

15:15

transceiver to moxa Hikvision

PLANET / ENM / Clara, 15:16

and planet ?

15:16

ROHS single mode 1.25 speed using

PLANET / ENM / Clara, 15:17

?

Is the Transceiver connected to moxa and planet the same model name?

15:27

both are using the same SFP sir

PLANET / ENM / Clara, 15:31

Before RSTP is set, moxa and planet are only connected to the transceiver, can they communicate?

15:42

i ll check for same the are communicate well

PLANET / ENM / Clara, 15:48

It is unreasonable to ping moxa from the planet yesterday, so I guess it is not the problem of RSTP not working, but the problem of the Transceiver not connecting successfully

15:54

ok

10:13

@PLANET / ENM / Clara how we can solve this problem

@PLANET / ENM / Clara ill try with different SFP on MOXA switch they are working fine

PLANET / ENM / Clara, 10:36

Can planet and moxa switch communicate with each other?

10:40

they are communicate with each other but when we are configure for RSTP and test with remove any one connection it work in the ring

it nor working in the ring

not

PLANET / ENM / Clara, 11:08

Please do not use the set ring port to connect to each other first, and then let me confirm the settings

11:20

in this application customer configure for RSTP for ring

one in the planet switch and other is moxa and ctc make

PLANET / ENM / Clara, 11:23

anydesk

11:24

just min

one more thing

replacing the planet switch with other switch the application working ok

12:28

@PLANET / ENM / Clara the setup ready

anydesk id :164991726

PLANET / ENM / Clara, 12:43

OK

12:46

there is application digram in paint

PLANET / ENM / Clara, 13:12

you can check it.

now planet is working

13:13

just min

i ll check with one connection remove

PLANET / ENM / Clara, 13:16

What models are these? just can't ping them

192.168.25.27

192.168.25.26

192.168.25.24

13:17

it moxa

PLANET / ENM / Clara, 13:18

why can't ping to them

13:19

can we reconnect the conection and log into in the device check with this

PLANET / ENM / Clara, 13:20

what is the CCR?

CCR enable RSTP?

13:22

yes

ccr the moxa

13:27

can we reconnect the connection and log into the device check with this

BluBoxx TechSupport, Today at 13:19

check with those device which not reply for ping

@PLANET / ENM / Clara?

PLANET / ENM / Clara, 13:38

Planet's RSTP is now working normally

192.168.25.55 can ping to 25.21/25.15/25.30

192.168.25.11 cannot be pinged and it is connected to 192.168.25.13 and crr, you should check your two devices.

And the ip of your ccr is 192.168.128.91, but the other switch is 192.168.25.x/24?

They are different network segments

PLANET / ENM / Clara, 13:56

??

14:04

i ll check with customer

15:53

And the ip of your ccr is 192.168.128.91, but the other switch is 192.168.25.x/24?

They are different network segments

PLANET / ENM / Clara, Today at 13:43

yes

16:21

@PLANET / ENM / Clara what is the solution on this application

PLANET / ENM / Clara, 16:21

Please use same network segment

16:22

it means cannot support different network?

the all switches are communicate with each other and when we configure for RSTP they are not reply for ping

and also customer replace the planet switch with other switch these working fine

i ll check with all switches login and check RSTP configuration set up the same on the all device

but it cant working

PLANET / ENM / Clara, 16:30

In different network segments, planet switch cannot communicate with rcc , so it is not a complete ring.