# Chapter 6
Troubleshooting

GENERAL

This section discusses basic troubleshooting and also provides information on where to find further help, if necessary. In nearly all cases where you have a problem with the FT100 M, you can quickly resolve the problem with a few simple steps. This section deals with the most common problems that you might encounter during installation and while operating your FT100 M.
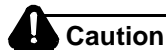
⚠ **Caution**

Do not attempt to repair the FT100 M yourself. Both FCC and IC regulations prohibit user servicing.

The first step is to identify where in the system the problem lies.

Before you begin troubleshooting, consider the following:

- Has the problem always been there, or did it start recently?

- If the problem started recently, what has changed since the FT100 M last worked? Are you trying to communicate with a different remote device, or has the remote device's configuration changed?

- Is the problem intermittent, or can you duplicate it at will? Does the FT100 M work with other remote devices?

The answers to these questions may help you identify the source of the problem. If you do not know where the problem lies, or if the problem seems to be in the FT100 M, the following troubleshooting tips may help you pinpoint and correct the problem. Each describes a problem symptom, and explains the possible causes and solutions. If the problem persists even after following the troubleshooting procedures, contact Motorola for assistance. See Service and Support at the end of this guide.

COMMON QUESTIONS AND ANSWERS

1. Why can't I Telnet into the FT100 M?

   • **Possible Solution:** A common problem is that the address that the Telnet session is attempting to connect to does not match the actual address programmed into the FT100 M. Verify the settings on the address, subnet mask, and the default gateway.

2. I can establish a Telnet\SNMP session but I cannot configure the device. What is wrong?

   • **Possible Solution:** The FT100 M can only be configured by one device at a time. The device is probably still selected from a local management port. Be sure that at the local management port, the device is at the System Options screen before attempting to configure through a Telnet session.

☞ **Note**
   If you have a Telnet and an SNMP session running simultaneously on the same unit, it is good practice to back out to the System Options screen on the Telnet session before attempting to configure SNMP variables.

3. Why won't the FT100 M respond to the Central Office's request for error history?

   • **Possible Solution:** Either the option is disabled or the Central Office is not requesting the same format that the FT100 M is configured to send. Determine which type of error history (ANSI/AT&T) is being requested and verify selection on the FT100 M.

4. Can my service provider put the FT100 M into a network loopback to test the connection to the device?

   • **Possible Solution:** The line loopback option on the FT100 M must be enabled before the FT100 M will respond to a loopback code from the network service provider. Set the Line Loopback option to Enabled and have the service provider attempt the loopback again.

5. Why does the FT100 M prompt for a password when I try
to initiate a Telnet session?

- **Possible Solution:** There is an option on the FT100 M to ENABLE
or DISABLE Telnet security. If ENABLE this was not the
intended setting, then the option can be DISABLED from the local
terminal port in the password section under the UTILITY
OPTIONS screen. Note that for security reasons, this option is not
available using Telnet.

6. Why do I keep getting intermittent CRC errors or pattern
slips?

- **Possible Solution:** A common occurrence is that the T1 timing
source on one or both of the units in the circuit are improperly
selected. It is important that only ONE point (local, remote, or
telco) provides master timing source and that all other points
synchronize to that master timing source. Reference the "Timing
Source" section on page 4-15 for descriptions of timing options.

7. Whenever I try to run B8ZS line coding, I get errors when I
try to run data, but if I select NONE or B7SUB line coding
it works fine. What is wrong?

- Contact the service provider and verify that the T1 connection
supports B8ZS on all trunks of the connection and that no trunks
are AMI only.

BEFORE YOU CONTACT MOTOROLA

Our technical support staff will be glad to help you. In order to make your call to them as clear and helpful as possible, please complete this worksheet in its entirety before you contact Motorola.

Make sure you have gone through the troubleshooting procedures.

Write down the name of your product: **FT100 M**

Write down the serial number found on the bottom of the FT100 M: _____

Write down the document number found on the bottom right corner of the User's Guide title page: _____

Have the following information available:

- What tests, if any, you have run and what the results were (loopback test, for example);
- What the LED status indicators have indicated, if anything.

Have the equipment running (as your problem permits).

Contact Technical Support at: 1 (800) 221-4380