

Problem Overview

- **Problem Title:** TP-Link SG-3210 switch IP miss config
- **Date/Time:** 08/06/2025 10:00PM
- **Device Type/OS:** Net-B-Switch

Problem Details

- **Symptoms:**
 - I can't access the Net-B-Switch Web Interface when I type in the IP address of the switch
- **Recent Changes:** I changed the IP of the switch(**192.168.0.120**) to **192.168. 10.1 (static IP)**
- **Impact:** the switch

Establish a Theory of Probable Cause

- **Initial Hypothesis:** the most likely cause is the IP address of the switch
- **Reasoning:**
 - The switch is on **Network B (192.168.0.0/24)** and I changed the IP address of the switch to a static IP address of: **192.168.10.1**
 - **192.168.10.1** is not on **Network-B** which means I cant access the switch because I don't have a route that leads to the network **192.168.10.0/24**

Test the Theory to Determine the Cause

- **Tests Performed:**
 - Ping **Net-B-Switch** from Comp-B displayed request timed out
 - Ping **Net-B-Switch** from Net-B-Router Diagnostics displayed request timed out
 - Tracerat **Net-B-Switch**
- **Test Results:**
 - Request time out from the ping
 - Tracert couldn't reach **192.168.10.1**

Establish a Plan of Action

- Connect to the switch by console & change the IP address to the previous one (**192.168.0.120**)
- Factory reset the switch

Troubleshooting Actions

- Ping **Net-B-Switch** from Comp-B displayed request timed out
- Ping **Net-B-Switch** from **Net-B-Router** Diagnostics displayed request timed out
- Tracerat Net-B-Switch

- Connect to the switch using a Console(DB9) cable via **Putty**.
- Connect to the switch using a USB Console cable via **Putty**.

Results:

- Request time out from the ping
- Tracert couldn't reach **192.168.10.1**
- Console connection didn't work

Key Findings/Error Codes: request timed out

Date/Time Resolved: 08/07/2025 11:00PM

Solution Implemented:

- Unplug **Net-B-Switch** from **Net-B-Router**
- I reserved an IP for **Net-B-Switch (192.168.1.200)**
- Plugged in to the **Net-A-Router**
- Logged into the switch via web interface from **Comp-A**
- Saved the configurations and factory reset the switch

Part 2:

- I reserved an IP for Net-B-Switch on Net-B-Router
- I plugged Net-B-Switch in Net-B-Router

Date & Time of Implementation: 08/07/2025 11:48PM

Verification:

- Entered the **Net-B-Switch** IP address(**192.168.0.120**) in a web browser and logged in.
 - **192.160.0.120** is the IP i reserved for the Net-B-Switch on Net-B-Router

Notes

- **Lessons Learned/Preventative Measures:** backup configurations, test before implementing configurations

Key

| | |
|---------------------------------------|---------------------|
| Network-A = 192.168.1.1/24 | [Net-A] |
| Network-B = 192.168.0.1/24 | [Net-B] |
| Verizon = 192.168.1.1 | Net-A-Router |
| TP-Link ER605 = 192.168.0.1 | Net-B-Router |
| Computer-A = 192.168.1.152 | [Comp-A] |
| Computer-B = 192.168.0.100 | [Comp-B] |
| TP-Link SG3210 = 192.168.0.120 | Net-B-Switch |