

# Troubleshooting

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This chapter describes problems that could occur with the Cisco 805 router hardware, reasons for the problems, and steps to solve the problems. The problems are grouped into the following states:

- During first startup
- After first startup
- After router has been up and running

For more information on problems that could occur with the software, refer to the *Cisco 805 Router Software Configuration Guide*.

## Problems During First Startup

Table 3-1 lists problems that could occur the first time you turn on the power switch.

**Table 3-1 Problems During First Startup**

Symptom	Problem	Solutions
All LEDs, including OK LED, are off.	No power to router.	<p>Perform the following tasks in the following order:</p> <ol style="list-style-type: none"> <li>1 Make sure that the power switch is set to ON.</li> <li>2 Make sure that all connections to and from the power supply are secure.</li> <li>3 Make sure that the power outlet has power.</li> <li>4 If the problem continues after these checks, the power supply might be faulty. Contact your Cisco reseller.</li> </ol>
No connection to Ethernet device. (The LINK LED on the back panel is off.)	<ul style="list-style-type: none"> <li>• A cable-related problem:                             <ul style="list-style-type: none"> <li>— Improperly connected cable.</li> <li>— Damaged cable.</li> </ul> </li> </ul>	<p>Perform the following tasks in the following order:</p> <ol style="list-style-type: none"> <li>1 To make sure you have cabled the device correctly, refer to Figure 2-3 or Figure 2-4 in Chapter 2, “Installing the Cisco 805 Router.”</li> <li>2 Make sure the connectors at both ends of the cable are securely seated.</li> <li>3 Make sure the cable is not physically damaged. If it is, order another cable from Cisco or replace it with a similar cable.</li> </ol>
	<ul style="list-style-type: none"> <li>• Improperly set router HUB/NO HUB button or hub equivalent of HUB/NO HUB button.</li> </ul>	<ul style="list-style-type: none"> <li>• To make sure you have set buttons correctly, refer to Table 2-1 in Chapter 2, “Installing the Cisco 805 Router.”</li> </ul>
	<ul style="list-style-type: none"> <li>• Improperly functioning network interface card (NIC) on server, PC, or workstation.</li> </ul>	<ul style="list-style-type: none"> <li>• Run the NIC diagnostic supplied by the vendor to make sure it is functioning properly. If it is not, replace it.</li> <li>• If the problem continues after these checks, call your Cisco reseller.</li> </ul>
No connection to serial device. (The CD LED on the front panel is off for a long time.)	<ul style="list-style-type: none"> <li>• Wrong cable.</li> </ul>	<ul style="list-style-type: none"> <li>• To make sure you are using the correct cable, refer to Appendix A, “Selecting a Serial Cable.”</li> </ul>

**Table 3-1 Problems During First Startup (continued)**

Symptom	Problem	Solutions
	<ul style="list-style-type: none"> <li>Improperly connected cable.</li> </ul>	<ul style="list-style-type: none"> <li>To make sure that you have cabled properly, refer to Figure 2-5 in Chapter 2, “Installing the Cisco 805 Router.”</li> <li>Make sure the connectors at both ends of the cable are securely seated.</li> </ul>
	<ul style="list-style-type: none"> <li>Improperly functioning modem or channel service unit/data service unit (CSU/DSU).</li> </ul>	<ul style="list-style-type: none"> <li>Refer to the documentation that accompanies your modem or CSU/DSU.</li> </ul>
	<ul style="list-style-type: none"> <li>Router improperly configured as a DTE or DCE.</li> </ul>	<ul style="list-style-type: none"> <li>By default, the router is configured as a DTE. Check the setting of the <b>clock rate</b> command to determine if it is set properly. If a clock rate speed is not specified, the router is configured as a DTE. If a clock rate speed is specified, the router is configured as a DCE.</li> </ul>

## Problems After Router is Running

Table 3-2 lists problems that could occur after the router has been up and running.

**Table 3-2 Problems After Router is Running**

Symptom	Problem	Solutions
Problems with Ethernet connection. (The LINK LED on the back panel is off.)	<ul style="list-style-type: none"> <li>A cable-related problem:                             <ul style="list-style-type: none"> <li>— Disconnected cable.</li> <li>— Damaged cable.</li> </ul> </li> </ul>	Perform the following tasks in the following order: <ol style="list-style-type: none"> <li>Make sure the connectors at both ends of the cable are secure.</li> <li>Make sure the cable is not physically damaged. If it is damaged, order another cable from Cisco or replace it with a similar cable.</li> </ol>

## Problems After Router is Running

**Table 3-2** Problems After Router is Running (continued)

Symptom	Problem	Solutions
	<ul style="list-style-type: none"> <li>Improperly functioning NIC on server, PC, or workstation.</li> </ul>	<ul style="list-style-type: none"> <li>Run the NIC diagnostic supplied by the vendor to make sure it is functioning properly. If it is not, replace it.</li> <li>If the problem continues after these checks, call your Cisco reseller.</li> </ul>
Connection to the serial device is intermittent or lost. (The CD LED on the front panel is off.)	<ul style="list-style-type: none"> <li>A cable-related problem:               <ul style="list-style-type: none"> <li>— Disconnected cable.</li> <li>— Damaged cable.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Make sure the connectors at both ends of the cable are secure.</li> <li>Make sure the cable is not physically damaged. If it is damaged, order another cable from Cisco or replace it with a similar cable.</li> </ul>
	<ul style="list-style-type: none"> <li>CSU/DSU configuration has been lost or changed.</li> </ul>	<ul style="list-style-type: none"> <li>Check CSU/DSU configuration. If necessary, reconfigure CSU/DSU so that its settings match original provisioning parameters provided by your WAN service provider.</li> </ul>
	<ul style="list-style-type: none"> <li>Problem with serial line or WAN service.</li> </ul>	<ul style="list-style-type: none"> <li>Contact your serial line or WAN service provider to determine if there is a problem.</li> </ul>
	<ul style="list-style-type: none"> <li>Serial interface has been shut down.</li> </ul>	<ul style="list-style-type: none"> <li>Check router configuration to determine if the serial interface has been shut down. If this applies, enter the <b>no shutdown</b> command in serial interface configuration mode to bring the serial interface up. For information on the software command modes, refer to Chapter 2, “Cisco IOS Basic Skills” in the <i>Cisco 805 Router Software Configuration Guide</i>.</li> </ul>

## Before You Call Your Cisco Reseller

Some of the solutions in this chapter instruct you to contact your Cisco reseller. Before you do so, have the following information ready:

- Router model and serial number (on the back panel)
- Maintenance agreement or warranty information
- Date you received your router
- Brief description of the problem
- Brief description of the steps you have taken to solve the problem

## Before You Call Your Cisco Reseller

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