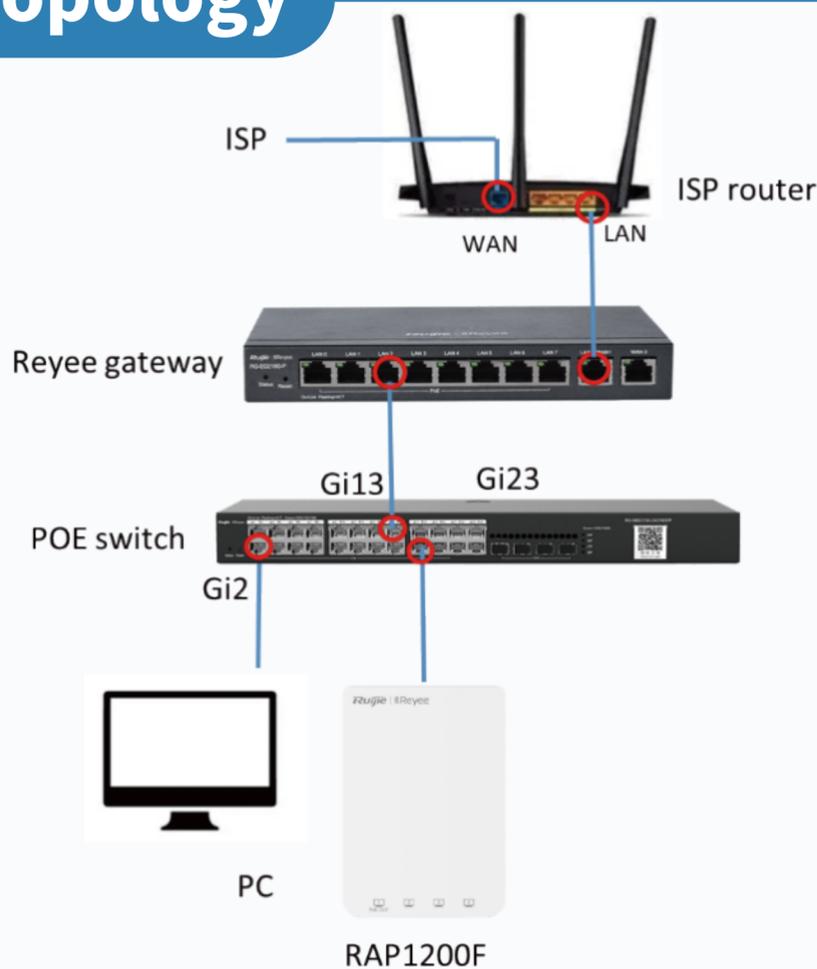


Reyee devices cannot go online on the Ruijie Cloud

I. Applicable Scenario

An ES switch or other Reyee devices cannot go online on the Ruijie Cloud when Reyee devices compose a network. This document uses RAPs and ES switches on an L2 network as an example to describe how to troubleshoot the fault.

