



Catalyst 3850 Switch Getting Started Guide

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About This Guide

This guide describes how to use Express Setup to initially configure your Catalyst 3850 switch. The guide also covers switch management options, basic rack-mounting, stacking, port and module connections, and troubleshooting.

For more installation and configuration information, see the Catalyst 3850 documentation on Cisco.com. For system requirements, important notes, limitations, open and resolved bugs, and documentation updates, see the release notes on Cisco.com.

When using the online publications, refer to the documents that match the Cisco IOS software version running on the switch.

For translations of the warnings that appear in this publication, see the *Regulatory Compliance and Safety Information for the Catalyst 3850 Switch* on Cisco.com.




Note

The illustrations of the Catalyst 3850 switch are not intended to depict any particular color scheme. They are provided as a reference for various features and markings described within this guide.

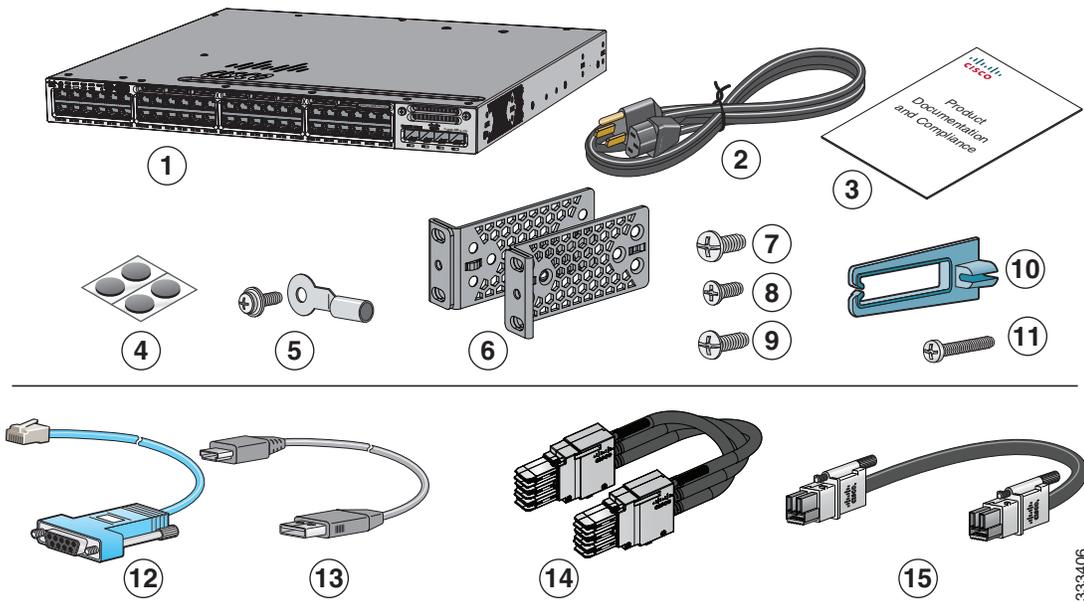
Shipping Box Contents

The shipping box contains the model of the switch you ordered and other components needed for installation, as shown in [Figure 1](#). Some components are optional, depending on your order.


Note

Verify that you have received these items. If any item is missing or damaged, contact your Cisco representative or reseller for instructions.

Figure 1 Components delivered in the shipping box



| | | | |
|----------|---|-----------|--|
| 1 | Catalyst 3850-48P-L ¹ switch with optional network module ² (power supply and fan modules not shown) ³ | 9 | Eight number-8 Phillips flat-head screws |
| 2 | AC power cord | 10 | Cable guide |
| 3 | Product documentation and compliance document | 11 | M4.0 x 20mm Phillips pan-head screw |
| 4 | Four rubber mounting feet | 12 | (Optional) RJ-45 console cable ² |
| 5 | Ground lug screw and ring terminal | 13 | (Optional) USB console cable ² |
| 6 | Two 19-inch mounting brackets | 14 | (Optional) StackWise cable (0.5-meter, 1-meter, or 3-meter) ² |
| 7 | Four number-12 pan-head screws | 15 | (Optional) StackPower cable (0.3-meter or 1.5-meter) ² |
| 8 | Four number-10 pan-head screws | | |

1. Catalyst 3850-48P-L switch is shown. Your switch model might look different.
2. Item is orderable.
3. Fan modules are installed in the switch. Power supply modules are not installed in the switch.

Running Express Setup

Use Express Setup to enter the initial IP information. This action enables the switch to connect to local routers and the Internet. You can access the switch through the IP address for further configuration.


Note

To use the CLI-based initial setup program, see Appendix C, “Configuring the Switch with the CLI-Based Setup Program,” in the switch hardware guide.

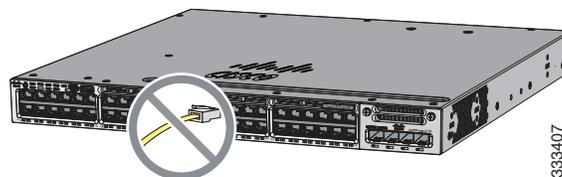
You need this equipment:

- PC or laptop with Windows Vista, XP, or 2000
- Browser (Internet Explorer 5.5, 6.0, 7.0, Firefox 1.5, 2.0, and 3.0) with JavaScript enabled
- Straight-through or crossover Category 5 Ethernet cable


Note

Before running Express Setup, disable any pop-up blockers or proxy settings in your browser and any wireless client running on your PC or laptop.

