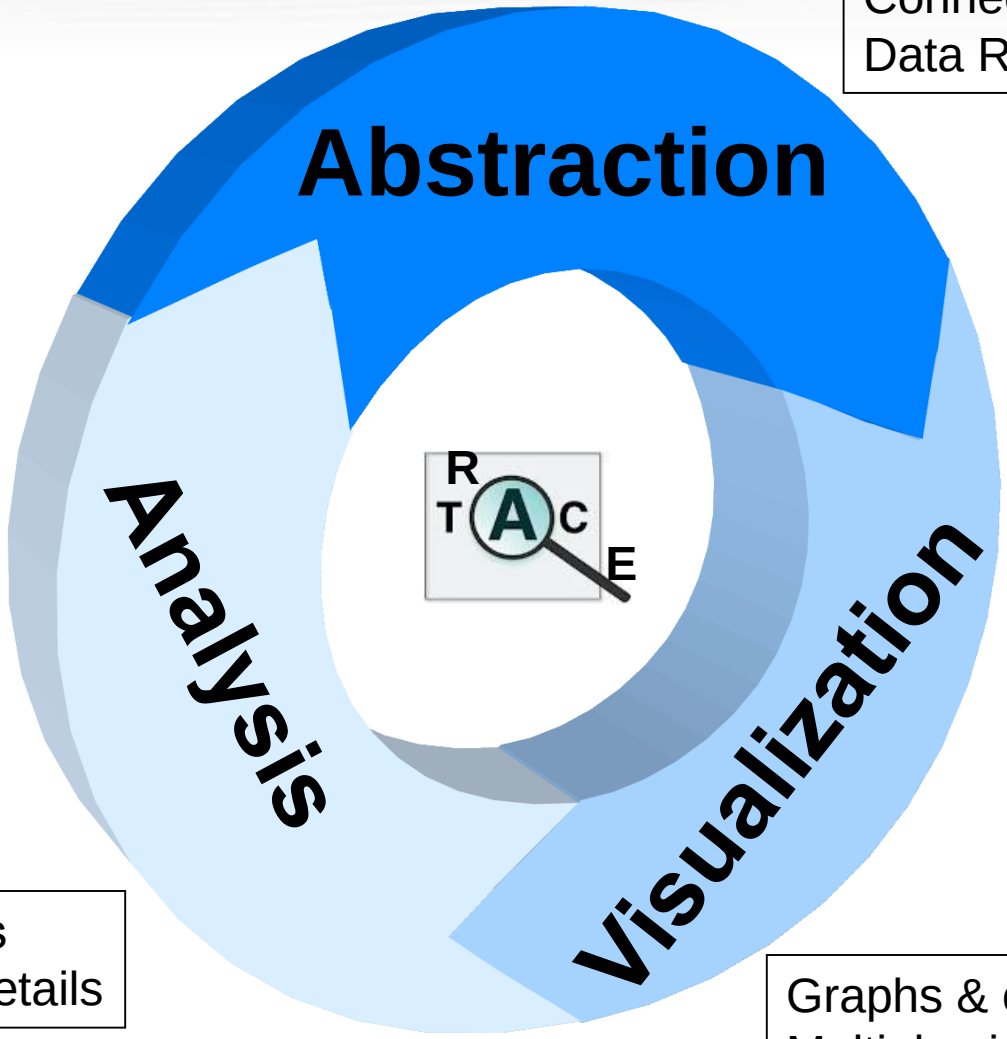
Why the $#*! Is Wi-Fi not working?



