Installation Guide
C-75 Access Point
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Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

For operation within 5.15 ~ 5.25GHz / 5.47 ~5.725GHz frequency range, it is restricted to indoor environment. The band from 5600-5650MHz will be disabled by the software during the manufacturing and cannot be changed by the end user. This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

FOR PORTABLE DEVICE USAGE (<20m from body/SAR needed)

Radiation Exposure Statement

The product comply with the FCC portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

FOR MOBILE DEVICE USAGE (>20cm/low power)

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

FOR COUNTRY CODE SELECTION USAGE (WLAN DEVICES)

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.
Industry Canada Statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

CAUTION

(i) The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) High-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

AVERTISSEMENT

(i) les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(ii) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu’ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

FOR MOBILE DEVICE USAGE (>20cm/low power)

Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.
About this Guide

This installation guide explains how to mount the C-75 access point (AP) and the various configuration details.

**Important!** Please read the EULA before installing the C-75. Installation constitutes your acceptance of the terms and conditions of the EULA mentioned above in this document.

Intended Audience

This guide can be referred by anyone who wants to install and configure the C-75 access point.

Document Overview

This guide contains the following chapters:

1. Package Contents
2. C-75 Overview
3. Installing the C-75
4. Manually Configuring C-75
5. Config Shell Commands
6. Troubleshooting

**Note:** All instances of the term ‘server’ in this document refer to the AirTight Wi-Fi / AirTight WIPS server, unless the server name or type is explicitly stated.

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To receive important news on product updates, please visit our website at [http://www.airtightnetworks.com](http://www.airtightnetworks.com).

We continuously enhance our product documentation based on customer feedback. To obtain the latest copy of this document, visit [http://www.airtightnetworks.com/home/support.html](http://www.airtightnetworks.com/home/support.html).

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For technical support, send an email to support@airtightnetworks.com.
1. Package Contents

Please ensure that the items shown in Figure 1-1 are included in the C-75 device package:

Figure 1-1 C-75 Package Contents

Note: The MAC address of the device is printed on a label at the bottom of the product and the packaging box. Note down the MAC address, before mounting the device on the ceiling or at a location that is difficult to access.

If the package is not complete, please contact AirTight® Networks, Inc. technical support at support@airtightnetworks.com, or return the package to the vendor or dealer where you purchased the product.
2. C-75 Overview

C-75 is a 3x3 802.11a/b/g/n/ac access point. This chapter provides an overview of the C-75 and describes front and the rear panels.

The front panel of the C-75 has 5 LEDs that indicate the working of the device.

**Figure 2-1 Front Panel of C-75**

The following table indicates the device states based on the LEDs.

<table>
<thead>
<tr>
<th>Power</th>
<th>LAN1</th>
<th>LAN2</th>
<th>2.4 GHz</th>
<th>5 GHz</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid Green</td>
<td>Solid Green</td>
<td>On/Off</td>
<td>Any</td>
<td>Any</td>
<td>The AP is powered on and is working normally. The AP is connected to the server.</td>
</tr>
<tr>
<td>Solid Green</td>
<td>Slow Blink</td>
<td>On/Off</td>
<td>Slow Blink</td>
<td>Slow Blink</td>
<td>The AP upgrade is in progress.</td>
</tr>
<tr>
<td>Solid Orange</td>
<td>Solid Green</td>
<td>On/Off</td>
<td>Any</td>
<td>Any</td>
<td>The AP is unable to get Ethernet link.</td>
</tr>
<tr>
<td>Solid Orange</td>
<td>Fast Blink</td>
<td>On/Off</td>
<td>Any</td>
<td>Any</td>
<td>The AP did not receive a valid IP address via the DHCP.</td>
</tr>
<tr>
<td>Solid Orange</td>
<td>Slow Blink</td>
<td>On/Off</td>
<td>Any</td>
<td>Any</td>
<td>The AP is unable to connect to the server.</td>
</tr>
<tr>
<td>--------------</td>
<td>------------</td>
<td>--------</td>
<td>-----</td>
<td>-----</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>The AP is not powered on or it is in the process of starting up.</td>
</tr>
</tbody>
</table>

**Note:** LAN2 is ON if the link is up, and is OFF if the link is down. The 2.4 GHz and 5 GHz LEDs blink when there is activity on the respective radio(s).
The rear panel of the C-75 has an Ethernet port labeled LAN1, that enables you to connect the device a wired LAN through a switch or a hub and provides the power for the device by using the 802.3af standard.

