



# CHAPTER 4

## Troubleshooting

This chapter provides troubleshooting information for the XPS.

If a Catalyst 3750-X or 3560-X switch is attached to the XPS, 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 Support and Documentation Website (<http://www.cisco.com/en/US/support/index.html>) for a list of known hardware problems and troubleshooting documentation.

## LEDs

Look at the LEDs for information when troubleshooting the switch. See the “LEDs” section on page 1-3 for descriptions of the LED colors and their meanings.

## Diagnosing Problems

This section describes problems you might encounter with the XPS. Table 4-1 describes how to detect and resolve these problems.

**Table 4-1** Common Problems and Solutions

Symptom	Possible Cause	Resolution
The XPS cannot back up the connected port.	The XPS cable is loose or is not connected properly.	Reconnect the cable to the XPS. Press the <b>Select</b> button, then the <b>Online/Offline</b> button to put the XPS in enabled mode.
XPS 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 disabled mode.	Place the XPS in enabled mode.
	A hardware fault condition occurred.	Replace the XPS.
	The power supply module is not connected properly or is faulty.	Verify that both the <b>AC OK</b> and <b>PS OK</b> power supply module LEDs are green.

**Table 4-1 Common Problems and Solutions (continued)**

Symptom	Possible Cause	Resolution
The XPS cannot communicate with the 3750-X or 3560-X switch.	The XPS cable is loose or is not connected properly.	<p>Disconnect all switches from the XPS. Connect a known good switch to the XPS and place the XPS in enabled mode.</p> <ul style="list-style-type: none"> <li>If the XPS cannot communicate with the switch, replace the XPS.</li> <li>If the XPS can communicate with the switch, there might be a problem with the previously connected switch.</li> </ul>
	The XPS cable is defective.	Replace the XPS cable; see the <a href="#">“Cabling Options” section on page 2-6</a> .
	An error was received by the SMB protocol.	Reconnect the XPS cable, and retry the communication.
	A SMB communication hardware failure occurred.	Reset both the XPS and the switch.
Cannot attach the XPS cable to the XPS.	The XPS cable is incorrect.	Use the correct XPS cable; see the <a href="#">“Cabling Options” section on page 2-6</a>
The XPS displays the wrong temperature.	The XPS temperature sensing device is defective.	Replace the XPS.
The fan module is not working.	The fan module vents are blocked.	Clear the blockage from the vents.
	The fan module is not correctly installed in the XPS.	Make sure that the fan module is correctly inserted and secured to the XPS front panel.
	The fan module is defective.	Replace the fan module.

# Finding the Serial Number

If you contact Cisco Technical Assistance, you need to know the XPS serial number. See [Figure 4-1](#) to find the serial number on the XPS 2200.

**Figure 4-1** XPS Serial Number Location



