

Network Switch Troubleshooting Guide

1. Common Issues

- No connectivity
- Slow network performance
- Intermittent disconnections
- Port not functioning
- Power issues

2. Initial Checklist

1. Verify switch is powered on.
2. Check indicator LEDs for status information.
3. Ensure Ethernet cables are securely connected.
4. Verify network configuration (VLANs, IP settings).
5. Confirm that the connected devices are powered on and properly configured.

3. Troubleshooting Steps

No Connectivity

1. Check cable connections from device to switch port.
2. Test cable with a known working one.
3. Ping the switch from a connected device.
4. Check switch port status via management interface.

Slow Performance

1. Verify if issue affects all or specific devices.
2. Check for network loops or broadcast storms.
3. Review switch for overloaded ports.
4. Test with a direct connection and isolate problematic segment.

Intermittent Disconnection

1. Inspect physical connections for damage or loose fit.
2. Examine port statistics for errors or collisions.
3. Update switch firmware if applicable.

Power Issues

1. Verify power source and cable.
2. Test with another power outlet.
3. Check for tripped circuit breakers.

4. Common LED Indicators

LED Color	Status	Meaning
Green	Solid	Normal operation, link established
Green	Blinking	Network activity
Amber/Orange	Solid/Blinking	Error or port issue detected
Off	-	No connection or power

5. When to Escalate

- Repeated failure after basic troubleshooting
- Physical damage detected
- Firmware or configuration corruption
- Suspected hardware fault

6. Notes

- Document all steps taken and observations for future reference.
- Refer to manufacturer documentation for model-specific troubleshooting.