

# **X00 AP FAILSAFE RECOVERY**

Rev:21-05-03 TW

# RECOVERING AN ARAKNIS X00 SERIES ACCESS POINT FROM FAILSAFE MODE

#### **CONTACTING TECH SUPPORT**

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#### **INFORMATION**

If an **x00** 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.

#### To recover the AP:

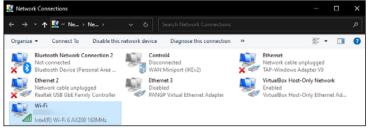
- 1. Download the latest firmware from the product page.
- 2. Connect to the failsafe SSID and log in to the access point's default IP.
- 3. Upload the firmware file and click **Update**.

### 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**

- 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 Wi-Fi 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.
- 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.

Internet Protocol Version 4 (TCP/IPv4	1) Properties X
General	
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.  Qbtain an IP address automatically	
IP address:	192 . 168 . 20 . 100
S <u>u</u> bnet mask:	255 . 255 . 255 . 0
<u>D</u> efault gateway:	192 . 168 . 20 . 1
Obtain DNS server address auto	omatically
Use the following DNS server ad	dresses:
Preferred DNS server:	
Alternate DNS server:	
☐ Validate settings upon exit	Ad <u>v</u> anced
	OK Cancel

## **Step 3: Upload the Firmware**

- 1. Open a web browser and enter **192.168.20.253**. 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 Wi-Fi adapter back to DHCP!