# 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.

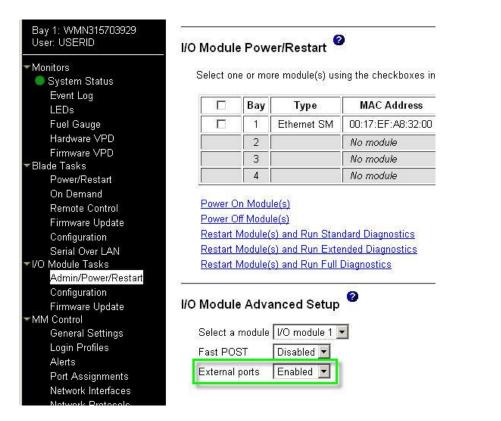
## **Solution**

#### 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")

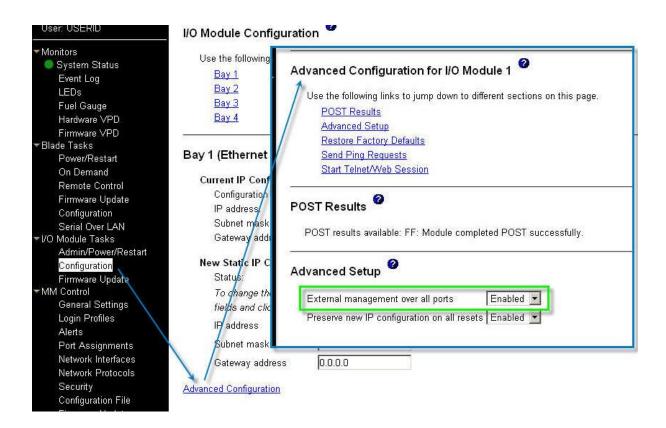
If an external 8040 port does not get a link, check the relevant settings in the chassis management:



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

| $\rightarrow$ $\Gamma$ | 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