II. Network Topology

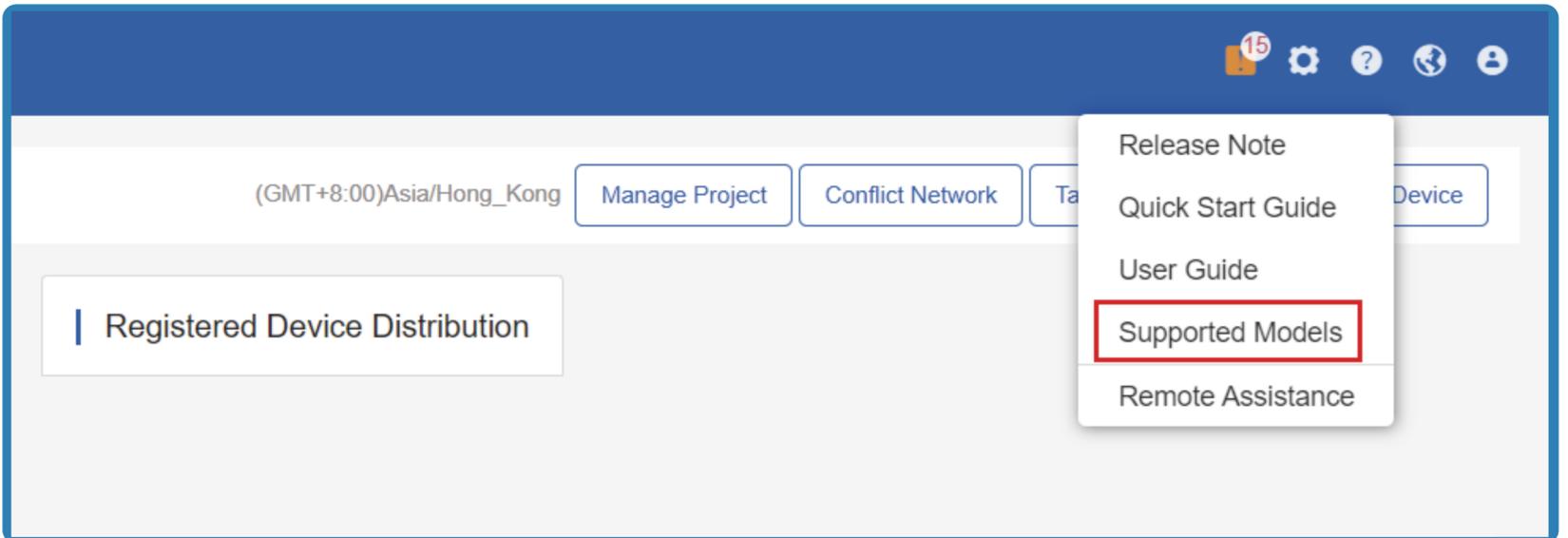


III. Troubleshooting Ideas

- 1 Check whether the device model, version, and SN are correct.
- 2 Check the connectivity between the device and the Cloud.
- 3 Check whether ports are disabled.
- 4 Reset the device.

IV. Troubleshooting Process

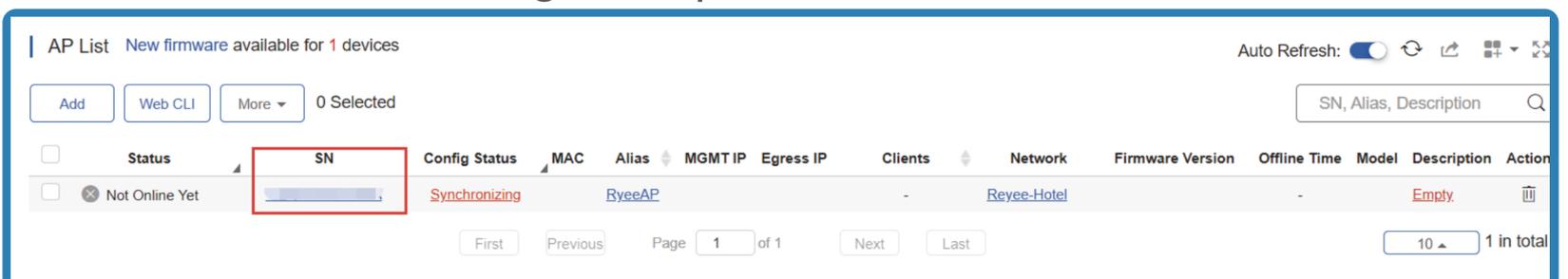
- 1 Check whether the device model, version, and SN are correct.
 - (1) Check whether the current device model is supported by the Cloud and the device version is the recommended version. As shown in the figure below, click  in the upper right corner of Ruijie Cloud and choose **Supported Models**. If the device model is not found, the device cannot be managed by Ruijie Cloud. If the current version is non-recommended, log in to the local eWeb page of the device by using the default address of the device 10.44.77.200/10.44.77.254 to upgrade the device.



Supported Device Models of Ruijie Cloud
Updated on 2021-09-15

Product Type	Product Series	Hardware Model	Recommended Firmware	Support Reyee SON (Self-Organizing Network)	Support PPSK	Support Inner Portal	Support Facebook
Reyee AP	RAP	RAP1200(F)	ReyeeOS 1.55.1906	Y	N	N	N

- (2) Check whether the SN is correct. You are advised to scan the device by using Ruijie Cloud APP to make the device go online to avoid the wrong SN input.



- 2 Check the connectivity between the device and the Cloud.
 - If the device model, version, and SN are all correct, log in to the local eWeb page of the device to ping the Cloud address.
 - (1) ES series switches do not support the ping function. Therefore, connect a PC or portable computer to the switch and ensure that the PC and switch are in the same network segment. Ping `iotrc.ruijienetworks.com` from the PC. If a result as shown in the figure below is displayed, the address cannot be parsed. In this case, check whether the DNS server configuration of the uplink DHCP server is correct.

