

# Technical Bulletin

## Windows 8/8.1 Driver Updates for NIC Card



### Models Affected

- Araknis Wireless Access Points:
  - AN-100-AP-I-N
  - AN-300-AP-I-N

### Issue

You are not able to see the WAP broadcasting an SSID on your end-user computer, but you can see the SSID from other end-user devices (such as your mobile device).

### Cause

The end-user computer does not have the latest manufacturer's NIC card driver for Windows 8 or 8.1.

### Resolution

Go to the computer manufacturer's website to find, download, and install the latest drivers for Windows 8 or 8.1 on your computer. After installation, reboot the computer and check whether you can see the SSID broadcast from that updated computer. If you continue having trouble, please contact technical support.

### Contacting Technical Support

Phone: (866) 838-5052

Email: [support@araknisnetworks.com](mailto:support@araknisnetworks.com)