

2018-07-01

Sunday, July 1, 2018 14:06

- After 6 months of a ticket open, Rotem raised to Omer.
- Omer and Rotem called the customer to understand the requirement:
 - When people are blocked in my wireless, I need to unblock them manually
 - They cannot connect to the guest as we block them in entire WLC
 - The requirement is to unblock after a period of time
 - After verifying in lab (Rotem), solution provided to the customer and he was happy
- After a week the customer raised again as in the wired it's 6 hours where in wireless it should be 5 minutes.
 - Omer informed about approved feature request to be updated to the customer.
- **Feature:**
 - **Define block wait period per access layer**
 - **Define block wait period per NAS client to override the global definition**
- **Blum to:**
 - **Communicate with customer**
 - **Raise in triage.**