



## Araknis 310 DNS Resolution Technical Bulletin

**Date: 12.20.19**

We've received some reports of a known issue where the Araknis 310 router (AN-310-RT-4L2W) is not resolving DNS properly. When this occurs, the customer may experience intermittent network outage. We are working on resolving this issue in our next firmware release in the near future.

This issue can be resolved by changing the DNS server settings on the router to the following:

1. Changing Router WAN DNS 1 & 2 IP address to [8.8.8.8](#) and [1.1.1.1](#).
2. If your network devices are setup to DHCP client, please go to Settings--> LAN--> DHCP Server Settings--> DNS Server Mode to change the DNS 1 & 2 to [8.8.8.8](#) and [1.1.1.1](#). (This will allow the router to hand out the DHCP IP address to your client devices on the network with above DNS servers)

If the above instructions do not resolve the issue, please contact the SnapAV support team.