

Appendix F: Troubleshooting

1. No power.

- (a) Check power cord and make sure power switch is turned on.
- (b) Check cable connection from computer to MX⁴.
- (c) MX⁴ power supply has built-in surge protection. If you cannot regain power during a power recycling process, power off the unit. Wait for 15–20 seconds, and then turn on again.

2. No video display for one or all computers.

- (a) Check video cable's connection to the computer.
- (b) Check the monitor and computer. Turn off the power to MasterConsole and computers. Connect the monitor to the computer directly, boot the computer and make sure the monitor has the proper display. If it does not, either the problem is with your computer or the monitor is not compatible with your computer. If it does display, continue to Troubleshooting item 3.

3. The monitor cannot correctly display the video output from some of the computers.

- (a) The monitor probably does not match the video outputs. If the monitor is a single-mode-type VGA, all computers must have the same type of video output.
- (b) See Select Sync Type on page 32 if a change of sync type is necessary.

This problem occurs most often with some IBM PS/2s and IBM 63xx, 85xx, and 95xx monitors. The intelligent type display card outputs video signals based on the monitor ID-pin setting in the connector of the monitor cable. If the ID-pin setting is correct, the monitor at MasterConsole may have no display, become monochrome instead of color, or become unstable. If this is the case, you will need to provide a proper ID pattern for the display card. Call Raritan Computer Technical Support for help.

4. All computers powered up without keyboard error, but the keyboard at MX⁴ has no control—cannot input to any computer.

- (a) Make sure the keyboard is connected firmly into the cable connector and the 25-pin cable is connected to the MX⁴. Disconnect and reconnect keyboard.
- (b) Replace keyboard. MasterConsole allows hot reconnection of the keyboard at its user console port.
- (c) In a two-tier configuration, check that the MX⁴ with the keyboard connected is the base unit.

5. Repeated "KB ERROR" at computer power-up.

- (a) The keyboard cable from the computer to the MX⁴ is loose. Secure the connection and power up the computer again.
- (b) If the problem occurs after the MX⁴ has been installed for a period of time and occurs on computers that have previously worked with MX⁴, then some components are out of order. Verify that the computer works with the

keyboard when connected directly. Then contact your dealer or Raritan Computer Technical Support for service.

- 6. After a period of trouble-free operation, the keyboard attached to the MX⁴ locks—unable to input keystrokes—when a particular computer is selected, but works normally when other computers are selected.**
 - (a) The most likely cause of the problem is either a voltage spike—increase— or a brownout—decrease—in the power supply, which would cause the microprocessors in the MX⁴ to malfunction. A short-term solution to the problem is to try to recover operation by turning the MX⁴'s power switch off and on. Then, if necessary, restart all computers. The long-term solution to avoid this problem is to power the MX⁴ from a UPS.
 - (b) Check keyboard connection.
- 7. Repeated "MOUSE INSTALLATION FAILURE" at computer power-up.**
 - (a) The mouse cable from the computer to the MX⁴ is loose. Secure the connection, and power up again.
 - (b) If the problem occurs only with new computers that are being added to the system, the firmware in the KVM—an internal mouse emulator—may need to be upgraded to a later version to be compatible with newer computers. Contact your dealer or Raritan Computer Technical Support for service.
- 8. After a period of trouble-free operation, the mouse attached to the MX⁴ locks—unable to control mouse functions—when a particular computer is selected, but works normally when other computers are selected.**
 - (a) Try to identify whether the problem is originating from the computer by reconnecting the computer to a different channel with a different cable. Then power up the computer. If the problem is not with the cable or with the specific channel, then connect the mouse directly to the computer. If the problem persists, then the computer's mouse port is out of order. Otherwise, contact your dealer or Raritan Computer Technical Support.
 - (b) If the problem occurs after the MX⁴ has been installed for a period of time and occurs to computers that have previously worked with the MX⁴, then some components are out of order. Contact your dealer or Raritan Computer for service.
- 9. Unit does not operate in on-screen user interface mode.**
 - (a) Replace keyboard. OSUI works only with PS/2 or extended AT-style keyboards.