Step 1 Make sure that nothing is connected to the switch.



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Step 2 During Express Setup, the switch acts as a DHCP server. If your PC or laptop has a static IP address, temporarily change your PC or laptop settings before you use DHCP.

Note Write down the static IP address. You will need this IP address in [Step 14](#).

Step 3 Install the power supply modules. See the “Power Supply Installation” chapter in the *Catalyst 3850 Switch Hardware Installation Guide* for instructions.

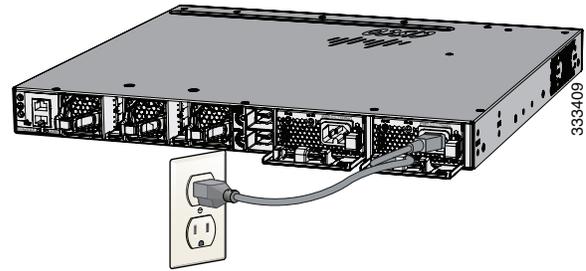
http://www.cisco.com/go/cat3850_hw

Step 4 Power the switch.

AC power switches: Plug the AC power cord into the switch power supply and into a grounded AC outlet.

DC power switches: See the wiring instructions in the *Catalyst 3850 Switch Hardware Installation Guide* on Cisco.com:

http://www.cisco.com/go/cat3850_hw

**Step 5** Observe the POST results. Approximately 30 seconds after the switch powers on, it begins the power-on self-test (POST), which can take up to 5 minutes to complete.

During POST, the SYSTEM LED blinks green. When POST is complete, the SYSTEM LED turns solid green. The ACTV LED is green if the switch is acting as the active switch.

Note Before going to the next step, wait until POST is complete.

Troubleshooting:

If the SYST LED does not turn solid green, or turns amber, the switch failed the POST. Contact your Cisco representative or reseller.

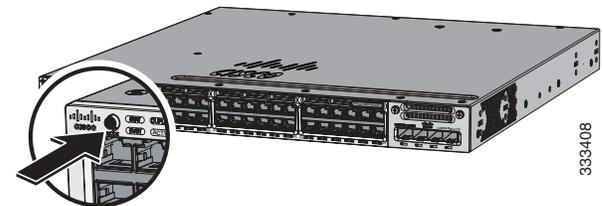
Step 6 Press and hold the Mode button until all the LEDs next to the Mode button turn green.

You might need to hold the button for more than 3 seconds.

The switch is now in Express Setup mode.

Troubleshooting:

If the LEDs next to the Mode button blink when you press the button, release it. Blinking LEDs mean that the switch is already configured and cannot go into Express Setup mode. For more information, see the [“Resetting the Switch”](#) section on page 21.



Step 7 Connect a Category 5 Ethernet cable to a port:

- Any 10/100/1000 or 10/100/1000 PoE+ or 10/100/1000 Cisco Universal Power Over Ethernet (Cisco UPOE) ports on the switch front panel.
- The RJ-45 management port on the switch rear panel.

Connect the other end of the cable to the Ethernet port on your PC or laptop.

Wait until the port LEDs on the switch and your PC or laptop are green or blinking green. Green LEDs indicate a successful connection.

Troubleshooting:

If the port LEDs do not turn green after about 30 seconds, make sure that:

- You connected the Ethernet cable to one of the downlink switch ports (not to the console port).
- You are using an undamaged Category 5 or 6 Ethernet cable.
- The other device is turned on.



Step 8 Start a browser session on the PC or laptop, and enter the IP address `https://10.0.0.1`. When prompted, enter the default password, `cisco`.

Note The switch ignores text in the username field.

The Express Setup window appears.

Troubleshooting:

If the Express Setup window does not appear, make sure that any browser pop-up blockers or proxy settings are disabled and that any wireless client is disabled on your PC or laptop.

Step 9 Enter this information in the Network Settings fields:

Note All entries must be in English letters.

- In the Management Interface (VLAN ID) field, the default is 1.

Note We recommend that you use the default VLAN value. During Express Setup, VLAN 1 is the only VLAN on the switch. Enter a new VLAN ID only if you want to change the management interface through which you manage the switch. The VLAN ID range is 1 to 1001.

- In the IP Address field, enter the switch IP address.
- In the Subnet Mask field, click the drop-down arrow, and select a subnet mask.
- In the Default Gateway field, enter the IP address for the default gateway (router).
- Enter your password in the Switch Password field. The password can be from 2 to 25 alphanumeric characters, can start with a number, is case sensitive, allows embedded spaces, but does not allow spaces at the beginning or end. In the Confirm Switch Password field, enter your password again.

Note You must change the default password, *cisco*.

(Optional) Enter this information in the Ethernet Management Port Settings fields:

- In the IP Address field, enter the IP address of the Ethernet management port. In the Subnet Mask field, click the drop-down arrow, and select an IP Subnet Mask.

Step 10 (Optional) You can enter the Optional Settings information now or enter it later by using the Device Manager interface.

