

RECOVERING AN ARAKNIS X10 SERIES ACCESS POINT FROM FAILSAFE MODE

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INFORMATION

If an **x10** Araknis access point fails a firmware update, it may go into failsafe mode. To recover the access point, you can connect to its default IP address and upload a new copy of the firmware.

How Do I Know if the Firmware Update Failed?

- If it seems to be taking a long time for an Araknis x10 series access point to update it's firmware, check the activities tab of OvrC to see if there's a failed update notice.
- If it's an 810 series, it is handing out **20.x** IP addresses to devices on the LAN.
- You can also connect a computer to the same switch as the access point and run an IP scanner to see if a device appears with an IP address of **192.168.20.253**.

Note: Use an IP scanner that shows the MAC address, such as Advanced IP Scanner, to verify it's the access point at the 20.253 address.

To recover the AP:

1. Download the latest firmware from the product page.
2. Connect to the failsafe SSID and log in to the access point's default IP.
3. Upload the firmware file and click **Update**.

Step 1: Download the Latest Firmware

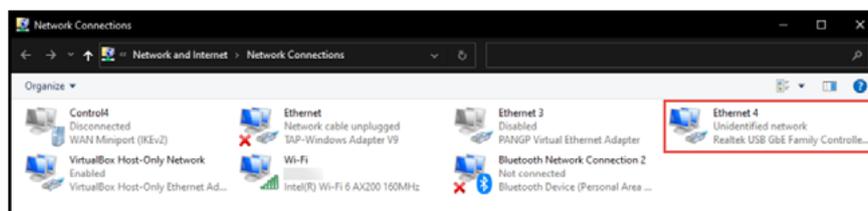
Download the latest firmware from the product page. Extract the zipped file to an easy to find location.

Step 2: Connect to the Access Point

In failsafe mode, the Araknis access point reverts to a default IP address of 192.168.20.253.

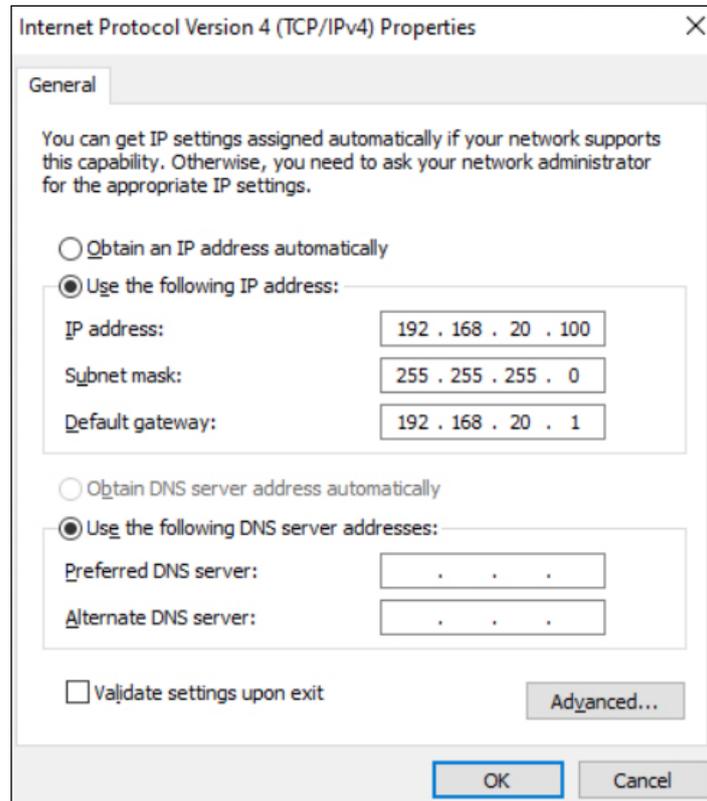
Connect to the same network switch as the access point and manually set your computer's Ethernet adapter to an IP address on the same subnet.

1. Open the **Control Panel** of your PC and click **Network and Internet**.
2. Click **Network and Sharing Center**.
3. Click **Change adapter settings**, on the left
4. Select your Ethernet connection and click **Change settings of this connection**.



5. Select **Internet Protocol Version 4(TCP/IPv4)** and click **Properties**.
6. Click the **Use the following IP address** option.
7. Give yourself an **IP address** of **192.168.20.100**, a **Subnet mask** of **255.255.255.0**, and a **Default gateway** of **192.168.20.1**.

- Click **OK**. Now, your Wi-Fi adapter is on the same subnet as the access point, and you can connect to the AP's default IP address.



Step 3: Upload the Firmware

- Open a web browser and enter **192.168.20.253**. The access point takes you directly to the firmware recovery page.
- Click **Browse** and select the extracted firmware file.
- Click **Upload**.
- When the progress bar completes, the access point restarts with a DHCP address and factory-default settings.
- Load a backup configuration file or reconfigure the access point.

Notes:

- » Don't forget to set your computer's Ethernet adapter back to DHCP!
- » If an x10 AP is factory defaulted while in recovery mode, it is defaulted upon recovery as well.