

Troubleshooting ATL6410 CSU/DSU

The following document will outline a step-by-step procedure for trouble shooting the ATL6410 CSU/DSU that has gone out of service.

- Start by checking all of the cables and at the remote and host site.
- Observe the LED readout on the front. It should read COMM. The message OUT OF SERVICE indicates loss of phone line. The message TELCO LOOP indicates that the telephone company is looping up the line.
- Cycle the devices: turn off the remote CSU/DSU and digi-concentrator
- then turn off the host CSU/DSU. Turn on the host CSU/DSU, then the remote CSU/DSU, and finally the remote digi-concentrator.

NOTE: Cycling the devices solves 90% of these situations

- Ask the customer what happened at the time of the failure
 - 1: power surge?
 - 2: down first thing in the morning?
 - 3: storm?
- Ask the customer whom you can talk to at the other store and get the phone number.
- Dial in to the host store and invoke DPA to monitor the status of the digi card and concentrator for error messages. In the event of adapter failure, reboot the computer.
- If both CSU/DSU read COMM on the LED, check the node # on the concentrator. If the node is correct, run the 2047 line test to monitor the quality of the line. Report the results to the customer and have them relay the message to the phone company. Have the phone company test both legs of the circuit
- It is now a good idea to begin getting the replacement devices ready for shipping. Replace both CSU/DSU's and the concentrator and the adapter card.

Drilling the customer for information is your best tool for trouble shooting any remote situation. Use the information acquired from the customer to diagnose the problem and expedite a quick and relatively painless solution. At some point it may be necessary to test the CSU/DSU and concentrator back to back to prove to the customer that the equipment is not at fault. This is a simple task if the customer has the ways and means to crimp cable and time to get the other devices from the remote store.

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