IV. Troubleshooting Process

```
C:\Windows\system32\cmd.exe
C:\Users\Administrator>ping iotrc.ruijienetworks.com
Ping request could not find host iotrc.ruijienetworks.com. Please check the name and try again.
```

If a result as shown in the figure below is displayed, check local network settings and troubleshoot the fault by performing steps in the following **B**.

```
C:\Windows\system32\cmd.exe
C:\Users\Administrator>ping iotrc.ruijienetworks.com

Pinging iotrc.ruijienetworks.com [34.87.101.31] with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 34.87.101.31:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

(2) For Reyee devices, ping devicereg.ruijienetworks.com from the Web page of the device. If the ping operation fails, troubleshoot the fault by performing steps in the following **A** and **B**.

The screenshot shows the web interface of a Ruijie device (RAP1200(F)) under the 'Diagnostics' tab. The 'Network Tools' section is active, and the 'Ping' tool is selected. The IP Address/Domain field contains 'devicereg.ruijienetworks.com', the Ping Count is set to 4, and the Packet Size is 64 Bytes. The 'Start' button is highlighted in blue. Below the input fields, a red-bordered box contains the message: 'Ping failed. Please check the network.'

A. Check the DNS server configuration on the device. The following uses RAP1200F as an example. If you can ping through a public IP address but cannot ping through the Cloud URL from the device, check the DNS server settings of the device. For example, the DNS server address of the device 10.10.10.10, which is not a DNS server address. Change the DNS server address to 8.8.8.8, you can ping through the Cloud server from the device.

IV. Troubleshooting Process

📶 Hostname: RyeAP SN: IP Address: 192.168.110.205
● RAP1200(F) MAC:

Overview Basics **Wireless** Advanced Diagnostics System

WAN Settings

Configure WAN settings.

* Internet

* IP Address

* Subnet Mask

* Gateway

* DNS Server **Change to 8.8.8.8**

Advanced Settings

Save

📶 Hostname: RyeAP SN: IP Address: 192.168.110.205
● RAP1200(F) MAC:

Overview Basics Wireless Advanced **Diagnostics** System

Network Tools

Tool Ping Traceroute DNS Lookup

* IP Address/Domain

* Ping Count

* Packet Size Bytes

Start **Stop**

```
PING devicereg.ruijienetworks.com (35.197.150.240): 64 data bytes
72 bytes from 35.197.150.240: seq=0 ttl=100 time=67.379 ms
72 bytes from 35.197.150.240: seq=1 ttl=100 time=67.980 ms
72 bytes from 35.197.150.240: seq=2 ttl=100 time=68.139 ms
72 bytes from 35.197.150.240: seq=3 ttl=100 time=68.000 ms
```

Note

The default addresses for the device to go online on the cloud-eu and cloud-as are 35.234.108.108 and 35.197.150.240 respectively. Check whether the cloud URLs are parsed correctly. If no, change the DNS server address.

IV. Troubleshooting Process

B. Check the default gateway settings of the device.

If you cannot ping through a public IP address from the device, the device cannot access the Internet and offline is displayed on the device screen. In this case, check the route from the device to the public network address by using the tool traceroute.

Hostname: Ruijie SN: G10 IP Address: 192.168.110.205
 MAC: C
 Reboot

Overview Basics Wireless Advanced Diagnostics System

Overview

Memory Usage **58%** Online Clients **0** Status: **Offline** (Check Network)
 Duration: 1Day37Min00Sec
 Systemtime: 2022-04-24 20:38:11

Device Details

Model: RAP1200(F) Hostname: Ruijie
 SN: MAC:
 Work Mode: AP Role: Slave AP (Master AC: 192.168.110.1)

The following uses 8.8.8.8 as an example. The traceroute diagnosis shows that no next-hop address is available, indicating that the device is unreachable to the gateway address.

Hostname: Ruijie SN: C IP Address: 192.168.110.205
 MAC:

Overview Basics Wireless Advanced Diagnostics System

Network Tools

Tool Ping Traceroute DNS Lookup

* IP Address/Domain 8.8.8.8
 * Max TTL 20

*** In Progress** Stop

