

Kasa Integration Installation, Reference, and Troubleshooting

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Application Description	
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Troubleshooting

Installation Issues

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| 1 | <p>Devices not on add devices list.</p> <p>A. Use the Kasa Phone app and verify the device is operational (on/off cycle). If OK, continue.</p> <p>B. Verify your network configuration is a single segment and does not have security lockouts. If it does, modify the "Cloud, Lan and Device Control Setup" as appropriate.</p> <p>C. Press "Next" and try rerunning installation. If not successful, continue</p> <p>D. Press "Next" and open "Cloud, Lan, and Device Control Setup"</p> <p>1) Go to "Kasa Login and Token Update" and enter username and password</p> <p>2) Select done. Then refresh this page and make sure the token is on the page.</p> <p>3) Run "Install Kasa Devices".</p> |
| 2 | <p>A selected device does not install.</p> <p>A. Make sure the appropriate Drivers (as listed on the Add Devices Page) are installed into Hubitat.</p> <p>B. Retry the installation.</p> |

Operations Issue

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| 1 | Try the command again. Although comms are good, this is a wifi or web interface and errors sometimes occur. If the error is repetitive, continue. |
| 2 | Open the Kasa Phone App and verify the device is operational via on/off cycle. If OK, continue. |
| 3 | Open the Hubitat Kasa Integration application and reset the device database (which will check the IP address and update as required). |
| 4 | <p>Using the device IP, run the Application Utility "IP Comms Test Tool".</p> <p>A. Ping test should show a Success of 100%. Otherwise, there may be issues with your Network configuration (device location, faulty device in the Hubitat - device chain).</p> <p>B. If Ping is 100%, the Device Command Test should be PASS. If not, the possibilities are:</p> <p>1) The device is faulty (try running the device through the Kasa Integration App).</p> <p>2) The device is on the list that TP-Link has protected from LAN control. In that case, you must:</p> <p>a) App: obtain a Kasa Token and set "Interface to Kasa Cloud for device control" to true.</p> <p>b) Device: Bind the device to the Kasa Cloud and set "Use Kasa Cloud for device control" to true.</p> |
| 5 | <p>Collect error data.</p> <p>A. Go to the devices previous logs and look for errors and warnings.</p> <p>B. Copy these and provide those lines along with your Device Type/Model and a description of what is happening.</p> <p>C. Using a Private Message, provide the above to @davegut.</p> |