General Troubleshooting

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Server unable to find the BlueField

- Ensure that the NVIDIA BlueField networking platform (DPU or SuperNIC) is placed correctly

- Make sure the BlueField slot and the BlueField are compatible

- Install BlueField in a different PCI Express slot

- Use the drivers that came with BlueField or download the latest

- Make sure your motherboard has the latest BIOS

- Perform a <u>graceful shutdown</u> then power cycle the server

BlueField no longer works

- Reseat BlueField in its slot or a different slot, if necessary

- Try using another cable

- Reinstall the drivers for the network driver files may be damaged or deleted

- Perform a <u>graceful shutdown</u> then power cycle the server

BlueField stopped working after installing another BFB

- Try removing and reinstalling all BlueFields

- Check that cables are connected properly

- Make sure your motherboard has the latest BIOS

Link indicator light is off

- Try another port on the switch

- Make sure the cable is securely attached

- Check you are using the proper cables that do not exceed the recommended lengths

- Verify that your switch and BlueField port are compatible

Link light is on but no communication is established

- Check that the latest driver is loaded

- Check that both BlueField and its link are set to the same speed and duplex settings