

BACKGROUND

In October 2018 we released our 2.0 firmware patch for our 802.11ac WAPs. This was designed to solve difficulties with connectivity and throughput on a wide variety of devices, particularly IoT (Internet of Things) devices.

The patch involved a major overhaul of core sections of the software and drivers that brokered wireless communications. Extensive in-house testing demonstrated that this firmware would deliver a better experience.

However, several months after its release, we are still receiving reports of connectivity issues that linger even after updating to this new firmware.

These issues center around IoT, iOS, and low-power devices that retain networking information. This causes problems with initial connectivity after upgrading the WAP firmware to version 2.0.

Symptoms

While using the 2.0 firmware, you experience:

- wireless clients that drop off the network and stay off
- wireless authentication issues
- intermittent wireless connectivity

These symptoms indicate that the device in question is using an old encryption key. You can force an update on the device to fix the issue.

Troubleshooting

For devices that are having issues with their wireless connection, try the following:

1. Reboot the device.
2. If needed, reset the device's network settings.
3. If that doesn't work, factory default the device.
4. Finally, ensure that your iOS devices are not sharing the same password. Disable sharing, and reboot all such devices. For further information, see Apple's support documentation at <https://support.apple.com/en-us/HT204085> and <https://support.apple.com/en-us/HT204051>

If there are still issues, please call tech support so we can do further discovery and help solve the issue.