

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

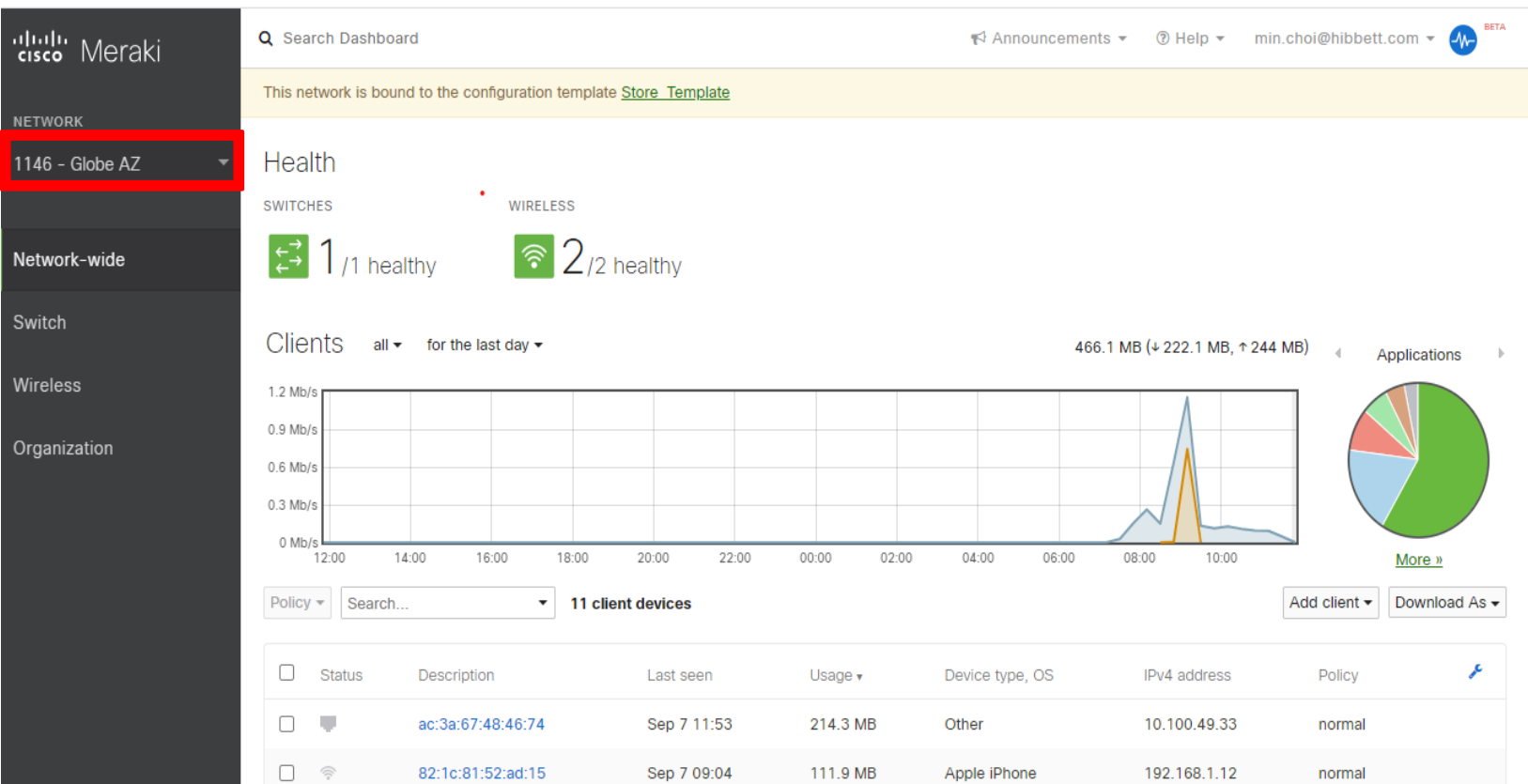
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Navigating the Dashboard

Locating Store on dashboard

- On the left-hand column click right under network



The screenshot shows the Cisco Meraki dashboard interface. On the left-hand column, the 'NETWORK' section is expanded, and the dropdown menu is open, showing '1146 - Globe AZ' selected. A red arrow points to this selection. The main dashboard area displays the 'Health' section, which includes 'SWITCHES' (1/1 healthy) and 'WIRELESS' (2/2 healthy). Below this is the 'Clients' section, showing a graph of network usage and a table of client devices. The table lists 11 client devices, with the first two visible being 'ac:3a:67:48:46:74' and '82:1c:81:52:ad:15'.

