

iStatus Probe Troubleshooting

Quick Fixes and Troubleshooting for iStatus Probes

These fixes should get an iStatus probe back up and running as quickly as possible. If you need any assistance, please contact our support team below.

support@akative.com | 1-866-950-3392 | <https://dashboard.istatus.com/>

Basic Probe Diagnostics – Probe is Offline

1. Reboot:

- Reboot the probe by unplugging the probe from power, wait 10-15 seconds, and plug the probe back in.
- Wait 5-10 minutes and check iStatus to see if the probe has come back online.

2. Firmware reset:

- Keep the probe powered on, but first (if you haven't already) attempt a reboot.
- Hold the reset button on the probe for 15 seconds. After 15 seconds release the reset button and the probe should reapply working firmware.
- This process may take a few minutes to complete.
- Wait 5-10 minutes and check iStatus to see if the probe has come back online.

3. Test the USB power brick:

- Swap the power supply if you have a spare one (if no LEDs on the probe). Any 5 volt 1 amp USB power supply will work. In some rare instances, the probe may be running and the LEDs may be off.
- You can also test the existing USB power supply by plugging it into another device such as a phone to see if it charges.

4. Verify the Ethernet cable works:

- Try plugging a different device such as a laptop into the Ethernet cable that the probe was using. If that works, the cable should be fine.
- Swap the Ethernet cable and keep the probe powered on. If the previous cable was not working, it may take a few minutes for the device to re-negotiate on the network. Check iStatus after 5-10 minutes and see if the probe is back online.

5. Can you load https://dashboard.istatus.com from the LAN where the probe is located?

Some Potential Network Problems We've Seen

- Bad switch or switch ports
- A switch, firewall, or DHCP server may need to be rebooted
- Spanning-tree mismatches can cause broadcast storms and/or ports to shutdown
- Bad cabling; for example if the firewall WAN is incorrectly also wired to or connected to the LAN
- Secondary DHCP server on the network
- DHCP scope available IP addresses are exhausted (none are available to assign to the probe.)
- IP address conflicts – another device may have a static IP assigned that conflicts with the DHCP-provided IP address for the iStatus probe.
- ACLs (access control lists or firewall rules) between VLANs may allow communication from the probe to one DNS server but not another. In some instances, this may cause some DNS lookups to fail and thus requests to fail.

Advanced Troubleshooting and Diagnostics for iStatus Probes

In rare scenarios, we encounter unique network conditions or network issues that cause the iStatus probe to go offline or generate many events. These are some steps we can take to narrow down what may be happening.

Advanced Diagnostics – Probe is Offline:

1. What brand/model/firmware version is your firewall?
2. What is your basic network architecture?
 - a. For example, probe → switch → firewall → modem → internet, or something different?
3. Check if the probe is up:
 - a. Log into your firewall or other DHCP server and look at the list of DHCP clients. Find the iStatus probe you're looking for, the hostname is usually shown as "iStatus-ProbeID". You can find the probe ID on the probe page on iStatus.
 - b. From a device on the same subnet, see if you can ping the probe IP. The probe should respond to ICMP.
 - c. If the probe doesn't respond or isn't in the DHCP list, rebooting or a firmware reset.
4. If the probe is up and responds to pings, it should be attempting to send requests to iStatus.
 - a. Log into your firewall
 - b. Filter outbound traffic by the IP address of the iStatus probe.
 - c. You should see the probe generating traffic to dashboard.istatus.com and/or other *.istatus.com domains.
 - d. Verify that this traffic flows out of your WAN connection to the internet and is not blocked.

Advanced Diagnostics – Probe is generating a lot of offline events:

1. Can you verify that port 443 and port 80 to dashboard.istatus.com and failover.istatus.com are allowed outbound for the Probe?

We (rarely) use port 80, and generally, all probe traffic to iStatus is using HTTPS on port 443.
2. Does your firewall have IPS (intrusion prevention services) or other DNS or content filtering enabled?
 - a. If yes, can you try whitelisting dashboard.istatus.com and failover.istatus.com? OR try whitelisting *.istatus.com
 - b. If blocklists are in use, make sure that the IP address or MAC address of the iStatus probe is not blocked.
 - c. Revisit step 4 above to verify traffic is being sent out the WAN connection.
3. Can you provide a traceroute from the LAN to dashboard.istatus.com?
4. Can you run nslookup or dig against all internal DNS servers (if any) for the following and provide the responses to us?
 - d. Dashboard.istatus.com
 - e. Failover.istatus.com
5. What is the DHCP lease time?
 - f. We have seen issues in some networks with short DHCP lease times where the router or firewall handing out DHCP is slow to respond for renewals. This results in the iStatus probe losing its DHCP address for some time until it can successfully get a DHCP renewal response.
6. Are you using any "eco" switches or switches with ports that may go to sleep?

7. Does your network have any wireless links (WiFi, point-to-point wireless) between the iStatus probe and DNS / Internet?
8. To detect if the network is up, our iStatus probe uses ICMP or arping to ping the default gateway. If it cannot do either it restarts the network and attempts to get a new DHCP lease, this runs every few minutes so that a probe can be moved between switch ports, for example, and come back online.
 - g. Does your default gateway reply to ICMP? If not, can you try enabling that?
9. In environments where the probe is on a different subnet/VLAN than DNS servers:
 - h. Please ensure that ACLs exist between VLANs for DNS
 - i. Please also ensure if the DNS server is instead multi-homed that it has correct static routes (as applicable) back to the VLAN(s) it serves.