Troubleshooting

Using the Reset Button

Using the **Reset** button (see Connectors and Ports), you can reset the AP to factory default or clear the AP's internal storage.

To reset the AP to the default factory-shipped configuration, perform the following steps:

Procedure

Step 1 Press, and continue to press the **Reset** button on the access point during the AP boot cycle.

Step 2 The AP status LED will turn red once the timer has started. Continue to hold the **Reset** button for more than 20 seconds, but less than 60 seconds. The following will happen:

- The AP status LED changes to solid red.

- All the files in the AP storage directory are cleared.

- A full factory reset is triggered.

- The FIPS mode flag is also cleared during the full factory reset of the AP. If the FIPS flag is set, the console access is disabled.

Note
If you keep the **Reset** button pressed for more than 60 seconds, the button is assumed as being faulty and no changes are made.

Checking the Access Point LEDs

There are two LEDs located at the AP front panel, a system status LED and an RSSI LED, as shown in Connectors and Ports.

Note   Regarding LED status colors, it is expected that there will be small variations in color intensity and hue from unit to unit. This is within the normal range of the LED manufacturer's specifications and is not a defect. However, the intensity of the LED can be changed through the controller.

System Status LED

The system status LED indicates various conditions and are described in the following table.

Table 1: System Status LED Signals

LED Message Type	Color	Meaning
Cisco URWB Mode		
Limbo (Provisioning) mode: Fallback	Flashing (short blips) Blue	In the state of requesting IP address from DHCP server.
Limbo (Provisioning) mode: DHCP	Solid Blue	This status indicates that the IP address is retrieved from DHCP server.
WGB Mode		
Association status	Blinking Red	This status indicates no wireless client is associated with it.
	Solid Green	Normal operating condition with at least one wireless client associated with the unit.

RSSI LED

The RSSI LED indicates the SNR/RSSI strength as described in the following table.

Table 2: RSSI LED Signals

LED Status	RSSI/SNR Status
Cisco URWB Mode	
Solid Green	Excellent (SNR >= 25 dB)
Blinking Green	Good (15 <= SNR < 25 dB)
Solid Yellow	Bad (10 <= SNR < 15 dB)
Blinking Yellow	Worse (SNR < 10 dB)

LED Status	RSSI/SNR Status
WGB Mode	
Solid Green	Excellent (RSSI >= -71dBm)
Blinking Green	Good (-81 <= RSSI < -70 dBm)
Solid Yellow	Bad (-94 <= RSSI < -81 dBm)
Off	Worse (RSSI < -94 dBm) **Note** When the RSSI LED is off, use system status LED to check WGB states.