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 **Boost** to **Run.** After that, Power on the gateway.
Can not scan the gateway's IP address	1. The computer and the gateway are not on the same network 2. The network does not support DHCP. 3. The gateway was configured to use static IP mode	1. Check network of computer and gateway. 2. Use another active DHCP server network to access the configuration interface. 3. Press & hold the reset button within 5 seconds, then wait for 5 minutes before trying again.
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.

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