



Nexus Hawk™+ QuickFix Guide

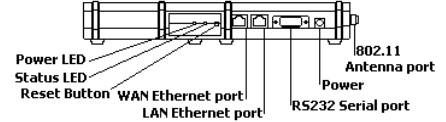
Nexus iSR 207 Tremont Street Rochester, New York 14608 585-436-0400

Quickly Fixing the Nexus Hawk

Universal Recovery Strategies:

Reset and maintain user-settings

Press <Reset> momentarily



Reset and restore factory defaults

Press-and-hold <Reset> through 5 LED flashes

Factory Default Values: Only Eth0 (WAN) and Eth1 (LAN) are active. All other ports are disconnected and any user-set parameters are lost. Default **Username** = **manager**, default **Password** = **manager**

Note: the <Reset> process may take up to 2-minutes to fully complete. The "Status LED" will flash for 1-second intervals when the unit is done.

Symptom	Cause	Solution
Power light is not on	Nexus Hawk is not receiving power	1. Verify that the power supply is plugged in
Status page is reporting "Attempting to Connect" to the AP for more than 5 minutes	The Nexus Hawk cannot receive a valid signal	1. Move closer to AP 2. Verify that the AP is still on and is connected 3. Verify that the security settings are the same between AP and Client 4. Verify that the clients MAC address is allowed to connect to AP by checking the Setup WiFi MAC Filtering configuration page
Status page displays 'load error: Unknown'	Nexus Hawk is no longer connected to the PC or has no power	1. Verify that the Crossover cable is connected to the PC 2. Verify that the power source is connected to the Nexus Hawk
Status light is not flashing at 1-second intervals	Nexus Hawk has not finished booting or doesn't have power	1. Wait another 30-60 seconds for Nexus Hawk to finish booting 2. Press and hold the "Reset" button for no more than 5 seconds to reboot the Nexus Hawk. 3. Nexus Hawk should come up in a ready state.
Unable to view Status page or are receiving the "The page cannot be displayed" message	There is no connection between the Nexus Hawk and the PC	1. Verify that the power source is connected to the Nexus Hawk 2. Verify that the Crossover Cable is connected to the "Eth1" port 3. Incorrect IP settings. Press and hold the 'Reset' button for 5 on/off cycles to reset to factory defaults
Status is reporting disconnected with the Cellular card	There is no cellular service	1. Verify that the cellular card is plugged into Slot 1 or Slot 2 securely 2. Verify that the correct cellular card is configured in the correct slot on the Setup PCMCIA Cellular WAN configuration page 3. Verify that the antenna is securely connected to the 802.11 port
Status page is reporting "Attempting to Connect" to the cellular card for more than 5 minutes	The Nexus Hawk cannot receive a valid signal	1. Verify that the cellular card is on the verified list of cellular cards 2. Move the Nexus Hawk closer to a window.
Green light on "Eth1" port is not lit up	Crossover cable is not connected	1. Verify that the Crossover Cable is connected to both the Nexus Hawk and the PC/Laptop

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	to PC/Laptop	
GPS device is not responding to commands	GPS device is not connected to the Nexus Hawk	1. Verify that the serial cable is connected to both the GPS device and the Nexus Hawk's Comm port
Unable to connect to internet using WiFi Client; able to connect to WiFi AP	AP is configured incorrectly	<ol style="list-style-type: none"> 1. Verify that AP is configured to access the internet correctly. 2. Verify that the AP can access the internet 3. If connecting through Cellular WAN verify that the card is configured correctly 4. Verify that the AP and Client don't have the same IP address
"Limited or no connectivity" displayed on PC	Nexus Hawk is not connected to PC	<ol style="list-style-type: none"> 1. Verify that the Nexus Hawk has power 2. Verify that the provided crossover cable not straight is being used 3. Verify that the crossover cable is connected to the Eth1 port
Unable to connect to internet though Eth0 (WAN) port	Conflict with IP address or conflict within network	<ol style="list-style-type: none"> 1. If using DHCP make sure the DNS is not statically configured on the PC 2. Verify that there are no more than 2 switches and 3 hubs in the network.
The <Connect> and <Disconnect> buttons are non functional on the Cellular WAN configuration page	Cellular card is not being recognized by the Nexus Hawk	<ol style="list-style-type: none"> 1. Power-off the Nexus Hawk, unplug the cellular data card, firmly re-insert the cellular data card, power-up the Nexus Hawk. 2. If the link light on the cellular card fails to blink, it is possible that the cellular card is not functional. Repeat the operation in the other slot (if the Nexus Hawk has multiple slots).
Why won't my PC correctly renew my IP address when I change the Hawk's Eth1 subnet?	Conflict with IP address or conflict within network	1. Your Hawk is probably plugged into a WAN on which it shares an IP conflict with another WAN-connected device. Disconnect the Hawk from the WAN prior to attempting to change the Hawk's Eth1 subnet.
I can't 'surf the net', even though I have a data card plugged into the Nexus Hawk		<ol style="list-style-type: none"> 1. When a data card is functional...but is being used outside of its subscription area, it will get an IP address...but it won't surf 2. When a data card is no longer functional (it is no longer provisioned due to non-payment, etc.), it will attempt to connect (twice, it seems) then disconnect itself from the Hawk. Here's what you'll see in the management console: <ol style="list-style-type: none"> a. Status: "No WAN", all slots empty b. Setup PCMCIA will show the card properly "discovered" and <connect> button dark (pushable) <ol style="list-style-type: none"> i. If you press <connect> and go to the Status page... <ol style="list-style-type: none"> 1. It will attempt to connect twice, then give up, leaving you with the personality shown in (a.) and (b.) above