

Troubleshooting

After the SS-300-AT-C-55 AP/Sensor is powered ON and connected to Ethernet, if the status of LED 1 (Power) remains *Solid Orange*, it indicates that the AP/Sensor is not able to function normally.

The following guidelines may help you to quickly diagnose and fix the problem.

LED Status			What does it mean?
Wi-Fi	Ethernet	Power	
Any	Solid Green	Solid Orange	No active Ethernet link ¹
Any	Fast Blink	Solid Orange	Did not receive a valid IP address via DHCP ²
Any	Slow Blink	Solid Orange	Unable to connect to the AirTight Cloud or Server ³
Solid Green	Any	Solid Orange	Radio interface error ⁴

1 Make sure that the Ethernet cable is plugged into the correct port on the SS-300-AT-C-55 and the other end of the cable is plugged into an Ethernet jack or a port on a switch that is turned ON.

2 If the SS-300-AT-C-55 AP/Sensor did not receive a valid IP address from the DHCP server, make sure that a DHCP server is ON and available on the VLAN/subnet to which the AP/Sensor is connected. If the AP/Sensor still fails to get a valid IP address, you can reboot it once to see if the problem is resolved.

3 If you are using AirTight Cloud Services, make sure that Internet connectivity is available from the VLAN/subnet to which the AP/Sensor is connected. Check if the required ports for AP/Sensor and Server communication – UDP 3851, default HTTP (TCP port 80), and default HTTPS (TCP port 443) – are open on the Firewall. If you are using a Proxy Web accelerator or URL content filtering, make sure the settings allow communication between the AP/Sensor and Server.

4 This is a rare occurrence and usually indicates a failure of the Wi-Fi radio. Try rebooting the AP/Sensor once to check if it functions normally.

After following the above guidelines, if you are unable to resolve the problem, contact the local AirTight SE or 24/7 AirTight Technical Support

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SS-300-AT-C-55 AirTight Access Point/Sensor Quick Start Guide