Meraki Dashboard Overview

Logging into the dashboard

▶ Navigate to:

https://account.meraki.com/secure/login/dashboard_login

▶ Enter your username click next and enter password

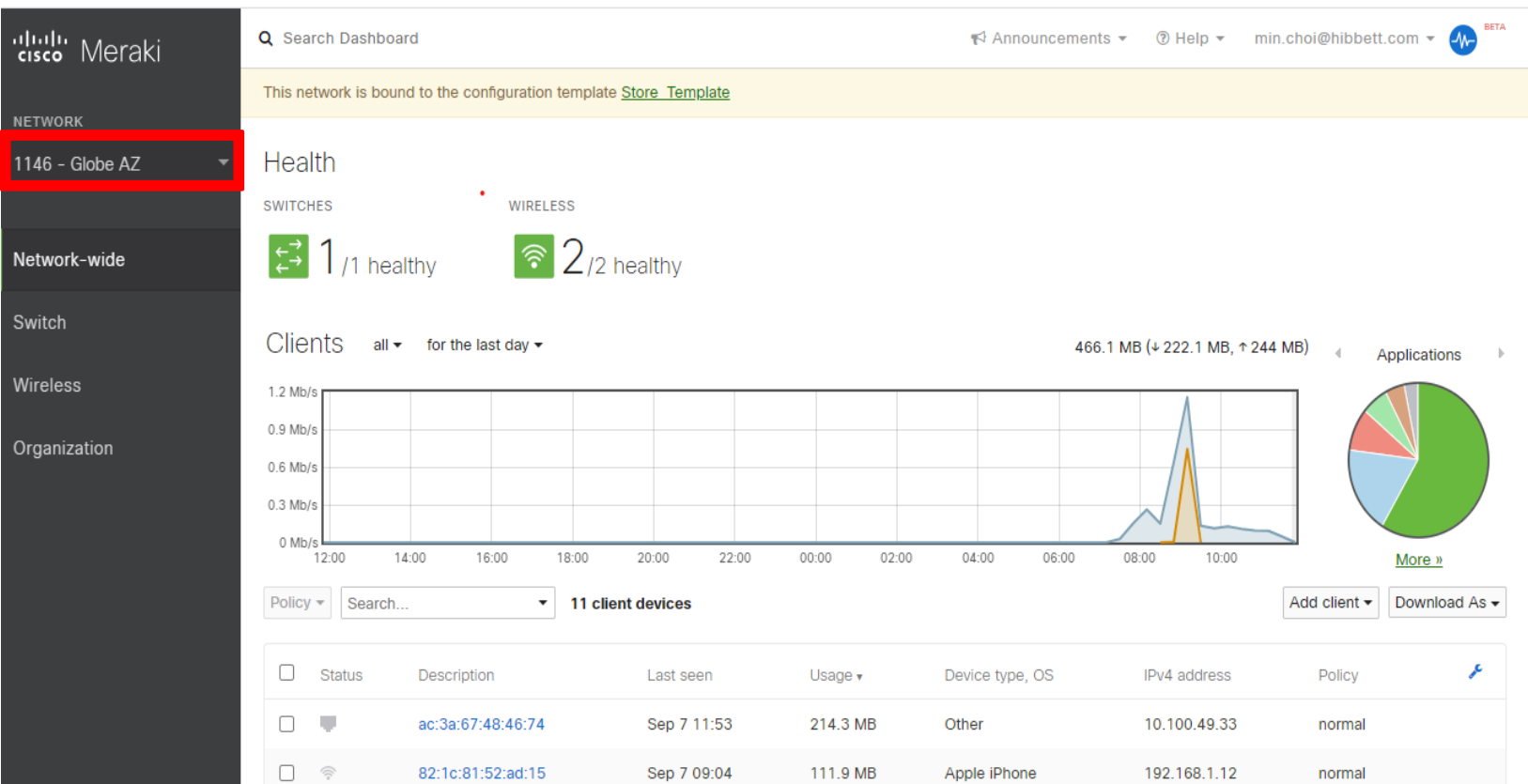   ▶ If you do not have access to dashboard, request access by emailing Min Choi or Jacob McCoy

