

## Chapter 10 – Troubleshooting Guide

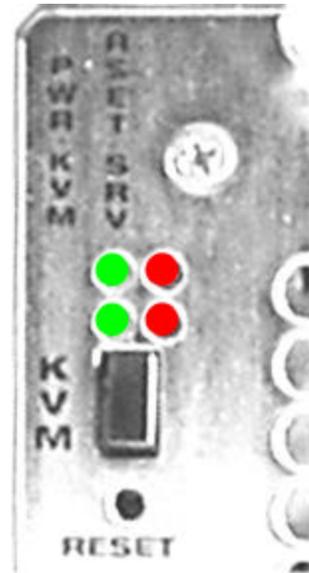
### Basic Troubleshooting for Cubix Blades

Check the status light-emitting diodes (LEDs) on the front of the blade. In a BladePoint the status LEDs will be on the left-hand side of the blade. After a reasonable amount of time for the blade to boot the operating system (OS), check these blade status LEDs and make note of which indicators are lit and whether or not they are blinking. Make note of the indicators' behavior before calling Cubix Customer Service.

#### LED Identification:

- Upper left is blade Power.
- Upper right is blade Reset.
- Lower left is KVM Select.
- Lower right is Service.

If the blade power LED and reset LED are blinking, cycle the blade power by pressing and holding the recessed reset button until the power LED goes out. The service LED will blink once, twice, and then three times in a row, then the power LED will go out. Wait 30 seconds, then press the reset button again to power up the blade. The reset light will blink as the blade powers up. You can also power off the entire enclosure, let it sit for 30 seconds, then power it back on using the rear power switch.



While it is powering on and during Power On / Self Test (POST), listen for any beeps coming from the blade. If there are any, make note of the number of beeps and the pattern in which they occur.

See if there is any video output. Make note of what it is.

If the probe or robot has the blade power LED and service LED lit solid for more than 30 seconds, this typically means that the Cubix Management Console (CMC) module had trouble during POST. Power cycle the chassis using the power switch on the rear of the enclosure. If that does not clear the problem, either the blade or the CMC module are defective. Contact Cubix Customer Service.

If the blade enclosure is powered on but only the red reset LED is lit solid, press and hold the recessed reset button until the reset LED starts blinking. If there is no response from the service or reset LED, power cycle the entire enclosure. If this does not clear the problem, contact Cubix Customer Service with this information.

**Use the Cubix Customer Service Site**

Access the site at <http://www.cubix.com/support>. This site provides links for manuals, drivers, settings and the Cubix Knowledge Base articles.

**Before You Call**

Locate the unique identification (ID) number for each blade and enclosure. The Blade Server ID is located on the front panel just above the PCI slot. The BladeStation ID tag is located on the left front side.

Have this number ready when you call Cubix Customer Service.

**Cubix Customer Service**

Telephone	800.829.0551
Hours	5 a.m. to 5 p.m. Monday through Friday
Closed	Weekends and holidays
Email	<a href="mailto:customerservice@cubix.com">customerservice@cubix.com</a>

[Return to the Table of Contents](#)