

# Troubleshooting

## InfraBox Disconnection

### 1. GUI shows **a certain InfraBox in a DAISY CHAIN / MIXED network** disconnected

#### Step 1 - InfraBox power off?

Check the InfraBox is power ON or not

#### Step 2 - Can ping the IP address?

- i. Make sure the IP address can be found and configured using the “ **IP setup utilities for InfraBox** “
- ii. Make sure the IP address of the InfraBox is the same as the IP address of the cabinet configuration in the InfraSolution X Manager GUI

### 2. GUI shows **the whole daisy chain group of InfraBoxes in a DAISY CHAIN / MIXED network** disconnected

#### Step 1 - Cat. 5 / 6 cable disconnected, loose or defective?

Check the Cat. 5 / 6 cable connection between the first InfraBox and network device. Make sure the connectors are firmly attached. And check if any defects on your cable or not. If yes, replace a new one.

#### Step 2 - First InfraBox failed?

Disconnect the InfraBox from the network and try to direct connect the Cat. 5 / 6 cable from the < **LAN** > port to a computer network port and use IP Setup Utilities to check if the InfraBox can be found or not. If it cannot be found, the InfraBox may be failed

### 3. GUI shows **a certain InfraBox in a STAR network** disconnected

#### Step 1 - InfraBox power off?

Check the InfraBox is power ON or not

#### Step 2 - Can ping the IP address?

- i. Make sure the IP address can be found and configured using the “ **IP setup utilities for InfraBox** “
- ii. Make sure the IP address of the InfraBox is the same as the IP address of the cabinet configuration in the InfraSolution X Manager GUI

#### Step 3 - Cat. 5 / 6 cable disconnected, loosed or defective?

Check the Cat. 5 / 6 cable connection between the InfraBox and network device.

Make sure the connectors are firmly attached. And check if any defects on your cable or not. If yes, replace a new one.

## Replacement of InfraBox

### 1. How to replace a failed InfraBox in a DAISY CHAIN network with a new one?

**Step 1** - Configure the IP address of the new InfraBox as the failed one

( Please refer to user manual < 2.2 > InfraBox X-1000 / X-2000 for details )

**Step 2** - Prepare an appropriate length Cat. 5 / 6 cable

**Step 3** - Use a Cat. 5 / 6 cable to bridge over the failed InfraBox which will be replaced to minimize data loss

**Step 4** - Remove all connected handles, sensors, PDUs and fan units from the failed InfraBox

**Step 5** - Power off and remove the failed InfraBox from connection

**Step 6** - Install the new InfraBox, cancel the cable-bridging and reconnect the InfraBox to the previous and next one

**Step 7** - Power on the new InfraBox

**Step 8** - Reconnect the removed handles, sensors, PDUs and fan units to the new InfraBox

**Step 9** - Configure the new InfraBox in < **CA – Edit Mode** >



Ignore step 2 and 3 if the InfraBox is in the last position of the daisy chain

### 2. How to replace a failed InfraBox in a STAR network with a new one?

**Step 1** - Configure the IP address of the new InfraBox as the failed one

( Please refer to user manual < 2.2 > InfraBox X-1000 / X-2000 for details )

**Step 2** - Remove all connected handles, sensors, PDUs and fan units from the failed InfraBox

**Step 3** - Power off and remove the failed InfraBox from connection

**Step 4** - Install the new InfraBox to the connection and power it on

**Step 5** - Reconnect the removed handles, sensors, PDUs and fan units to the new InfraBox

**Step 6** - Configure the new InfraBox in < **CA – Edit Mode** >