Min.choi@hibbett.com

Jacob.mccoy@hibbett.com

Navigating the Dashboard

Locating Store on dashboard

▶ On the left-hand column click right under network

Locating Store on dashboard

- You can search for a store by either…
  - Entering 4-digit store number in search bar or… (example: 0011)

  - Entering city location in the search bar (example: Hoover)

  - Once desired store has been located click on the store

► Once you clicked on the store you will see a page like this…

► Navigate to the left-hand column and click on Switch → Switches
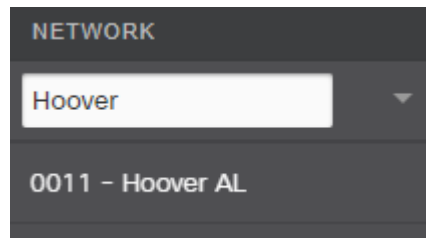
- We can get a lot of information just from this page…
  - Status of switch
    - Switch has 4 status lights
      - Green: Good
      - Orange/Yellow: Possible DNS error/IP misconfiguration error (If orange notify Network team)
      - Red: Switch is down
  - IP address of switch

#	Status	Name ▲	Connectivity	Local IP	Model	Serial number	MAC address	Tags
1	●	Hibbett-Store-#0011-SW1		10.100.0.136	MS120-24P	Q4AE-FZTQ-PTLB	f8:9e:28:8e:86:f6	Hoover

  - Other information we can gather is how long the switch has been connected by hovering your mouse over the connectivity bar
  - Serial number and MAC address

- ▶ Click on the switch

	#	Status	Name ▲	Connectivity	Local IP	Model	Serial number	MAC address	Tags	🔧
☐			Hibbett-Store-#0011-SW1	▬▬▬▬	10.100.0.136	MS120-24P	Q4AE-FZTQ-PTLB	f8:9e:28:8e:86:f6	Hoover	

- ▶ You should see a page like this...

● Hibbett-Store-#0011-SW1
MS120-24P f8:9e:28:8e:86:f6

ADDRESS
1717 Montgomery Hwy Spc. 109, Hoover, AL 35244

LAN IP
10.100.0.136 (via DHCP)

VLAN
100

PUBLIC IP
24.197.29.34

GATEWAY
10.100.0.129

| Summary | Ports | Power | Event log | Location | Tools |

Ports | Configure ports on this switch   Learn more
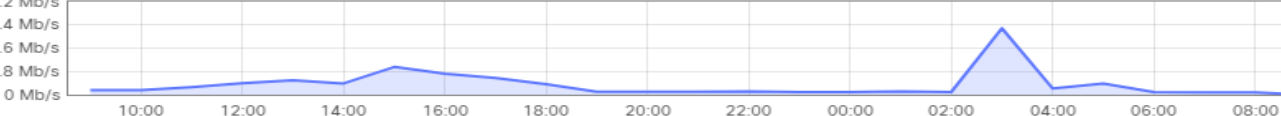
Historical device data   for the last day ▾

Connectivity

12:00   16:00   20:00   00:00   04:00   08:00

Client usage

3.2 Mb/s
2.4 Mb/s
1.6 Mb/s
0.8 Mb/s
0 Mb/s
    10:00 12:00 14:00 16:00 18:00 20:00 22:00 00:00 02:00 04:00 06:00 08:00

Clients

#	Description	Usage	MAC address	IP address	Adaptive Policy Group	VLAN ▲	Port	🔧

- Name of switch ➡️ ● Hibbett-Store-#0011-SW1
  MS120-24P f8:9e:28:8e:86:f6

- Store Location ➡️

- Store Address ➡️ ADDRESS
  1717 Montgomery Hwy Spc. 109, Hoover, AL 35244

- Switch IP Address ➡️ LAN IP
  10.100.0.136 (via DHCP)

