

# 5. ADVANCED TROUBLESHOOTING

| Problem                                     | Possible causes   | Solution   |
|---|---|--|
| The Ethernet port's LED is not lighting up  | Gateway is in boost mode  | Turn off the power supply, wait until all the gateway's LEDs are off, then change the switch from <b>Boost</b> to <b>Run</b> . After that, Power on the gateway.   |
| Can not scan the gateway's IP address       | <ol style="list-style-type: none"><li>1. The computer and the gateway are not on the same network</li><li>2. The network does not support DHCP.</li><li>3. The gateway was configured to use static IP mode</li></ol> | <ol style="list-style-type: none"><li>1. Check network of computer and gateway.</li><li>2. Use another active DHCP server network to access the configuration interface.</li><li>3. Press &amp; hold the reset button within 5 seconds, then wait for 5 minutes before trying again.</li></ol> |
| The gateway is not online on Network Server | Wrong configuration   | Check the Package Forwarder configuration on the gateway and gateway register configuration on Network Server.   |

🕒 Revision #2

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