<August 5, 2019>

Network Cable – RJ45 Troubleshooting

This document will describe various methods for detecting a defective network cable.

1. ![A close up of a device

   Description automatically generated]() Connect 4-pair cable tester to the ends of the cable. Follow the directions of the tester to determine if the cable is good or bad. If you test the cable and do not get good continuity than examine the connectors or patch panel port on each end. Replace or re-terminate them as necessary. If it tests good then try the continuity again but this time with and through the patch cords on each end.

Network/RJ45 Cable with Ends

Cable tester



1. If an extra cable is available, connect it in place of the current cable. This will assist in isolating the issue to the cable only.
2. Another indicator of no signal would be watching the activity lights on the back of a router/switch and the other device the cable is connected to.

A close up of a device

Description automatically generated

![A picture containing object, clock

Description automatically generated]()

Activity lights

*Note: Activity light layout will vary with router/switch installed on the network.*