  VLAN
  100

  PUBLIC IP
  24.197.29.34

- C1111 IP Address ➡️ GATEWAY
  10.100.0.129

  DNS
  10.80.30.34
  10.80.30.37
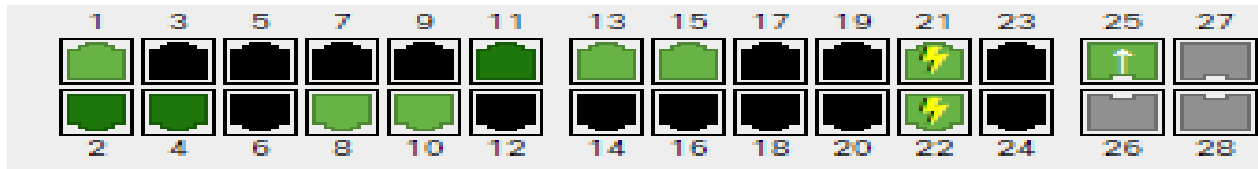
- Ports on the switch
  - Ports 1-6 are designated for POS
    - 1,3,5 are the registers in order R1, R2, R3
    - 2,4,6 are the Pin Pads in order P1, P2, P3
  - Port 7 is for Label Printer ** This is not the store printer **
  - Port 8 is for Safe
  - Port 9 is for University Card
  - Port 10 is for DVR
  - Port 11-12 is for Sensor Matic
  - Port 13 is for HVAC
  - Port 15-16 is for Music Player
  - Port 17-18 is for Manager in Training (MT)
  - Port 19-20 is for District Manger (DM)
  - Port 21-23 is for the Access Points (AP)
    - AP ports have a lightning bolt to represent power over ethernet (POE)
  - Port 25 is the trunk port connecting to the C1111
    - Truck ports have the up arrow to represent the uplink to C1111

  ** If you hover over the port there will be a brief description of the port **

- Identifying IP address assigned to devices/ports
  - Scroll down to the bottom on the "Summary" tab

Summary	Ports	Power	Event log	Location	Tools
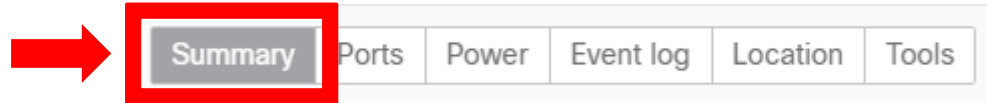
  - Here you can see what IP address is assigned to which port
    - Example: Port 1 is assigned IP address 10.200.0.68

Clients

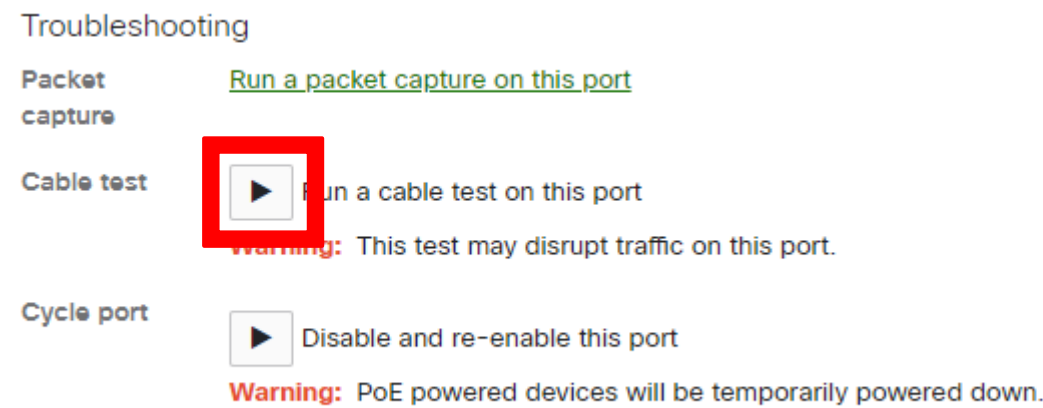| #	Description	Usage	MAC address	IP address	Adaptive Policy Group	VLAN	Port ▲
1	HIBXST0011R01	1.18 GB	50:65:f3:3a:f6:95	10.200.0.68		200	1
2	a4:60:11:be:e9:8c	3.9 MB	a4:60:11:be:e9:8c	10.200.0.66		200	2
3	a4:60:11:be:e9:fa	2.2 MB	a4:60:11:be:e9:fa	10.200.0.67		200	4
4	SP2021025082	8.4 MB	00:30:18:09:77:79	10.100.0.131		100	8
5	VUSA19103147836	10.7 MB	1c:82:59:10:9b:11	10.100.0.133		100	10
6	AMS-9060_Network_Card-CB21DE	5.4 MB	00:50:f9:cb:21:de	10.100.0.138		100	11
7	SBH00108D0B0D51	18.5 MB	00:10:8d:0a:fb:51	10.100.0.135		100	13
8	ADMIN-7AVU5U7RO	36.3 MB	00:03:2d:46:95:76	10.100.0.132		100	15
9	HSG-2192	438 MB	34:48:ed:ce:49:6c	10.150.0.34		150	20

