Power BI Gateway Connection Monitoring and Re-activation Guide

Introduction

Power BI gateways enable secure data transfer between on-premises data sources and Power BI services. Sometimes, a gateway may go offline, resulting in failures of dataset refreshes or dataflows. This guide helps users identify when a Power BI gateway connection is offline and how to bring it back online.

Table of Contents

1. Identifying an Offline Gateway

1.1. Signs of an Offline Gateway

If a gateway is offline, the following issues may occur:

- **Dataset Refresh Failures**: You'll notice error messages in scheduled or manual refreshes for datasets or dataflows.
    - Error messages could include phrases like "The gateway is not reachable" or "Cannot connect to the data source."
- **Gateway Status Alerts**: If you've enabled notifications for gateway issues, you'll receive an alert via email.
- **Failed Power Automate Jobs**: Any flows relying on on-premises data through the gateway may fail.

1.2. Checking Gateway Status in Power BI Service

Follow these steps to check if the gateway is offline:

1. **Sign in to Power BI Service**:
    - Open your browser and go to https://app.powerbi.com.
    - Log in with your Power BI credentials.
2. **Navigate to Settings**:
    - In the upper-right corner, click on your user icon and select **Settings** from the dropdown menu.
3. **Go to Manage Gateways**:
    - In the settings menu, click on **Manage Gateways** under the **Settings** section.
4. **Check Gateway Status**:
    - In the **Manage Gateways** window, you'll see a list of gateways you have access to. Check the **Status** column:

- ◆ If the status says **"Online"**, the gateway is functioning properly.
- ◆ If the status says **"Offline"**, it indicates the gateway is not operational.

2. Reactivating a Gateway

2.1. Restarting the Gateway Service

If the gateway is offline, the first step is to check the machine where the gateway is installed and restart the service.

1. **Access the Gateway Machine**:
   - ○ Log in to the server or PC where the Power BI Gateway is installed.
2. **Open Windows Services**:
   - ○ Press Windows Key + R, type services.msc, and press **Enter** to open the **Services** window.
3. **Find the Power BI Gateway Service**:
   - ○ Look for a service named **On-premises data gateway service**.
4. **Restart the Service**:
   - ○ Right-click on the service and select **Restart**.
   - ○ Wait for the service to restart and check its status to ensure it says **Running**.
5. **Verify in Power BI**:
   - ○ Go back to the **Manage Gateways** section in the Power BI Service (refer to section 1.2) and check if the status has changed to **Online**.

2.2. Re-authenticating Gateway in Power BI

If restarting the service doesn't work, you may need to re-authenticate the gateway in the Power BI service:

1. **Go to Manage Gateways** in Power BI Service.
   - ○ As described in section 1.2, navigate to **Settings** > **Manage Gateways**.
2. **Select the Offline Gateway**.
   - ○ Click on the gateway that is showing an offline status.
3. **Re-authenticate**:
   - ○ You may see a prompt to **Sign in**. Enter the credentials of the user who originally set up the gateway or an administrator account for the gateway.
4. **Save and Apply Changes**.

2.3. Updating Gateway Credentials

Another common reason for an offline gateway is that the data source credentials might have expired or changed.

1. **Go to Data Source Settings**:
   - ○ While in the **Manage Gateways** window, under the **Data Source Settings** section, select the data sources listed for that gateway.
2. **Update Credentials**:

- For each data source, click on **Edit** next to the connection credentials.
  - Re-enter the credentials (e.g., database username and password) and click **Apply**.
3. **Verify Connectivity**:
  - Ensure that the data sources show as **Connected** after updating the credentials.

3. Additional Troubleshooting Steps

If the gateway is still offline after restarting the service or re-authenticating, you can try the following additional steps:

3.1. Check Network Connectivity

- Ensure that the machine where the gateway is installed has a stable internet connection.
- Confirm that the machine can reach the Power BI service (no firewall or proxy blocking).

3.2. Update Gateway Software

- Ensure that the latest version of the **On-premises Data Gateway** is installed.
- Download the latest version from the [official Power BI Gateway page](#) and update the software.

3.3. Check Logs

- If the gateway still does not come online, check the **gateway logs** for errors.
- You can find the logs at C:\Program Files\On-premises data gateway\GatewayDiagnostics.

Conclusion

By following the steps outlined in this guide, users should be able to identify when a Power BI gateway connection is offline and troubleshoot the issue to bring the gateway back online. Keeping the gateway service updated and regularly monitoring its status will help minimize interruptions to scheduled data refreshes and workflows.

Appendix

- **Power BI Gateway Documentation**: [Power BI Gateway Official Docs](#)
- **Power BI Community Forums**: Power BI Community