Identify Hardware Failure on a Wireless Access Point (WAP)

Objective

Identifying hardware failure on a Wireless Access Point (WAP) is useful in order for you to determine if your WAP needs to be replaced or just requires troubleshooting for a smooth network operation.

The objective of this article is to show you the steps on identifying hardware failure on your Wireless Access Point.

Applicable Devices | Firmware Version

- WAP121 | 1.0.6.5 (Download latest)
- WAP131 | 1.0.2.8 (Download latest)
- WAP150 | 1.0.1.7 (Download latest)
- WAP321 | 1.0.6.5 (Download latest)
- WAP351 | 1.0.2.8 (Download latest)
- WAP361 | 1.0.1.7 (Download latest)
- WAP371 | 1.3.0.3 (Download latest)
- WAP551 | 1.2.1.3 (Download latest)
- WAP561 | 1.2.1.3 (Download latest)
- WAP571 | 1.0.0.17 (Download latest)
- WAP571E | 1.0.0.17 (Download latest)

Identify Hardware Failure

Check the Physical Connection and Lights

Note: Images may vary depending on the exact model of your WAP. The images used in this article are taken from the WAP321.



Step 1

If your WAP uses power through Power over Ethernet (PoE), make sure that the Ethernet cable that connects it from the Ethernet port to the PoE source is properly connected. If it uses AC power adapter, make sure the power adapter is connected properly to the power port and is plugged in to the power outlet.



Note: Take note of the PoE type that your WAP requires to make sure it is receiving full power supply from your router or switch. Check your devices documentation whether it is capable of 802.3af or the High Power 802.3at PoE standard and verify if your switch or router can provide it to the WAP. To verify PoE power source on your access point, click here.

Step 2

Check the Power light on your WAP and observe its normal state as follows:

- OFF (Green) - System OFF
- Solid (Green) - System is ON and Ready
- Blinking (Green) - Booting or System Self-Test or acquiring IP address
- Blinking (Amber) - Detecting hardware failure

Step 3

If the Power light is off, plug it to another power outlet or try using another power adapter of the same specification then check the Power light again. This would help identify if the problem is on the power adapter, the power outlet, or the device itself.

Step 4

Check the Ethernet light on your WAP and observe its normal state as follows:

- OFF (Green) - No link is detected.
- ON (Green) - Link is detected.
- Blinking (Green) - Transmitting or receiving data.

Step 5

If the Ethernet light is off, check if both ends of the Ethernet cable is properly secured on the Ethernet port of the computer and on the WAP. You can also try using another Ethernet cable and then check the light again. This would help you identify if the problem is on the physical connection, the Ethernet cable, or on the device itself.

Step 6

Check the Wireless light on your WAP and observe its normal state as follows:

- Blinking (Green) - Transmitting or receiving wireless data.

Step 7

If any of the indicator lights does not light up or behave normally even after doing the steps mentioned above, your WAP needs to be reset to factory default settings. To learn more, click here. This may also mean that the firmware on your WAP needs to be upgraded. For instructions, click here.

Note: If all the steps above did not work, this could be an indication that your device already needs to be replaced.

You should now have identified hardware failure on your wireless access point.