Basic Port Troubleshooting

- Checking for faults or errors on cable
  - Click on the desired port and scroll down to the "Troubleshooting" section
  - Click on the play button next to "Cable test"

Troubleshooting

Packet capture	Run a packet capture on this port
Cable test	▶ Run a cable test on this port
	Warning: This test may disrupt traffic on this port.
Cycle port	▶ Disable and re-enable this port
	Warning: PoE powered devices will be temporarily powered down.

- Results for a good cable

Port	Link	Length	Status	Pair 1	Pair 2	Pair 3	Pair 4
1	1Gfdx	25 m	OK	ok	ok	ok	ok

- Results for a bad cable (If there is a bad cable notify Network Team)

Port	Link	Length	Status	Pair 1	Pair 2	Pair 3	Pair 4
12	down	94.5 m	Failure	open	ok	ok	open

- Ping test
  - Click on "Tools" then "Ping switch"
  - This will test to see if the Switch is reachable

| Summary | Ports | Power | Event log | Location | Tools |

Ping [IP or domain name] Ping   Ping switch

  - You should see results like this…

Pinging Hibbett-Store-#0011-SW1

60 ms
40 ms
20 ms
0 ms

Loss rate: 0 %   Average latency: 46 ms
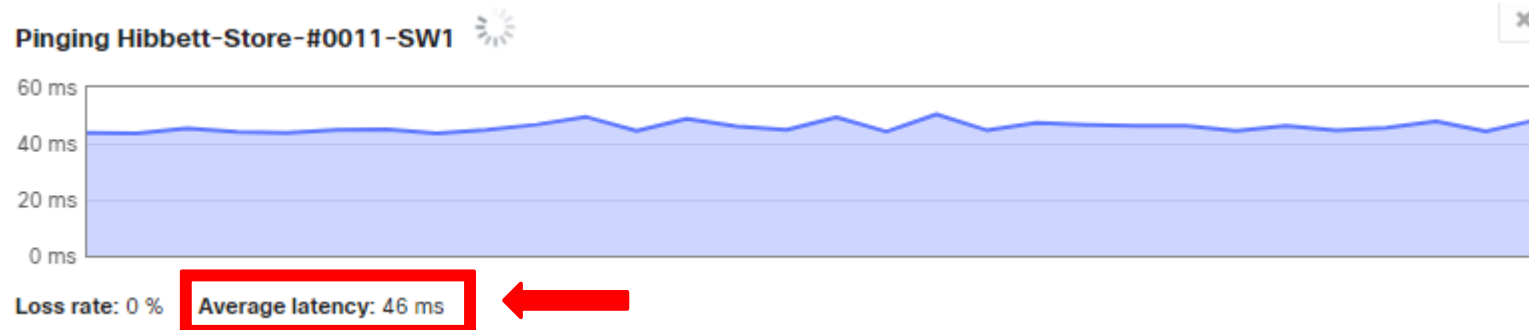
  - You can also check the average latency from this test