Left-hand column (Navigation Menu):

- NETWORK
- 1146 - Globe AZ
- Network-wide
- Switch
- Wireless
- Organization

Main Dashboard Content:

Health

SWITCHES: 1/1 healthy

WIRELESS: 2/2 healthy

Clients (all, for the last day)

466.1 MB (↓ 222.1 MB, ↑ 244 MB)

Applications: [Pie chart]

More »

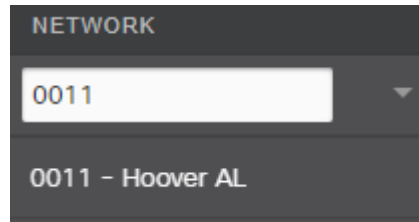
Policy: [Dropdown] Search: [Input] 11 client devices

Add client Download As

Status	Description	Last seen	Usage	Device type, OS	IPv4 address	Policy
<input type="checkbox"/>	ac:3a:67:48:46:74	Sep 7 11:53	214.3 MB	Other	10.100.49.33	normal
<input type="checkbox"/>	82:1c:81:52:ad:15	Sep 7 09:04	111.9 MB	Apple iPhone	192.168.1.12	normal

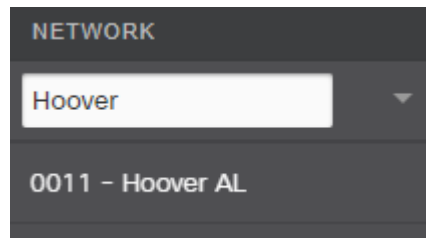
Locating Store on dashboard

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



A screenshot of a web application interface. At the top, the word "NETWORK" is displayed in a dark grey box. Below it is a search bar with a white background and a dark grey border. The search bar contains the text "0011". To the right of the search bar is a dark grey dropdown arrow. Below the search bar, the text "0011 - Hoover AL" is displayed in a dark grey box.

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



A screenshot of a web application interface. At the top, the word "NETWORK" is displayed in a dark grey box. Below it is a search bar with a white background and a dark grey border. The search bar contains the text "Hoover". To the right of the search bar is a dark grey dropdown arrow. Below the search bar, the text "0011 - Hoover AL" is displayed in a dark grey box.

- ▶ Once desired store has been located click on the store

- Once you clicked on the store you will see a page like this...

NETWORK

0011 - Hoover AL

Network-wide

Switch

Wireless

Organization

Search Dashboard

Announcements Help min.choi@hibbett.com

This network is bound to the configuration template [Store Template](#)

Health

SWITCHES

1 / 1 healthy

WIRELESS

2 / 2 healthy

Clients

all for the last day

2.45 GB (↓ 717.7 MB, ↑ 1.75 GB)

Applications

Policy Search... 14 client devices Add client Download As

<input type="checkbox"/>	Status	Description	Last seen	Usage	Device type, OS	IPv4 address	Policy	
<input type="checkbox"/>		HIBXST0011R01	Sep 7 13:38	1.16 GB	Windows 7/Vista	10.200.0.68	normal	
<input type="checkbox"/>		HIBXST0011R02	Sep 7 13:38	1.13 GB	Windows 8	10.200.0.73	normal	

- Navigate to the left-hand column and click on Switch → Switches

The screenshot shows the Cisco Meraki dashboard interface. On the left sidebar, the 'Switch' button is highlighted with a red box and a red arrow. In the top navigation bar, the 'Switches' button is also highlighted with a red box and a red arrow. The main content area displays the 'Health' section for the network, showing '1 / 1 healthy' for switches and '2 / 2 healthy' for wireless. Below this, there is a graph showing network traffic over time. At the bottom, there is a table listing client devices.

