

Troubleshooting

This chapter describes problems that could occur with the Cisco 1548 Micro Switch 10/100, possible reasons for the problems, and possible steps to take to solve the problems. The problems are grouped into logical states from startup to a state where the switch is up and running.

Initial Startup Problems

Table 3-1 lists problems that could occur after you connect the power cord for the first time.

Table 3-1 Initial Startup Problems

Symptom	Possible Problem	Possible Solutions
Power cord is connected to switch, but all LEDs, including the PWR LED, are off.	No power to switch.	<ul style="list-style-type: none">• Make sure both ends of the power cord are securely connected to the power receptacle on the switch and the power outlet.• Make sure that the power outlet has power.• If both ends of the power cord are properly connected and the problem continues, the switch might have a faulty power supply. Contact your Cisco reseller.

Problems After First Powerup

Table 3-2 lists problems that could occur after the switch powers up for the first time.

Table 3-2 Problems After Switch Powers Up

Symptom	Possible Problems	Possible Solutions
No link to a network device. (The front and back panel LEDs for the connecting port are off.)	<ul style="list-style-type: none">• One of the following cable-related problems:<ul style="list-style-type: none">— Cable is not compliant with specifications.— Improperly connected cable.— Damaged cable.	<p>Perform the following tasks in the following order:</p> <ul style="list-style-type: none">• Make sure you are using the right type of cable (straight-through or crossover). If you are connecting a compatible router, server, PC, or workstation, use a straight-through Ethernet cable. If you are connecting a hub without an MDI/MDI-X button, use a crossover Ethernet cable, or if you are connecting a hub that has an MDI/MDI-X button, such as a Cisco 1528 Micro Hub 10/100, use a straight-through Ethernet cable. If you are connecting a switch, use a crossover Ethernet cable.• Check specifications in Table 2-1 to make sure cable you are using complies. If your cable does not comply with the specifications, that is, it is the wrong speed, wrong category, or exceeds maximum length, replace it with a cable that complies. (The cable is usually marked with the category number; check the marking on the outer sleeve or jacket of the cable to verify the cable category.)• To make sure you have cabled the devices and set the hub MDI/MDI-X button correctly, if applicable, refer to the sections “Connecting PCs, Workstations, Routers, or Servers,” “Connecting a Hub,” and “Connecting a Switch” in Chapter 2, “Installation.”• Make sure the connectors at both ends of the cable are securely seated.• Make sure the cable is not physically damaged. If it is damaged, replace it with a similar cable.

Table 3-2 Problems After Switch Powers Up (Continued)

Symptom	Possible Problems	Possible Solutions
	<ul style="list-style-type: none"> Improperly functioning network interface card (NIC) on PC or workstation. 	<ul style="list-style-type: none"> Run the diagnostic supplied by the vendor on the NIC to make sure it is functioning properly. If it is not, replace it. If the problem continues after these checks, call your Cisco reseller.

Problems After Switch Is Running

Table 3-3 lists problems that could occur after the switch has been up and running for a while.

Table 3-3 Problems After Switch Is Running

Symptom	Possible Problems	Possible Solutions
Connection to a network device is lost. (The front and back panel LEDs for the connecting port are off.)	<ul style="list-style-type: none"> A cable-related problem: <ul style="list-style-type: none"> — Disconnected cable. — Damaged cable. 	<ul style="list-style-type: none"> Make sure the connectors at both ends of the cable are securely seated in the desired ports. Make sure the cable is not physically damaged. If it is damaged, replace it with a similar cable.
	<ul style="list-style-type: none"> Improperly functioning NIC on PC or workstation. 	<ul style="list-style-type: none"> Run the diagnostic supplied by the vendor on the NIC to determine if it is functioning properly. If it is not, replace it. If the problem continues after these checks, call your Cisco reseller.

Table 3-3 **Problems After Switch Is Running (Continued)**

Symptom	Possible Problems	Possible Solutions
The throughput of data via the connection is less than what you expected.	The switch might be connected to a nonautonegotiating device that is running in full-duplex mode. For more information on autonegotiation and full- and half-duplex mode and an associated problem, refer to Appendix A, “Concepts.”	<ul style="list-style-type: none">• Set the duplex mode on the nonautonegotiating device to half-duplex mode.

When Contacting Your Cisco Reseller

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

- Switch model and serial number. This information is on the back panel.
- Maintenance agreement or warranty information.
- Date you received the new switch.
- Brief description of the problem.
- Brief description of the steps you have taken to solve the problem.