

B Troubleshooting

This section offers suggestions in isolating and addressing common issues that could arise during initial setup and subsequent use of the OmniCore routing switch. If the following troubleshooting tips do not address the existing problem, see [Appendix D, "Technical Support"](#).

General Checks

- Make sure the OmniCore routing switch is level when installed.
- Check the hardware to see that there is no physical damage.
- Make sure all cables are connected properly and that they are compliant with the manufacturer's and the IEEE's recommendations.

Troubleshooting Tips

Problem	Solution
LEDs do not light up	· Check power source.
Port does not link although the cables are connected	· Make sure connections are secure. Unplug the cable then plug it back in. · Make sure all concerned devices have power. · Use a different cable. · Make sure you are using a straight through cable for a workstation, or a cross over cable between devices.
User login/password not accepted when logging into CLI management	· Try the default user login (admin) and password (null string).
Network interface card (NIC) does not communicate with the OmniCore switch	· Make sure the NIC supports 10/100 Mbps Ethernet, 1000 Mbps Gigabit Ethernet, POS, or FDDI. · If the link light on both the switch and NIC is not lighted, check that the cable is connected properly. · Make sure the NIC's driver is loaded properly and that the operating system recognizes the adapter.
LCD display does not light up	· Check boot source; default is the last used boot source (i.e., either onboard or external flash)..
Telnet program does not come up on terminal	· Make sure the cable being used matches the OmniCore modem/console serial port pinout assignments.
The desired duplex state is not initiated at startup	· Make sure the device at the other end of the link fully supports the IEEE 802.3z (Gigabit Ethernet) standard. · Check the settings of each link partner and modify the link parameters appropriately. Then, unplug the cable and plug it back in.
One or more aspects of the system is not booting properly	· Enter verbose mode by rebooting the switch, pressing V as the switch is rebooting, then reading the displayed text to ascertain any abnormalities.

