A

Appendix A Trouble Shooting

Console Terminal Problems

Q: No message displayed on the console terminal.

Solutions:

- Check to see if the terminal is set to 115200 bps, 8 data bits, no parity, 1 stop bit.
- Check to see if the RS-232 cable is wired correctly. The console needs CTS/DCD signals to trigger. Refer to Cable Wiring in Appendix D.
- The console may be blocked waiting for an event. Press ESC to try unblocking.

Q: Garbage character displayed on console terminal.

Solutions:

- Check to see if the terminal is set to 115200 bps, 8 data bits, no parity, 1 stop bit.
- Check to see if terminal type setting is correct. The console only accepts ansi/vt100 or vt52.
- Press Ctrl-L to refresh the display.

Q: If I forget the password for my CN25XX, what should I do?

Solutions:

- Press the "Password Reset button" on the CN25XX's front panel for more than 3 seconds. The password stored in the Flash ROM will be erased. Refer to chapter 1 for more details.

Terminal port problems

Q: When connecting a terminal to a CN2500 port, the prompt "Port xx not enabled" appears.

Solutions:

- This port is disabled. In **PORT MENU,** select **Mode**. Move the cursor to the **Application** column of the disabled port and press **[Enter]** to change from the **disabled** option to the **Terminal** option.

Q: No message is displayed on the terminal attached to the CN2500 terminal port.

Solutions:

- Press **[Enter]** several more times to try getting the message to display.

- Check to see if the terminal is set to the correct baud, data bits, parity, and stop bit in the **Line** setting of **PORT MENU**.

- Check to see if the RS-232 cable is wired correctly. If the port is utilizing the RTS/CTS hardware flow control, then the RTS, CTS pins should be included. In this case, a cable with only pins 2, 3 and 7 is not allowed. Refer to RS-232 Cable Wiring in Appendix D.

- The terminal may be unlocked by pressing **[Ctrl-S]** if software flow control is used. Press **[Ctrl-Q]** to relieve it.

Q: No "hello" greeting message is displayed on the terminal.

Solutions:

- Check to see if you have enabled the **[Configure][Hello]** menu.

- Check to see if the line is set to **detect DSR-off** in the **[Port][Line]** menu. The **[Discon. Ctrl]** must be set to **DSR-off** in order to send a "hello" message to terminals.

ASPP port problems

Q: The application utilizing the ASPP subroutines could not connect to the CN2500.

Solutions:

- Check to see if the specified TCP port number falls in the range from 950 to 981, inclusive.
- Check to see if the target port's mode is set to ASPP. The connection will fail if the port mode is set to something other than ASPP.

Network printer problems

Q: Jobs sent to the printers do not print.

Solutions:

- Check to see if the "asprint daemon" is still running. If not, run it.
- Check to see if "asprint" has the CN2500 name and TCP port number.
- If asprint is running, stop it and then restart the system.
- Check to see if your printer is set to H/W flow control (RTS/CTS) or S/W flow control (Xon/Xoff).
- Check to see if the cable pin out is the same as CN20030, mentioned in Appendix D.

Q: Corrupted data is being printed.

Solutions:

- Check to see if the PRINTER port settings, such as baud and parity, in the **[Port][Line]** menu match the printer's settings for the same parameters.

Q: Some characters are lost when printing.

Solutions:

- Apply hardware handshaking pins (RTS/CTS) to the cable connecting the CN2500's printer port to the printer.

SLIP/PPP connection problems

Q: Cannot make a SLIP connection to a remote host.

Solutions:

- Check to see if the CN2500's SLIP port baud rate (in the **[Port][Line]** menu) is the same as the remote host's baud rate.

- Check to see if data bits= 8.

- Check to see if the XON/XOFF flow control is the same as the remote site.

- Check to see if the RS-232 cable is wired correctly. If the port is utilizing RTS/CTS hardware flow control, then the RTS, CTS pins should be included. In this case, cables with only pins 2, 3, and 7 are not allowed.

- Make sure there is no "getty" or other process using the SLIP port on the remote site.

RADIUS Problems

Q: What can I do if there is an authentication check failure in the radius server?

Solutions:

- Check to see if the console password is the same as the radius server's radius key.

- Make sure the password was entered correctly.

- Make sure the account and password in login script are correct.

- If authentication check runs for a long time and then times out, check whether RADIUS Server's IP is correct or not. Ex: Set up one port as Rtelnet, telnet Async Server's Tcp port from radius, and in the meantime telnet async server's console and Monitor {line} status. Check to see if the remote IP address matches the radius IP address you set in Async Server.

Q: Why can't I compile radius software on a system running Linux Red hat 5.0?

Solutions:

Take the following steps if you compiled RADIUS2.2 on Red hat 5.0 or above:

1. Save makefile-SCO as a file named makefile-LINUX, and then modify the content as follows:

   ```
   #
   # make file for LINUX
   #

   LIBS = -lcrypt
   include Makefile
   ```

2. Add two similar line to the shell program "mk_radius" at read_os "1". For example, they might appear as follows:

   ```
   read_os
   case $ans in
   '1')
   clear
   mk_src
   echo "enter lib directory"
   cd lib
   echo "compiling source program ...."
   make
   cd ..
   echo "linking program ....."
   make -f Makefile-LINUX;;
   ```