You can enter other administrative settings in the Optional Settings fields. For example, the optional administrative settings identify and synchronize the switch for enhanced management. NTP automatically synchronizes the switch clock with the network clock. You can manually set the system clock if the switch should have different settings.

Step 11 (Optional) You can select the **Advanced Settings** tab on the Express Setup window and enter the advanced settings now or enter them later by using the Device Manager interface.

- In the Telnet Access field, click **Enable** if you are going to use Telnet to manage the switch by using the command-line interface (CLI). If you enable Telnet access, you must enter a Telnet password.
- In the Telnet Password field, enter a password. The Telnet password can be from 1 to 25 alphanumeric characters, is case sensitive, allows embedded spaces, but does not allow spaces at the beginning or end. In the Confirm Telnet Password field, reenter the Telnet password.
- In the SNMP field, click **Enable** to enable Simple Network Management Protocol (SNMP). Enable SNMP only if you plan to manage switches by using CiscoWorks 2000 or another SNMP-based network-management system.
- If you enable SNMP, you must enter a community string in the SNMP Read Community field, the SNMP Write Community field, or both. SNMP community strings authenticate access to MIB objects. Embedded spaces are not allowed in SNMP community strings. When you set the SNMP read community, you can access SNMP information, but you cannot change it. When you set the SNMP write community, you can both access and change SNMP information.
- In the System Contact and System Location fields, enter a contact name and the wiring closet, floor, or building where the switch is located.
- (Optional) In the Enable IPv6 field, click **Enable** to enable IPv6 on the switch. The IPv6 field is enabled by default.

Note Enabling IPv6 restarts the switch when you complete Express Setup.

Step 12 Click **Submit** to save your changes and to complete the initial setup.

After you click **Submit**:

- The switch is configured and exits Express Setup mode.
- The browser displays a warning message and tries to connect with the earlier switch IP address. Typically, connectivity between the PC or laptop and the switch is lost because the configured switch IP address is in a different subnet from the IP address on the PC or laptop.

For more information about Express Setup fields, see the online help for the Express Setup window.

Step 13 Disconnect the switch from the PC or laptop, and install the switch in your network. See the [“Installing the Switch” section on page 10](#).

Step 14 If you changed the static IP address on your PC or laptop in [Step 2](#), change it to the previously configured static IP address.

Step 15 See the [“Managing the Switch” section on page 7](#) for information about configuring and managing the switch.

Step 16 To display Device Manager:

1. Start a web browser on your PC or laptop.
2. Enter the switch IP address, username, and password assigned in [Step 9](#) in the browser, and press **Enter**. The Device Manager page appears.

Troubleshooting:

If Device Manager does not appear:

- Confirm that the port LED for the switch port connected to your network is green.
- Confirm that the PC or laptop that you are using has network connectivity by connecting it to a well-known web server in your network. If there is no network connection, troubleshoot the network settings on the PC or laptop.
- Make sure that the switch IP address in the browser is correct.
- If the switch IP address in the browser is correct, the switch interface LED is green, and the PC or laptop has network connectivity, continue troubleshooting by reconnecting the PC or laptop to the switch. Configure a static IP address on the PC or laptop that is in the same subnet as the switch IP address.

When the LED on the switch port connected to the PC or laptop is green, reenter the IP address of the switch in a browser to display Device Manager. When Device Manager appears, you can continue with the configuration.

Managing the Switch

After completing Express Setup and installing the switch in your network, you can use these options for configuration:

- [Device Manager](#)
- [Cisco Network Assistant](#)
- [Command-Line Interface](#)
- [Other Management Options](#)

Device Manager

The simplest way to manage the switch is by using Device Manager in the switch memory. This is a web interface that offers quick configuration and monitoring. You can access it through a web browser.

Follow these steps:

1. Launch a web browser on your PC or laptop.
2. Enter the switch IP address in the web browser, and press **Enter**. The Device Manager page appears.
3. Use Device Manager for basic switch configuration and monitoring. Refer to the Device Manager online help for more information.

Configuration Wizard

The Configuration Wizard is a Web-based controller user interface (UI) that lets you complete the initial wireless configuration after you configure the IP address, local username, and password or authorization using the authentication server. Using the Web UI, you can configure the controller, WLAN, and radios for all initial operations, establish management parameters, set security policies, access software management commands, configure system logs, and other tasks.

For more information on using the Configuration Wizard, see the switch software configuration guide on Cisco.com

Cisco Network Assistant

Cisco Network Assistant is a software program that you download from Cisco.com and run on your PC or laptop. It offers advanced options for configuring and monitoring multiple devices, including switches, switch clusters, switch stacks, routers, and access points. Network Assistant is free—there is no charge to download, install, or use it.

To use the Cisco Network Assistant:

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- Step 1** Go to this Web address: <http://www.cisco.com/en/US/products/ps5931/index.html>



Note You must be a registered Cisco.com user, but you need no other access privileges.

- Step 2** Click the **Download Software** link, and select the version you want to download.
- Step 3** Find the Network Assistant installer.
- Step 4** Download the Network Assistant installer, and run it. (You can run it directly from the Web if your browser offers this choice.)
- Step 5** When you run the installer, follow the instructions. In the final panel, click **Finish**.
-

See the Network Assistant online help and the *Network Assistant Getting Started Guide* for more information.

