Using the Access Point Network Test Tool

The Access Point Network Test Tool is intended to simplify the troubleshooting of connection problems with a DFS® Wireless Connect or DFS® Wired Connect Access Point (AP) used in conjunction with MNSPs (Managed Network Service Providers) for DFS products and services. This tool is used to verify that necessary network resources are available from the designated port on the router or managed switch.

Required Tools

- Laptop with a cabled Ethernet adapter running Microsoft Windows 10 or later.
- Access Point Network Test Tool downloaded from Wayne Portal (https://portal.wayne.com).

Running the Access Point Network Test Tool

The Access Point Network Test Tool does not require installation on an ASO laptop, but does require some configuration changes to ensure that settings are being verified for the correct port.

1. Turn off or otherwise disable any wireless or VPN (Virtual Private Network) network adapters.
2. Connect an Ethernet cable from the laptop's adapter to the router or switch port that the MNSP or customer has designated for the Access Point.

   NOTE! *The Access Point Network Test Tool may not correctly display information when using a USB Ethernet adapter, such as a dongle or an adapter included in a USB-connected docking station.*

3. Perform the following steps to verify that the Ethernet adapter is configured as is required for the AP.

   NOTE! *APs used for the Anthem UX platform require DHCP (Dynamic Host Control Protocol) but DFS Edge devices may require a static network configuration depending upon the installed solution.*

   a. Go to **Start > Settings** (gear icon) **> Network & Internet**.
   b. On the Status page click **Change adapter options** to open the Network Connections window.
   c. Right-click the Ethernet adapter and select **Properties**.
   d. Click to highlight **Internet Protocol Version 4 (TCP/IPv4)** then click **Properties**. Take a screenshot or write down the existing network settings so that you can restore them later, if needed.
   e. To enable DHCP select the radio buttons **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
   f. Click **OK** on each of the Properties windows to save and apply the changes.

4. Navigate to the location where you saved the test tool. Extract the contents of the zip file if needed, then double-click **APNetTest.exe** to launch the application.

   NOTE! *A delay of up to 30 seconds may occur when launching the application immediately after changing a network adapter's properties.*

5. A "Windows protected your PC" popup may show the message "Microsoft Defender SmartScreen prevented an unrecognized app from starting". Click the More info link followed by the **Run anyway** button to continue.
6. The window will appear similar to the figure at right if your network configuration is correct. If there are no errors skip to step 8.
7. If an error is displayed, refer to Table 1 for guidance to resolve the configuration problem.

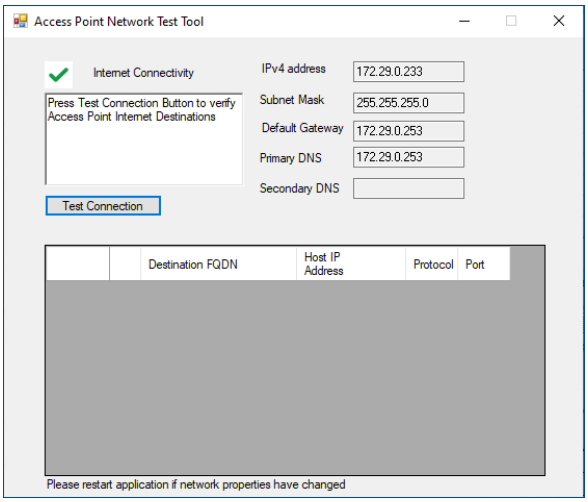

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Table 1 Access Point Network Test Tool Configuration Messages

Message	Description
DISABLE Wi-Fi Ethernet Adapter	Even if you are connected via Ethernet to the MNSP switch, having an active Wi-Fi connection can cause inaccurate results. Disable your Wi-Fi adapter.
Change IPV4 Properties from Static to DHCP	To get an accurate test, your laptop must be configured the same as the AP. Set your Ethernet adapter's TCP/IPv4 properties to automatically obtain the network configuration.
Check Network Cable & Switch Link Light	The network adapter is reporting "Media Disconnected". Check the integrity of the Ethernet cable and that it is securely connected to your laptop and the switch.
No DHCP Server Available. Verify correct Switch Port. Contact MNSP to confirm DHCP Services are enabled.	The tool has detected that your Ethernet adapter is configured correctly but is not getting an IP address from the MNSP router. Verify that you are connected to the correct port on the switch, then contact the MNSP to verify that DHCP services are enabled on the port.
DHCP Address Set Correctly - No DNS Resolution. Contact MNSP to verify DNS settings.	The tool has detected that the Ethernet adapter is configured correctly, and is getting an IP address via DHCP, but is unable to get a DNS response. Contact the MNSP to confirm that the DNS configuration is correct.

8. Click **Test Connection** to perform the connectivity tests for the designated AP port on the network switch. Table 2 shows the possible messages from the tool.

Table 2 Access Point Network Test Tool Test Message

Message	Description
Please contact the MNSP or the Customer to resolve the blocked connection(s).	After completing the test, some of the connections are found to be blocked. Contact the MNSP to address FQDNs that show a red X.
All Internet Access Point Destinations tested Successfully. Disconnect Ethernet Cable to PC and Connect to the Wireless or Wired Access Point.	The tool is able to connect to all required FDQNs.
Please test again. If pool.ntp.org fails on three (3) consecutive tests, contact the MNSP.	One or more of the pool.ntp.org URLs failed to respond. Only one of the URLs intermittently failing to respond is not a concern. Both repeatedly failing can indicate an issue with the MNSP that will result in a failed install. If both pool.ntp.org URLs fail on repeated tests contact the MNSP.

9. When all tests have passed you can disconnect the Ethernet cable from the laptop's Ethernet adapter and reconnect it to Port 1 on the AP.
10. If there was an existing static network configuration for your Ethernet adapter, refer to step 3 to restore your original settings.

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