

Brief description of the problem, and how it masquerades itself. What are the symptoms? How frequently does it happen? Do the devices having problems appear to be connected or associated with the hub?

Since mid December we have had the situation where devices using WiFi to access the internet lose connection to internet.

Wired connection to hub still has access to internet.

This has happened at various intervals ranging from one to seven days.

The symptom observed is that a browser stop working on one device and then on the others.

In this state, the WiFi does not allow devices to connect to Admin however, wired connection does.

Is the hub status indicator normal/blue when the problem occurs?

Normal / blue

Do you have the 2.4GHz and 5GHz channels merged (default setting) or split (different wireless network names)? If the networks are named differently, does the problem only affect the 5GHz network?

Both are on same SSID.

I did disable 5Ghz as described but the problem still happened.

Once the problem occurs is it persistent?

It is.

The only fix is a reset or reboot of Hub One.

Any devices wired to the router and does the problem affect them at the same time?

If I attach laptop by cable the internet is available while Wifi devices can not use internet.

Are you able to reproduce the problem reliably?

Unable to reproduce.

Do you think you have a way of triggering it? [for example waking a specific device from power save mode]

Have not observed any devices that trigger the problem

Potential root causes.

Hub overloaded by firewall activity - Have an extract from Event Log showing Firewall activity.

Next door also have Plusnet Hub One - they appear to have the same problem and work around.

Is the problem always resolved by rebooting the hub?

Yes

If so, how long does it take before problems recur?

One to seven days - Have extract from Event Log showing restarts of hub

If specific devices are always impacted when problems occur, please provide details of which devices are impacted and which aren't i.e. manufacturer, model, variant and operating system version.

Iphone 6 - IOS 13.3.1

Iphone 7 - IOS 13.3.1

IPad Air 2 - iPadOS 13.3.1

Lenovo Laptop G500 - Windows 10 1902

Have the devices experiencing problems recently received any patches that might correspond with the time the issue first occurred?

Not known.

All devices patched as soon as possible.

Please provide a description of your home network setup and all devices in use including whether or not you're using any additional switches,
All devices on Hub One WiFi. - Have file showing devices and channels used.