Command-Line Interface

You can enter Cisco IOS commands and parameters through the CLI by using one of these options:

- [USB Console Port](#)
- [RJ-45 Console Port](#)
- [Ethernet Management Port](#)



Note You cannot use the RJ-45 console port and the USB console port at the same time. The USB console port takes precedence over the RJ-45 port when both are connected.

USB Console Port



Note If you are connecting a Microsoft Windows-based PC or laptop to the switch USB console port, install a USB device driver before you connect for the first time. See the *Catalyst 3850 Switch Hardware Installation Guide* for instructions.

-
- Step 1** Connect a USB cable to the PC or laptop USB port. Connect the other end of the cable to the mini-B (5-pin-connector) USB port on the switch front panel.
- Step 2** Start a terminal-emulation program on the PC or laptop.
- Step 3** Configure the PC or laptop terminal emulation software for 9600 baud, 8 data bits, no parity, 1 stop bit, and no flow control.
- Step 4** Use the CLI to configure the switch. See the *Catalyst 3850 Switch Software Configuration Guide* and the *Catalyst 3850 Switch Command Reference*.
-

RJ-45 Console Port

-
- Step 1** Connect the RJ-45-to-DB-9 adapter cable to the 9-pin serial port on the PC or laptop. Connect the other end of the cable to the switch console port on the rear panel.
- Step 2** Start a terminal-emulation program on the PC or laptop.
- Step 3** Configure the PC or laptop terminal emulation software for 9600 baud, 8 data bits, no parity, 1 stop bit, and no flow control.
- Step 4** Use the CLI to configure the switch. See the *Catalyst 3850 Switch Software Configuration Guide* and the *Catalyst 3850 Switch Command Reference*.
-

Ethernet Management Port

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- Step 1** Connect a Category 5 Ethernet cable to the PC or laptop Ethernet port. Connect the other end of the cable to the management port on the switch rear panel.
 - Step 2** Start a Telnet session on the PC or laptop.
 - Step 3** Enter the switch IP address that you assigned using Express Setup.
 - Step 4** Use the CLI to configure the switch. See the software configuration guide and the command reference.
-

Other Management Options

Cisco Prime Infrastructure combines the wireless functionality of Cisco Prime Network Control System (NCS) and the wired functionality of Cisco Prime LAN Management Solution (LMS) with application performance monitoring and troubleshooting capabilities of Cisco Prime Assurance Manager. For more information, see the Cisco Prime Infrastructure documentation on Cisco.com.

See the [“Accessing Help Online” section on page 21](#) for supporting documentation.

Installing the Switch

This section describes basic 19-inch rack-mounting. See the *Catalyst 3850 Switch Hardware Installation Guide* for other optional bracket information. The illustrations show the Catalyst 3850-48P-L switch. You can install and connect other Catalyst 3850 switches as shown.

Equipment That You Need

- Phillips screwdriver to rack-mount the switch.

Before You Begin

Before installing the switch, verify that these guidelines are met:

- Clearance is maintained so that the LEDs on the front panel can be read.
- AC power cord reaches from the AC power outlet to the rear-panel connector.
- The switch rear panel has a clearance of 4.4 in. (11.1 cm).
- If you are installing a 1100-W power supply module, make sure that the switch is rack-mounted before you install it.
- Cabling is away from sources of electrical noise, such as radios, power lines, and fluorescent lighting. Make sure the cabling is safely away from other devices that might damage the cables. If needed, allow one RU space between devices to provide room for cabling.
- Airflow around the switch and through the vents is unrestricted.
- The temperature around the unit does not exceed 113°F (45°C). If the switch is in a closed or multirack assembly, the temperature might be higher than normal room temperature.
- Humidity around the switch does not exceed 95 percent.
- Altitude at the installation site is below 10,000 feet.
- For 10/100/1000 fixed ports, cables from the switch to connected devices are not longer than 328 feet (100 meters).
- Cooling mechanisms, such as fans and blowers in the switch, can draw dust and other particles causing contaminant buildup inside the chassis, which can result in system malfunction. Install the switch in an environment as free as possible from dust and foreign conductive material (such as metal flakes from construction activities).

Installation Warning Statements

Translations of these warning statements appear in the *Regulatory Compliance and Safety Information for the Catalyst 3850 Switch* document on Cisco.com.



Warning

Only trained and qualified personnel should be allowed to install, replace, or service this equipment.
Statement 1030



Warning

**To prevent the system from overheating, do not operate it in an area that exceeds the maximum recommended ambient temperature of:
113°F (45°C)** Statement 1047



Warning

**To prevent airflow restriction, allow clearance around the ventilation openings to be at least:
3 in. (7.6 cm)** Statement 1076



