IPv6 Troubleshooting for Residential ISP Help desks

Removing a barrier for IPv6 deployment

Purpose of this document

- 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

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

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
- Check if there are any technical errors
- Provide feedback
  - bcop@ripe.net