



Troubleshooting

This chapter provides troubleshooting information for the RPS 2300. It provides answers to problems that you might encounter when using the RPS 2300.

If a Catalyst 3750-E or 3560-E switch is attached to the RPS 2300, you can troubleshoot it from Cisco Network Assistant or from the CLI. See the switch software configuration guide or the switch command reference guide on Cisco.com.

You can also access the Technical Support & Documentation Website (<http://www.cisco.com/en/US/support/index.html>) for a list of known hardware problems and troubleshooting documentation.

LED Meanings

The LEDs on the RPS 2300 front panel provide information to help you troubleshoot the RPS 2300. [Table 4-1](#) describes the symptoms and possible causes associated with RPS problems and provides corrective actions. For a full description of the RPS 2300 LEDs, see the [“LEDs” section on page 1-8](#).

Table 4-1 **LED Indications and Corrective Action**

Symptom	Possible Cause	Corrective Action
Standby/Active LED is blinking amber.	The RPS 2300 is in standby mode.	Press the Standby/Active button to put the RPS 2300 in active mode.
Standby/Active LED is off.	The AC power connection to one or both power supply modules is faulty or not connected.	Check the AC power connection to external power. If the AC power is connected properly, the problem might be with the power supply modules.
Output power PS OK LED is red.	A power supply is defective, or the RPS 2300 has reacted to a fault condition.	Verify that the ambient temperature is within the specified range. Use the Select and Standby/Active buttons to place all RPS 2300 ports in standby mode. If the output power LED does not turn green, insert a known good power supply in the RPS power supply slot. If the power supply LED is green, replace the faulty power supply. If the LED is not green, replace the RPS 2300.
Temperature LED is amber or blinking amber.	The RPS 2300 is approaching an overtemperature condition.	Reduce the ambient temperature.
The Fan module LED is blinking amber.	The fan is not operating properly.	The fan is defective. Replace the fan module.
One or more DC Output LEDs are blinking amber.	The RPS 2300 is unavailable to the connected device. It is either providing power to another connected device, or a fault condition exists.	Verify that the RPS 2300 is supplying power to one device. If so, this is a normal condition. It changes after that external device again supplies its own power and you press the Standby/Active button.

Table 4-1 **LED Indications and Corrective Action (continued)**

Symptom	Possible Cause	Corrective Action
One or more DC output LEDs are blinking amber.	The RPS port is in standby mode after providing power to another connected device.	Press the Standby/Active button to put the RPS into active (or ready) mode. Use the Select and Standby/Active buttons to change the RPS port into active mode.
The power supply module LEDs are on but are not bright.	No AC power connection or both power supply modules are faulty or not connected. The connected device is receiving power from the RPS 2300.	• Check the AC external power connection. • Verify that the power supply modules are properly inserted and secured to the RPS 2300. • Verify that the PS OK power supply module LEDs are green.

Diagnosing Problems

This section describes problems you might encounter with the RPS 2300.

[Table 4-2](#) describes how to detect and resolve these problems.

Table 4-2 **Common Problems and Solutions**

Symptom	Possible Cause	Resolution
The RPS 2300 cannot back up the connected port.	The RPS cable is loose or is not connected properly.	Reconnect the cable to the RPS 2300. Press the Select button, then the Standby/Active button to put the RPS 2300 in active mode.
RPS 2300 power is not available.	A higher priority port is being backed up.	Assign a higher port priority to the selected port.
	The port is in standby mode.	Place the RPS 2300 in active mode.
	A hardware fault condition occurred.	Replace the RPS 2300.

Table 4-2 **Common Problems and Solutions (continued)**

Symptom	Possible Cause	Resolution
	The power supply module is not connected properly or is faulty.	Verify that both the AC OK and PS OK power supply module LEDs are green.
	The AC power modules installed in RPS 2300 are not the same type.	Only install AC power supply modules of the same type in the RPS 2300.
The RPS 2300 cannot communicate with the 3750-E or 3560-E switch.	The RPS cable is loose or is not connected properly.	Disconnect all switches from the RPS 2300. Connect a known good switch to the RPS 2300 and place the RPS 2300 in active mode. • If the RPS DC port is not available, replace the RPS 2300. • If the RPS DC port is available, there might be a problem with the previously connected switch.
	The RPS cable is defective.	Replace the RPS cable CAB-RPS-2300-E=
	An error was received by the SMB protocol.	Reconnect the RPS cable, and retry the communication.
	A SMB communication hardware failure occurred.	Reset both the RPS 2300 and the switch.
Cannot attach the RPS cable to the RPS 2300.	The RPS cable is incorrect.	Use RPS cable CAB-RPS-2300-E= or CAB-RPS-2300=
The RPS 2300 displays the wrong temperature.	The RPS 2300 temperature sensing device is defective.	Replace the RPS 2300.
The fan module stopped working.	The fan module vents are blocked.	Clear the blockage from the vents.

Table 4-2 ***Common Problems and Solutions (continued)***

Symptom	Possible Cause	Resolution
	The fan module is not installed correctly in the RPS.	Make sure that the fan module is correctly inserted and securely tightened to the RPS 2300 front panel.
	The fan module is defective.	Replace the fan module.