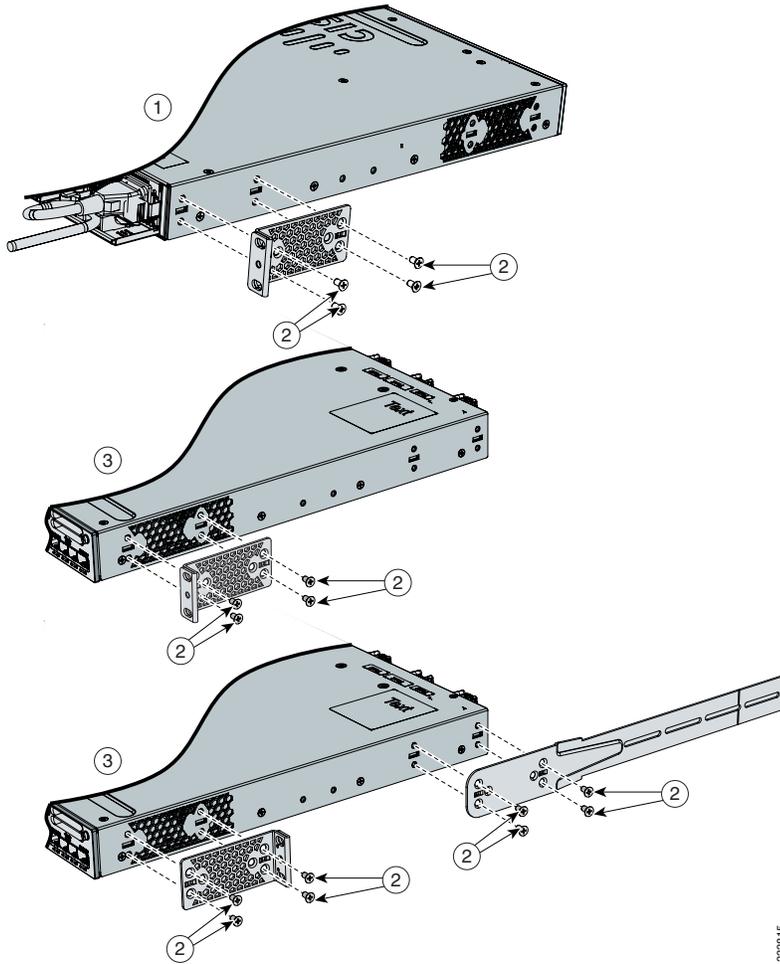
Note

The grounding architecture of this product is DC-isolated (DC-I).

Attaching the Brackets

Use four number-8 Phillips flat-head screws to attach the long side of each bracket to the switch in one of these mounting positions.

Figure 2 Attaching the brackets to the switch



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| | | | |
|----------|------------------------------------|----------|-------------------------|
| 1 | Rear-mounting position | 3 | Front-mounting position |
| 2 | Number-8 Phillips flat-head screws | | |

Rack-Mount the Switch

Use the four number-12 Phillips machine screws to attach the brackets to the rack. Use the black Phillips machine screw to attach the cable guide to the left or right bracket.



Warning

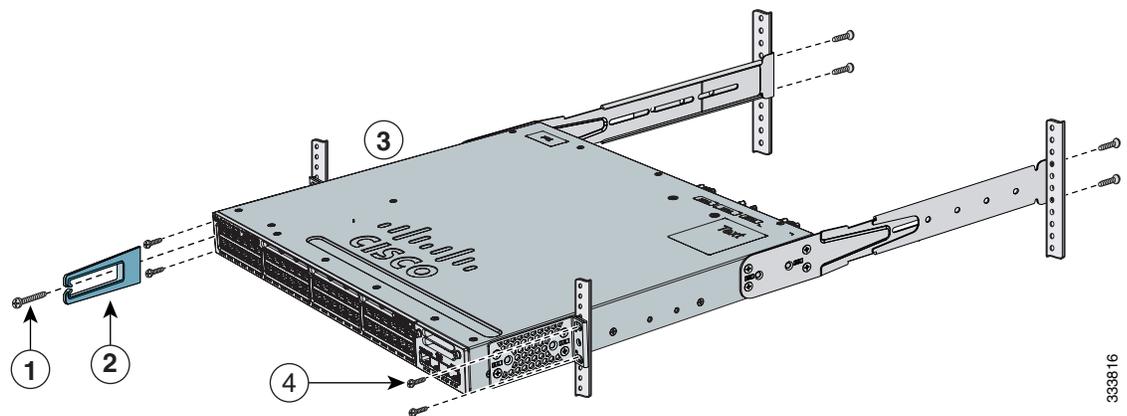
To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:

This unit should be mounted at the bottom of the rack if it is the only unit in the rack.

When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.

If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack. Statement 1006

Figure 3 Attaching the brackets to the rack



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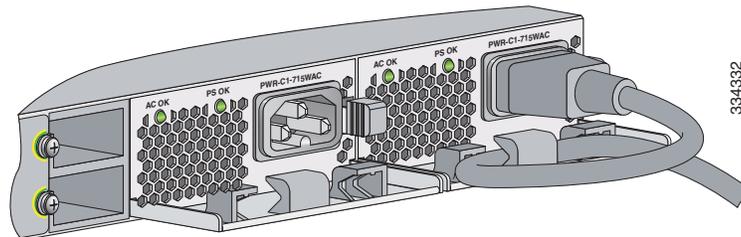
| | | | |
|----------|-------------------------------|----------|--|
| 1 | Phillips machine screw, black | 3 | Front-mounting position |
| 2 | Cable guide | 4 | Number-12 or number-10 Phillips machine screws |

Install the power supplies modules if needed.

Securing the AC Power Cord (Optional)

Make a loop in the power cord and thread it through the power cord retainer. Connect the power cord to the power supply.

