



# Troubleshooting

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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 as follows:

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

For more information on problems that could occur with the software, refer to the *Cisco 800 Series 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 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.	Perform the following tasks in order: <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 could be faulty. Contact your Cisco reseller.</li> </ol>
No connection to modem or Ethernet switch. (Internet LED is off.)	A cable-related problem: <ul style="list-style-type: none"> <li>• Improperly connected cable.</li> <li>• Damaged cable.</li> </ul>	Perform the following tasks in order: <ol style="list-style-type: none"> <li>1. To make sure that you have cabled the device correctly, see the <a href="#">“Connecting a Server, PC, or Workstation”</a> section on page 2-6 or the <a href="#">“Connecting a Broadband Modem”</a> section on page 2-10.</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>

**Table 3-1** Problems During First Startup (continued)

Symptom	Problem	Solutions
No connection to Ethernet devices.  (COMPUTER LEDs 1 through 4 are off.)	A cable-related problem: <ul style="list-style-type: none"> <li>Improperly connected cable.</li> <li>Damaged cable.</li> </ul>	Perform the following tasks in order: <ol style="list-style-type: none"> <li>To make sure that you have cabled the device correctly, see <a href="#">Figure 2-1</a> in the “<a href="#">Connecting a Server, PC, or Workstation</a>” section on page 2-6</li> <li>Make sure that the connectors at both ends of the cable are securely seated.</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> </ol>
Cannot connect to the Internet	<ul style="list-style-type: none"> <li>Broadband modem or external Ethernet switch is not connected or turned on.</li> <li>There is a problem with the broadband or WAN service.</li> <li>Router is improperly configured.</li> </ul>	<ul style="list-style-type: none"> <li>Reconnect the broadband modem or external Ethernet switch, and make sure that it is receiving power.</li> <li>Check with the Internet service provider or corporate network administrator to determine whether there is a problem.</li> <li>Use the Cisco Router Web Setup software to configure the router. Follow the procedure in the “<a href="#">What to Do If You Cannot Connect to a Website</a>” section on page 2-22 (recommended), or configure the router using a PC that is connected to the console port.</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. (COMPUTER LEDs 1 through 4 are off.)	A cable-related problem: <ul style="list-style-type: none"> <li>• Disconnected cable.</li> <li>• Damaged cable.</li> </ul>	Perform the following tasks in order: <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 broadband or Ethernet line is intermittent or lost. (The INTERNET 1 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>	Perform the following tasks in order: <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 broadband or Ethernet line is intermittent or lost. (The INTERNET 1 LED on the front panel is off.)	Problem with broadband line or WAN service.	Contact your broadband line or WAN service provider to determine whether there is a problem.