



first men on Earth to get eduroam on public buses

WiFi portals and end user support

tf-MNM

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Main work items

- 1 Problem
- 2 Proposal
- 3 Discussion

Lost & disconnected

what if my eduroam is not working

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A little story



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- I'm in foreign land



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- I'm in foreign land
- eduroam is not connecting
- there is no open network

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- I'm in foreign land
- eduroam is not connecting
- there is no open network
- I know no one

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- I know no one
- I call home help desk

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- I'm in foreign land
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- My phone bill becomes fattier

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Sounds familiar?



A mail from a user

one of my user's recount of his suffering

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A short summary of the user mail

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 - eduroam.es: nice site, complete, no help desk form

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A short summary of the user mail

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 - eduroam.es: nice site, complete, no help desk form
 - eduroam.org: same situation

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A short summary of the user mail

- Connectivity problems
 - In a few cases, authentication fails
 - We use personal contacts
- Support problems
 - eduroam.es: nice site, complete, no help desk form
 - eduroam.org: same situation
 - Local support: you need a local contact to create a ticket

A mail from a user

one of my user's recount of his suffering

A short summary of the user mail

- **Conectivity problems**
 - In a few cases, authentication fails
 - We use personal contacts
- **Support problems**
 - eduroam.es: nice site, complete, no help desk form
 - eduroam.org: same situation
 - Local support: you need a local contact to create a ticket
 - Remote support:
very dependent on institution/person responsiveness

Calling home

graceful degradation, is not a four letter work

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Eduroam *IS* a success

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- but sometimes it does not work

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- do we want it to die of success?

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- why not make AAI enabled captive portals work for us?

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- if only to allow unlimited access to port 443

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- we have two (three?) working examples

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- we have two (three?) working examples
- we have been clever to create a success

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- but sometimes it does not work
- do we want it to die of success?
- why not make AAI enabled captive portals work for us?
- if only to allow unlimited access to port 443
- we have two (three?) working examples
- we have been clever to create a success
- will we not be able to find a solution?

Time for discussion

my plane leaves at 15:25 :-)