Figure 4 **Securing the AC power cord**



Connecting the StackWise Cables

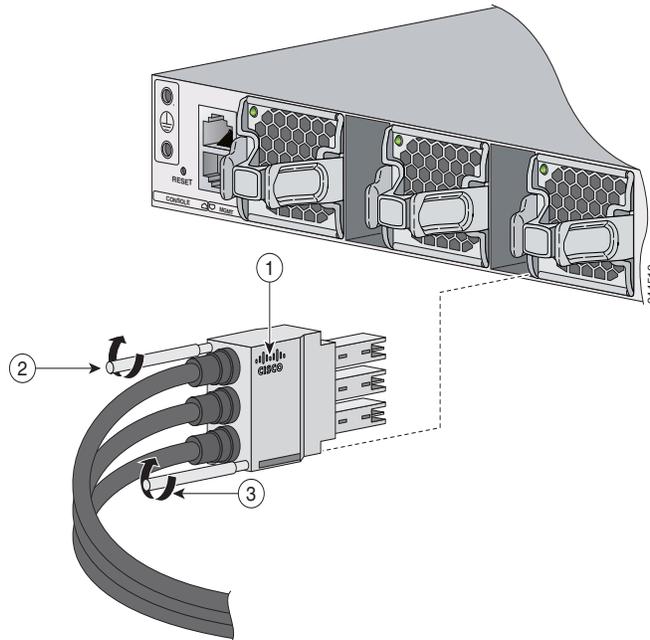
You can stack the Catalyst 3850 switch with other Catalyst 3850 switches. Before connecting the StackWise cables, review the “Planning a Switch Data Stack” section in the *Catalyst 3850 Switch Hardware Installation Guide*.

Always use a Cisco-approved StackWise cable to connect the switches.

To connect the cable to the StackWise port on the switch rear panel:

-
- Step 1** Make sure that the Cisco logo is oriented at the top-side of the connector as shown in the illustration.
 - Step 2** Align the connector and connect the StackWise cable to the StackWise port on the switch rear panel and finger-tighten the screw (clockwise direction).
 - Step 3** Connect the other end of the cable to the port on the other switch and finger-tighten the screw. Avoid overtightening the screws.
-

Figure 5 Inserting the StackWise cable into the StackWise port



| | | | |
|---|---------------|---|---------------|
| 1 | Cisco logo | 3 | Captive screw |
| 2 | Captive screw | | |



Caution

Removing and installing the StackWise cable can shorten its life. Do not remove and insert the cable more often than is necessary (installing and removing it up to 200 times is supported).

StackWise Cabling Configurations

This illustration shows a recommended stack configuration with connections using 0.5-meter StackWise cables.

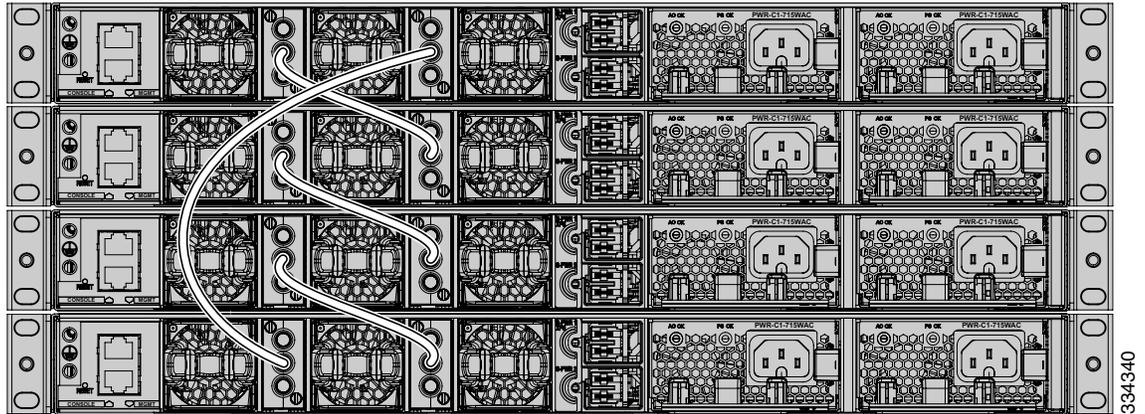


Note

You cannot have a switch stack containing a mix of Catalyst 3850 and Catalyst 3650 switches.

For more configuration examples, see the *Catalyst 3850 Switch Hardware Installation Guide* on Cisco.com at: http://www.cisco.com/go/cat3850_hw

Figure 6 Example of a StackWise cabling configuration



Connecting the StackPower Cables (Optional)

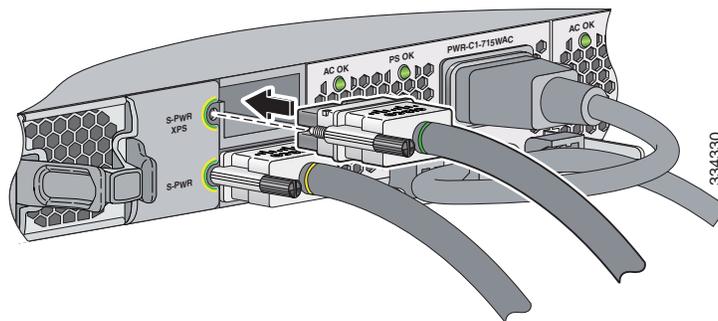
Always use a Cisco-approved StackPower cable to connect the switches.


