APPENDIX B

Troubleshooting the Universal Access Server

This appendix describes how to troubleshoot the access server by referring to the LEDs on the rear panel of the chassis (see Figure 1-2) and on the feature cards. The feature card panels are shown in Figure B-1, Figure B-2, and Figure B-3.

Figure B-1 T1 PRI Card Panel LEDs

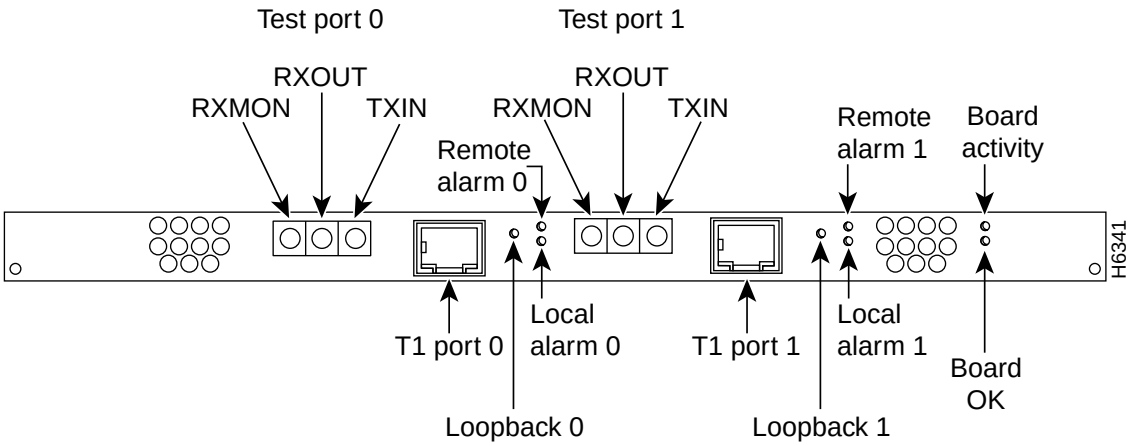


Figure B-2 E1 PRI Card Panel LEDs

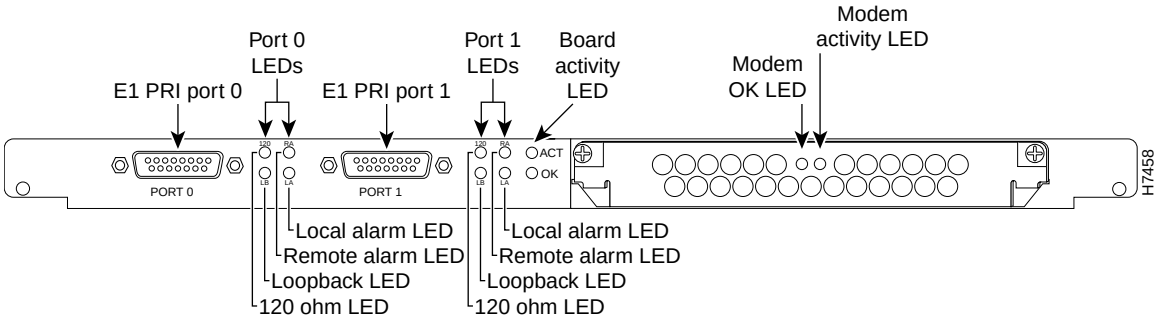
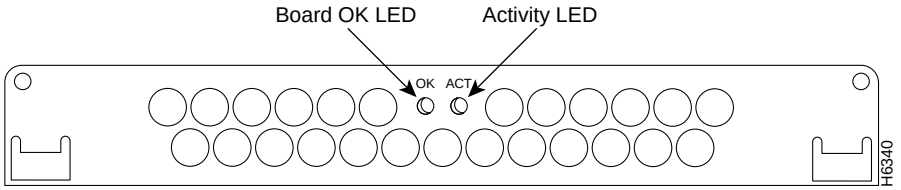


Figure B-3 12-Port Modem Card LEDs



The LEDs indicate the current operating condition of the access server. You can observe the LEDs, note any fault condition that the product is encountering, and then contact your system administrator or a customer service representative, if necessary.

Table B-1 LEDs

Chassis/Card	LED	State	Description
Access server chassis	Alarm	On	An alarm error has been detected.
	AUI	Flickering	The Ethernet LAN connection is transmitting and receiving data normally.
		Off	The Ethernet LAN connection is not transmitting or receiving data. Check the Ethernet cable connections.
	Serial	Flickering	The associated serial port connection is transmitting and receiving data normally.
	System Status (Located to the right of the Console/Auxiliary ports)	Off	Power is off or system has not booted.
		On	System is operating normally.
		Blinking	A memory failure has occurred.
Dual T1 PRI card	Activity	Flickering	The CSU/DSU in the card is communicating with a remote CSU/DSU.
	Board OK	On	The T1 PRI card has passed initial power up diagnostics tests and is operating normally
	Loopback	On	A local or remote loopback diagnostic test is running on the associated T1 port.
	Remote Alarm	On	A remote alarm indication signal (AIS) has been received on the associated T1 port. The AIS is received on loss of signal (LOS).
	Local Alarm	On	The associated T1 port has detected local loss of signal (LOS) or out of frame (OOF) errors.
Dual E1 PRI card	Activity	Flickering	The CSU/DSU in the card is communicating with a remote CSU/DSU.
	Board OK	On	The E1 PRI card has passed initial power up diagnostics tests and is operating normally
	Loopback	On	A local or remote loopback diagnostic test is running on the associated E1 port.
	120	On	Port is configured for 120 ohm line termination.

Chassis/Card	LED	State	Description
	Remote Alarm	On	A remote alarm indication signal (AIS) has been received on the associated E1 port. The AIS is received on loss of signal (LOS).
	Local Alarm	On	The associated E1 port has detected local loss of signal (LOS) or out of frame (OOF) errors.
12-Port Modem card	ACT (Activity)	Flickering	The modem card is processing transmit, receive, and modem interrupts normally.
	OK (Board OK)	On	The modem card has passed the initial power-up diagnostic tests and is operating normally.
		Off	A fault condition is present on the card.

Running Diagnostic Tests

You can isolate problems on the dual T1 Primary Rate Interface (PRI) card with external test equipment to the RECEIVE jack to monitor signals coming into the RJ-48C port without interrupting normal data transmission. You can use the TRANSMIT jack to inject data, which interrupts normal data transmission.

Troubleshooting Network Interfaces

For information about isolating problems with the network connections to your access server, refer to the publication *Troubleshooting Internetworking Systems* available on the Cisco Connection Documentation CD-ROM.

Getting Help

For information about technical support, onsite service, and exchange and repair services, refer to the *Cisco Information Packet* that shipped with the access server.