Meraki

Search Dashboard

This network is bound to the configuration template [Store Template](#)

Health

SWITCHES 1 / 1 healthy **WIRELESS** 2 / 2 healthy

Switch **Switches** Routing & DHCP

Switch ports
DHCP servers & ARP

1.5 Mb/s
0 Mb/s

14:00 16:00 18:00 20:00 22:00 00

Policy Search... 14 client devices

<input type="checkbox"/>	Status	Description
<input type="checkbox"/>		HIBXST0011R01
<input type="checkbox"/>		HIBXST0011R02

► 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

<input type="checkbox"/> #	Status	Name ▲	Connectivity	Local IP	Model	Serial number	MAC address	Tags	⚙
<input type="checkbox"/> 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



Map data ©2021 Google

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](#)

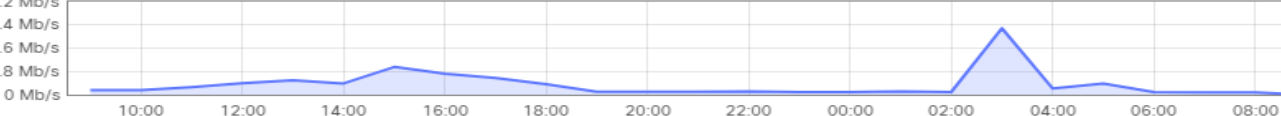


Historical device data for the last day ▾

Connectivity




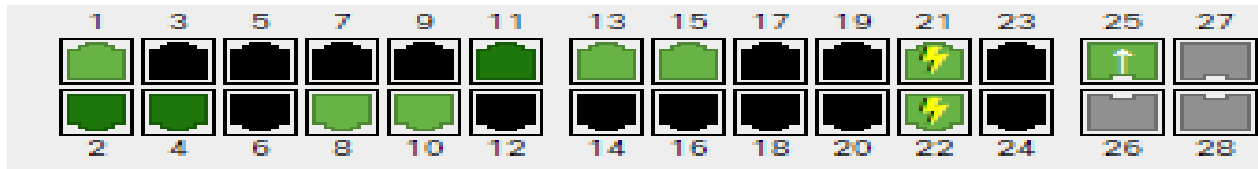
Client usage



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



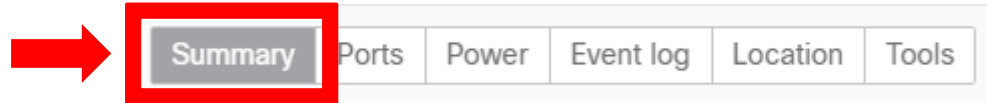
► Ports on the switch

- 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



- Here you can see what IP address is assigned to which port

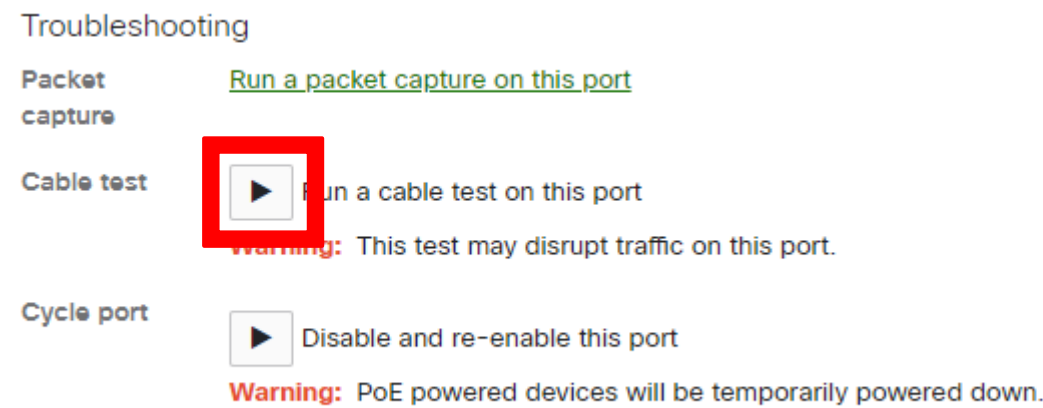
- Example: Port 1 is assigned IP address 10.200.0.68

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-2102	138 MB	34:48:ad: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”



▶ 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)

