

# Troubleshooting Fastcomm CSU/DSU

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

- Start by checking all of the cables at the remote and host site.
- Cycle the devices: turn off the remote digi-concentrator , then the remote CSU/DSU, then turn off the host CSU/DSU. End the procedure by turning on the host CSU/DSU, then the remote CSU/DSU, followed by 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 what the phone number is there.
- Dial in to the store and invoke DPA to monitor the state of the digi card. In the event of card failure, reboot the computer.
- At this point, the customer should be informed that the telephone company should be involved . ask the customer to have the phone company run a loopback test on both legs of the circuit.
- It is now a good idea to begin getting the replacement devices ready for shipping. Replace the pair of CSU/DSU and CX/Concentrator and card.
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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.

Grn 02/26/02