



# Troubleshooting

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This chapter describes symptoms of problems that could occur with the Cisco 837 or SOHO 97 routers, identifies the likely underlying problems, and provides steps for solving the problems. The problems are grouped as follows:

- [Problems During First Startup](#)
- [Problems After Router Is Running](#)

For more information about problems that could occur with the software, refer to the *Cisco 800 Series Routers Software Configuration Guide*.

## Before You Call Your Cisco Reseller

Some of the solutions in this chapter instruct you to contact your Cisco reseller. Before you contact your reseller, make sure that you have the following information available:

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

# Problems During First Startup

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

**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 steps:</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, the power supply might be faulty. Contact your Cisco reseller.</li> </ol>
No connection to Ethernet device. (Ethernet 1 LED is off.)	<p>A cable-related problem:</p> <ul style="list-style-type: none"> <li>• Improperly connected cable.</li> <li>• Damaged cable.</li> </ul>	<p>Perform the following steps:</p> <ol style="list-style-type: none"> <li>1. To make sure that you have cabled the device correctly, see the <a href="#">“Connecting a Terminal or PC to the Router’s Console Port (Optional)”</a> section on page 2-15.</li> <li>2. Make sure that the connectors at both ends of the cable are securely seated.</li> <li>3. Make sure that the cable is not physically damaged. If it is damaged, order another cable from Cisco or replace it with a similar cable.</li> </ol>
No connection to ADSL link. (The CD LED on the front panel is off for a long time.)	Wrong cable	<ul style="list-style-type: none"> <li>• To make sure that you are using the correct cable, see <a href="#">Appendix A, “Specifications and Cables.”</a></li> </ul>
No connection to ADSL link. (The CD LED on the front panel is off for a long time.)	Improperly connected cable	<ul style="list-style-type: none"> <li>• To make sure that you have connected the ADSL cable properly, see the <a href="#">“Connecting an ADSL Line”</a> section on page 2-13.</li> <li>• Make sure that the connectors at both ends of the cable are securely seated.</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. (ETHERNET LED 1, 2, 3, or 4 is off.)	A cable-related problem: <ul style="list-style-type: none"> <li>• Disconnected cable.</li> <li>• Damaged cable.</li> </ul>	Perform the following steps: <ol style="list-style-type: none"> <li>1. Make sure that the connectors at both ends of the cable are secure.</li> <li>2. Make sure that the cable is not physically damaged. If it is damaged, order another cable from Cisco Systems or replace it with a similar cable.</li> </ol>
Connection to the ADSL line is intermittent or lost. (The CD LED on the front panel is off.)	A cable-related problem: <ul style="list-style-type: none"> <li>• Disconnected cable.</li> <li>• Damaged cable.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that the connectors are secure at both ends of the cable.</li> <li>• Make sure that the cable is not physically damaged. If it is damaged, order another cable from Cisco Systems or replace it with a similar cable.</li> </ul>
Connection to the ADSL line or WAN port is loose. (The CD LED and the ETHERNET LED 1, 2, 3, or 4 on the front panel are off).	Problem with ADSL line or WAN service.	Contact your ADSL line or WAN service provider to determine whether there is a problem with the ADSL or WAN service.

