

Frequently Asked Questions

What hardware is required for the Wireless Management System?

A WMS Controller is required to be installed in which a Wireless Access Point will be connected for the WMS system to work. The WMS controller is not dependent on any particular brand or model of firewall, router or access point, so it will generally work with your current network configuration. Of course, an Internet connection is required.

There are also no limitations to the amount of access points you can run on a single controller, so you may run as many access points as you like to give the maximum amount of wireless coverage. However, different models of WMS Controllers are available to accommodate the expected number of concurrent hotspot users and Internet bandwidth for each deployment.

What are the software requirements for the Wireless Management System?

No software is required to be installed. Management is provided through a hosted web portal. The portal requires an ActiveX control or Java file to be downloaded once to print tickets, and the portal is a website accessible from anywhere using a web browser.

What internet usage limitations can I put on tickets?

Maximum bandwidth, maximum amount of data downloaded and simultaneous connections opened.

Can we deploy the Wireless hotspot solution without having to use the ticketing system?

Yes. Internet usage limitations can be setup and users are identified by their device MAC address.

How is bandwidth control applied?

Bandwidth control is applied on a per user basis to all the sessions they open. This means a hotspot user cannot affect the bandwidth of any other wireless user.

I want some of my staff to be able to print tickets only and not access reports or the management functions.

The management portal has administrator and print only user levels available.

I want to deploy WMS at multiple sites. Can a ticket from one site be used at another site?

Yes. We can also change this behaviour so tickets cannot be used from site to site, if desired. Please email support@hitechsupport.com.au for further enquiries.

Can I customise the wireless tickets?

Yes. You can upload a logo and customise the text on the tickets from the management portal. Please refer to the Wireless Management System (WMS) User Guide available from NSW.net website.

What printer support is available for tickets?

Tickets can be printed on an A4 printer or 80mm receipt printer.

Can tickets be pre-printed and also printed on-demand?

Yes. Ticket generation and printing takes just a few seconds.

Can I put a time limit on tickets?

Yes. You can put a time limit, starting from either when the user first logs in, or starting from the when the ticket is printed. Users are allowed to log in multiple times until their time is used up.

Can I use a ticket for multiple devices?

Yes. Tickets can be setup so that the same ticket can be used across multiple devices. The consumption of time credit and download quota is accumulated from all the devices.

Can I customise the login page? Can I display an Acceptable Usage Policy when users connect?

Yes. The login page is a simple HTML file and is completely customisable. Basic customisation is provided during the installation.

Is any configuration required from the user to connect to the hotspot?

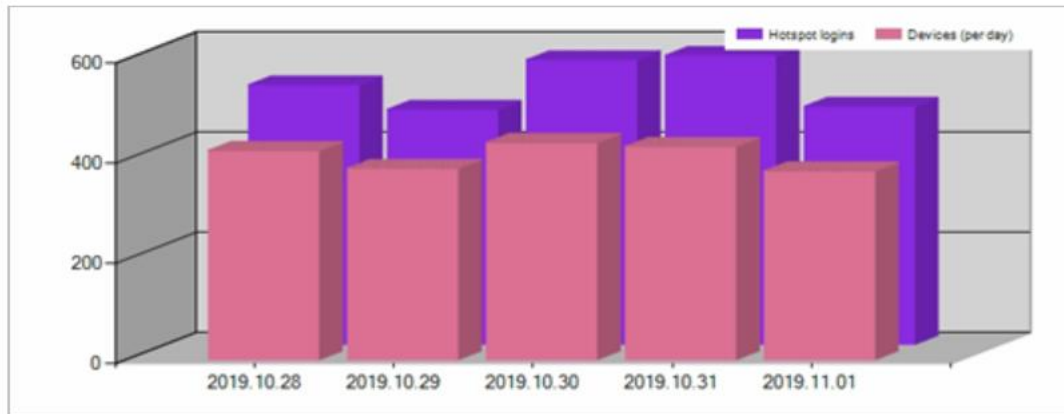
No. We have implemented dynamic address translation to work with any IP configuration the user may currently have. We also have redirected common proxy server ports in the event the user has a proxy configuration defined.

What reporting is available?

WMS reports can be run at any time from the management portal. You simply select the site and the date range to report over. Statistics are kept for up to 18 months.

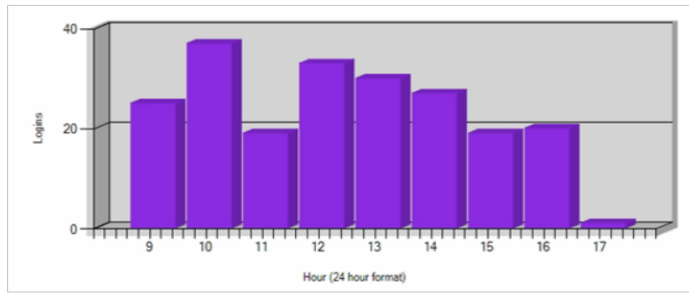
Hotspot traffic usage: Shows the amount of traffic uploaded and downloaded for a particular site.