**Figure 2-2 Rear Panel of C-75**

![Rear Panel of C-75](image)

**Table 2-2 Rear Panel Port Settings for C-75**

<table>
<thead>
<tr>
<th>Port</th>
<th>Description</th>
<th>Connector Type</th>
<th>Speed/Protocol</th>
</tr>
</thead>
<tbody>
<tr>
<td>DC IN</td>
<td>Enables you to connect to and power on device using 12 V DC power with 2.5 ampere.</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Console port (Console)</td>
<td>Enables you to access the AP through a dumb terminal interface irrespective of the AP state.</td>
<td>RJ45 or DB9</td>
<td>Baud rate to be set to 115200</td>
</tr>
<tr>
<td>Ethernet (LAN1)</td>
<td>Enables you to connect the device to a wired LAN through a switch or a hub. The device can then communicate with the server. This port also provides the power for the device using the 802.3af standard</td>
<td>RJ45</td>
<td>10/100/1000 Mbps Ethernet Power over Ethernet</td>
</tr>
<tr>
<td>LAN2</td>
<td>Can be used for advanced AP features.</td>
<td>RJ45</td>
<td>10/100/1000 Mbps Ethernet</td>
</tr>
</tbody>
</table>
The Reset Pin Hole and the USB port are on the right side of the device as shown in the figure above. The Reset Pin Hole resets the C-75 device to factory defaults. To reset the device, power cycle the device (remove the power cable once and connect it back again) and while plugging the power cable back into the power source, press and hold down the Reset Pin Hole for 45 seconds until the power, LAN1, 2.4 GHz LEDs go green. Pressing the Reset Pin Hole while the device is running will not have any effect. When you reset the device, the following settings are reset:

- Config shell password is reset to `config`.
- Server discovery value is erased and changed to the default, `wifi-security-server`.
- All the VLAN configurations are lost.
- If static IP is configured on the device, the IP address is erased and DHCP mode is set.

After reset, all the LEDs will blink once, indicating that the reset is successful, and the system boot sequence is initiated.

The USB port is reserved for future use.
3. Installing the C-75

Clients can connect to your corporate network in wireless mode through the C-75 AP(s).
The C-75 must be plugged into your corporate network to perform the above-mentioned operation.

*Important:* To prevent disconnection or tampering by unauthorized personnel, it is extremely important to install the device such that it is difficult to unplug the device from the network or from the power outlet.

**Connecting C-75**

This involves mounting the C-75, powering on the device, and connecting it to the wired network.

**Mount C-75**

Take a configured C-75, that is, ensure that a static IP is assigned to the device or the settings have been changed for DHCP. Note the MAC address and the IP address of the device in a safe place before it is installed in a hard-to-reach location. The MAC address of the device is printed on a label at the bottom of the product.

*Recommended:* You should label the devices using MAC addresses or at least your own convention. For example, use serial numbers, so that you can easily identify the devices.
**Wall/ Ceiling Mounting**

Use the mounting bracket to install the C-75 on the ceiling. To mount the device:

1. Attach the mounting bracket to the wall or ceiling by using the mounting hardware kit.
2. Insert the provided short screws into the bottom cover of the C-75 device.
3. Leave enough of the screws exposed to ensure that the unit can be attached to the mounting bracket.
4. If extra space is required, use the provided spacers and long screws from the T-Rail mounting hardware kit to increase the space between the unit and the mounting bracket.

**Figure 3-1 Ceiling Mounting**

![Figure 3-1 Ceiling Mounting](image)

**Figure 3-2 Wall Mounting**

![Figure 3-2 Wall Mounting](image)
**Power On C-75**

A C-75 device can be powered on by 802.3af Class 0 Power Over Ethernet (PoE) of Nominal input voltage 48V DC. You can connect the device to the network using PoE or a power adapter.

**Connect C-75 to the Network**

To connect C-75 to the network, perform the following steps.

1. Ensure that a DHCP server is already available on the network to enable network configuration of the C-75.
2. Add the DNS entry **wifi-security-server** on all DNS servers. This entry should point to the IP address of the server.

3. Ensure that DHCP is running on the subnet to which the device will be connected.

**Important:** If DHCP is not enabled on a subnet, the device cannot connect to that subnet with zero-configuration. If the DNS entry is not present on the DNS servers or you do not have the DHCP server running on the subnet, you must manually configure the device. Refer to [Manually Configuring C-75](#) for further details.

### Using C-75 with PoE

To power on and connect C-75 to the network using PoE, do the following:

1. Connect one end of the network interface cable to the Ethernet port at the rear of the C-75.
2. Connect the other end of the network interface cable to the Ethernet jack that provides PoE power.

![Power Up and Connect C-75 using PoE](image)

### Using C-75 with power adapter

To power up the device, perform the following steps:

1. Plug the power cable into the DC power receptacle at the rear of the device.
2. Plug the other end of the power cable into an 110V~240V 50/60 Hz AC power source.

