RECOVERING AN ARAKNIS X10 SERIES ROUTER FROM FAILSAFE MODE

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INFORMATION

If an **x10** Araknis network router 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 router to update it's firmware, check the activities tab of OvrC to see if there's a failed update notice.

- The router isn't starting up properly and is handing out **192.168.99.X** IP addresses (.9 gateway).

RECOVERING THE ROUTER

1. Unplug all devices from the router. Keep power connected.
2. Connect a computer into one of the LAN Ports. If using an Araknis 310 series router, use ports 1-3.
3. Restart the router. The recovery mode page should automatically open in your default web browser. If it doesn't, enter **192.168.99.9** in your browser to access the recovery mode page.
4. Use the firmware on the product page for 110/110W series routers. For the 310 – use **firmware v1.0.24**, which is [downloaded here](#).
5. Restart the router when the firmware update completes.
6. If you're recovering an Araknis 310 router, download the latest firmware from the product page and update the router.