

# Troubleshooting - RV220W Is Inaccessible

## Objective

The router sometimes may become inaccessible and Virtual Local Area Network (VLAN) created may fail to work. This article describes how to access the router and modify the VLAN settings and fix the router.

**Note:** Cisco recommends the device be upgraded to latest firmwares which will patch up this known Issues. To upgrade to the latest firmware visit

<https://www.cisco.com/cisco/software/type.html?mdfid=283118607&i=rs>

## Applicable Devices

- RV220W Wireless-N Network Security Firewall

## Access The Router

Step 1. Use the configuration utility to choose **Networking > LAN (Local Network) > VLAN Membership**. The *VLAN Management* page opens.

Step 2. In the Management page, set all the access/trunk ports to **General mode**. Assign all ports to all VLANs.

Step 3. Click **Save** to save the settings.

Step 4. Click **Administration > Reboot** to restart the router.

**Note:** Once the Firewall reboots, the device will be accessible and VLAN will work. If the problem persists, hold the Reset button on the back side of the firewall for 10 seconds and Reset the router to factory default. By resetting the router to factory default all configuration will be lost and the device will be restored to default factory settings.