KNOT Gateway offline / no sensor data

1. Confirm KNOT GW, L14G-2ax-BT5, site and last online time. KNOT is deployed on current Humidynit sites.

2. Observe safely visible power and external cable condition. Do not open equipment, substitute supplies or touch unsafe wiring.

3. Check the agreed Ethernet or cellular path where applicable. Note outages or recent network changes; do not change RouterOS or credentials.

4. Check the last received data in the site record. Is one sensor affected or are all sensors affected?

5. Record antenna/installation context, visible obstructions and recent work from a safe position. Escalate persistent loss with times and affected devices.

Stop if electrical equipment, roof access or structural damage makes inspection unsafe. Follow the site safety rules.

Still unresolved? Send support the object, device, last successful time, visible error and completed checks.