Troubleshooting

- 1. GUI shows a certain InfraBox disconnected
- Step 1 InfraBox power off ? Check the InfraBox is power ON or not
- Step 2 Cat. 5 / 6 cable disconnected, loose or defective ?
 Check the Cat. 5 / 6 cable connection to InfraBox and network devices. Make sure the connectors are firmly attached. And check if any defects on your cable or not. If yes, replace a new one.
- Step 3 Can ping the IP address ? Make sure the IP address is configured using the "IP setup utilities for InfraBox "
- Step 4 "Monitoring " of the InfraBox disabled in "Setup " page? Make sure "Monitoring " is enabled
- 2. Why error shows as below during first time database creation ?

Database Configura	tion		×
Updating database			
1) Creating new dat 2) Building data tabl 3) Initializing the dat 4) Validating databas 5) Saving database	abase and login roleFa es for new databaseFa a tables with default dat ise configuration fileFa configuration file.	ailed ailed aFailed ailed	
R: new collation (C) is incompati Error while ex	ble with the collation of t ecuting the query(-2147	he template databa 467259).myDBSche	se (English_United Kin ema
	Back	Apply	Close

Step 1. Click " Close "

Step 2. Go to " Control Panel " -> " Programs and Features "

Step	3.	Select "	PostareSQL	9.x "	&	Click "	Uninstall/Change	"
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- Step 4. Click "Yes "
- Step 5. Click " Ok "
- Step 6. Click " Ok "
- Step 7. Click " No "
- Step 8. Go to C:\ to delete " postgres " folder
- Step 9. Restart the management PC

Step 10. Repeat user manual Part VIII < 8.2 > Software Installation "PostgreSQL installation "

Make sure select " C " from the pull down menu of " Locale "