Troubleshoot Meraki Device Unreachable - Meraki Dashboard

Contents

Introduction

This document describes how to troubleshoot Meraki Dashboard - Device unreachable problem.

Device Unreachable Problem and Troubleshoot Steps

If a Meraki Device goes unreachable due to power or un-sync with the Meraki cloud.

Refer to the steps for a device unreachable with snapshots:

1. Log in to **Meraki Dashboard**.
2. Navigate to **Network > Site ID > Clients** as shown in the image.

3. Navigate to **Switches or Wireless Section > Switches or Access Points** as shown in the image:
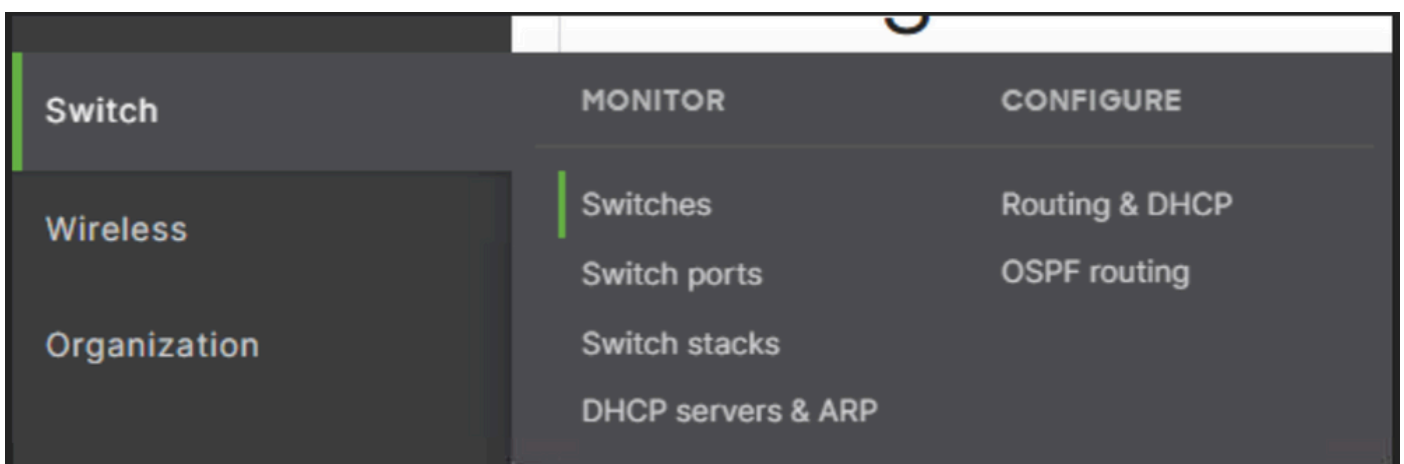
#	Status	Name	MAC address	Model	Connectivity	Alerts
1	●			MS250-48FP		unreachable
2	●			MS250-48FP		unreachable
3	●			MS250-48FP		unreachable
4	●			MS250-48FP		unreachable
5	●			MS250-48FP		unreachable
6	●			MS250-48FP		unreachable
7	●			MS250-48FP		unreachable

4. Click any of the devices that are unreachable to know the time when they went unreachable.

Unreachable for 1 day - How to resolve this error
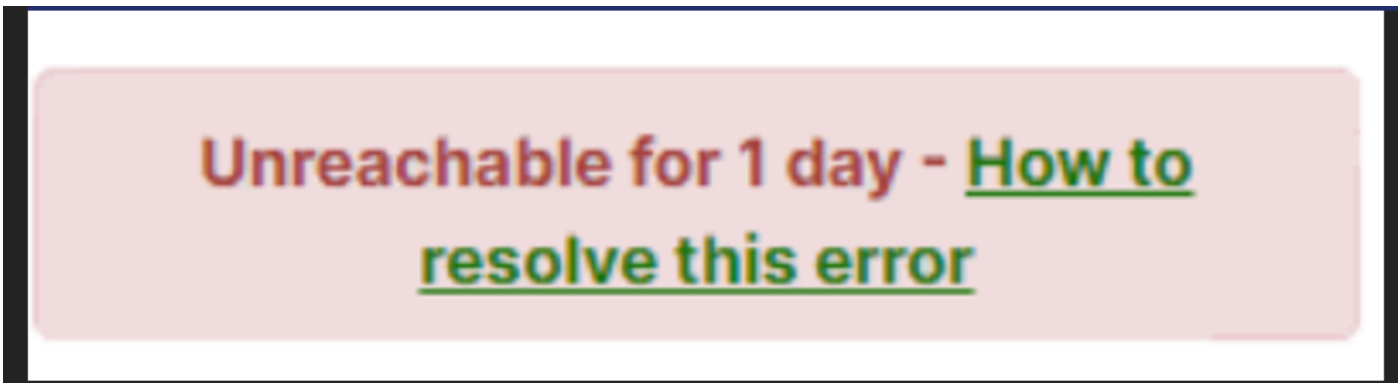
5. Here you can find the historical connectivity data of a particular device as shown in the image:

Historical device data for the last day ▾

Connectivity

08:00   12:00   16:00   20:00   00:00   04:
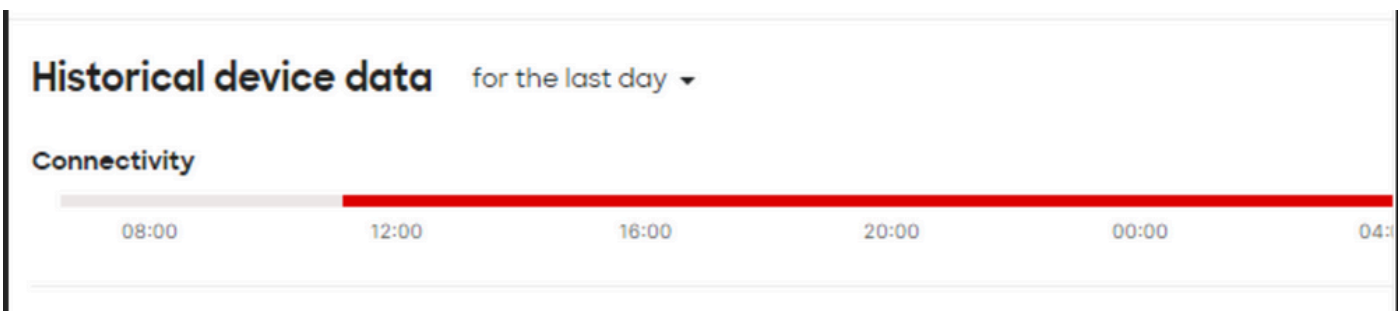
Troubleshoot Steps

1. Check if the Access point or switching receives power from the device where power is sourced for the device.
2. Check the color of the LED blinks on the device and if its shows as amber color.

4. Check if the upstream device is connected correctly and has the power too.
5. Check Layer 1 connectivity, for example, cables, and ports.
6. Check the device connections to the internet is fine or not.
7. Try power to recycle the device and also run the cable test.
8. If cable run test fails, need to check with onsite engineer and notify faulty cable.