



Traverse des Sioux Library System

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9/15/10

T-1 Troubleshooting

Before calling TdS please take a minute to review the following preliminary troubleshooting tips to assist us in diagnosing the problem.

Note: If you are a LADS site, that is you connect to a school, you will need to use a **different** document

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.

Delays and Slowness

If there is a long DELAY when browsing on the Internet but WorkFlows is OK then the firewall filter could be at fault – log in and turn off WebBlocker (the porn filter).

Just Sirsi is 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 not at your library. 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, call TdS at 1-800-450-6169.

Sirsi AND Explorer do not connect

One Terminal is down:

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 call TdS Automation at 1-800-450-6169

All terminals are down

Attempt to log into the firewall, if you cannot connect the device is probably locked up and will need to be restarted.

To Log in: Open Internet Explorer and browse to:

SOHO 6 <http://192.168.1.1> Edge (wireless firewall) <https://192.168.1.1>

Reset the firewall turn off all PCs, and then unplug the connector in the PWR 12V socket. Let it stay unplugged 5 minutes then plug it in. Wait another 5-7 minutes, then start one PC. If this PC connects, turn on the rest.

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.



This is an example of a firewall

Check the connection between the firewall and router. 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 light go to the next step.

Hickory Tech has installed a Cisco Catalyst 3560 at every site. This device is between the firewall and the router so we can monitor the connection and get statistics such as bandwidth usage.

You have two cables plugged into the Catalyst – One cable runs from the WAN port on the firewall to port *two* on the Catalyst. The other cable runs from port *three* on the Catalyst to the router.

Picture of a **Catalyst 3560**



The LEDs that correspond to ports 2 & 3 on the Catalyst should be *green* (they will flash amber is there is activity) If these LEDs are dark the link is broken.

The final piece of hardware is an **AdTran NetVanta 818**

LEDs - Green is good – Power, Alarm, E1 loop status, Ethernet



This is a AdTran NetVanta 818

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.