Note

The Catalyst 3850 ports accept either the yellow or the green end of the StackPower cable.

Align the connector and connect the StackPower cable to the S-PWR port on the switch rear panel and finger-tighten the screw. Connect the other end of the cable to the port on the other switch and finger-tighten the screw. Avoid overtightening the screws.

Figure 7 Connecting the StackPower cable to the S-PWR port




Caution

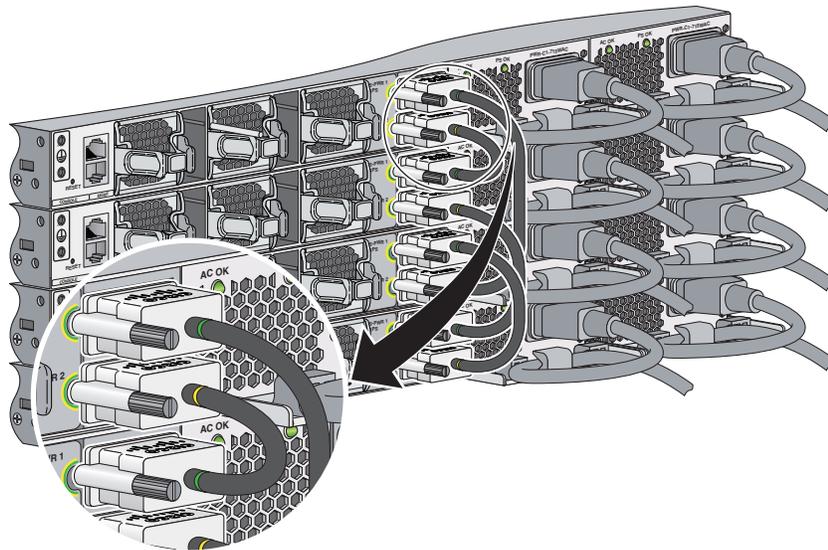
Removing and installing the StackPower cable can shorten its life. Do not remove and insert the cable more often than is necessary.

StackPower Cabling Configurations

You can configure a StackPower stack of up to four switches for either power-sharing or redundancy. This illustration shows the recommended stack configuration with connections using 0.3-meter StackPower cables.

For more examples, see the *Catalyst 3850 Switch Hardware Installation Guide* on Cisco.com at: http://www.cisco.com/go/cat3850_hw

Figure 8 Example of a StackPower stack configuration



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Installing the Network Module (Optional)

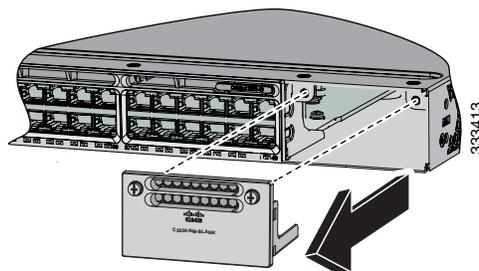
The switch accepts a hot-swappable network expansion module that provides SFP (1 Gigabit) and depending on the model, SFP+ (10 Gigabit) uplink ports.



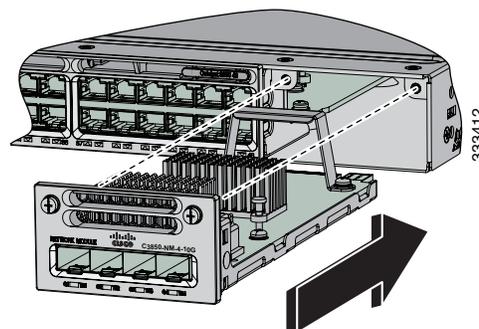
Note

You need a number-2 Phillips screwdriver to install the network module.

Step 1 Loosen the captive screws, and remove the blank network module cover.



Step 2 Slide the network module into the opening until the back of the module faceplate is flush with the switch faceplate. Tighten the captive screws. For a list of supported network modules, see the *Catalyst 3850 Switch Hardware Installation Guide* at: http://www.cisco.com/go/cat3850_hw



Connecting the Switch Ports

10/100/1000, 10/100/1000 PoE+, or 10/100/1000 Cisco UPOE Ports

When you connect to servers, workstations, IP phones, wireless access points, and routers:

- Use a straight-through, twisted four-pair, Category 5 cable in a 10/100/1000 port.
- Use a crossover, twisted four-pair, Category 5 cable when you connect to other switches, hubs, or repeaters.
- Connect the other cable end to an RJ-45 port on the other device.

In some switch models, the 10/100/1000 ports support Power over Ethernet (PoE), PoE+, or Cisco Universal Power Over Ethernet (Cisco UPOE).

- Support for IEEE 802.3af compliant powered devices (up to 15.4 W) PoE
- Support for IEEE 802.3at compliant powered devices (up to 30 W) PoE+

For more details, see the *Catalyst 3850 Switch Hardware Installation Guide* on Cisco.com.



Note

The automatic medium-dependent interface crossover (auto-MDIX) feature is enabled by default. The switch detects the required cable type for copper Ethernet connections and configures the interfaces. You can use either a crossover or a straight-through cable for connections to a copper 10/100/1000 module port on the switch, regardless of the type of connected device.