   Wait until the device is ready. Refer to the respective LED details table based on the configured device mode.
To connect C-75 to the network, perform the following steps:

1. Ensure that a DHCP server is available on the network to provide network configuration to the C-75.
2. Connect one end of the network interface cable to the Ethernet port at the rear of the C-75.
3. Connect the other end of the network interface cable to an Ethernet jack on the desired subnet.
   Wait until the device is ready (approx. 10 mins).
4. Check the status LEDs on the device. If all LEDs glow green, then the device is operational and connected to the server.
5. Log on to the server through SSH and run the `get sensor list` command. You would see a list of all AirTight devices that are recognized by the server. AirTight Cloud Services users can go to the **Devices** tab and check whether the device is visible under the **Devices** tab. The device is configured and ready to go operational.

**Note:** If the zero configuration is not successful, the device must be configured manually. Refer to [Manually Configuring C-75](#) for details.
4. Manually Configuring C-75

Important: If the installation in the previous chapter was successful, stop! You do not need to configure the device manually.

Introduction

Manual configuration of C-75 is typically required in the following cases:

- Devices cannot connect to the server through zero-configuration.
- The DNS entry for the server has been changed to an entry other than wifi-security-server or a DNS server is not present in the network. This is applicable for multi-server installations.
- Device is placed on a subnet that is not DHCP enabled.

Configuring AP through Config Shell

The Config Shell supports a pre-defined set of commands used to configure the C-75 device. Log in to the device console using the SSH shell.

The steps to configure the device manually through the SSH shell are as follows:

1. Log in and change the default password
2. Set Server Discovery
3. Configure Network Settings

Log in and Change the Default Password

Log in to the Config Shell using the user name config and password config. Change the default password using the passwd command. You can change the device password using device templates. Refer to Device Template section under the Administration Tab chapter, in the Users’ Guide for more details.

Recommended: Although not mandatory, as a best practice we recommend that you change the default password.

Set Server Discovery

The next step is to set the server discovery information. The following are the types of server discovery:

- Server IP based discovery (preferred)
- Service Location Protocol (SLP) based discovery (if wifi-security-server service has been configured)

Use the set server discovery command to point the AP device to the correct server.
Configure Network Settings

Configure a static IP address in absence of a DHCP server

1. Connect a crossover cable from the computer to the Ethernet port of C-75.
2. Configure the LAN IP address on the computer in the subnet 192.168.1.0/24.
3. SSH to IP address: 192.168.1.245 (factory default)
4. Log in to the CLI of the device using default credentials.
5. Configure server discovery on the device.
6. Configure a static IP address on the device. For example: Untagged VLAN 192.168.2.x/24. After completing this step you will lose the SSH connection.
7. Configure the LAN IP address in the range of 192.168.2.x/24 and again SSH to the address assigned in step 6.
8. Check the configuration settings.
9. Remove the crossover connection to the computer and connect the Ethernet port to the local switch.

Configure IPv6 settings

C-75 is IPv6 capable. Use the set ipv6 config command to configure advanced options such as DHCP settings, auto negotiation, and manual configuration.

- Enable auto negotiation to discover IP address automatically.
- Enable DHCP settings to obtain addressing as well as more information, such as the DNS address from DHCP server in the network.
- Enable manual configuration to provide manual IPv6 address as well as IPv6 default gateway.

How to configure Communication Key or Passphrase
To configure the communication key or passphrase kindly refer to Appendix A: AP-Server Mutual Authentication for further details.
5. C-75 Config Shell Commands

The following tables detail the C-75 config shell commands.

