

Intermittent Connectivity To MCS–78xx

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Introduction

This document discusses the problem and solution related to intermittent connectivity to the MCS–78xx.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

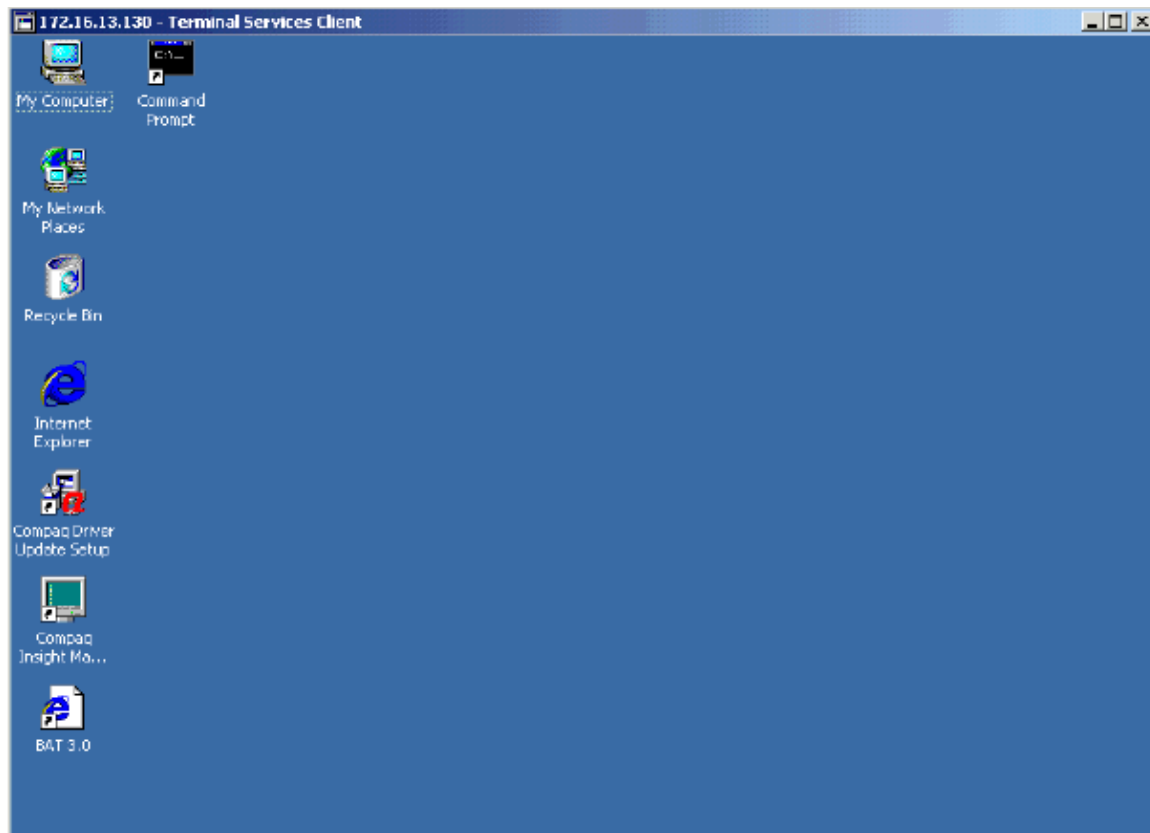
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

Intermittent Connectivity may be caused by outdated Ethernet network interface card (NIC) Drivers on your system.

Solution

Install the Compaq Driver Update. Double-click on the **Compaq Driver Update Setup** icon in order to install the drivers.



If the system is still sluggish after you upgrade the drivers and reboot, check to see if the system has autonegotiated correctly with the switch. Both the system and switch should have the same Speed and Duplex (100 MB and Full Duplex).

If they do not have the same Speed and Duplex, then hard-code the speed to 100 MB and the Duplex to Full-Duplex on both the switch and the MCS-78xx. This resolves the issue.

If it does not resolve the issue, you might have a larger network problem not directly related to the MCS-78xx. Start troubleshooting with a network packet sniffer to see what overall network traffic is like. You might have bad hardware. Try to move to a different switch port or try a different cable. You could also have Compaq replace the NIC card in the MCS-78xx.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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