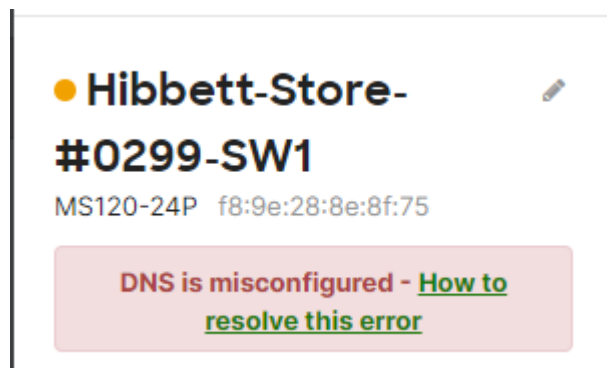# DNS Misconfiguration Error

Issue:

You logged into the Meraki dashboard and notice a DNS Misconfiguration Error on the switch

Guide:

If you see a DNS misconfiguration error, it usually means the tunnel is down on the Cisco C1111 router.

1. If the Store Network team is available, reach out to them first so the Store Network team can try and perform remote troubleshooting

2a. If the Store Network team is not available, proceed to reboot the Cisco C1111 router

2b. The Cisco C1111 router should be the very first device at the top of the network cabinet. Have the store locate the power button indicated in the picture below in red
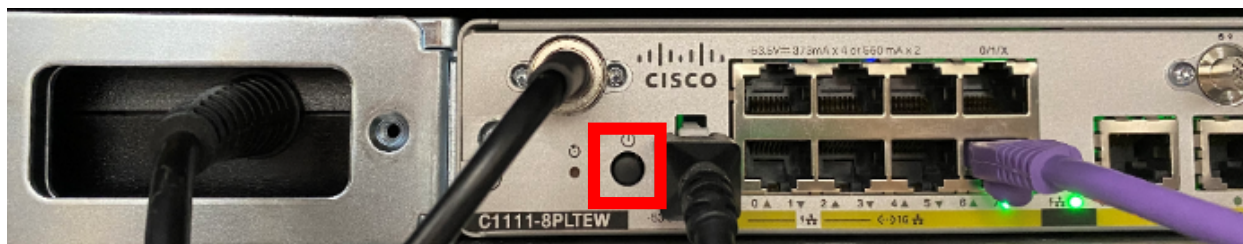
2c. Tell the store employee to push and let go of the power button (All lights on the C1111 should power off). Wait 15 seconds and push the power button again to power on the C1111 (they should notice the green light on the far right has turned back on).

*** IT TAKES 10-15 MINUTES FOR THE C1111 TO FULLY LOAD BACK UP ***

3. Once the C1111 is back online, check the Meraki switch again to see if the DNS misconfiguration error went away

● **Hibbett-Store-#0298-SW1**

MS120-24P   f8:9e:28:8e:0b:99

4. If the DNS Misconfiguration error did not go away after the C1111 router reboot, open a ticket and assign to the Store Network team for further troubleshooting.

*** IF THERE ARE MUTIPLE STORES WITH DNS MISCONFIGURATION ERROR THAT OCCURRED AT THE SAME TIME, MOSTLY LIKELY THERE IS ANOTHER ISSUE GOING ON AND A REBOOT WILL NOT RESOLVE THE ERROR. NOTIFY THE STORE NETWORK TEAM IMMEDIATELY FOR INVESTIGATION ***