

RIVO MULTITRADE OPTICAL SYSTEMS

Ac access switch cannot be accessed



Overview

Ac access switch cannot be accessed Error Message: "Could Not Connect to the TV, Please Use the AC Steps for when you are trying to use Nintendo Switch in.

Key Takeaways

An access switch may be inaccessible due to VLAN misconfigurations, IP addressing issues, or device adoption problems, and resolving it requires checking network settings, connectivity, and device-specific configurations. Check Physical and Network Connectivity

Ensure the switch is powered on and connected properly. Use short, verified patch cables and confirm that the switch's status LEDs indicate normal operation. If using PoE, verify that the switch or connected devices are receiving sufficient power .

Verify VLAN and IP Configuration

- Confirm that the access switch and the core or management device are on the same VLAN. If the VLAN is inactive on the access switch, it may prevent communication .
- Check the switch's IP address and subnet mask. Ensure the default gateway points to the correct router or core switch. Misconfigured IP settings can block access even if physical connectivity is fine .



- Disable IP routing on access switches if they are intended to operate purely as Layer 2 devices, as routing conflicts can prevent management access .

Device-Specific Troubleshooting

- UniFi Access Devices: Update the UniFi OS and Access application to the latest versions. Confirm that the device is discovered in the Access application. If not, try connecting the device directly to the console or switch, and consider a factory reset if necessary .
- Other Access Points or Controllers: Verify that the device can ping the controller or management interface. Check for license availability, firmware compatibility, and country code settings if applicable .

Additional Steps

- Collect logs and diagnostic information from the switch to identify errors or misconfigurations .
- If the switch was recently changed to access point mode, ensure DHCP is disabled on the AP and that the device receives an IP from the main router .
- Test connectivity from multiple devices to rule out client-side issues.

When to Contact Support

If the above steps do not restore access, contact the device manufacturer's technical support. Provide details such as attempted steps, device IP, VLAN configuration, and any logs collected . By systematically checking physical connections, VLAN and IP settings, device adoption procedures, and logs, most access switch connectivity issues can be resolved efficiently.

Article Content

not able to access switch via console

Really i don't know the configuration of this switch because i can't access to it .
when i connect console cable to the

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This document is for preliminary research. Verify specifications against current standards, product documentation and project requirements.

