Troubleshooting

This chapter describes problems that could occur with the Cisco 827 routers hardware, reasons for the problems, and steps to solve the problems. The problems are grouped into the following areas:

- During first startup
- After first startup
- After router has been up and running

For more information on problems that could occur with the software, refer to the *Cisco 827 Routers 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 do so, 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 power switch.

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 the following order: **1** Make sure that the power switch is set to ON. **2** Make sure that all connections to and from the power supply are secure. **3** Make sure that the power outlet has power. **4** If the problem continues, the power supply might be faulty. Contact your Cisco reseller.
No connection to Ethernet device. (Ethernet 1 LED is off.)	• A cable-related problem: — Improperly connected cable. — Damaged cable.	Perform the following tasks in the following order: **1** To make sure that you have cabled the device correctly, refer to Figure 2-2 or Figure 2-3 in Chapter 2, "Installation." **2** Make sure that the connectors at both ends of the cable are securely seated. **3** Make sure the cable is not physically damaged. If it is, order another cable from Cisco or replace it with a similar cable.
	• Improperly set router TO HUB/TO PC button or hub equivalent of TO HUB/TO PC button.	• To make sure that you have set buttons correctly, refer to Table 2-1 in Chapter 2, "Installation."
No connection to ADSL link. (The CD LED on the front panel is off for a long time.)	• Wrong cable.	• To make sure that you are using the correct cable, refer to Appendix A, "Specifications and Cables."
	• Improperly connected cable.	• To make sure that you have cabled properly, refer to Figure 2-4 in Chapter 2, "Installation." • Make sure that the connectors at both ends of the cable are securely seated.

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. (Ethernet 1 LED is off.)	• A cable-related problem: — Disconnected cable. — Damaged cable.	Perform the following tasks in the following order: **1** Make sure that the connectors at both ends of the cable are secure. **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.
Connection to the ADSL line is intermittent or lost. (The CD LED on the front panel is off.)	• A cable-related problem: — Disconnected cable. — Damaged cable.	• Make sure that the connectors at both ends of the cable are secure. • 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.
	• Problem with ADSL line or WAN service.	• Contact your ADSL line or WAN service provider to determine if there is a problem.