



## Troubleshooting the Gateway

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This appendix contains information about isolating problems with the Cisco Voice Gateway 200 (VG200) and includes the following sections:

- Isolating Problems, page A-1
- Reading the LEDs, page A-3

For information about obtaining technical support, see “Obtaining Service and Support” in the “About This Guide” chapter.

### Isolating Problems

The key to problem solving in this system is to try to isolate the problem to a specific subsystem. By comparing what the system is doing to what it should be doing, the task of isolating and solving the problem is greatly simplified.

When problem solving, consider the following subsystems:

- Power and cooling systems—Power supply, power cable, and fan
- Ports, cables, and connections—Ports on the rear panel of the gateway and the cables that connect to them

## Troubleshooting the Power and Cooling Systems

Check the following items to help isolate the problem:

- When the power switch is in the on position (I) and the power LED is on, make sure the fan is operating. If the fan is not operating, check the fan.
- If the gateway shuts down after being on a short time, check the environmental conditions. The gateway might be overheating, resulting in a thermal-induced shutdown. Ensure that the chassis intake and exhaust vents are clear. Review the “General Site Requirements” section in Chapter 2, “Preparing to Install the Gateway.” The operating temperature for the gateway is 32 to 104 F (0 to 40 C).
- If the gateway fails to boot, but the power LED is on, check the power supply.
- If the gateway constantly or intermittently reboots, there might be a problem with either the processor or the software, or a dynamic random-access memory (DRAM) single in-line memory module (SIMM) might be installed incorrectly.

## Troubleshooting the Ports, Cables, and Connections

Check the following items to help isolate the problem:

- If the gateway fails to recognize a port, check the cable connection.
- When the power switch is in the on position (I), make sure the power LED is on. If not, check the power source and power cable.
- If the system boots, but the console screen is frozen, verify that the console is configured for the following settings.

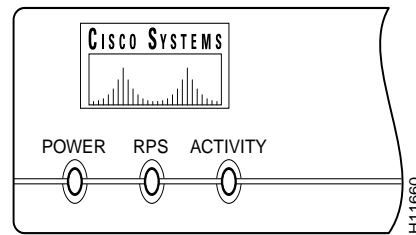
Setting	Value
Baud	9600
Data bits	8
Parity	No
Stop bits	2

## Reading the LEDs

The LEDs indicate the current operating condition of the gateway. By observing the LEDs, you can note any fault condition that the gateway is encountering, and then contact your system administrator or customer service, when necessary.

The following illustration shows the location of the LEDs on the front panel of the Cisco VG200.

**Figure A-1** Cisco VG200 Gateway Front-Panel LEDs



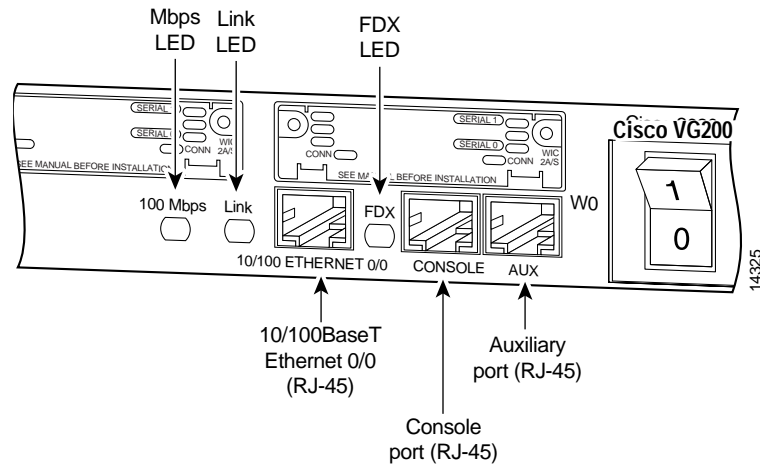
The following table describes these LEDs.

LED	Description
Power	Indicates the gateway's operating status. Goes on when power is supplied to the gateway and the gateway is operational.

LED	Description
RPS	<ul style="list-style-type: none"> <li>• OFF—No RPS<sup>1</sup> is attached.</li> <li>• ON—RPS is attached and operational.</li> <li>• Blink—RPS is attached, but has a failure.</li> </ul>
Activity	<ul style="list-style-type: none"> <li>• OFF—In the Cisco IOS software, but no network activity.</li> <li>• Blink (500 ms ON, 500 ms OFF)—In ROMMON, no errors.</li> <li>• Blink (500 ms ON, 500 ms OFF, 2 seconds between codes)—In ROMMON, error detected.</li> <li>• Blink (less than 500 ms)—In the Cisco IOS software, the blink rate reflects the level of activity.</li> </ul>

1. RPS = Redundant Power System.

Figure A-2 Cisco VG200 Gateway Rear-Panel LEDs



LED	Description
Mbps	When on, the speed of the interface is 100 Mbps. When out, the speed of the interface is 10 Mbps.
LINK	When on, a link has been established with the hub or switch at the other end of the cable.
FDX	When on, interface is in full-duplex mode. When out, interface is in half-duplex mode.

