

Cisco® 675 and 678 Modems

Installation Troubleshooting Macintosh®

1. Installation Wizard can't find the modem.
 - Confirm Cisco® Commander is shut down
 - Check all necessary cables are connected between the modem and the computer.
 - Shut down all other software programs, including firewalls and proxy servers.
 - Confirm all hardware firewalls are bypassed.
 - The power light on your modem should be green.
2. Computer locks up or identifies an operational fault during the installation process.
 - Restart your computer.
 - Rerun the V2.4.6 software update.
3. The modem isn't detected during the upgrade for RFC 1483 Bridging users, and no reporting features are available in the Cisco Commander software.
 - Confirm your cable is connected from your computer to the modem. The cable is blue or gray.
 - Start a ZTerm session on your Macintosh to gain software access to the modem. Refer to the Manual Modem Configuration section in your user guide for detailed connection instructions.
 - At the "cbos>" prompt, type **enable**.
 - At the password prompt, select **Enter**.
 - At the "cbos#" prompt, type **set bridging management enabled**.
 - At the "cbos#" prompt, type **write**.
 - At the "cbos#" prompt, type **reboot**.
 - Rerun the V2.4.6 software update.