**Intel Windows WiFi Issue - Customer Info Request**

**User Information**

Company Name:

Contact:

Email:

Telephone (office):

Telephone (mobile):

Secondary contact name and email:

**Referral Details:**

ICS Reference Number:

Network supplier Case Number (e.g. Aruba, Cisco, etc):

Microsoft Premier Case Number:

OEM Case Number:

**Opt-in Section**

Disclaimer: By opting-in, you agree to allow Intel to contact you via e-mail in the future with regard to wireless products and/or services.

Initial Here:

**Problem details**

Problem description:

Frequency of occurrence (once an hour, day, always):

Computer power source (plugged in or battery):

Steps to reproduce (provide links to forums, online help, screen shots):

Attempted workaround (turn off settings, change power settings, etc.):

Environment (office, school, hospital, factory, home):

**Client computer details**

Computer manufacturer(s):

Computer model(s):

Windows OS (provide Version number if Win10, and 32- or 64-bit):

WiFi configuration manager (e.g. Intel PROSet, Windows AutoConfig (native), etc.):

WiFi adapter model(s):

WiFi device driver version:

Number of systems affected:

**Wireless security method**

Encryption Type (Open, RC4, TKIP, AES):

802.1X authentication type (WEP, TKIP, CCMP):

Key Management Type (PEAP, EAP-FAST):

**WiFi network environment**

Access Point manufacturer, model, & SW version:

Wireless Frequencies in use (2.4 and/or 5 GHz):

802.11n or 802.11ac enabled (None/HT(11n)/VHT(11ac)):

Channel Width (20 MHz vs. 40 MHz) for 2.4 GHz?

Channel Width (20 MHz vs. 40 MHz vs. 80MHz) for 5 GHz?

SSID stealth mode (hidden or broadcast):

Enterprise Customers:

WLAN Controller manufacturer, model, and SW version:

RADIUS Server Make/Version:

**Debug data**

Please include the following (if available):

* Intel Wireless Reporting Tool (WRT)
* Intel WiFi Tool (ping utility)
* Windows System Event log
* Windows WLAN-AutoConfig log
* Screen shots depicting failure