

IPv6 Troubleshooting for Residential ISP Help desks

Removing a barrier for IPv6 deployment

Help desks think IPv6 is scary...

- How to debug problems?
- How to answer questions?
- All those horrible numbers!
- ...etc...

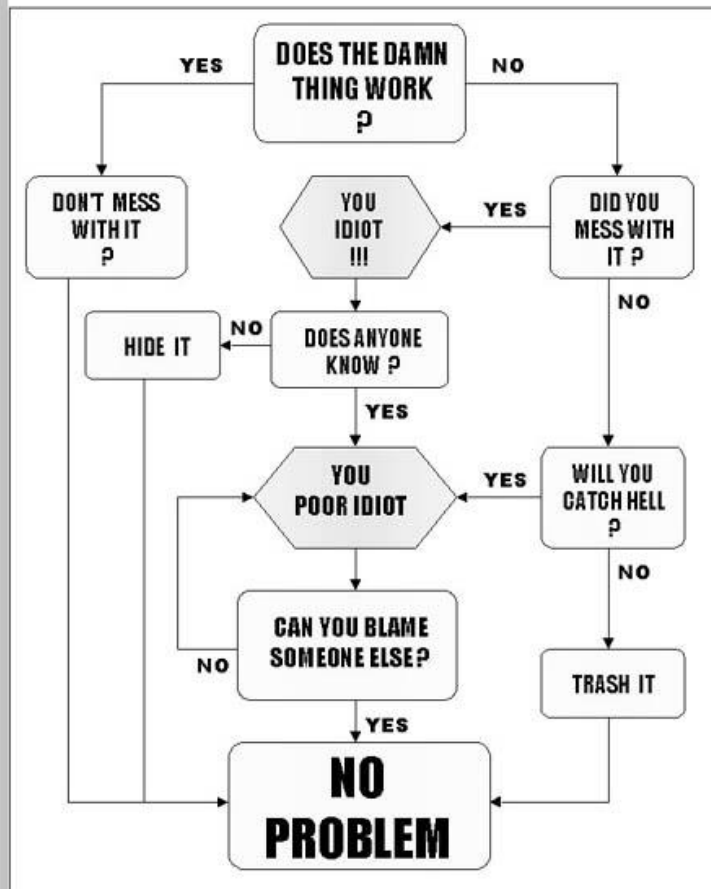
Managers think IPv6 is expensive

- Help desks cost a lot of money
- IPv6 will be expensive if...
 - ...lots of customers contact the help desk
 - ...help desk needs a lot of time to answer a question
 - ...help desk employees need lots of training