Table 5-1 get Commands

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>get ap</td>
<td>Displays all the currently visible APs</td>
</tr>
<tr>
<td>get interface</td>
<td>Displays network interface speed and mode</td>
</tr>
<tr>
<td>get ip config</td>
<td>Displays the IP information</td>
</tr>
<tr>
<td>get log</td>
<td>Displays the log information as it is created</td>
</tr>
<tr>
<td>get log config</td>
<td>Displays the configuration of the logger</td>
</tr>
<tr>
<td>get mode</td>
<td>Displays the mode in which the device is currently configured</td>
</tr>
<tr>
<td>get rf</td>
<td>Displays if RF monitoring for the device is ‘ON’ or ‘OFF’</td>
</tr>
<tr>
<td>get serial num</td>
<td>Displays the board number</td>
</tr>
<tr>
<td>get server</td>
<td>Displays the server discovery/setting information</td>
</tr>
<tr>
<td>discovery</td>
<td></td>
</tr>
<tr>
<td>get status</td>
<td>Displays the current running status of all the components</td>
</tr>
<tr>
<td>get version</td>
<td>Displays the version and build information of all the components</td>
</tr>
<tr>
<td>get vlan config</td>
<td>Displays VLAN configuration. Both static and dynamic information is displayed.</td>
</tr>
<tr>
<td>get vlan id</td>
<td>Displays listing of all VLANs which can be detected by ND.</td>
</tr>
<tr>
<td>get vlan status</td>
<td>Displays status of VLANs which are configured for monitoring by ND.</td>
</tr>
<tr>
<td>get vlan</td>
<td>Pings the specified VLAN other than the communication VLAN.</td>
</tr>
<tr>
<td>connectivity</td>
<td></td>
</tr>
<tr>
<td>get model</td>
<td>Displays the AP model</td>
</tr>
<tr>
<td>get antenna</td>
<td>Displays antenna configuration (internal/ external).</td>
</tr>
<tr>
<td>get route</td>
<td>Displays IP routing table entries.</td>
</tr>
<tr>
<td>get client logs</td>
<td>Gets client connection logs as it happens.</td>
</tr>
<tr>
<td>get wired trace</td>
<td>Performs packet capture on Ethernet interface(eth0) up to file size 5MB.</td>
</tr>
<tr>
<td>get ap status</td>
<td>Displays wireless profiles and associated clients.</td>
</tr>
</tbody>
</table>

Table 5-2. set Commands

<table>
<thead>
<tr>
<th>set Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Command</td>
</tr>
<tr>
<td>-------------------------</td>
</tr>
<tr>
<td>set erase</td>
</tr>
<tr>
<td>set interface</td>
</tr>
<tr>
<td>set ip config</td>
</tr>
<tr>
<td>set server discovery</td>
</tr>
<tr>
<td>set vlan config</td>
</tr>
<tr>
<td>set ipv6 config</td>
</tr>
<tr>
<td>set communication key</td>
</tr>
<tr>
<td>set communication key default</td>
</tr>
<tr>
<td>set communication passphrase</td>
</tr>
<tr>
<td>Command</td>
</tr>
<tr>
<td>-----------</td>
</tr>
<tr>
<td>exit</td>
</tr>
<tr>
<td>help</td>
</tr>
<tr>
<td>help set</td>
</tr>
<tr>
<td>help get</td>
</tr>
<tr>
<td>help other</td>
</tr>
<tr>
<td>passwd</td>
</tr>
<tr>
<td>ping</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>ping6</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>reboot</td>
</tr>
<tr>
<td>restart</td>
</tr>
<tr>
<td>reset factory</td>
</tr>
<tr>
<td>upgrade</td>
</tr>
</tbody>
</table>
## 6. C-75 Troubleshooting

Following are the troubleshooting guidelines for C-75.

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Diagnosis</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi: any</td>
<td>The device did not receive a valid IP address via the DHCP.</td>
<td>Ensure that the DHCP server is on and available on the VLAN/subnet to which the device is connected. If the device still fails to get a valid IP address, you can reboot it to see if the problem is resolved.</td>
</tr>
<tr>
<td>Ethernet: fast blink</td>
<td>The Ethernet cable is loose. The device is probably disconnected from the network.</td>
<td>Ensure that the Ethernet cable is connected.</td>
</tr>
<tr>
<td>Power: solid orange</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wi-Fi: any</td>
<td>Unable to connect to the server</td>
<td>Ensure that the server is running and is reachable from the network to which the device is attached. If there is a firewall or a router with ACLs enabled between the device and the server, ensure that the traffic is allowed on UDP port 3851. Use the server IP-based discovery and ensure that you have correctly entered the DNS name, wifi-security-server, on the DNS server. Also, ensure that the DNS server IP addresses are either correctly configured on the , or are provided by the DHCP server. It is also possible that the AP is unable to connect to the server because it has failed to authenticate with the server. In this case, an ‘Authentication failed for ’ event is raised on the server. Refer to the event for recommended action.</td>
</tr>
<tr>
<td>Ethernet: slow blink</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power: solid orange</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix A: Access Point (AP)-Server Mutual Authentication

The AP-server communication begins with a mutual authentication step in which the AP and server authenticate each other using a shared secret. The AP-server communication takes place only if this authentication succeeds.

After the authentication succeeds, a session key is generated. All communication between the AP and server from this point on is encrypted using the session key.

The AP and server are shipped with the same default value of the shared secret. The CLI commands are provided on both server and AP for changing the shared secret.

**Note:** After the shared secret (communication key) is changed on the server, all APs connected to the server will automatically be set up to use the new communication key. APs that are not connected to the server at this time must be manually set up with the same communication key to enable communication with this server.

**Note:** Although the server is backward compatible, that is, older version APs can connect to a newer version server, this is not recommended.