

The first ten minutes of a drop

A drop is diagnosed from its timestamp, its scope, and three systems' logs lined up on one clock.

Capture now

- ☐ The exact time of the drop, and which clock it came from.
- ☐ Who dropped: one device, one model, one area, or every client on one access point.
- ☐ The device's model and firmware, and where it was on its route.
- ☐ The access point log for that minute: radar, channel or power change, deauth reason.
- ☐ The client's own log for the same window, including who sent the deauth.
- ☐ The fleet manager's record of the same moment.
- ☐ The authentication server log: a new request from the device at the drop?
- ☐ The management audit log, access point uptime, and switch port log for changes or reboots.
- ☐ How long the drop lasted, and whether recovery needed a person.

Then answer the triage questions

What is dropping?

- ☐ AGV, AMR, or shuttle ☐ Handheld scanner
- ☐ Vehicle-mounted terminal ☐ Fixed machine or wireless I/O ☐ Sensor

Where does it happen?

- ☐ One spot ☐ At cell edges along a route
- ☐ Near docks, parking, or finished vehicles ☐ Near specific machinery
- ☐ Near break areas ☐ Everywhere

When does it happen?

- ☐ Random ☐ Peak shift ☐ Fixed times of day ☐ After a recent change
- ☐ Getting worse as the fleet grows ☐ Related to weather

Does it need motion?

- ☐ Only while moving ☐ Also when stationary

How many devices?

- ☐ One device ☐ One model or firmware version
- ☐ Everything in one area ☐ The whole site at once

How long is the drop?

- ☐ Sub-second flicker ☐ 1 to 10 seconds
- ☐ Longer, needs manual recovery

Which band?

- ☐ 2.4 GHz ☐ 5 GHz non-DFS ☐ 5 GHz DFS ☐ 6 GHz

Channel width?

- ☐ 20 MHz ☐ 40 MHz ☐ 80 MHz ☐ 160 MHz

Channel utilization at the time?

- ☐ Under 30% ☐ 30 to 60% ☐ Over 60%

Mobile devices per AP at peak?

- ☐ Under 10 ☐ 10 to 30 ☐ Over 30

What changed recently?

- ☐ Fleet growth or new devices ☐ AP firmware or config
- ☐ Client firmware ☐ Racking, layout, or inventory
- ☐ New equipment or neighbors ☐ Nothing

Security and roaming setup?

- ☐ PSK without fast roaming ☐ PSK with fast roaming
- ☐ 802.1X without fast roaming ☐ 802.1X with fast roaming
- ☐ WPA3-SAE without fast roaming ☐ WPA3-SAE with fast roaming

What do the logs show?

- ☐ AP deauthenticated the client ☐ Client roam attempt failed
- ☐ Authentication timeout ☐ Radar event or channel change
- ☐ Nothing useful