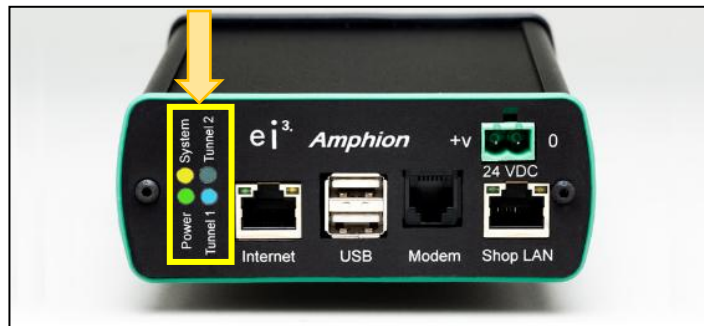


# Offline Green Box Troubleshooting

If the green box is offline there could be a few reasons for this behavior. The green box may be disconnected from the Internet, it may be powered off, or it may be misconfigured. Answering some troubleshooting questions will help us quickly identify what is causing the issue.

The following questions will get us started troubleshooting:

1. What are the four status lights on the green box showing? Is the green System LED flashing? Is the blue Gateway LED flashing?

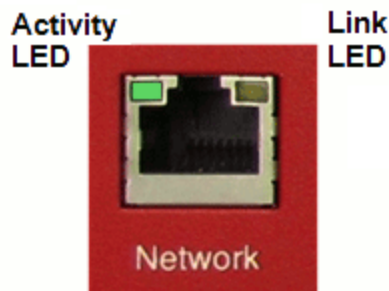


If the Amber Power LED is off, then the green box is missing a reliable power source.

If the Green System LED is steady on, then try rebooting the green box.

If both Blue Tunnel LEDs are off, then the green box is disconnected from the VPN servers. This usually indicated that the green box is disconnected from the Internet. Double check that all Ethernet cables are plugged in and secure. It could also mean that there is a firewall or proxy blocking the VPN traffic going to and from the green box.

2. What are the LEDs of the Ethernet port labeled "Internet" indicating? Is the Link LED on? Is the Activity LED flashing?



If both LEDs are off, then there no valid Ethernet connection to another device an Ethernet cable may be defective or an intermediate switch may be misconfigured/bad/off. If the Link LED is on but the Activity LED is not flashing, then the Ethernet physically connected to a device but it is not communicating.

3. Finally, there is a label on the top of the green box. Under the barcode there is an alphanumeric serial number and a 6 digit Project number (#####-###). What is this green box's Project number? Knowing it will allow the engineers at Ei3 identify the device in question quickly.

A picture of the green box and a quick description should be enough to answer these questions adequately.