

## Troubleshooting flowcharts for eduroam administrators

### [eduroam Administrator Troubleshooting Flowchart](#) <sup>[1]</sup>

This is a troubleshooting flowchart to help IT Specialists during eduroam implementation to resolve problems at the RADIUS server level. [eduroam Administrator Troubleshooting Flowchart](#) <sup>[1]</sup> 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 Support Staff Troubleshooting Flowchart](#) <sup>[2]</sup>

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](#) <sup>[3]</sup> pdf (best printed at A3 size).

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

#### **Links**

[1] <https://community.jisc.ac.uk/groups/eduroam/document/eduroam-administrators-troubleshooting-flowchart>

[2] <http://community.jisc.ac.uk/groups/eduroam/document/eduroam-user-troubleshooting-flowchart-it-support-staff>

[3] <https://community.jisc.ac.uk/groups/eduroam/document/eduroam-user-troubleshooting-flowchart-it-support-staff>