







Slide 12 Ethernet port not working Ethernet port not working If customer is trying to connect the LAN cable to the LAN Port but its not getting detected or there is cross mark on the network icon, then follow below troubleshooting steps and resolution: я 🖍 🗈 🔣 If customer is trying to connect the LAN cable to the LAN Port but its not 1. Check if the LED indication for connectivity and data is blinking if LED indicator is available) If it is not blinking, try to check with different cable or port If it is showing the LED indications, then check with different port, enable / disable the card, uninstall and reinstall the driver getting detected or there is cross mark on the network icon, then follow below troubleshooting steps and resolution: Note: Most of the Idea system doesn't have LED indicator for LAN, 1. Check if the LED indication for connectivity and data is blinking (if LED indicator is available) If it is not blinking, try to check with different cable or port If it is showing the LED indications, then check with different port, enable / disable the card, uninstall and reinstall the driver **Note:** Most of the Idea system doesn't have LED indicator for LAN, hence check HMM 2. Check with customer if there is Slide 13 Check with customer if there is any losse connection or damage on the Ethernet pin or port 3. Ask customer to share the snapshots of Ethernet port for validation Ask customer about any power surge; power surge from the switch can cause the Ethernet port to burn sometime and carbon deposit can be seen in this type of scenario any loose connection or damage on the Ethernet pin or port Note: Normally the RJ-45 jack has a clip which helps the connector to remain connected, if customer tries to remove the connector without holding the clip down then the pins may get damaged resulting non connectivity 3. Ask customer to share the snapshots of Ethernet port for validation 4. Ask customer about any power surge: power surge from the switch can cause the Ethernet port to burn sometime and carbon deposit can be seen in this type of scenario Note: Normally the RJ-45 jack has a clip which helps the connector to remain connected, if customer tries to remove the connector without holding