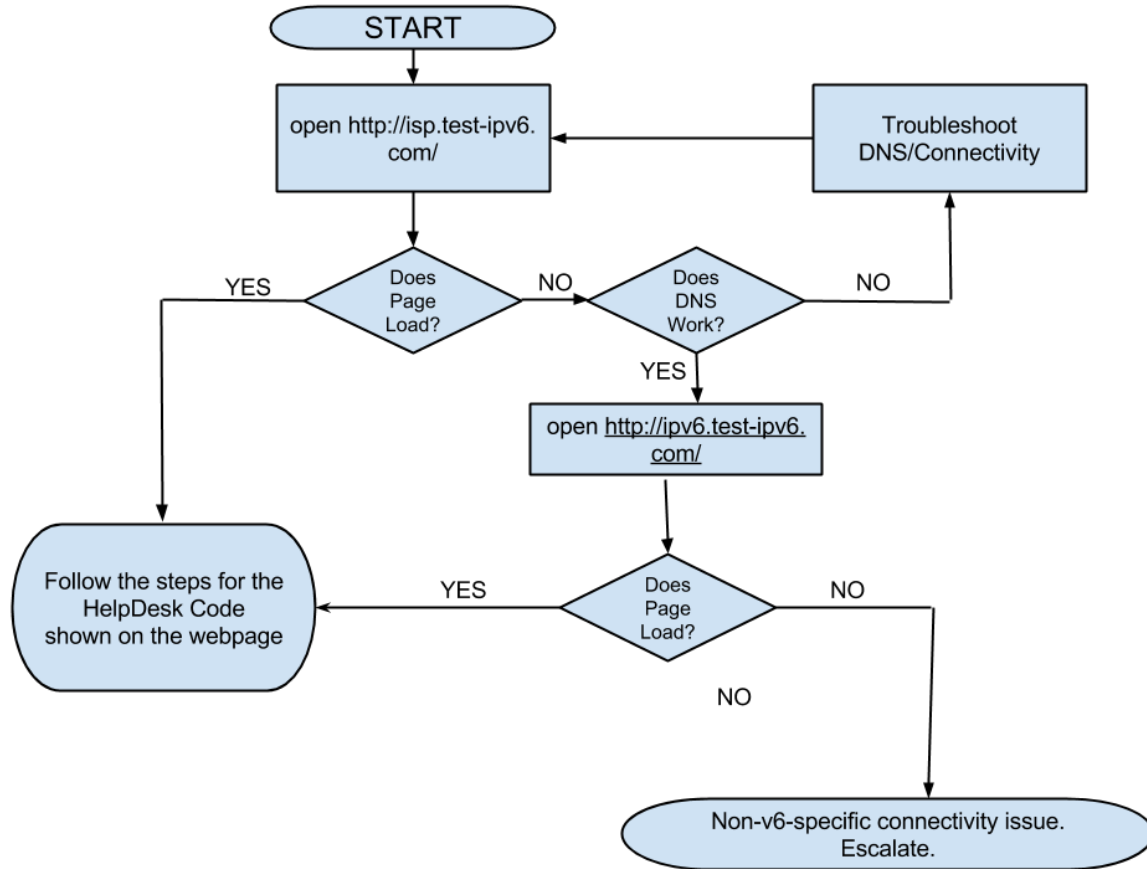
Make it easier

- This document makes IPv6 easier to deal with for help desks
 - It is a starting point that help desks can use/adapt
- Provides tools for debugging
- Describes a workflow to find problems

PROBLEM SOLVING FLOWCHART



More Specific Flowchart



What does the document contain?

- Background information
- IPv6 Troubleshooting (isp.testipv6.com)
 - Basic IPv6 Test
 - Test Connectivity
 - Test DNS
 - Check Home Router
 - Escalate
- Explanation of isp.testipv6.com codes

Test your IPv6 connectivity.

For the Help Desk

Summary

Tests Run

Share Results / Contact

Your Internet help desk may ask you for the information below.

Help desk code: 112

IPv4, plus Broken IPv6

IPv4: Good, AS2121 - RIPE-MEETING-AS Reseaux IP Europeens Network Coordination Centr

IPv6: broken

IPv4 address: 193.0.29.222

More information about this page, including how to bookmark it: [faq_helpdesk.html](#).

Test your IPv6 connectivity.

[For the Help Desk](#)

[Summary](#)

[Tests Run](#)

[Share Results / Contact](#)

[Other IPv6 Sites](#)

Your Internet help desk may ask you for the information below.

Help desk code: 64

NAT64

IPv4: Good, AS2121 - RIPE-MEETING-AS Reseaux IP Europeens Network Coordination Centr

IPv6: Good, AS2121 - RIPE-MEETING-AS Reseaux IP Europeens Network Coordination Centr

OtherSites: 57/57 good

IPv4 address: 193.0.31.242

IPv6 address: 2001:67c:64:49:cc76:4e4c:d31f:ef04

More information about this page, including how to bookmark it: [faq_helpdesk.html](#).

Test your IPv6 connectivity.

For the Help Desk

Summary

Tests Run

Share Results / Contact

Other IPv6 Sites

Your Internet help desk may ask you for the information below.

Help desk code: 46

Dual Stack

IPv4: Good, AS2121 - RIPE-MEETING-AS Reseaux IP Europeens Network Coordination Centr

IPv6: Good, AS2121 - RIPE-MEETING-AS Reseaux IP Europeens Network Coordination Centr

OtherSites: 58/58 good

IPv4 address: 193.0.29.222

IPv6 address: 2001:67c:64:42:6203:8ff:fea4:ff58

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What do we want from you?

- Please read the document
 - <https://www.ripe.net/ripe/groups/tf/bcop/ipv6-troubleshooting-for-residential-isp-helpdesks>
 - <https://www.ripe.net/ripe/groups/tf/bcop>
- Give it to your help desk
- Would this help you deploy/support IPv6?
- Provide feedback
 - bcop@ripe.net

Questions

- For those of you who have already read it:
 - (focussing on usability here, technical details will be discussed in the IPv6 WG)
 - Is this document easy to use?
 - Is there something missing?
 - Do you think this document is ready to be finalised?