

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.

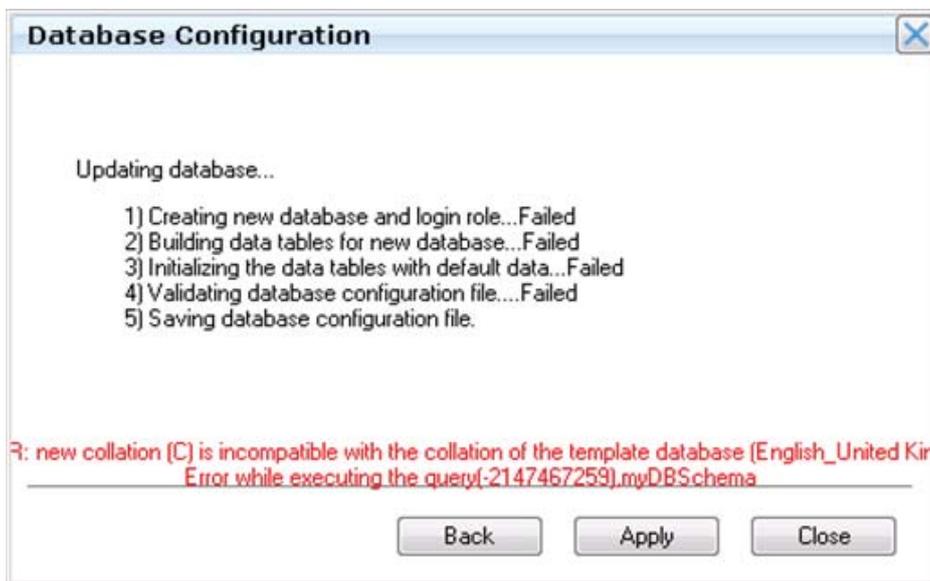
Step 3 - Can ping the IP address ?

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 ?



Step 1. Click “ **Close** “

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

Step 3. Select “ **PostgreSQL 9.x** “ & Click “ **Uninstall/Change** “

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** “