

Troubleshooting flowcharts for eduroam administrators

[eduroam Sys Admin Implementation - Troubleshooting Flowchart](#) ^[1]

This is a troubleshooting flowchart to help IT Specialists during eduroam implementation to resolve problems at the RADIUS server level. [eduroam Administrator Troubleshooting Flowchart](#) ^[2] pdf (best printed at A3 size). The document splits the troubleshooting process based on the ID provider of the user: i) your own users experiencing problems when trying to authenticate from a remote site and ii) visitor authentication, focussing on authentication problems faced by visitors to you from other sites.

[eduroam IT Helpdesk Staff Supporting Users - Troubleshooting Flowchart](#) ^[3]

This document is a troubleshooting flowchart to help IT Support staff solve user connection and authentication problems. *This is not a step-by-step guide to the setup of all available supplicants*: instead the aim is to point support staff towards common user-centred issues and to guide staff in troubleshooting their eduroam infrastructure to resolve difficulties for both own organisation users when roaming and visitors to the organisation. [eduroam IT Support Staff Troubleshooting Flowchart](#) ^[4] pdf (best printed at A3 size).

Source URL: <https://community.jisc.ac.uk/library/janet-services-documentation/troubleshooting-flowcharts-eduroam-administrators>

Links

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