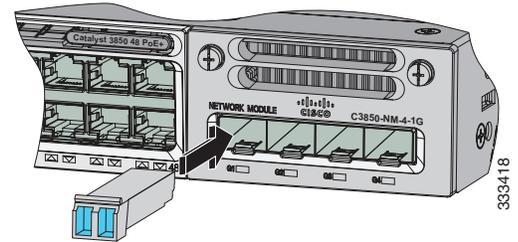
SFP and SFP+ Tranceiver Module Ports

Use only Cisco SFP transceiver modules with the switch. For a list of supported modules, see the *Catalyst 3850 Switch Hardware Installation Guide*. For detailed instructions on installing, removing, and connecting to SFP transceiver modules, see the SFP and SFP+ transceiver modules documentation.

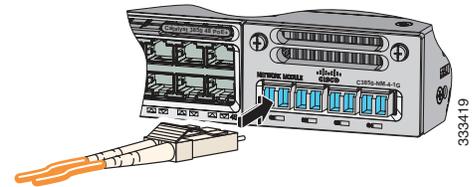
- Step 1** Hold the SFP transceiver module on the sides, and insert it into the SFP module slot on the switch until you feel the connector snap into place.



Note Depending on the model of the switch you are working with, the four SFP module slots can be all 1-Gigabit SFP module slots or all 10-Gigabit SFP+ module slots. They can also be a combination of a pair of SFP module slots on the left and a pair of SFP+ module slots on the right. SFP+ module slots support both SFP and SFP+ modules.



- Step 2** Connect an appropriate cable to the module port.



- Step 3** Connect the other cable end to the other device.

Verify Port Connectivity

After you connect a device to the switch port, the port LED turns amber for about 30 seconds while the switch establishes a link. The LED turns green when the switch and the attached device have a link. If the LED is off, the device might not be turned on, there might be a cable problem, or there might be a problem with the adapter installed in the device.

Troubleshooting

This section includes Express Setup troubleshooting, how to reset the switch, how to access help online, and where to find more information.

Express Setup

If Express Setup does not run, or if the Express Setup page does not appear in your browser:

| Checklist | Recommendation |
|---|--|
| Did you verify that POST ran successfully before starting Express Setup? | If not, make sure that only the SYST LED and ACTV LED are green before you press the Mode button to enter the Express Setup mode. POST errors are usually fatal. Contact your Cisco technical support representative if your switch fails POST. |
| Did you press the Mode button while the switch was still running POST? | If yes, wait until POST completes. Power cycle the switch. Wait until POST completes. Confirm that the SYST LED and ACTV LED are green. Press the Mode button to enter Express Setup mode. |
| Did you try to continue without confirming that the switch was in Express Setup mode? | Verify that all LEDs next to the Mode button are green. If not, press and hold the Mode button to enter Express Setup mode. |
| Does your PC or laptop have a static IP address? | If yes, change your PC or laptop settings to temporarily use DHCP before connecting it to the switch. |
| Did you connect the Ethernet cable to the console port instead of a 10/100/1000 Ethernet port or the management port on the switch? | If yes, disconnect the cable from the console port. Connect the cable to an Ethernet port on the switch. Wait 30 seconds before you enter 10.0.0.1 in the browser. |
| Did you wait 30 seconds after you connected the switch and the PC or laptop before you entered the IP address in your browser? | If not, wait 30 seconds, reenter 10.0.0.1 in the browser, and press Enter . |
| Did you enter the wrong address in the browser, or is there an error message? | If yes, reenter 10.0.0.1 in the browser, and press Enter . |

Resetting the Switch

**Caution**

Resetting the switch reboots the switch.

To reset the switch to the factory defaults:

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- Step 1** If you are using Cisco IOS XE Release 3.6.0E or later releases, enter the **erase startup-config** privileged EXEC command to clear the contents of your startup configuration. If you are using an earlier release, you can skip this step.
 - Step 2** Press and hold the Mode button. The switch LEDs begin blinking after about 3 seconds.
 - Step 3** Continue holding down the Mode button. The LEDs stop blinking after 7 more seconds, and then the switch restarts.
 - Step 4** The switch now operates like an unconfigured switch. You can enter the switch IP information by using Express Setup as described in the [“Running Express Setup” section on page 3](#).
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Accessing Help Online

Look for a solution to your problem in the troubleshooting section of the *Catalyst 3850 Switch Hardware Installation Guide* or the *Catalyst 3850 Switch Software Configuration Guide* on Cisco.com. You can also access the Cisco Technical Support and Documentation website for a list of known hardware problems and extensive troubleshooting documentation.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Related Documentation

**Note**

Before installing or upgrading the switch, refer to the switch release notes.

- Catalyst 3850 Switch documentation at:
http://www.cisco.com/go/cat3850_docs
 - Cisco SFP and SFP+ modules documentation, including compatibility matrixes at:
http://www.cisco.com/en/US/products/hw/modules/ps5455/tsd_products_support_series_home.html
 - Cisco Validated Designs documents at:
<http://www.cisco.com/go/designzone>
 - Error Message Decoder, located at:
<https://www.cisco.com/cgi-bin/Support/Errordecoder/index.cgi>
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Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

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