

# Chapter 6

## Troubleshooting the EISA PC Adapter

This chapter provides solutions to problems you may encounter when using your workgroup EISA PC adapter.

### Troubleshooting with LEDs

Following are problems you may troubleshoot with the Status and RINGOP LEDs:

- **Status LED Blinks or is Red**—The EISA PC adapter has failed a critical diagnostic self-test. Run the FDDI Status utility to determine the cause of the failure and call a technical support representative. (For additional information see Chapter B, “Using the FDDI Status Utility.”)
- **RINGOP LED Is Not Lit**—The EISA PC adapter is not connected to the network. Make sure that all connections are installed properly.

In a single attachment configuration, if this LED is not on, make sure the EISA PC adapter is connected to the concentrator and to the RJ-45 or FDDI wall outlet. If both connections are good, check to see if there is a cable fault and if the concentrator is operational.

In a dual attachment configuration, the RINGOP LEDs on both the single attachment adapter and dual attachment adapter work together to provide a visual indication of the state of your network. The information in Table 6-1 will help you determine whether your network is functioning properly.

Table 6-1 RINGOP LED Indicators

	RINGOP B <sup>2</sup> - Off	RINGOP B <sup>2</sup> - Green	RINGOP B <sup>2</sup> - Orange
RINGOP A <sup>1</sup> - Off	Ring is not operational.	Station is in WRAP_B. Ring is operational SAS. RING A is not connected DAS.	Ring is not operational. The station connected to PHY B is attempting to connect, but has failed.
RINGOP A <sup>1</sup> - Green	Station is in WRAP_A. RING B is not connected.	Station is in THRU mode. Ring is operational.	Station is in WRAP_A. The station connected to PHY B is attempting to connect, but has failed.
RINGOP A <sup>1</sup> - Orange	Ring is not operational. The station connected to PHY A is attempting to connect, but has failed.	Station is in WRAP_B. The station connected to PHY A is attempting to connect, but has failed. <i>This is normal if the station is dual-homed.</i>	Ring is not operational. The stations connected to PHYs A and B are attempting to connect, but have failed.

1. RINGOP A refers to the RINGOP LED on the dual attachment option or the lower RINGOP LED on the dual attachment adapter.

2. RINGOP B refers to the RINGOP LED on the single attachment adapter or the upper RINGOP LED on the dual attachment adapter.

## EISA Configuration Utility Problems

If the EISA configuration utility does not detect the workgroup EISA PC adapter, do the following:

- Make sure the EISA PC adapter is physically installed in the PC.
- Make sure the EISA PC adapter is securely seated in the EISA slot. If not, reseal the board and run the EISA configuration utility again.

- The slot may be defective. Move the adapter to another slot and run the EISA configuration utility again.
- The EISA PC adapter may be defective. Try a different adapter, or call a technical support representative for assistance.
- Make sure the workgroup CFG file is on the EISA configuration disk. You copied this file to the configuration disk when you configured the PC EISA slot. (For additional information see the section “Inserting the EISA PC Adapter” in Chapter 3.) The EISA configuration utility cannot configure the adapter without this file.

## NetWare ODI Driver Errors

The following problems may occur when using the Netware ODI driver:

- Driver initialization fails—Make sure the NLMs appear in the order specified in the section, “Installing the Driver on a NetWare 3.12 Server” and “Installing the Driver on a NetWare 3.11 Server.” If the NLMs are not in the correct order, a load failure or system lockup may occur.

Make sure that the release date codes or revisions of the other drivers are the most recent. Older server and client drivers may not be compatible with the workgroup CDDI/FDDI EISA PC adapter.

If you are using TCP/IP, make sure you are using the latest version of the TCPIP.NLM and related files or the version supplied on your workgroup EISA PC Supplemental disk.

Make sure the *MONITOR.NLM* you are using is the latest version or the one supplied on your workgroup EISA PC driver disk.

- Driver causes failure of another adapter—Make sure there are no hardware conflicts (I/O ports, interrupt numbers, or memory addresses). Some ISA adapters may have conflicting configuration information.
- Also make sure that the server and client drivers on your system are the latest revisions.
- No communication through routers or to other stations—Make sure you are using the correct frame format for the driver protocols (for example, FDDI SNAP for TCP/IP). Also make sure the frame encapsulation format is consistent across the workstation adapters and routers to ensure interoperability.