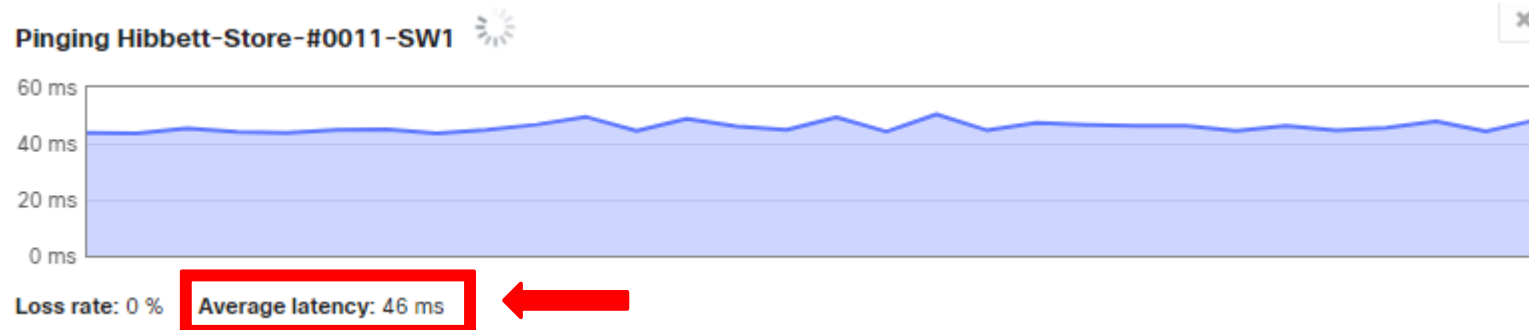
Port	Link	Length	Status	Pair 1	Pair 2	Pair 3	Pair 4
12	down	94.5 m	Failure	open	ok	ok	open

► Ping test

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



- You should see results like this...



- You can also check the average latency from this test

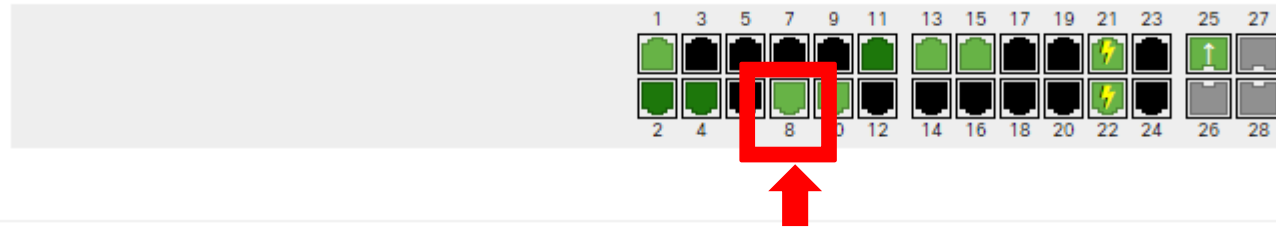
Basic SAFE Troubleshooting

► SAFE connection

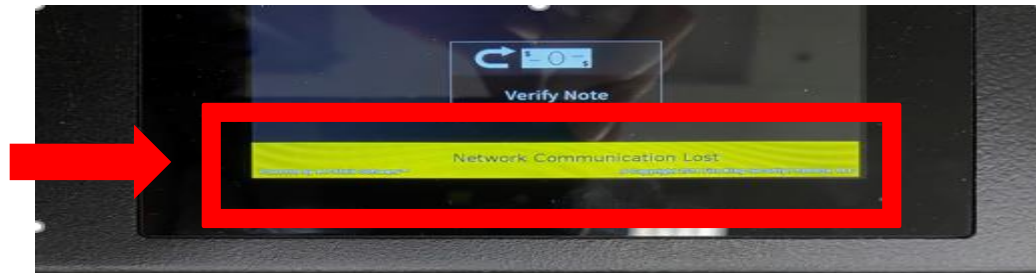
- Verify that they have the cable plugged into port 8

Ports | [Configure ports on this switch](#)

[Learn more](#)



- 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

The screenshot shows a network management interface. On the left is a dark sidebar with a 'NETWORK' section containing items like '0011 - Hoover AL', 'Network-wide', 'Switch', and 'Wireless'. The 'Wireless' item is highlighted with a red box and a red arrow points to it from the left. Below 'Wireless' is the 'Organization' section. To the right of the sidebar, a dark overlay menu is open, showing two columns: 'MONITOR' and 'CONFIGURE'. The 'Access points' item in the 'MONITOR' column is highlighted with a red box, and a red arrow points to it from the 'Wireless' item in the sidebar. The background of the interface shows details for a device named 'Hibbett-Store-#0011-SW1' with MAC address 'f8:9e:28:8e:86:f6'.

