



# APPENDIX **D**

## Troubleshooting

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If your Cisco PAM appliance is not working as expected, begin troubleshooting by following the procedures in this appendix. This appendix guides you through some initial checks and procedures that can help you solve some basic system problems.

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### Checking the Basics

To solve some basic system problems, follow these steps:

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- Step 1** Was an alert message issued by the system software?
- Yes.* Check the component named in the alert message.
- No.* Go to [Step 2](#).
- Step 2** Visually inspect the chassis. Is the system wet or damaged?
- Yes.* Liquid spills, splashes, and excessive humidity can cause damage to the system. If an external device such as an external drive gets wet, contact your service representative for instructions.
- If the chassis was dropped or damaged while being moved, you should check the system to see if it functions properly. If an external device attached to the system is dropped or damaged, contact your service representative for instructions (see the [“Obtaining Documentation and Submitting a Service Request”](#) section on page -xi).
- No.* Go to [Step 3](#).
- Step 3** Perform the steps in the
- Is the problem resolved?
- Yes.* The power to the system was faulty, or the connections to the system were loose. You have fixed the problem.
- No.* Go to [Step 4](#).

- Step 4** Verify the settings in the system setup program. For details, refer to the software configuration guide or user guide that corresponds to the version of software you are running on your system (see the [“Obtaining Documentation and Submitting a Service Request”](#) section on page -xi).

Did the system complete the boot routine?

*Yes.* The system configuration information was incorrect. You have fixed the problem.

*No.* Call your service representative (see the [“Obtaining Documentation and Submitting a Service Request”](#) section on page -xi).

## Checking Connections and Switches

Improperly set switches and controls and loose or improperly connected cables are the most likely source of problems for the chassis or other external equipment. A quick check of all the switches, controls, and cable connections can easily solve these problems. (See [Figure 1-8 on page 1-11](#) for the location of front panel controls and indicators. See [Figure 1-9 on page 1-12](#) for the location of back panel connections on the system.)

To check all the connections and switches, follow these steps:

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- Step 1** Power down the system, including any attached peripherals such as external drives. Disconnect all the power cables from their electrical outlets.
- Step 2** If the system is connected to a power strip (or power distribution unit), turn the power strip off and then on again.
- Is the power strip receiving power?
- Yes.* Go to [Step 5](#).
- No.* Go to [Step 3](#).
- Step 3** Plug the power strip into another electrical outlet.
- Is the power strip receiving power?
- Yes.* The original electrical outlet probably does not function. Use a different electrical outlet.
- No.* Go to [Step 4](#).
- Step 4** Plug a system that you know works into the electrical outlet.
- Does the system receive power?
- Yes.* The power strip is probably not functioning properly. Use another power strip.
- No.* Go to [Step 5](#).
- Step 5** Reconnect the system to the electrical outlet or power strip.
- Make sure that all connections fit tightly together.
- Step 6** Power up the system.
- Is the problem resolved?
- Yes.* The connections were loose. You have fixed the problem.
- No.* Call your service representative. (See the [“Obtaining Documentation and Submitting a Service Request”](#) section on page -xi.)