

| Troubleshooting | |
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| Installation Issues | |
| 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> <ol style="list-style-type: none"> 1) Go to "Kasa Login and Token Update" and enter username and password 2) Select done. Then refresh this page and make sure the token is on the page. 3) Run "Install Kasa Devices". |
| 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 | |
| 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> <ol style="list-style-type: none"> 1) The device is faulty (try running the device through the Kasa Integration App). 2) The device is on the list that TP-Link has protected from LAN control. In that case, you must: <ol style="list-style-type: none"> a) App: obtain a Kasa Token and set "Interface to Kasa Clloud for device control" to true. b) Device: Bind the device to the Kasa Cloud and set "Use Kasa Cloud for device control" to true. |
| 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> |
| Network Simplification | |
| Some networks have communications issues due to the complexities of the Network. If normal troubleshooting fails, the idea is to simplify your network for the device that is failing, | |
| 1 | Insure the Hubitat Hub is on the same segment as the problematic device. |
| 2 | Remove any range extenders or gateway-external switches (in the devices are faulty). |
| 3 | Direct wire the hub to the gateway (if possible). In case the wifi dongle is problematic. |