Pre-RMA Troubleshooting

The following points have to be accomplished by the customer before sending the device back.

If we are able to resolve the error after the examination of these points, we will charge a handling fee of EUR 30,- excl. VAT

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MIKROTIK

- ***Softwareupgrade:***
  Download latest (stable upgrade package) software version
  Transmit packet using Winbox, web interface or FTP
  Reboot RouterBOARD and check software version

- ***Factory Reset:***
  Press and hold reset button / reset contacts and connect to power supply (until LED flashes)

- ***Netinstall***:
  Connect RouterBOARD on Ether1 (or port with „boat“ label) to the computer and configure static IP address
  Start Netinstall software, select Package source and boot server under „Enable Net booting“ (IP address on the same subnet as your PC)
  Hold reset button / reset button contacts on the router board, connect to power supply (until the LED stops flashing)
  In the software, select the NetInstall RouterBOARD and select software package in the package list (upgrade package)

- ***Serial access:***
  If possible, connect to the serial interface (115200bps) and send screenshot to Triotronik

UBIQUITI

- ***Factory Reset:***
  Reset via web interface (if available) or reset button (hold until all the LEDs light up)

- ***Softwareupgrade***:
  Download latest firmware from http://www.ubnt.com/download
  Install over webinterface

TELTONIKA

- ***Factory Reset:***
  Perform reset as required by manual

- ***Softwareupgrade***:
  Download and install the latest software according to the instructions

  Software und all instructions are available under:
  https://wiki.teltonika-networks.com/view/Main_Page

Other manufacturers:

- ***Factory Reset:***
  Perform reset as required by manual

- ***Softwareupgrade***:
  Download and install the latest software according to the instructions