

Surgere - RFID Reader Troubleshooting

Please complete the following troubleshooting steps and email results to customercare@surgere.com. Once results are received, someone from the Surgere team will contact you to discuss next steps.

- Power cycle the device by doing one of the following:
 - Power cycle the switchport
 - Manually unplug ethernet cable for 15 seconds
- Ping device IP on the network; Provide screen shot of results:

```
cesna-core1#ping 10.178.136.155
Type escape sequence to abort.
Sending 5, 100-byte ICMP Echos to 10.178.136.155, timeout is 2 seconds:
!!!!!!
Success rate is 100 percent (5/5), round-trip min/avg/max = 1/1/1 ms
cesna-core1#ping 10.178.136.155
Type escape sequence to abort.
Sending 5, 100-byte ICMP Echos to 10.178.136.155, timeout is 2 seconds:
!!!!!!
Success rate is 100 percent (5/5), round-trip min/avg/max = 1/1/2 ms
cesna-core1#ping 10.178.136.155
Type escape sequence to abort.
Sending 5, 100-byte ICMP Echos to 10.178.136.155, timeout is 2 seconds:
!!!!!!
Success rate is 100 percent (5/5), round-trip min/avg/max = 1/1/3 ms
cesna-core1#ping 10.178.136.155
Type escape sequence to abort.
Sending 5, 100-byte ICMP Echos to 10.178.136.155, timeout is 2 seconds:
!!!!!!
Success rate is 100 percent (5/5), round-trip min/avg/max = 1/1/2 ms
```

- Validate MAC address on switch-port; Provide screen shot of results:

```
cesna-idf5#show mac address-table interface GigabitEthernet 0/3
Mac Address Table
-----
Vlan    Mac Address      Type    Ports
----    -
252     0016.2515.8659   DYNAMIC Gi0/3
Total Mac Addresses for this criterion: 1
```

- Validate cable length & status from switch port. Note that the cable length must be under standard recommendation; Provide screen shot of results:

```
cesna-idf5#show cable-diagnostics tdr interface GigabitEthernet 0/3
TDR test last run on: February 22 14:13:34

Interface Speed Local pair Pair length      Remote pair Pair status
-----
Gi0/3     1000M Pair A    68 +/- 10 meters Pair B    Normal
          Pair B    68 +/- 10 meters Pair A    Normal
          Pair C    68 +/- 10 meters Pair D    Normal
          Pair D    68 +/- 10 meters Pair C    Normal
```

- Validate switch PoE usage. Provide screen shot of results:

```

cesna-idf5#show power inline GigabitEthernet 0/3 detail
Interface: Gi0/3
Inline Power Mode: auto
Operational status: on
Device Detected: yes
Device Type: Impinj R700
IEEE Class: 4
Discovery mechanism used/configured: Unknown
Police: off

Power Allocated
Admin Value: 30.0
Power drawn from the source: 30.0
Power available to the device: 30.0

Actual consumption
Measured at the port: 12.4
Maximum Power drawn by the device since powered on: 13.2

Absent Counter: 0
Over Current Counter: 0
Short Current Counter: 0
Invalid Signature Counter: 0
Power Denied Counter: 0

Power Negotiation Used: CDP
LLDP Power Negotiation --Sent to PD-- --Rcvd from PD--
Power Type: - -
Power Source: - -
Power Priority: - -
Requested Power(W): - -
Allocated Power(W): - -

Four-Pair PoE Supported: No
Spare Pair Power Enabled: No
Four-Pair PD Architecture: N/A

```

- Provide network cable test results, example below:

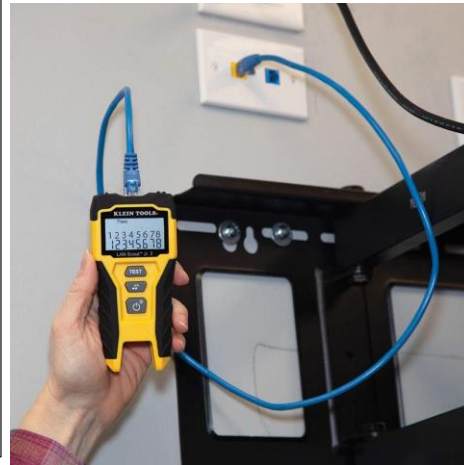
CABLEIQ REPORTER
TEST MANAGEMENT SOFTWARE

CABLEIQ Test Results
Fluke Networks Qualification Tester

Site:		Tested by:	
Address:		CableIQ Fluke Networks	
Written notes:			
Cable ID: Building Office 4			
Qualified: ✓ 100BASE-TX; 10BASE-T; Voice Over IP; Wiremap Only; Telco		Written notes:	
Disqualified: ✗ 100BASE-T		Reason: Crosstalk fault @ 2.9 m	
Date	Time	Length	Version
1/4/2005	4:57:30 PM	8.6 m	V0.09.02
S/N		00000010	
12345678		12345678	
Cable ID: Building Office 3			
Qualified: ✓ 100BASE-T; 100BASE-TX; 10BASE-T; Voice Over IP; Wiremap Only; Telco		Written notes:	
Date	Time	Length	Version
1/4/2005	4:57:10 PM	22.6 m	V0.09.02
S/N		00000010	
12345678		12345678	
Cable ID: Building Office 2			
Qualified: ✓ 100BASE-T; 100BASE-TX; 10BASE-T; Voice Over IP; Wiremap Only; Telco		Written notes:	
Date	Time	Length	Version
1/4/2005	4:57:03 PM	22.6 m	V0.09.02
S/N		00000010	
12345678		12345678	
Cable ID: Building Office 1			
Qualified: ✓ 100BASE-T; 100BASE-TX; 10BASE-T; Voice Over IP; Wiremap Only; Telco		Written notes:	
Date	Time	Length	Version
1/4/2005	4:56:36 PM	22.6 m	V0.09.02
S/N		00000010	
12345678		12345678	

FLUKE networks

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- Validate switchport VLAN configuration against port rules provided by Surgere.
- Validate local hardware and server (when applicable) firewall configuration against rules provided by Surgere.

Please email results to customercare@surgere.com for review and we will provide next steps.