

DSL/Router/Frame Relay Troubleshooting Guide

Advantage Business Computer Systems

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The following document will provide General troubleshooting procedures for the majority of DSL/Routers/ and Frame Relay equipment.

1. Verify that the **power** light is ON/ or green.

A. The absence of a green power light is an indication that the equipment has lost power .

2. Verify that the router has a green light for the **LAN port**, the **W1 port**, and the **power**.

A. The Absence of a green LAN light indicates that the connection between the device and the Host (Advantage) system has been broken. If no green LAN light, check the connection from the 10 BASE-T connector on the back of the router to the ethernet switch.

B: Absence of a green W1 light indicates a problem with the telephone companies' network.

Note- You may either have the customer perform these diagnostics (per your instructions) procedures, or you can telnet/or modem into the customers system to perform these functions.

1. Ping the Host Network Card
2. Ping the Host Router
3. Ping the Remote Router
4. Ping any Remote Device (that is turned on)

Isolate the problem

If you can ping the remote router, but you cannot ping any devices...

1. Using a TCS workstation/ or PC ping another PC or TCS at the remote site
2. Ping the Remote router from a device at the remote site

If you cannot ping the host site...then you have a telephone line problem...