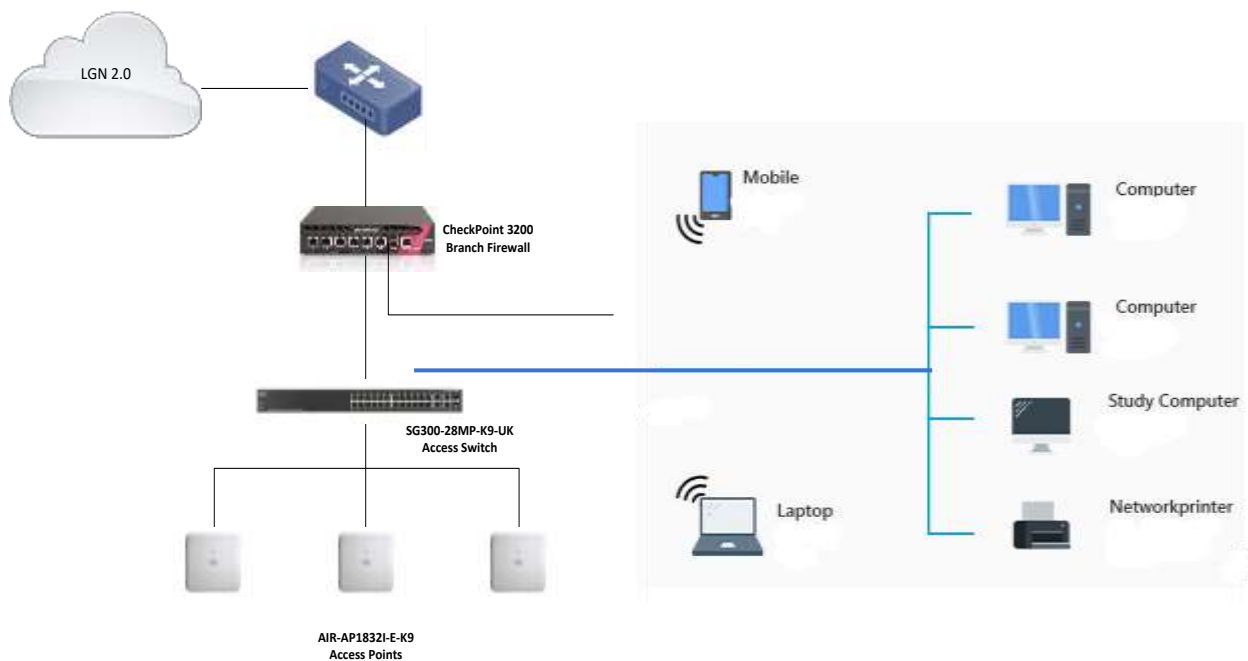


## Common troubleshooting questions related to the LGN.

### 1 “I need an explanation of the LGN site architecture with a diagram.”

#### LGN 2.0 Site Deployment – W/ LGN1.0 Connectivity



### 2 “No power to all network devices in LGN racks?”

- 1) **Check the power connection of the LGN rack.**
  - Ensure that the power cable is correctly connected to the LGN Rack devices and that there is no physical damage to the cable.
  - If the UPS is on, check the power output from UPS.
- 2) **Check the circuit breaker.** If all the power connections are fine, check if the circuit breaker has tripped. If it has, reset it and check if the server rack devices are receiving power.

- 4) **Check the power connection server rack devices.**
  - If the UPS is on, check the power output from UPS.
  - UPS output goes to power bar, check if power bar receiving power,
  - Server rack devices should receive power and checkpoint firewall has own on/off button installed in back panel,
- 5) **Contact helpdesk support.** If the above steps do not resolve the issue, contact the IT support team for further assistance.
- 6) **Uninterruptible Power Supply (UPS) power Backups.**
  - The first step is to check if the (UPS) is switched on and functioning properly with enough backup power, (20 minutes with server rack full load)
  - If it's off, turn it on and check if the server rack devices receiving power.

### 3

#### What If UPS is powering on properly, but LGN server rack devices automatically powering off within a few minutes?

- 1) **Disconnect all server rack devices –**
  - The first step is to unplug all the LGN server rack devices from the UPS.
  - connect devices to RAW power without UPS for business continuity (Change power bar (multi socket 230V power code) input source from UPS to RAW power outlet)
  - Above step will remove the load from the UPS and helps diagnose properly.
- 2) **Allow UPS to charge –**
  - Once the network devices are unplugged, let the UPS device charge for approximately eight (8h) hours. Please note if UPS backup power used in full (0% backup) if is necessary to recharge batteries in full before using it again.
  - This will ensure that the UPS has sufficient power to support the server rack devices.
  - Connect devices one at a time, this step will help to diagnose if any faulty device accordingly. If any faulty device (including LGN server rack fans) informs service desk team.
- 3) **Check battery health and other hardware issues –**
  - UPS Battery status indicator will indicate if battery fault detected which may be result automatically powering all server rack devices,
  - Check the battery health of the UPS.
  - If the battery is old or damaged, it may not be able to hold a charge for long, leading to the UPS shutting down quickly.
  - UPS may be powered on but due to some electronic component issues, power switching may not complete, inform service desk team.

