

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** >