

Note - Mist Support strongly suggests you use your smartphone to film a short video of the LED sequence in question and send that video to support with your trouble ticket.

Mist AP LED codes and failing to connect – how to read the error codes

Blinking Red	AP Starting to boot	~3 seconds
Green/Dark/Yellow/Dark	AP Booting	~12 seconds
Green/Yellow alternating	Connecting to Cloud	~30-40 seconds
Blinking Yellow patterns	See below for details	

If failure to connect after AP has booted (or after a network disruption) the AP will blink (yellow) out these codes to help debug the problem

Error involving basic networking start (these are single-digit errors)

- 2 NO_ETHERNET_LINK // has no link (Seen using power injectors, but not connected to a switch)
- 3 NO_IP_ADDRESS // no DHCP lease, or no static IP in config (DHCP server not configured and/or working)
- 4 NO_DEFAULT_GW // no default gateway in DHCP lease or in static config
- 5 DEFAULT_GW_UNREACHABLE // no ARP response from default gateway
- 6 NO_DNS // no DNS server(s) in DHCP lease or in static config
- 7 NO_DNS_RESPONSE // no response to DNS lookup (received DNS server via DHCP but can't reach or ping Mist Cloud)
- 8 EMPTY_DNS_RESPONSE // DNS response contains no address records

Errors involving the connection to the cloud (note that the pattern has 2 parts, for example 1 blink followed by 2 blinks is CLOUD_UNREACHABLE

- 1+2 CLOUD_UNREACHABLE // TCP SYN fails && cannot ping ep-terminator
- 1+3 NO_CLOUD_RESPONSE // ping-able, but TCP port 443 doesn't get through
- 1+4 CLOUD_CERT_TIME_CHECK_FAILED // NTP Time is not within cert's not-before/not-after times
- 1+5 CLOUD_CERT_INVALID // some 'security' interceptor is messing with the cert (aka the stolen CA cert+snoopy IT)
- 1+6 MUTUAL_AUTH_FAILED // mutual authentication is failing between the AP and cloud
- 1+7 CONFIG_FETCH_FAILED // the cloud is unable to provide the AP with a configuration
- 1+8 CONFIG_INVALID // the cloud provided an invalid configuration
- 1+9 BOOT_CONFIG_SAVE_FAILED // unable to save (or delete) the boot config

White	AP connected to the cloud
Green	AP configured by the cloud
Blue	at least one wireless client connected
Flickering Orange	AP upgrading
Green/Purple alternating	'Locate the AP' option in the GUI
Red	AP failure mode
Black fading to Red	User holding down the 'Reset to factory default' button
White fading to Black	AP is going to reset
Green fading to Black	Insufficient PoE power