

# Why Can't I Connect To a 8040 Load Balancer Switch?

(Vital Knowledge Article #1860)

## Description

The administrator can't connect to a NG 8040 load balancer switch.

## Symptoms

Two possible symptoms:

- The link is down.
- no access through telnet or ssh

## Cause

External ports are not yet enabled or management access is not allowed.

## Solution

**Both configuration steps need to be done through the chassis management GUI.**

In order to access the chassis management GUI, use a browser:

http://[MM-IP]

default user: USERID

default password: PASSWORD

(all capitals, "o" in password is a "zero")

If an external 8040 port does not get a link, check the relevant settings in the chassis management:

The screenshot shows the chassis management interface for Bay 1: WMN315703929, User: USERID. The left sidebar contains a navigation menu with categories: Monitors, Blade Tasks, I/O Module Tasks, and MM Control. Under I/O Module Tasks, 'Admin/Power/Restart' is selected. The main content area is divided into two sections:

### I/O Module Power/Restart

Select one or more module(s) using the checkboxes in

<input type="checkbox"/>	Bay	Type	MAC Address
<input type="checkbox"/>	1	Ethernet SM	00:17:EF:A8:32:00
<input type="checkbox"/>	2		No module
<input type="checkbox"/>	3		No module
<input type="checkbox"/>	4		No module

Below the table are several links: [Power On Module\(s\)](#), [Power Off Module\(s\)](#), [Restart Module\(s\) and Run Standard Diagnostics](#), [Restart Module\(s\) and Run Extended Diagnostics](#), and [Restart Module\(s\) and Run Full Diagnostics](#).

### I/O Module Advanced Setup

Select a module: I/O module 1

Fast POST: Disabled

External ports: Enabled

If you are connected via the serial console and if the ports were disabled before, a screen message will appear:

```
>> Port EXT1#  
Jan 1 0:13:58 192.168.6.31 NOTICE mgmt: External Ports ENABLED thru I2C Control Register  
Jan 1 0:14:03 192.168.6.31 NOTICE system: link up on port EXT1  
Jan 1 0:14:05 192.168.6.31 NOTICE ip: default gateway 192.168.6.1 operational
```

If you have a link, but telnet or SSH access is rejected, check the relevant settings in the chassis management:

User: USERID

- Monitors
  - System Status
  - Event Log
  - LEDs
  - Fuel Gauge
  - Hardware VPD
  - Firmware VPD
- Blade Tasks
  - Power/Restart
  - On Demand
  - Remote Control
  - Firmware Update
  - Configuration
  - Serial Over LAN
- I/O Module Tasks
  - Admin/Power/Restart
  - Configuration
  - Firmware Update
- MM Control
  - General Settings
  - Login Profiles
  - Alerts
  - Port Assignments
  - Network Interfaces
  - Network Protocols
  - Security
  - Configuration File

### I/O Module Configuration

Use the following links to jump down to different sections on this page:

- [Bay 1](#)
- [Bay 2](#)
- [Bay 3](#)
- [Bay 4](#)

#### Bay 1 (Ethernet)

**Current IP Configuration**

Configuration

IP address

Subnet mask

Gateway address

**New Static IP Configuration**

Status:

To change the configuration, click on the fields and click on the Save button.

IP address

Subnet mask

Gateway address

[Advanced Configuration](#)

#### Advanced Configuration for I/O Module 1

Use the following links to jump down to different sections on this page:

- [POST Results](#)
- [Advanced Setup](#)
- [Restore Factory Defaults](#)
- [Send Ping Requests](#)
- [Start Telnet/Web Session](#)

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#### POST Results

POST results available: FF: Module completed POST successfully.

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#### Advanced Setup

External management over all ports

Preserve new IP configuration on all resets

Console message:

```
>> Configuration#
Jan 2 3:26:16 192.168.6.32 NOTICE mgmt: Management via all ports is ENABLED thru I2C Control Register
```

### Software version:

Not relevant to Vital Security software version