### Tails - Feature #14534

**Improve UX when Wi-Fi is not working**

08/30/2017 10:09 AM - sajolida

<table>
<thead>
<tr>
<th>Status:</th>
<th>Confirmed</th>
<th>Start date:</th>
<th>12/29/2017</th>
</tr>
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### Description

- Add in the installation instructions a quick check to see if Wi-Fi is working. And if not point to the known issues page and Wi-Fi dongles that work.
- Have a notification about this Wi-Fi adapter not working in Tails? But don't ask every time ([#10553](#10553)).
- When going to Wi-Fi section in Tails parameter have something saying "You Wi-Fi adapter doesn't work in Tails, go here for more info...". It would affect Debian as well.
- intrigeri can help where to send feature requests and bug reports.

### Subtasks:

- Bug #11683: Improve installation instructions when Wi-Fi is not working (especially on... Resolved
- Feature #15131: Identify USB Wi-Fi adapters that are easily available and work with Tails Resolved
- Feature #15858: Investigate the chips of the Panda wireless adapters Resolved
- Bug #16260: Notification on MAC spoofing failure is truncated Confirmed
- Feature #16707: MAC spoofing failure notification should mention the name of the inter... Confirmed
- Feature #16987: Document USB tethering

### Related issues:

- Related to Tails - Feature #14544: Spend software developer time on smallish ... In Progress 08/31/2018
- Related to Tails - Bug #11941: "Network card disabled" notification lacks the... Confirmed 11/17/2016
- Related to Tails - Feature #8864: Consider flagging first boot after installing Resolved 02/04/2015
- Related to Tails - Feature #8061: Customize "Proxy is refusing connections" e... Confirmed 10/11/2014
- Blocked by Tails - Feature #10553: Add "Don't ask me again" option to notific... Confirmed 11/16/2015

### History

#### #1 - 08/30/2017 10:14 AM - sajolida
- Description updated

#### #2 - 09/11/2017 10:43 AM - sajolida
- Target version changed from Tails_3.2 to Tails_3.3

#### #3 - 11/14/2017 01:23 PM - sajolida
- Target version changed from Tails_3.3 to Tails_3.5

#### #4 - 01/19/2018 06:25 PM - sajolida
- Target version changed from Tails_3.5 to 2018

#### #5 - 07/05/2018 03:52 PM - sajolida
- Blocks Feature #15392: Core work 2018Q2 → 2018Q3: User experience added
#6 - 08/21/2018 12:54 PM - sajolida
- Related to Feature #14544: Spend software developer time on smallish UX improvements added

#7 - 08/21/2018 03:44 PM - sajolida
- Related to Bug #11941: "Network card disabled" notification lacks the name of the network card added

#8 - 10/29/2018 02:21 PM - sajolida
- Blocks Feature #16080: Core work 2018Q4 → 2019Q2: User experience added

#9 - 10/29/2018 02:21 PM - sajolida
- Blocks deleted (Feature #15392: Core work 2018Q2 → 2018Q3: User experience)

#10 - 01/08/2019 12:31 PM - sajolida
- Target version changed from 2018 to 2019

#11 - 01/16/2019 06:11 PM - sajolida
- Blocks deleted (Feature #16080: Core work 2018Q4 → 2019Q2: User experience)

#12 - 01/18/2019 03:34 PM - sajolida
- Related to Feature #10553: Add "Don't ask me again" option to notifications where appropriate added

#13 - 01/23/2019 11:07 AM - intrigeri
- Related to Feature #8864: Consider flagging first boot after installing added

#14 - 01/23/2019 12:09 PM - intrigeri
- Related to deleted (Feature #10553: Add "Don't ask me again" option to notifications where appropriate)

#15 - 01/23/2019 12:10 PM - intrigeri
- Blocks Feature #10553: Add "Don't ask me again" option to notifications where appropriate added

#16 - 01/23/2019 12:10 PM - intrigeri
- Blocks deleted (Feature #10553: Add "Don't ask me again" option to notifications where appropriate)

#17 - 01/23/2019 12:10 PM - intrigeri
- Blocked by Feature #10553: Add "Don't ask me again" option to notifications where appropriate added

#18 - 01/23/2019 12:10 PM - intrigeri
- Description updated

#19 - 05/06/2019 06:55 PM - sajolida
- Blocks Feature #16080: Core work 2018Q4 → 2019Q2: User experience added

#20 - 06/06/2019 06:53 PM - sajolida
- Blocks deleted (Feature #16080: Core work 2018Q4 → 2019Q2: User experience)

#21 - 06/06/2019 06:55 PM - sajolida
- Blocks Feature #16688: Core work 2019Q3 → 2019Q4: User experience added

#22 - 08/22/2019 10:51 AM - sajolida
- Subject changed from Propose a better UX when Wi-Fi is not working to Improve UX when Wi-Fi is not working
#23 - 11/21/2019 06:58 PM - sajolida
- Priority changed from Low to Normal
- Target version changed from 2019 to Tails_4.2

#24 - 12/11/2019 03:27 PM - sajolida
- Related to Feature #8061: Customize "Proxy is refusing connections" error messages in Tor Browser and remove the "Tor is not ready" popup added

#25 - 12/11/2019 03:28 PM - sajolida
The message drafted in #8061#note-33 would help people troubleshoot their Wi-Fi not working.

#26 - 12/11/2019 05:34 PM - sajolida
- File wi-fi-unavailable.png added

I created 2 issues on NetworkManager that would improve the UX of connecting to a Wi-Fi network though they are not directly related to Wi-Fi not working:


When no Wi-Fi interface is available, either because there is none or because it doesn't work in Tails, we could display "Wi-Fi Unavailable..." instead of "Wi-Fi Not Connected". Choosing this menu entry could open our documentation.

When MAC Spoofing fails, instead of displaying notifications we could display the same "Wi-Fi Unavailable..." submenu. Clicking on it could either open our doc or display a custom dialog explaining a bit more (cf. #16707). Given that MAC Spoofing failures are extremely rare, I think that it's a good idea to reuse the same widget.

Depending on how complicated this would be to implement, we could either wait until I test this during paper prototyping sessions (none in sight right now) or implement it in Tails and see it in action during usability testing sessions on software at a later occasion.
I can't move this forward myself anymore. I'll follow-up with GNOME once I have more user data but it might take many months, so I'll remove this ticket from my immediate view.

Files

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<td>12/11/2019</td>
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