

## **Troubleshooting an Access Point**

### **Steps to Install a New AP:**

- Before connecting the AP, ping the IP to make sure there is no other device with the same IP (no reply).
- Connect and power the new AP at the appropriate switch. (check for power by looking at the green and yellow LEDs)
- Input the AP's IP address into the CKPT Server Configuration Page.
- Ping the IP address to ensure you have a physical connection.
- Restart the Temperature Service
- Check if the new AP's Device ID registers on the Wireless Network Page of the CKPT Application. (It will appear typically in less than 10 minutes, but may take an hour)

### **If no connection, try the following steps:**

- Restart the AP (unplug/plug power cord, then check to see that the LEDs are lit)
- With the AP unplugged, ping the designated IP to ensure that there is no other device with the same IP.
- Recheck the Port Settings and IP with IT staff.
- Unrestricted UDP Packets on Port 1324
- Router switch port set to Auto Detect
- IP entered correctly in AP configuration.
- Check firewall settings.
- MAC Address of the AP may need to be registered on some Networks.
- Has Network Port Security locked out this Switch Port because of multiple re-connections?
- Has the Switch Port been set to use the same Static IP as the AP?
- Run Wireshark to check packet transmission.
- Replace the data port cable.
- Replace AP