



Traverse des Sioux Library System

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9/16/10

Fiber Troubleshooting Tds Offices

Best quick fix:

If all the computers are slow or down reset the firewall: Unplug the connector in the PWR 12V socket. Let it stay unplugged 5 minutes then plug it in. Wait another 5-7 minutes, then try to connect on one PC. If this PC connects you should be OK.

Is Just Sirsi Down?

If WorkFlows is not connecting use Internet Explorer to browse a few sites on the Web to make sure that the problem is not restricted to Sirsi. Does Explorer connect? Are all terminals affected? If so the problem is probably Sirsi. If only one terminal is having problems try closing the WorkFlows program and rebooting the PC. If the PC still will not connect to Sirsi contact John.

Do Sirsi AND Explorer not connect?

On One Terminal:

If the problem appears on only one machine, check all network-wiring connections. Is everything plugged in firmly? If not, ensure all wiring connections are solid and reboot the PC. If all appears well but Explorer still won't connect check all status LEDs. There should be an LED (green or possibly orange) on the network card (located next to the data cord on the back of the PC). Is the LED on? Next check the hub/switch.

This is a Switch



There should be a lit indicator LED corresponding to the line or cable coming from the computer. If these LEDs are not lit, try replacing the Ethernet cable (looks like an oversized phone cord) with one from a functional computer. If these LEDs **are** lit or if a new Ethernet cable does not solve the problem contact John.

On All Terminals

Reset the firewall: Unplug the connector in the PWR 12V socket. Let it stay unplugged 5 minutes then plug it in. Wait another 5-7 minutes, then try to connect on one PC. If this PC connects you should be OK.

Check the switch. Is the power LED on? If not, check the power cord, both at the switch and the wall outlet. A lack of a power LED on any piece of equipment with solid connections means that part is probably dead.

Check the connection between the firewall and switch. Is the "Link" LED lit on the firewall and on the switch? If not check the connections. If an LED still does not come on, call TdS. If there is an LED on go to the next step.

An example of a firewall



Check the connection between the firewall and the Cisco. Is the "link" light lit at the router end and corresponding WAN lights on the firewall? If not, check the connections. If a light still does not come on, call TdS. If there is a lit LED go to the next step.

Hickory Tech has installed a Cisco Catalyst 3560 at every site. There are three cables plugged into the Catalyst – A black cable runs from port 40 on the patch panel to port one on the Cisco. This connection is for ITV only. The second connection is a red cable which connects the WAN port on the firewall to port *three* on the Catalyst. The final connection is the fiber line to the far right port on the Catalyst.

A Catalyst 3560



The LEDs labeled **SYS** and **STAT**, the **arrow** next to the cable on the right and the LED corresponding to port **3** should be green. If any of these LEDs are dark or red check the cables then contact Hickory Tech

Note: Port one will only light up if ITV is plugged in and turned on

TdS may ask you to reboot everything – if so turn off (and on) the surge protector for all of the equipment.
If these steps do not solve the problem call TdS at 1-800-450-6169

Do not reset anything except the Firewall, Switch & PCs until directed to do so by Hickory Tech.