



Troubleshooting

The LEDs on the customer premises equipment (CPE) device provide troubleshooting information. They show power-related problems, port-connectivity problems, and overall CPE performance. For a full description of the LEDs, see the [“Front-Panel Description” section on page 1-5](#).

The Long-Reach Ethernet (LRE) link between the CPE and the Catalyst LRE switch can be monitored from the switch. Refer to the switch hardware installation guide and the switch software configuration guide for your switch model for more information.

Table 3-1 lists the CPE problems that you might encounter and their solutions.

Table 3-1 Common Problems and Their Solutions

Symptom	Possible Cause	Resolution
POWER LED not on	AC power adapter and cable is loose or not connected properly.	Reconnect the power adapter and cable into the wall outlet and the CPE.
	Defective AC power adapter and cable. Note Do not attempt to open or repair the power adapter. Replace the AC power adapter and cable only with a new one ordered from your Cisco sales representative.	Replace the AC power adapter and cable.

Table 3-1 Common Problems and Their Solutions (continued)

Symptom	Possible Cause	Resolution
READY LED not on	Telephone cable is loose or is not connected properly.	Reconnect the phone cable into the phone wall jack and the CPE.
	Telephone cable is defective.	Replace the telephone cable.
	Cable trunking is defective.	Repair the cable trunking, or select an alternative pair.
	1. CPE is not communicating with LRE switch. 2. CPE might be attempting to exceed the rate or reach selected by the LRE switch.	Verify switch and upstream network status.
ETH LED or ETHn LED not on	Ethernet cable is loose or is not connected properly.	Reconnect the Ethernet cable to the CPE and your PC or your laptop.
	CPE is not communicating with the Ethernet card in the 10/100 device.	Reboot the device.
	Incorrect or defective Ethernet cable. • A crossover cable was used instead of the included straight-through cable. • The Ethernet cable is wired incorrectly or is defective.	• For the correct pinouts and the proper use of straight-through cables, see the “Ethernet Straight-Through Cable Pinouts” section on page B-5. • Replace with a tested good cable.
ACTIVITY LED or ETHn LED not blinking	Data is not being transferred between the CPE and the 10/100 device.	Verify laptop or PC network configuration.

Table 3-1 Common Problems and Their Solutions (continued)

Symptom	Possible Cause	Resolution
No connectivity	Incorrect or bad Ethernet cable. - A crossover cable was used when a straight-through cable was required or the reverse. - The Ethernet cable is wired incorrectly or is defective.	- For the correct pinouts and the proper use of straight-through cables, see the “Ethernet Straight-Through Cable Pinouts” section on page B-5. - Replace with a tested good cable.
	Data service is unavailable.	Verify switch and upstream network status.
No connectivity to telephone	Incorrect or bad cable. - Incorrect or defective rollover or straight-through telephone cable. - A rollover cable was used when a straight-through cable was required or the reverse.	- Replace with a tested good cable. - For the correct pinouts and the proper use of rollover and straight-through telephone cables, see the “Telephone Straight-Through and Rollover Cable Pinouts” section on page B-6.
	Telephone is sensitive to polarity inversion.	Ensure that the CPE PHONE jack pinouts match the wall jack pinouts.

Table 3-1 Common Problems and Their Solutions (continued)

Symptom	Possible Cause	Resolution
No connectivity to telephone (continued)	Telephone uses signals above 700 kHz.	Verify that telephone requires frequencies above 700 kHz. If so, there is no resolution. Contact the Cisco Technical Assistance Center (TAC).
	Telephone uses signals above 120 kHz (Cisco 576 LRE 997 CPE only)	Verify that telephone requires frequencies above 120 kHz. If so, there is no resolution. Contact the Cisco Technical Assistance Center (TAC).