

## Troubleshooting\_Tips

This article helps you to identify and remedy common problems that may arise as you run the Mediator and the Mediator Manager applications.

### What are the tools recommended for tethereal network capture?

You can use Wireshark. This is a network protocol analyzer for Unix and Windows.

### What are the auxillary tools required to troubleshoot Mediator?

You need to use the following tools:

- WinSCP
- Putty
- HyperTerminal

### What does the LED status of the Mediator indicate?

The running status of the Mediator is described in the table below:

LED Code	Status	Description
None	Power off Initializing Rebooting	The Mediator is not powered up. The Mediator is initializing. The Mediator is rebooting
One long flash followed by a pause	Idle	The Mediator is booted up and running, but the Framework is not running.
Two short flashes followed by a pause	Installing	The Framework is starting for the first time and is installing itself.
Three long flashes followed by a pause	Running	The Framework is running normally.
Four short flashes followed by a pause	Error	The Framework is running, but errors are present. Check the Message Log for details.
Three short flashes, followed by three long flashes, followed by three short flashes, followed by a pause	Emergency	The Framework has stopped running for at least two minutes.

### When you install configTOOL version 3.1.0.1b, the tool does not open up on your computer.

Reason: By default, configTOOL needs 1.5 GB of RAM to start. If your computer does not have sufficient RAM, then you receive an error message about creating the Java Virtual Machine (JVM).

Workaround: Follow these steps:

1. Navigate to the installation directory, for example: C:\Program Files\Cisco Systems\configTOOL.
2. Open the configTOOL.lax file in a notepad.
3. Search for the line lax.nl.java.option.java.heap.size.max and set the existing value to a lower value (in bytes).
4. Open configTOOL.

### Related Links

["Mediator and Mediator Manager Main Page"](#)

["FAQs"](#)