



Troubleshooting connection issues

StorageGRID 11.5

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Troubleshooting connection issues

If you encounter connection issues during the StorageGRID appliance installation, you should perform the corrective action steps listed.

Unable to connect to the appliance

If you cannot connect to the services appliance, there might be a network issue, or the hardware installation might not have been completed successfully.

Steps

1. Try to ping the appliance using the IP address for the appliance :

`ping services_appliance_IP`

2. If you receive no response from the ping, confirm you are using the correct IP address.

You can use the IP address of the appliance on the Grid Network, the Admin Network, or the Client Network.

3. If the IP address is correct, check appliance cabling, QSFP or SFP transceivers, and the network setup.

If that does not resolve the issue, contact technical support.

4. If the ping was successful, open a web browser.

5. Enter the URL for the StorageGRID Appliance Installer:

`https://appliances_controller_IP:8443`

The Home page appears.

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