```
traceroute to 8.8.8.8 (8.8.8.8), 20 hops max, 38 byte packets
 1 192.168.110.205 (192.168.110.205) 1538.311 ms !H
 2997.363 ms !H 2999.723 ms !H
```

Check the default gateway configuration of the device. As shown in the figure below, the gateway address of the device is 192.168.110.10. After it is changed to the correct 192.168.110.1, the device can normally access the Internet and go online on the Cloud.

IV. Troubleshooting Process

Hostname: Ruijie SN: IP Address: 192.168.110.205
 MAC:
 • RAP1200(F)

Overview Basics Wireless Advanced Diagnostics System

WAN Settings
 Configure WAN settings.

* Internet Static IP

* IP Address 192.168.110.205

* Subnet Mask 255.255.255.0

* Gateway 192.168.110.10 **Change to 192.168.110.1**

* DNS Server 8.8.8.8

Advanced Settings

Save

Note

If WAN settings of the device are correct but the device cannot access the Internet yet, the possible cause is that authentication is enabled on the uplink egress gateway but the IP address of the device is not excluded. In this case, exclude the IP address of the device on the authentication configuration page.

3 Check whether ports are disabled.

Check whether UDP ports 6683, 5683, and 7683 are disabled on the local device if the version of the ES switch version is correct, you can ping through the Cloud from the device, but the device cannot go online on the Cloud. For other Reeye devices, check whether TCP ports 80 and 443 and UDP ports 3478 and 3479 are disabled on the local network. The figure below shows the domain names and port IDs of Ruijie Cloud for device management. These ports must be enabled on the local network.

Domain name (Cloud-as)	DST.IP	Domain name (Cloud-eu, Cloud-me)	DST.IP	DST.TCP	DST.UDP
<u>Device Online Related:</u>		<u>Device Online Related:</u>			
devicereg.ruijienetworks.com	35.197.150.240	devicereg.ruijienetworks.com	35.190.10.141	80,443	
ryrc.ruijienetworks.com	35.197.150.240	ryrc.ruijienetworks.com	35.234.108.108	80,443	
stunrc.ruijienetworks.com	35.197.150.240	stunrc.ruijienetworks.com	35.234.108.108		34,783,479
stunsvr-as.ruijienetworks.com	34.126.80.150	stunsvr-eu.ruijienetworks.com	35.246.237.78		34,783,479
stunb-as.ruijienetworks.com	34.126.80.150	cwmpsvr-eu.ruijienetworks.com	34.159.112.239		34,783,479
stunc-as.ruijienetworks.com	34.87.169.209	cwmpcp-eu.ruijienetworks.com	34.120.73.71		34,783,479
cwmpsvr-as.ruijienetworks.com	35.197.136.171	cwmpb-eu.ruijienetworks.com	34.159.112.239	80, 443	
cwmpcp-as.ruijienetworks.com	34.160.143.162				
cwmpb-as.ruijienetworks.com	35.197.136.171				
<u>Log Upload:</u>		<u>Log Upload:</u>			
34.87.93.12	34.87.93.12	cloudlog-eu.ruijienetworks.com	35.246.247.49	80,443	
<u>Advanced Service:</u>		<u>Advanced Service:</u>			
firmware.ruijienetworks.com	34.87.32.36	firmware.ruijienetworks.com	34.89.153.55	80,443	
cloudweb.ruijienetworks.com	34.87.32.36	cloudweb.ruijienetworks.com	34.89.153.55	80,443	
fastonline.ruijienetworks.com	34.87.32.36	fastonline.ruijienetworks.com	34.89.153.55	80,443	
cloudapi.ruijienetworks.com	35.197.150.240	cloudapi.ruijienetworks.com	35.234.108.108	80,443	
cdn.ruijienetworks.com	35.201.94.110	cdn.ruijienetworks.com	35.190.93.193	80,443	
<u>ES Series Switch</u>		<u>ES Series Switch</u>			
iotrc.ruijienetworks.com	34.87.101.31	iotrc.ruijienetworks.com	34.107.106.56		7683
iotsvr-as.ruijienetworks.com	35.247.161.22	iotsvr-eu.ruijienetworks.com	35.242.228.40		5683
iotlog-as.ruijienetworks.com	35.240.167.168	iotlog-eu.ruijienetworks.com	35.198.144.180		6683
lotdl-as.ruijienetworks.com	34.87.141.45	lotdl-eu.ruijienetworks.com	35.234.118.145		8683
<u>MQTT Devices with P206 version</u>		<u>MQTT Devices with P206 version</u>			
ryrcmq.ruijienetworks.com	34.120.84.165	ryrcmq.ruijienetworks.com	34.149.186.87	25857	
ehrrcmq.ruijienetworks.com	34.120.84.165	ehrrcmq.ruijienetworks.com	34.149.186.87	25857	
mqclt001-as.rj.link	34.160.191.165	mqclt001-eu.rj.link	34.120.138.185	25857	

IV. Troubleshooting Process

4 Reset the device.

If all the configurations are correct but the device still fails to go online on the cloud, reset the device.

After the troubleshooting steps above are performed, the device can go online on Ruijie Cloud.

The screenshot shows the 'AP List' interface in the Ruijie Cloud management console. It features a table with columns for Status, SN, Config Status, MAC, Alias, MGMT IP, Egress IP, Clients, Network, Firmware Version, Offline Time, Model, and Description. A single device is listed with a status of 'Online' (indicated by a green checkmark), a config status of 'Synchronized', and a network of 'Reyee-Hotel'.

Status	SN	Config Status	MAC	Alias	MGMT IP	Egress IP	Clients	Network	Firmware Version	Offline Time	Model	Description
Online		Synchronized		RyeeAP	192.168.110.205		-	Reyee-Hotel		2022-04-24 21:19:07	RAP1200(F)	Empty

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Community >>> <https://community.ruijienetworks.com>

Facebook >>> Ruijie Tech Support

YouTube >>> Ruijie Technical Support



Official Website



Community



Facebook



YouTube