

A Brief Table for Miner Troubleshooting			
Item	Miner Fault & Phenomenon	Possible Reasons	Solutions
1	No power supply to miner	<div><div>1. Check power supply and power cord connection</div><div>2. Use multimeter to check whether there’s 12V output from the 6PIN cable</div><div>3. Check whether there’s burning signs on the control board and hashboard</div></div>	<div><div>1. Reconnect the cables</div><div>2. Replace the faulty power supply</div><div>3. Replace the control board</div></div>
2	Miners cannot be scanned	<div><div>1. Resume default settings or reset the miner</div><div>2. Check whether the miner and computer are in the same network</div><div>3. The router is not enabled for DHCP or the renewal time is too long</div><div>4. Wrong IP segments are added</div></div>	<div><div>1. Scan IP again</div><div>2. Connect the miner and computer in the same network</div><div>3. Enable DHCP and set 2 hours of renewal</div><div>4. Add correct IP segments again</div></div>
3	Configuration page cannot be visited or accessed	<div><div>1. Original IP is inconsistent with the current network after the miner is relocated</div><div>2. Browser compatibility</div><div>3. Check whether the password is correct</div><div>4. Resume default settings or reset the miner</div></div>	<div><div>1. Change current network to match the previous farm</div><div>2. Use Google Chrome or Firefox browsers</div></div>
4	No data or hash speed on mining status page	<div><div>1. Check whether the fan cables are properly plugged or whether the fan is faulty.</div><div>2. Check whether the miner can Pinged to access to mining pool</div><div>3. Check whether the static IP setting of the miner is correct</div><div>4. Check whether the mining worker setting is correct</div></div>	<div><div>1. Replace fans or plug the fan cable again</div><div>2. Troubleshoot network failures or replace mining pool and try again</div><div>3. Reset and set static IP again</div><div>4. Reset the mining pools</div></div>
5	Hashboard offline or hash speed decreases	<div><div>1. Check whether 6PIN power cord and flat cable is properly plugged.</div><div>2. Check whether the power supply is faulty</div></div>	<div><div>1. Reconnect the cables</div><div>2. Replace the faulty power supply</div></div>
6	Miner flashes red light	<div><div>1. Check whether the network is normal</div><div>2. Check whether the miner is under high temperature protection</div></div>	<div><div>1. Check whether the fans are faulty</div><div>2. Reduce ambient temperature and clean dust</div></div>
7	After some time of running, there are less chips or some chips are shown as X, but it resumes to be normal after restart.	<div><div>1. Check the power supply</div><div>2. Check the ground wires</div><div>3. Check the network</div></div>	<div><div>1. Replace the power supply</div><div>2. Connect ground wires properly</div><div>3. Replace network equipment or replace the main network</div></div>
8	After some time of running, all chips on the hashboard are shown as X, but it resumes to be normal after restart.	<div><div>1. Check the power supply</div><div>2. Check the ground wires</div><div>3. Check ambient temperature and check miner dust</div></div>	<div><div>1. Replace the power supply</div><div>2. Connect ground wires properly</div><div>3. Reduce ambient temperature and clean miner dust</div></div>
9	Small number of miners can be scanned by batch software	<div><div>1. Not all network segments are added</div><div>2. Check whether it’s LAN failure, whether the switch is powered off</div></div>	<div><div>1. Add network segments once again</div><div>2. Troubleshoot LAN failures and check the switch</div></div>
10	After some time of running, there’s no hash speed, but it’s resumed after restart.	<div><div>1. Check whether the power supply is normal</div><div>2. Check whether the temperature is normal</div></div>	<div><div>1. Replace power supply</div><div>2. Reduce ambient temperature and clean miner dust</div></div>
11	Fail to re-burn image from TF card	<div><div>1. Check whether the ISO file for image burning is correct</div><div>2. Compatibility of memory card</div><div>3. Check whether TF card slot is loose with poor contact</div></div>	<div><div>1. Recopy the file after formatting</div><div>2. Replace memory card</div><div>3. Clean the TF card slot and press to enable it fully contacted with finger</div></div>