Basic SAFE Troubleshooting

- **SAFE connection**
  - Verify that they have the cable plugged into port 8
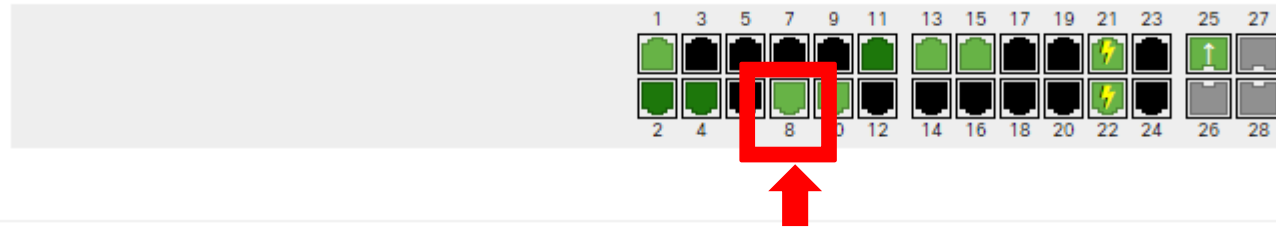
  - Next ensure they do ==NOT== have a yellow bar on the bottom of the SAFE screen if they do, notify the Network Team
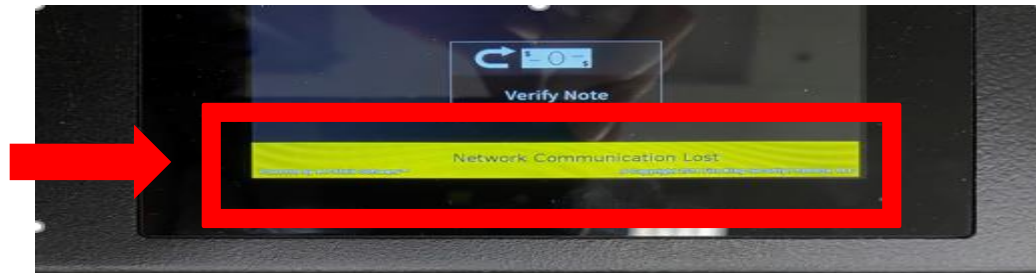
  - If they do not have a yellow bar but still cannot connect, have the store contact the FireKing company
  - The store should contact their DM for daily SAFE operation instructions, if DM can't be reached contact Eric Hayes
  - All other issues with SAFE that is not network related should be addressed by FireKing

Basic Wi-Fi Troubleshooting

▶ Navigate to Wireless --> Access points

▶ We can see the same information as we did on the switch page

Access points

List   Health   Map   Connection log

APs for the last day ▾

OFFLINE	ALERTING	ONLINE	REPEATERS
●0	●0	●2	○0

Edit ▾   Search... ▾   **2 access points**   Add APs | Download As ▾

☐ #	Status ⓘ	Name ▲	Connectivity	Local IP	Model	Serial number	MAC address	Tags	🔧
☐ 1	●	Hibbett-Store-#0011-AP1	▬▬▬▬	10.100.0.140	MR44	Q3AL-RXR7-3TXT	f8:9e:28:74:29:28	Hoover Wifi-Guest	
☐ 2	●	Hibbett-Store-#0011-AP2	▬▬▬▬	10.100.0.137	MR44	Q3AL-6H8L-QQ3X	f8:9e:28:74:25:22	Hoover Wifi-Guest	

▶ Click on desired AP

You should see a page like this…
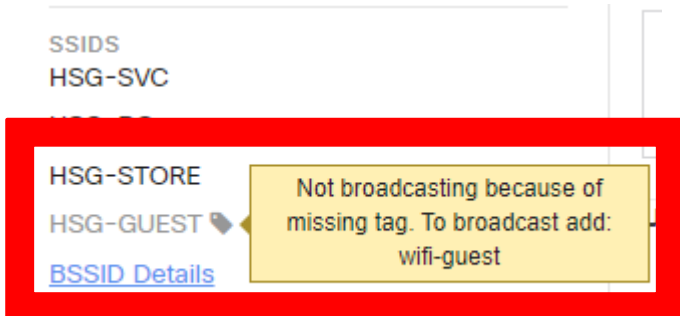
- "A" stores have HSG-Guest enabled, and "C" stores do not have HSG-Guest enable. We can verify this information by looking at the SSID section on the left.

- Hover over the tag and you will see either "broadcasting" or "Not broadcasting"

- "A" store broadcasting HSG-Guest

SSIDS
HSG-SVC
HSG-BO
HSG-GUEST 🏷 Broadcasting
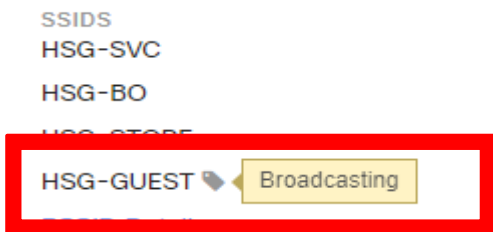
- "C" store not broadcasting HSG-Guest

SSIDS
HSG-SVC

HSG-STORE
HSG-GUEST 🏷 Not broadcasting because of missing tag. To broadcast add: wifi-guest
BSSID Details

Final Notes

- The Meraki Switch and Cisco C1111 should not be reboot at any point without talking to the network team first

- For any other questions or concerns contact Jacob McCoy or Min Choi