



## Troubleshooting

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### Checking the Access Point LEDs

The location of the AP status LED is 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.

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

**Table 1: AP LED Signals**

LED Message Type	Color	Meaning
Boot loader status sequence	Blinking Green	Boot loader status sequence: <ul style="list-style-type: none"><li>• DRAM memory test in progress</li><li>• DRAM memory test OK</li><li>• Board initialization in progress</li><li>• Initializing FLASH file system</li><li>• FLASH memory test OK</li><li>• Initializing Ethernet</li><li>• Ethernet OK</li><li>• Starting AP OS</li><li>• Initialization successful</li></ul>

LED Message Type	Color	Meaning
Boot loader warnings	Blinking Red	Configuration recovery is in progress (the Reset button has been pushed for 2 to 3 seconds)
	Solid Red	There is an Ethernet failure or an image recovery (the Reset button has been pushed for 20-30 seconds)
	Blinking Green	Image recovery is in progress (the Reset button has been released)
<b>Cisco URWB OS</b>		
Limbo (Provisioning) mode: Fallback	Flashing (short blips) Amber	In the state of requesting IP address from DHCP server.
Limbo (Provisioning) mode: DHCP	Amber	This status indicates that the IP address is retrieved from DHCP server.

## 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:

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- 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.

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