



# Troubleshooting

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## Locating LEDs and Components

The panel layouts for this appliance are described in:

- [Front Panel Layout](#)
- [Rear Panel Layout](#)

## Definitions of LED States

The various LED states are defined in the [Cisco UCS C220 M6S Server Installation and Service Guide](#).

## Reset from the Internal Recovery Partition (IRP)

The Cisco Expressway CE1300 appliance comes pre-installed with an M.2 device that you can use to reinstall of your appliance to factory state.

### Before you begin

You need to set up and access the CIMC, as described in [Run the Install Wizard](#).

## Task: IRP Reinstall Using the KVM Console

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- Step 1** Launch the **KVM Console** using the icon in the CIMC.
- Step 2** Power up the CE1300 and, when prompted, press **F6** to enter the `boot` menu.

- Step 3** Select `USER: Built-in EFI Shell` as the boot option.  
The EFI shell will load and, after 5 seconds will launch the `startup.nsh` by default, which will load the recovery image.
- Step 4** When prompted, type `y` to press `Enter` to proceed with the reinstall.  
The login prompt may interfere with entering `y`, press `Enter` to bypass the prompt and press `y` again and enter to launch the reimage.
- Step 5** After the reboot completes, connect using serial to complete the reset. You will see the factory installation wizard.
- Step 6** You can optionally apply any option keys for the appliance (such as room or desktop registrations). If you choose not to at this stage, they can be applied later through the Expressway web UI or CLI.
- Step 7** When prompted, press `Enter` to shutdown the system.  
The factory installation wizard phase is complete.
- Step 8** Power on the appliance, and follow the steps in [Run the Install Wizard](#) to complete the customer installation wizard.
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## Lag During Boot up Due to Power Characterization Check

The power characterization test is run only once when you plug in and power up the CE1300. If the power characterization test continues to run, causing a lag in the boot time, ensure that it is disabled in the CIMC. To do this:

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- Step 1** Log in to the CIMC (see [Connecting Using CIMC Serial Over LAN](#)).
- Step 2** Click the menu arrow in the top-left corner.
- Step 3** Go to **Chassis > Power management > Power Cap Configuration**.
- Step 4** Click **Disable Power Characterization**.
- Step 5** Click **Save Changes**.
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