#### 4) **Reconnect server rack devices –**

- After eight (8h) hours of recharge, reconnect the server rack devices to the UPS one at a time.
- Check if the UPS shuts down when each device is connected.
- If it does, it may indicate an issue with the device or its power consumption.
- Also check if UPS load exceeding than its capacity (2Kva),  
\*\*\*please note LGN server rack power rating is less than (1Kva), in some LGN sites additional devices may have connected without informing service desk, so make sure total wattage (W) of server rack devices not exceeding 1000W(1Kva)

#### 4) **Contact helpdesk support –**

If the above steps did not solve the issue, contact the service desk team for assistance. They can guide you through additional troubleshooting steps or help you replace the UPS if necessary.

## 4

### “No indication in Access point/s (AP). no Wi-Fi Connection what I need to do ?”

#### 1) **Check necessary cables –**

- Verify network cable connected correctly, please note both power and network connection go to AP from same Cat 6 network wire, if wire not plugged properly at AP end, it will leads to no power to device, cables can be damaged in some cases,
- If physical damages visible informed service desk team for assistant.
- Please note Cat 6, cables to APs originating from CISCO switch in LGN server rack, check cables connected from Port #1 onwards of CISCO switch, if one of those cable not indicating that relevant AP may be in power status off, change to next available port of CISCO switch with Power Over Ethernet (POE) and see if it helps, if not contact service desk team for more assistants.

2) **Contact helpdesk support –**

- If none of the above steps are working, contact the service desk team for further assistance. They can help you troubleshoot the problem or replace the access point if necessary.

\*\*\* Please note physical damages not covered by vender warranty,

- 3) **Check relevant port in CISCO switch** - The first step is to check the relevant port in the CISCO switch to ensure that it is functioning properly. All Access Points (AP) powered by CISCO switch – Power Over Ethernet (POE) if switch not working properly POE may have malfunction, restart the CISCO switch only and check if POE function working else contact helpdesk for more troubleshooting,
- 4) **Check necessary cables** - Verify that all necessary cables are connected correctly, including the power cable and the Ethernet cable. Ensure that the Ethernet cable is securely plugged into the access point and the CISCO switch.
- 5) **Check power source** - Check the power source for the access point to ensure that it is receiving power. If it is plugged into a power strip or surge protector, ensure that it is turned on and functions properly. Try plugging the access point into a different power outlet to check if the outlet is the issue.
- 6) **Check access point configuration** - Verify that the access point is configured correctly. Check the network settings, such as the IP address and subnet mask, to ensure that they are set correctly.
- 7) **Restart the access point** - If all the above steps do not resolve the issue, try restarting the access point. Turn off the access point, wait for a few seconds, and then turn it back on.
- 8) **Contact helpdesk support** - If none of the above steps are working, contact the helpdesk support team for further assistance. They can help you troubleshoot the problem or replace the access point if necessary.

**1) Check firewall port status –**

- Wired connection originated from checkpoint firewall, normally from 3<sup>rd</sup> port, your wired device (Laptop, Desktop....) IP settings with default gateway, you can use “ping” command in command prompt.
- Check if you can ping default gateway (10.x.x.1) from your device,
- if possible, you connection up to 3<sup>rd</sup> Port of Checkpoint firewall port (Default Gateway)

**2) Check network cables –**

- In above step, if “ping” command not working (no reply from device IP), check for wired connection physical damages, disconnections cross check with in-between network devices (LAN switch, cable etc)

**3) Restart network devices –**

- Restart related network devices of wired connection/s,
- This can help clear up any temporary glitches or errors.

**4) Contact helpdesk support –**

- If none of the above steps are working, contact the service desk support team for further assistance. They can help you diagnose the problem and take appropriate steps to resolve it,

1) **Check wireless access point status –**

- first Check if all server rack devices on, and access points indicating status green/blue colour, if no indication or multiple colours indicating troubleshoot AP accordingly.

2) **Check AP and SSID status –**

- APs may indicate OK, (green or blue) yet users not connected to Wireless LAN controller (WLC), at Network Operation Centre (NOC)
- Make sure no connection (fibre), firewall, switch issues on going,

3) **Contact helpdesk support –**

- If none of the above steps are working, contact the service desk team for further assistance. They can help you troubleshoot the problem or replace the access point if necessary.

**1) Check Site Heatmap –**

- Check site Heatmap, printed copy of map given to site when installing LGN, should be available with site administrator,
- Heatmap shows which part of site covered which not, make sure you are in the coverage area, if not move in to where coverage is available, and check if that helps,
- Contact service desk team for more assistants since they can monitor you in real time and identify your signal issues properly.

**2) If not in coverage area –**

- if user not in coverage area or user need to extend coverage, it is possible with new installations of APs, contact service desk team for information.

**3) user in coverage area but service quality is poor –**

- This can occur due to many reasons user switch between bands (2.4 GHz and 5 GHz) see if that helps, 2.4 GHz range is wide (in LGN building WLAN only) but bandwidth and signal quality is low, 5 GHz bandwidth is high (in LGN building WLAN only)
- Can some Wi-Fi LAN adaptors not working properly due to hardware driver issues make sure all drivers are up to date.
  - The Some operating systems supports multiple connection at once (Windows 10) make sure no other connection other than LGN (wired or wireless not both at once and mixing with non LGN connections)

**4) Contact helpdesk support –**

- If none of the above steps are working, contact the service desk team for further assistance. They can help you troubleshoot the problem or replace the access point if necessary.