NETWORK

0011 - Hoover AL

Network-wide

Switch

Wireless

Organization

MONITOR

CONFIGURE

Access points

Air Marshal

Location heatmap

Splash logins

PCI report

Bluetooth clients

RF spectrum

Health

Access control

IoT radio settings

Radio settings

Hibbett-Store-#0011-SW1

MS120-24P f8:9e:28:8e:86:f6

Ports | [cc](#)

10.100.0.136 (via DHCP) 1.6 Mb/s

- 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
● 0

ALERTING
● 0

ONLINE
● 2

REPEATERS
● 0

Edit ▾

Search... ▾

2 access points

Add APs

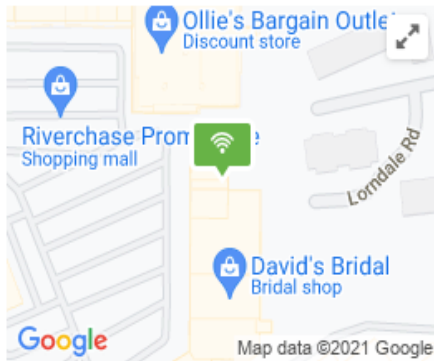
Download As ▾


<input type="checkbox"/>	#	Status ⓘ	Name ▲	Connectivity	Local IP	Model	Serial number	MAC address	Tags	⚙
<input type="checkbox"/>	1	●	Hibbett-Store-#0011-AP1	<div></div>	10.100.0.140	MR44	Q3AL-RXR7-3TXT	f8:9e:28:74:29:28	Hoover Wifi-Guest	
<input type="checkbox"/>	2	●	Hibbett-Store-#0011-AP2	<div></div>	10.100.0.137	MR44	Q3AL-6H8L-QQ3X	f8:9e:28:74:25:22	Hoover Wifi-Guest	

- Click on desired AP

- 

MR44 f8:9e:28:74:29:28



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

SSIDS
HSG-SVC
HSG-BO
HSG-STORE
HSG-GUEST

Summary

Event log

Location

Connections

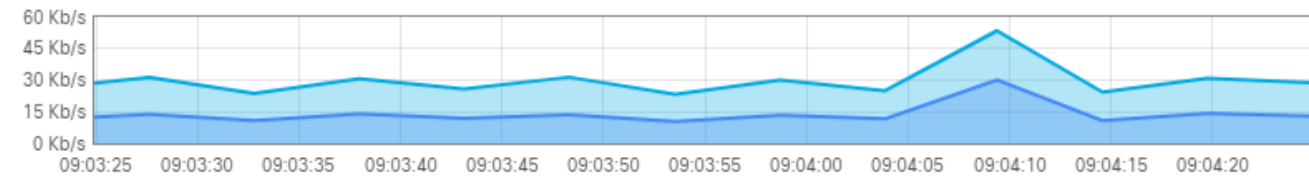
Performance

Tools

LAN

Uplink traffic

28.7 Kbps (12.9 Kbps ↓, 15.8 Kbps ↑)



Current clients ⓘ 1

Description	IP address	VLAN	MAC address	Usage	Associated for	SSID	Channel	Channel Width	Signal strength	Tools
HIBXST0011R02	10.200.0.73	200	f0:ab:54:2b:04:5c	993.6 MB	5 hours	HSG-STORE	161	40	<div><div></div></div> 24 dB	Ping

Radius and VLAN request status

DNS

- OK

DHCP

- OK

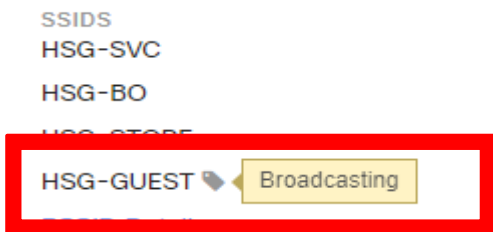
ARP

- OK

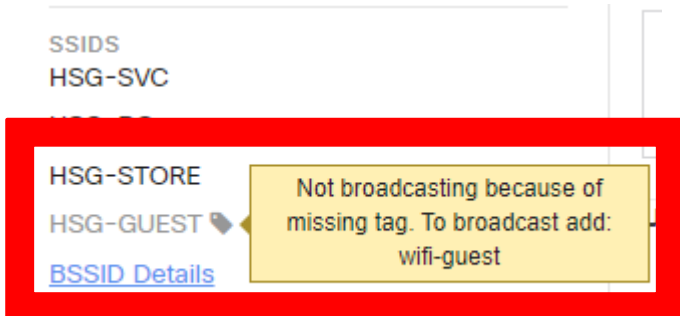
Utilization on current channels

- ▶ “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



- ▶ “C” store not broadcasting HSG-Guest



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