



Top Troubleshooting Tips

To ensure reliable operation it is highly recommended to implement a maintenance schedule. The basic parameters that should be observed are as follows:

1) Red light is flashing on one of the disks

This is completely normal and indicates the hot-spare disk. If there is a problem with a drive the light will be solid red accompanied by beeping sound.

2) When I turn the machine on it is beeping

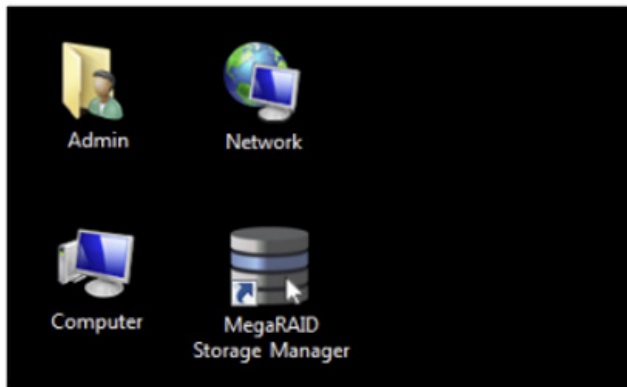
Most of our machines come standard with a redundant 1+1 power supply which both need to be plugged in in order to avoid warning alarm.

3) How can I get remote access to the machine?

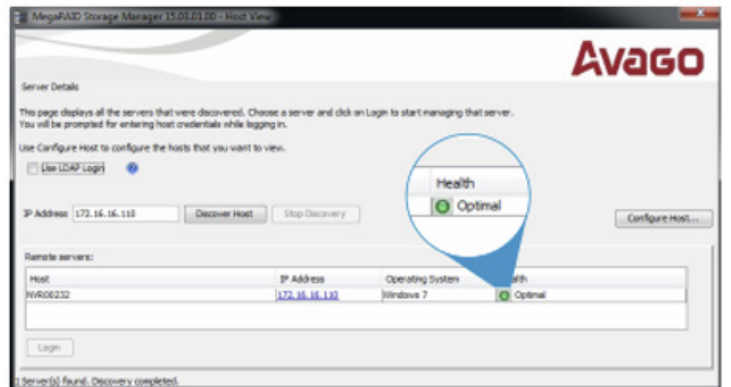
To get remote access to the machine we can provide access via a utility called 'Logmein.'

Please email support@securelogiq.com for assistance in setting this up.

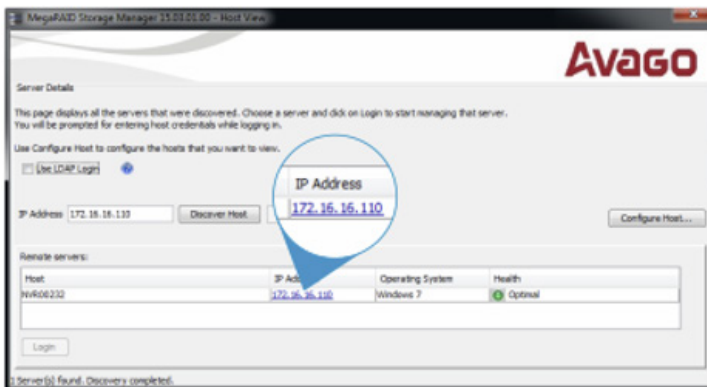
4) How can I check the status of the RAID arrays?



1. Double-click on the **MegaRAID utility icon** on the desktop



2. Current status is shown here



3. To get more information, click here

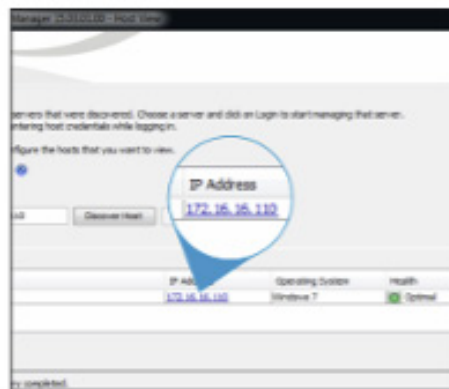


4. Default username is **admin** and password is blank.
NOTE: If a Windows user account has been setup then the username and password will be the same as this

5) How can I silence the alarm?



