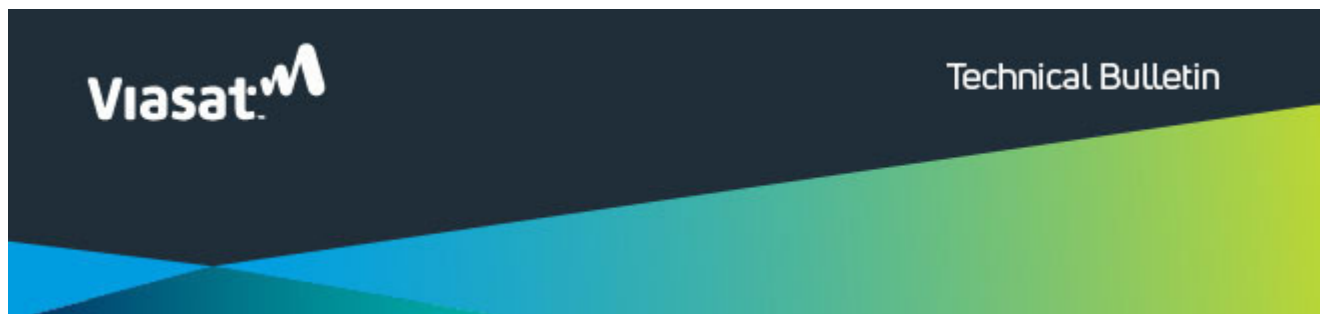


Tech Bulletin: Outdoor AP configuration – known issue



Business Hotspots

Outdoor AP configuration – known issue

Hello ,

When installing the Ruckus T310 Outdoor AP, there is a known issue that will result in the AP going into an error state while attempting to configure through the Installer Portal. Clicking **retry** will not resolve the issue.

WiFi Installer Portal

Logout →

Home

Configuring

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller			QoI	Get mikrotik tunnel command	Controller		<div>Retry</div>
Indoor Access Point			Installed		Access Point		
Outdoor Access Point			<div></div> Configuring		Access Point		

* Required Field

Done

When the AP begins to configure, you should immediately contact **Installer Relations at (888)278-6869 (Option 1 for Hotspots)**. Installer Relations will escalate the issue to have it resolved by our Wi-Fi Network Management team so the AP can complete the configuration process.

We are working on a fix for this issue and will provide more information as it becomes available.

Please access the [Business Hotspots Installation Guide](#) for complete installation instructions.