Troubleshooting

This chapter describes problems that could occur with the router hardware, possible causes of the problems, and steps for solving the problems. The problems are grouped into the following areas:

- Problems During Initial Startup
- Problems After Router Is Running

For more information on problems that could occur with the software, refer to the *Cisco 806 Router 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, have the following information ready:

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

Problems During Initial Startup

Table 3-1 lists problems that a user might encounter when the router is initially booted.

Table 3-1   *Problems During Initial Startup*

Symptom	Problem	Solutions
All LEDs, including OK LED, are off.	No power to router.	Perform the following tasks in order: **1.** Make sure that the power switch is set to ON. **2.** Make sure that all connections to and from the power supply are secure. **3.** Make sure that the power outlet has power. **4.** If the problem continues, the power supply could be faulty. Contact your Cisco reseller.
No connection to modem or Ethernet switch. (Internet LED is off.)	A cable-related problem: • Improperly connected cable. • Damaged cable.	Perform the following tasks in order: **1.** To make sure that you have cabled the device correctly, see Figure 2-3 or Figure 2-4 in Chapter 2, "Installation." **2.** Make sure that the connectors at both ends of the cable are securely seated. **3.** Make sure the cable is not physically damaged. If it is, order another cable from Cisco, or replace it with a similar cable.
No connection to Ethernet devices. (COMPUTER LEDs 1 through 4 are off.)	A cable-related problem: • Improperly connected cable. • Damaged cable.	Perform the following tasks in order: **1.** To make sure that you have cabled the device correctly, see Figure 2-1 or Figure 2-2 in Chapter 2, "Installation." **2.** Make sure that the connectors at both ends of the cable are securely seated. **3.** Make sure the cable is not physically damaged. If it is, order another cable from Cisco Systems, or replace it with a similar cable

Table 3-1   Problems During Initial Startup (continued)

Symptom	Problem	Solutions
	Improper setting of TO HUB/TO PC button on router or hub.	To make sure that the button is set correctly, see Table 2-2 in Chapter 2, "Installation."
Cannot connect to the Internet	• Broadband modem or Ethernet switch is not connected or turned on. • A problem with the broadband or WAN service. • Router is improperly configured	• Reconnect the broadband modem or Ethernet switch, and ensure that it is receiving power. • Check with the Internet service provider or corporate network administrator to determine if there is a problem. • Use the Cisco Router Web Setup software to configure the router by following the procedure in What to Do If You Cannot Connect to a Website, page 2-17 (recommended), or configure the router using a PC connected to the console port.

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. (COMPUTER LEDs 1 through 4 are off.)	A cable-related problem: • Disconnected cable. • Damaged cable.	Perform the following tasks in order: 1. Make sure that the connectors at both ends of the cable are secure. 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.
	Improper setting of TO HUB/TO PC button on router or hub.	To make sure that the button is set correctly, see Table 2-2 in Chapter 2, "Installation."

Table 3-2   Problems After Router is Running (continued)

Symptom	Problem	Solutions
Connection to the broadband or Ethernet line is intermittent or lost. (The INTERNET 1 LED on the front panel is off.)	A cable-related problem: • Disconnected cable. • Damaged cable.	Perform the following tasks in order: 1. Make sure that the connectors at both ends of the cable are secure. 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.
	Problem with broadband line or WAN service.	Contact your broadband line or WAN service provider to determine whether there is a problem.