



EASILY IDENTIFY CONNECTIVITY PROBLEMS

AIRDEFENSE CLIENT TROUBLESHOOTING MODULE

Client connectivity failures can be caused by a variety of issues, many of which have nothing to do with the wireless network. Unfortunately, even experienced mobile users often send wireless network support staff off to troubleshoot faults that may not be a wireless problem. That's a drain on your most valuable resources – and it doesn't get your users back online any faster.

USE RESOURCES MORE EFFECTIVELY

The Client Troubleshooting module, a part of our Network Assurance solution, lets tier one helpdesk personnel with limited wireless networking expertise easily identify the exact connectivity problem, so they can resolve it or escalate it as appropriate. The Client Troubleshooting module's sophisticated analysis engine will quickly identify device level problems, wireless network health, wireless network availability, wireless network or client configuration, and wired network connectivity issues. The Client Troubleshooting module lets you keep your senior IT staff focused and productive by making better use of your first line personnel.

SOLVE PROBLEMS MORE EFFICIENTLY

The Client Troubleshooting module provides tools for faster, easier network problem resolution. The tool:

- Is designed for level one helpdesk
- Helps quickly determine whether or not issues are on the wireless or wired network
- Can simplify debugging of wireless issues
- Helps eliminate escalation of easily fixed problems to senior level staff
- Is designed for centralized troubleshooting of performance problems and policy violations of end user devices

The module is designed to help entry level IT staff easily identify problems for quick remediation, reserving escalation for more advanced issues. It will significantly reduce network helpdesk costs and operational expenditures related to the wireless network by practically eliminating the need to travel onsite to troubleshoot wireless network issues.

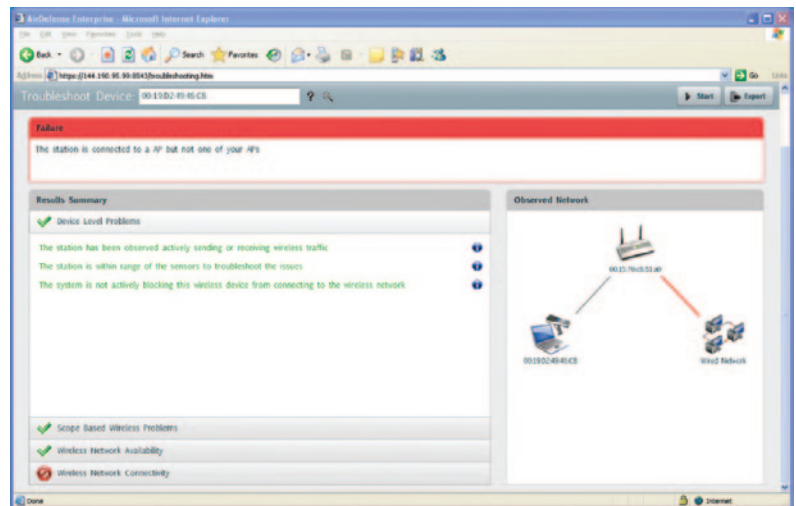
HOLISTIC WIRELESS MANAGEMENT

The Client Troubleshooting module runs on the AirDefense Services Platform. The AirDefense Services Platform offers seamless integration of wireless security and compliance solutions, WLAN infrastructure management, and remote troubleshooting tools that proactively monitor WLAN performance and remedy connectivity issues. 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.

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With its easy-to-use graphical interface working from a central console, the Client Troubleshooting module lets you quickly resolve basic network problems and escalate more advanced problems as needed..

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.

For more information on Motorola AirDefense Solutions, please visit us on the web at motorola.com/wms.