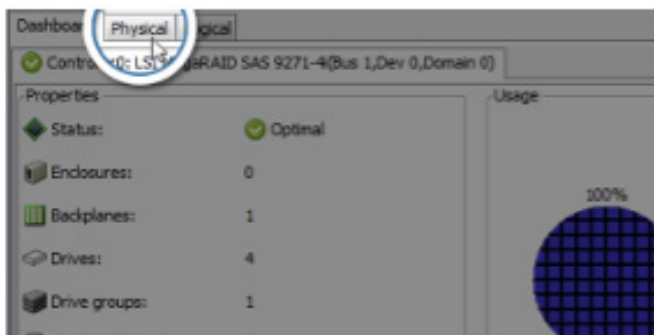
1. Double-click on the **MegaRAID utility icon** on the desktop



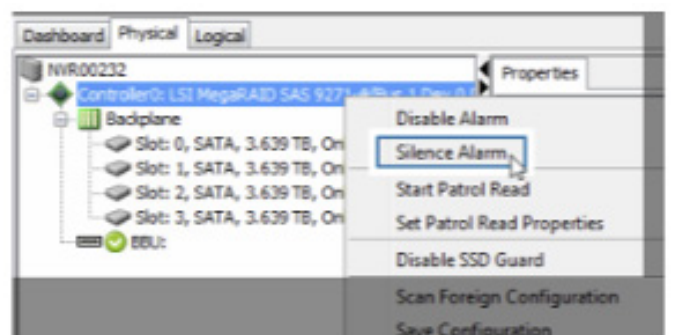
2. Click here to login to the utility



3. Default username is **admin** and password is blank. NOTE: If a Windows user account has been setup then the username and password will be the same as this



4. Click the **Physical** tab



5. Right-click on the **RAID controller**

6. Select **Silence Alarm**

NOTE: If the RAID array is degraded, the alarm may start again until the rebuild is finished

6) I have a solid red light on one of the disks and machine is beeping?

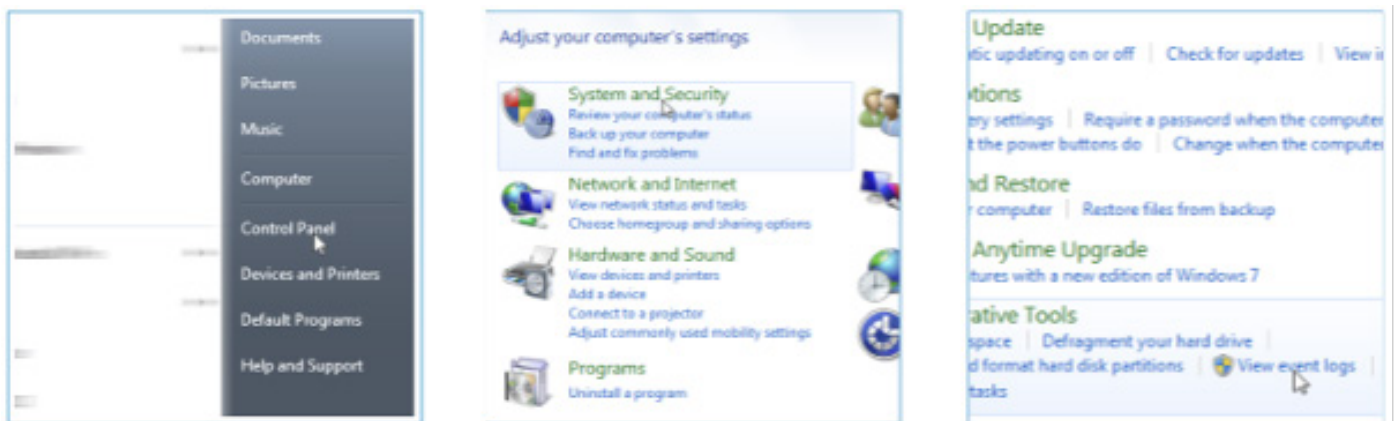
Please contact Secure Logiq support for assistance at the details shown below:

Email: support@securelogiq.com | **Skype:** SecureLogiqSupport | **Phone:** +44 (0) 20 3475 5743

7) View event logs

Below is how to access the event logs which may prove useful in diagnosing problems.

- Go to Control Panel
- Click System and Security
- View event logs



Secure Logiq are always happy to provide support assistance. Please use one the following methods to contact one of our technicians.

Email: support@securelogiq.com | **Skype:** SecureLogiqSupport | **Phone:** +44 (0) 20 3475 5743