

Write better (Wi-Fi) support tickets:

iPhones drop sporadically on XYZ-Guest SSID after WPA3 configuration change.

After completing a configuration change to use WPA3-Personal instead of WPA2-Personal, our iPhone users at XYZ site do not stay connected to our XYZ-Guest SSID consistently.

When they walk around the office, they drop ~30% of the time.

Our only workaround is reverting to WPA2-Personal

We're having an executive event at this office in two weeks and cannot have these connectivity problems.

We reproduced the problem with logs.
(-Logs attached-)

Test device - iPhone 16:
-AA:BB:CC:DD:EE:FF
-10.10.1.34

Test APs:
AP-1 11:11:11:11:11:11 (Origin AP)
AP-2 22:22:22:22:22:22 (Target AP)

At 12:05p UTC, logs show the iPhone attempting reassociation. Then, the iPhone is deauthenticated with reason code 3.

Can you figure out why iPhones drop intermittently at XYZ site post-changes?

Subject

- Concise, one sentence description of the problem

Description

- State when issue started
- Describe symptoms (100% loss, connection drops, frequency)
- State problem scope (SSIDs, locations, firmware)
- State workarounds, if any
- Remove filler words
- State business impact

Test Example

- Give affected device details (MACs, IPs, model)
- Name infra devices in test
- Show problem timeline
- Collect logs

Request

- Specific, actionable request for engineer
- Could be RCA, ask for alternatives