X10 SWITCH FAILSAFE RECOVERY

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RECOVERING AN ARAKNIS X10 SERIES SWITCH FROM FAILSAFE MODE

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INFORMATION

If an **x10** Araknis network switch fails a firmware update, it may go into failsafe mode. To recover the switch, 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 switch to update it's firmware, check the activities tab of OvrC to see if there's a failed update notice.
- You can also connect a computer to the same switch (or router) as the switch and run an IP scanner to see if a device appears with an IP address of **192.168.20.254**.

  Note: *Use an IP scanner that shows the MAC address, such as Advanced IP Scanner, to verify it's the Araknis switch at the 20.254 address.*

To recover the switch:

1. Download the latest firmware from the product page.
2. Connect a computer to the same switch (or router) as the switch, and log in to the switch's default IP address of **192.168.20.254**.
3. Upload the firmware file and click **Update**.

Step 1: Download the Latest Firmware

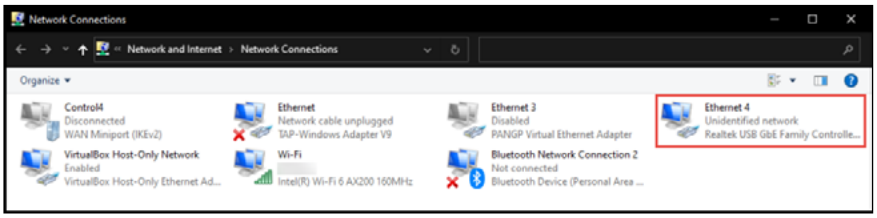
Download the latest firmware from the product page. Extract the zipped file to an easy to find location.

Step 2: Connect to the Access Point

In failsafe mode, the Araknis switch reverts to a default IP address of 192.168.20.254.

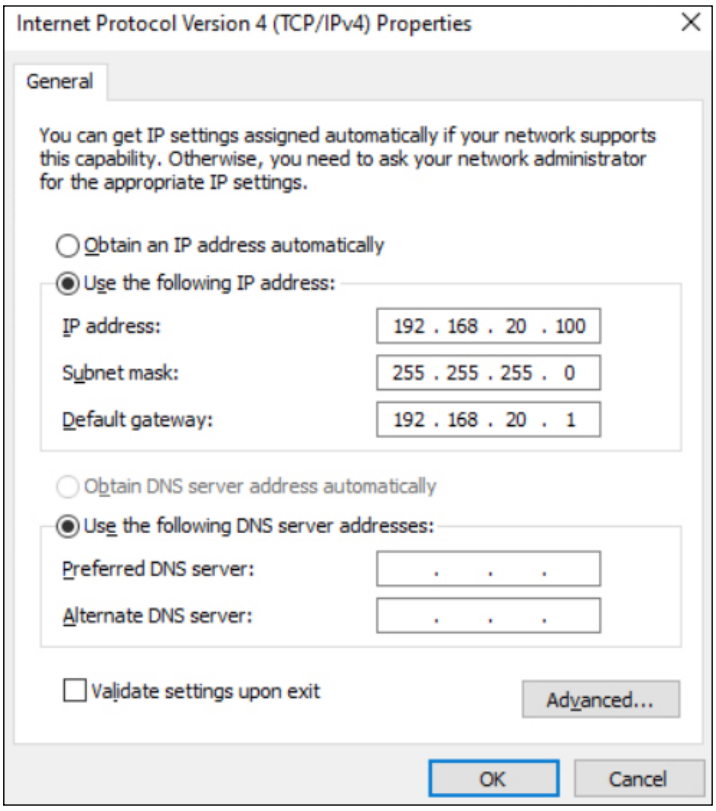
Connect to the same switch (or router) and manually set your computer's Ethernet adapter to an IP address on the same subnet.

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**.

8. 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

1. Open a web browser and enter **192.168.20.254**. The access point takes you directly to the firmware recovery page.
2. Click **Browse** and select the extracted firmware file.
3. Click **Upload**.
4. When the progress bar completes, the access point restarts with a DHCP address and factory-default settings.
5. Load a backup configuration file or reconfigure the access point.

Note: *Don't forget to set your computer's Ethernet adapter back to DHCP!*