Packets

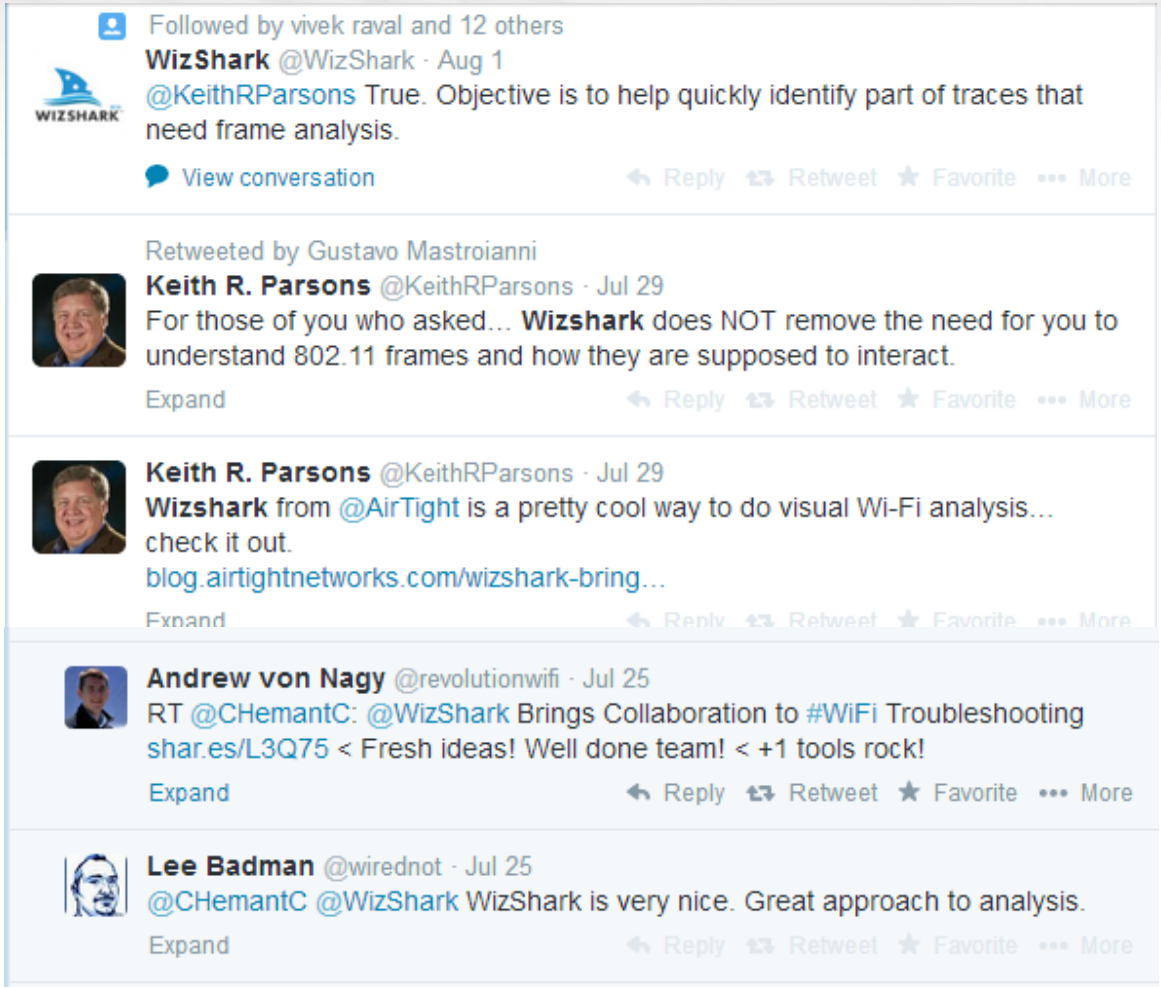
WizShark

Failure messages
Connection Handshake
Data Rates



"What-if" Scenarios
Packet Range & Details

Graphs & charts
Multiple views (AP & client)



Remember: We are NOT replacing the human brain or the need for knowledge

Providing better troubleshooting tools for making the process easy and enjoyable!

WizShark Demo

Key Takeaways

End-to-end remote troubleshooting from AirTight Cloud

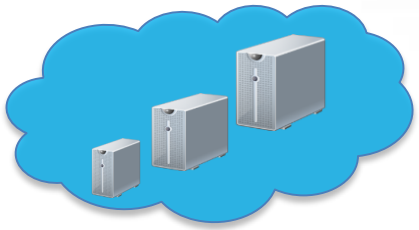
Troubleshooting from a mobile device

Built-in trace sharing for collaboration

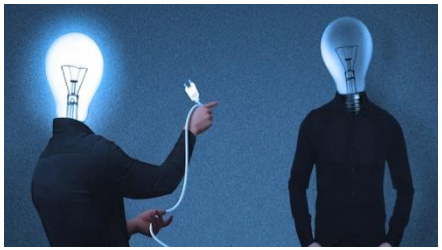
Wi-Fi vendor agnostic -- supports PCAP family

Value

Collaboration Tool

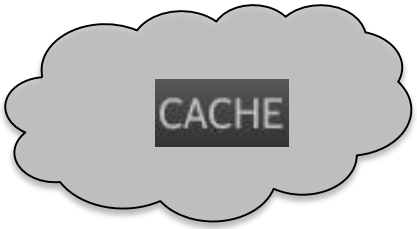


Scalability



Education Tool

Vendor Agnostic



Caching of Traces and Views

MSP Value Added Service

Questions

Comments

Suggestions

Thank You
Wizshark Team

gopi@airtightnetworks.com
robert.ferruolo@airtightnetworks.com
Karan.gupta@airtightnetworks.com
Davneet.singh@airtightnetworks.com

wizshark@airtightnetworks.com