# Troubleshooting

This appendix provides information about troubleshooting the Cisco Edge 340 Series device with the following issues:

- Boot and Login, page A-1
- Reset and Upgrade, page A-2
- Display Issues, page A-4
- Network Issues, page A-4
- Power Issues, page A-5

**Note** The end users are not encouraged to perform troubleshooting by themselves.

# Boot and Login

This section provides troubleshooting information about boot and login issues.

## Forget Root Password

If you forget the root password of a Cisco Edge 340 Series device, follow these steps to reset the password to the factory default:

**Step 1** Plug in a USB external storage device to an Linux PC or VM, for example, a Kingston USB disk with the partition of /dev/sdd1.

**Step 2** Execute the following commands to create a USB recovery disk and wait until the process is complete:

```
[user@CE340 root]$ su
[user@CE340 ~]# cd /home/user/Downloads/
[user@CE340 Downloads]# chmod 777 Cisco-Edge-1.1-i386-DVD.bin
[user@CE340 Downloads]# ./Cisco-Edge-1.1-i386-DVD.bin -t/dev/sdd1 -w
```

**Step 3** Plug in the USB recovery disk to your device. Press **F12** when you start the Cisco Edge 340 Series device to enter the privileged mode as shown in Figure A-1. Choose your USB device as the boot device, which in this example is KingstonDataTraveler 2.0.1.00.

*Figure A-1        Select Boot Device*



> **Note**    This operation will wipe all the user data from the device.

## System Starts Slowly

If the system takes more than one or two minutes to start, follow these steps:

**Step 1**    Plug in the console cable of the Cisco Edge 340 Series device.

**Step 2**    Check the log printed on the terminal to verify if the problem is caused by the insufficient power support from external devices.

**Step 3**    If yes, disconnect the external devices and restart the system. Alternatively, power off the Cisco Edge 340 Series device and restart it.

**Step 4**    If the problem is not caused by external devices, record the system log and contact a Cisco support representative.

## System Locked After Using Wrong Password Five Times

If type the wrong password more than five times when you log in, the system is locked for 15 seconds. After 15 seconds have lapsed, the system is unlocked and you can retype the password.

## Reset and Upgrade

This section provides troubleshooting information about reset and upgrade issues.

# Having Trouble Updating the System

If you have trouble updating the system of a Cisco Edge 340 Series device, perform one of the following actions:

## Able To Log In

If you can log in to the system, use the following command to execute *Cisco-Edge-1.1-i386-DVD.bin* file to update the system automatically:

```
[user@CE340 root]$ su
[user@CE340 ~]# cd /home/user/Downloads/
[user@CE340 Downloads]# chmod 777 Cisco-Edge-1.1-i386-DVD.bin
[user@CE340 Downloads]# ./Cisco-Edge-1.1-i386-DVD.bin
```

## Unable To Log In

If you cannot log in to the system, perform the following steps to recover:

**Step 1**    Press **F12** when you start the Cisco Edge 340 Series device to enter the privileged mode.

**Step 2**    Choose **SYSRecovery PMAP** as the boot device in Figure A-1.

**Step 3**    You will see the following options:

- Install Cisco-Edge in Keep User Data Mode—Reimage your device with /home partition reserved.
- Install Cisco-Edge in Clean User Data Mode—Reimage your device with /home partition wiped. All the configuration, user application, and data will be wiped out.

**Step 4**    Choose the option that you want to install.

## Creating USB Recovery Disk

Use the procedures in the "Forget Root Password" section on page A-1 to create a USB recovery disk. However, this is not a recommended method. When you reimage your device using this method, the SYSRecovery function will not refresh with your current installed version of image. The next time you use the functions, they either cannot work or forces your system to roll back to the old version.

There is a work around to solve this problem. After your system is recovered by using the external USB disk, run the following command to reimage the system again with normal process and refresh the system recovery partition:

```
[user@CE340 root]$ su
[user@CE340 ~]# cd /home/user/Downloads/
[user@CE340 Downloads]# chmod 777 Cisco-Edge-1.1-i386-DVD.bin
[user@CE340 Downloads]# ./Cisco-Edge-1.1-i386-DVD.bin
```

# Restore Factory Settings Action Fails in Web GUI

If you fail to restore the factory settings in the Web GUI, try again by clicking **Restart/Reset** in the left pane under the Administration tab.

# Display Issues

This section provides troubleshooting information about display issues.

## No Signal Output

If you do not find signal output after connecting a monitor, and the network status of the Cisco Edge 340 Series device is disconnected, follow these steps:

**Step 1**    Check if power is flowing to the monitor.

**Step 2**    Check if the VGA or HDMI connector is correctly connected.

**Step 3**    If both the power and connection are fine, use the console port to trouble shoot. Log in to the system with root permission. Enter the **DISPLAY:=0.0 xrandr** command to check if the monitor is detected by the Cisco Edge 340 Series device.

**Note**    If the issue is not resolved, reboot the device.

## Screen Blurred After Resolution is Changed

If you find the screen is blurred after changing the resolution, take one of the following actions:

- Check the connection of the Cisco Edge 340 Series device and the monitor, and restart the system.
- Change the current resolution to a new value in the web GUI.

# Network Issues

This section provides troubleshooting information about network issues.

## Connection Status Not Refreshed in the WiFi Station Mode

In the WiFi station mode, if you find that the connection status is not refreshed to be connected after connecting to an AP, click the **Refresh** button in the web GUI. If the issue still exists, click the **Wireless** option on the left navigation pane to refresh the screen.

## Wake On LAN Not Effective

If the Wake on LAN is not effective, take one of the following actions:

- Verify that the Wake on LAN function is enabled on the Cisco Edge 340 Series device.
- Verify that the remote devices and the Cisco Edge 340 Series device are in the same broadcast domain.

# DNS Not Parsed

Cisco Edge 340 Series supports up to three DNS servers. If the top three DNS servers cannot be parsed, other DNS servers can not be used although they are valid.

If the DNS cannot be parsed, edit the **resolve.config** file by entering the **#vi /etc/resolve.config** command to replace the top three DNS servers with the other valid servers.

# Third-Party Device Cannot be Connected

If a third-party device that is in the station mode cannot connect to the Cisco Edge 340 Series device that is in the AP mode, take one of the following actions:

- Verify if the encryption and authentication mechanism between the third-party device and Cisco Edge 340 Series are matched.
- Verify if the network card in the third-party device supports 5G. The network cannot be connected unless this item is matched.

# Unstable Connection Due to Multiple SSIDs

In the Wi-Fi station mode, when a Cisco Edge 340 series device connects to an AP (for example, a Cisco Aironet series AP) with multiple hidden SSIDs on a single BSSID, the connection will be unstable and even failed. In this case, you are recommended to enable multiple BSSIDs on the AP.

# Wait Before Reconnecting

When you need to switch to another subnet, wait 5 to 8 seconds before you re-establish the network connectivity.

For more information, see https://bugs.launchpad.net/ubuntu/+source/network-manager/+bug/894082.

# Power Issues

This section provides troubleshooting information about power issues.

# Power Shortage of Peripheral Equipment

If the peripheral equipment is suffering from a power shortage and the Cisco Edge 340 Series device is powered by Power Over Ethernet (PoE), verify if the device is powered by PoE 802.3AF. If yes, change it to the 802.3AT mode, because the power supported by 802.3AT is more stable than the power supported by 802.3AF.

# USB Ports on the Rear Panel Not Working

If only the two USB ports on the front panel are working, and the USB ports on the rear panel have no power, verify if the Cisco Edge 340 Series device is powered by PoE. To enable the USB ports on the rear panel, use external power supply.