Hotspot logins and connecting devices

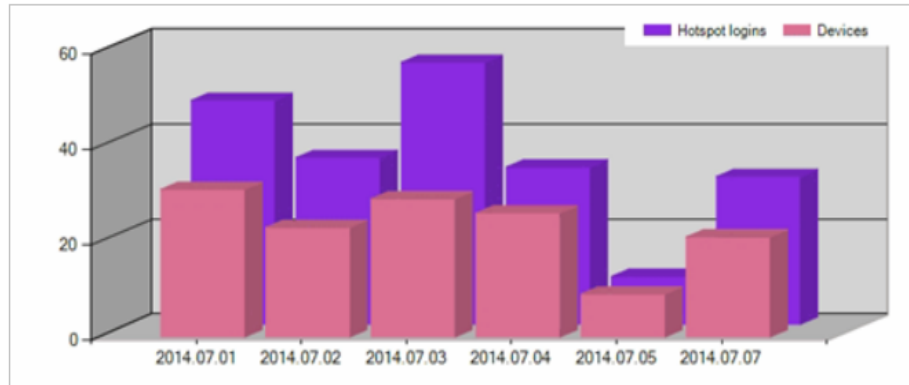


	Total	Daily average	Weekly average
Hotspot logins	2,607.00	521.40	2,607.00
Devices (per day)	2,037.00	407.40	2,037.00
Devices (over period)	1,528.00	305.60	1,528.00

User login history: Shows the peak amount of connected users to the hotspot per hour.

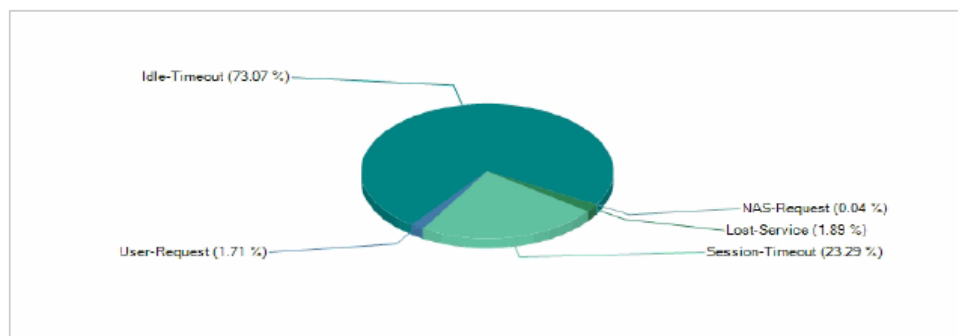


Individual devices: Shows the number of individual devices connecting to the hotspot versus the amount of logins to the hotspot. Also shows the difference between logins/devices.



	Total	Daily average	Weekly average
Hotspot logins	211.00	30.10	105.50
Devices	139.00	19.90	69.50

Session closures. Shows how users are disconnecting from the hotspot.



User-Request: User logged out of hotspot
 Idle-Timeout: Inactivity timeout reached, or session not logged out by user
 Session-Timeout: Time limit for ticket has been reached

Top 20 downloaders by MAC address (or per device). Shows which devices are downloading the most over multiple tickets.

MAC Address	Download	Upload	Tickets	Total duration
78:E4:00:2D:B9:A9	5770.7 MB	254.3 MB	31	2d4h55m39s
00:1C:26:BC:BB:F8	3614.8 MB	112.9 MB	15	1d1h1m8s
00:22:FB:92:DF:AC	3131.4 MB	152.1 MB	22	1d17h4m3s
48:5D:60:E1:5E:5F	3024.4 MB	152.3 MB	15	21h30m41s
00:21:83:23:0F:72	2728.7 MB	89.2 MB	25	1d10h54m9s

Top 20 downloaders by ticket. Shows the maximum amount that was able to be downloaded using a single ticket. This should be no more than the limitations that you have set for the on tickets. In non-ticketed setups, the MAC address will appear as the Ticket.

Ticket	Download	Upload	Date	MAC Address	Total duration
opedpgby	489.6 MB	14.4 MB	21/12/2011 2:50:49PM	3C:D0:F8:BA:DE:54	2h0m0s
xoyytid	487.4 MB	14.0 MB	2/12/2011 1:15:32PM	3C:D0:F8:11:EA:01	2h0m0s
vmefovs	466.6 MB	19.2 MB	12/12/2011 1:19:24PM	48:5D:60:E1:5E:5F	2h0m0s
rwdb syr	461.5 MB	15.2 MB	3/12/2011 1:00:03PM	00:21:00:B6:59:F2	2h0m0s

Top 20 ticket users by MAC address (or device). Show which devices have used the most tickets, and the corresponding amount downloaded and uploaded.

MAC Address	Tickets	Total duration	Download	Upload
C8:BC:C8:66:C5:9A	96	1d12h28m40s	939.1 MB	146.5 MB
C4:17:FE:7E:0B:DD	69	4d5h41m14s	1254.8 MB	281.3 MB
78:E4:00:2D:B9:A9	31	2d4h55m39s	5770.7 MB	254.3 MB
8C:A9:82:11:BD:BE	27	1d7h40m22s	1017.9 MB	83.1 MB
00:21:83:23:0F:72	25	1d10h54m9s	2728.7 MB	89.2 MB
90:A4:DE:58:ED:84	24	1d0h30m50s	383.9 MB	34.6 MB
90:4C:E5:25:1B:70	23	1d12h32m6s	300.5 MB	44.1 MB



For further questions email support@hitechsupport.com.au