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.

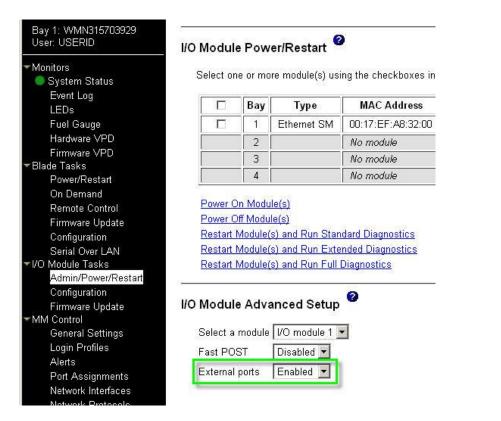
Solution

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: PASSW0RD
(all capitals, "o" in password is a "zero")

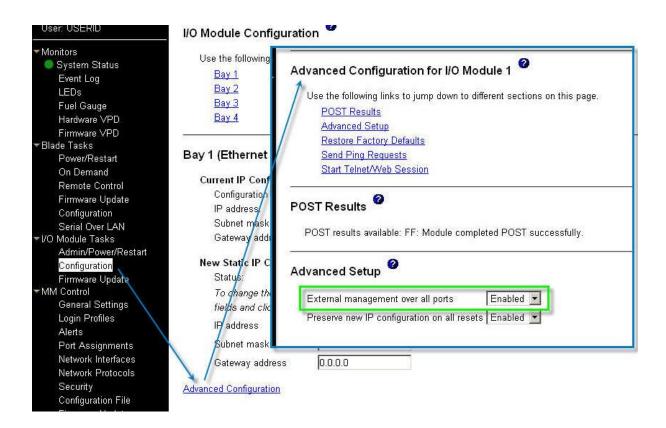
If an external 8040 port does not get a link, check the relevant settings in the chassis management:



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

\rightarrow Γ	ort	BXT1#	
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 managment:



Console message:



Software version:

Not relevant to Vital Security software version