



# Switch 3812 and Switch 3824 Getting Started Guide

3C17401  
3C17400

<http://www.3com.com/>

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# CONTENTS

---

## ABOUT THIS GUIDE

Before You Start	7
About Your CD-ROM	7
Conventions	8
Related Documentation	9
Accessing Online Documentation	10
Documentation Comments	10
Product Registration	11

---

## 1 INTRODUCING THE SWITCH 3812 AND SWITCH 3824

About the Switch	14
Summary of Hardware Features	14
Switch — Front View Detail	15
10BASE-T/ 100BASE-TX/ 1000BASE-T Ports	15
SFP Ports	16
LEDs	16
Console Port	17
Switch — Rear View Detail	17
Power Socket	17
Default Settings	18

---

## 2 INSTALLING THE SWITCH

Package Contents	20
Choosing a Suitable Site	20
Rack-mounting	21
Placing Units On Top of Each Other	23
The Power-up Sequence	23
Powering-up the Switch	23
Checking for Correct Operation of LEDs	23

Choosing the Correct Cables	24
SFP Operation	25
Approved SFP Transceivers	25
Inserting an SFP Transceiver	26
Removing an SFP Transceiver	27

---

### **3 SETTING UP FOR MANAGEMENT**

Setting Up Overview	30
IP Configuration	31
Preparing for Management	32
Manually Configuring IP Information	33
Connecting to the Console Port	33
Viewing Automatically Configured IP Information	36
Using 3Com Network Supervisor	36
Connecting to the Console Port	36
Methods of Managing a Switch	39
Command Line Interface Management	39
Web Interface Management	39
SNMP Management	40
Setting Up Command Line Interface Management	40
CLI Management via the Console Port	40
CLI Management over the Network	41
Setting Up Web Interface Management	42
Pre-requisites	42
Web Management Over the Network	42
Setting Up SNMP Management	43
Pre-requisites	43
Default Users and Passwords	43
Changing Default Passwords	44

---

### **4 PROBLEM SOLVING**

Solving Problems Indicated by LEDs	46
Solving Hardware Problems	47
Solving Communication Problems	48
Solving Software Upgrade Problems	49

---

## **A SAFETY INFORMATION**

- Power Cord Set — Japan 51
- Important Safety Information 52
- L'information de Sécurité Importante 53
- Wichtige Sicherheitsinformationen 55

---

## **B PIN-OUTS**

- Null Modem Cable 57
- PC-AT Serial Cable 57
- Modem Cable 58
- RJ-45 Pin Assignments 58

---

## **C TECHNICAL SPECIFICATIONS**

- Switch 3812 and Switch 3824 61

---

## **D TECHNICAL SUPPORT**

- Online Technical Services 63
  - World Wide Web Site 63
  - 3Com Knowledgebase Web Services 64
  - 3Com FTP Site 64
- Support from Your Network Supplier 64
- Support from 3Com 65
  - Internet Support 65
  - Telephone Support 65
- Returning Products for Repair 67
  - Contacting 3Com Support 68

---

## **INDEX**

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## **REGULATORY NOTICES**



# ABOUT THIS GUIDE

This guide provides all the information you need to install and use the following 3Com switches in their default state.

This guide is intended for use with Switch models:

- **3C17401** — 3Com Switch 3812 (12-port, Managed Gigabit)
- **3C17400** — 3Com Switch 3824 (24-port, Managed Gigabit)

All procedures described in this guide apply to both models.

The term Switch 3812 and Switch 3824 will be used when referring to the 3Com Switch 3812 (12-port, Managed Gigabit) and 3Com Switch 3824 (24-port, Managed Gigabit).

The term SFP Module and SFP Transceiver are both used to describe the SFP Transceiver.

The guide is intended for use by network administrators who are responsible for installing and setting up network equipment; consequently, it assumes a basic working knowledge of LANs (Local Area Networks).

---

## Before You Start

This section contains information about the CD-ROM that accompanies your Switch.

## About Your CD-ROM

The CD-ROM also contains the following:

- Online documentation for the Switch — refer to [Related Documentation](#) on [page 9](#) for details.
- 3Com Network Supervisor — a powerful and easy-to-use network management platform.

- A number of other useful applications.




Most user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) or HTML on the 3Com World Wide Web site:

<http://www.3com.com/>

## Conventions

[Table 1](#) and [Table 2](#) list conventions that are used throughout this guide.

**Table 1** Notice Icons

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, or device
	Warning	Information that alerts you to potential personal injury

**Table 2** Text Conventions

Convention	Description
Screen displays	This typeface represents information as it appears on the screen.
Syntax	The word “syntax” means that you must evaluate the syntax provided and then supply the appropriate values for the placeholders that appear in angle brackets. Example:  To change your password, use the following syntax:  <code>system password &lt;password&gt;</code>  In this example, you must supply a password for <password>.
<b>Commands</b>	The word “command” means that you must enter the command exactly as shown and then press Return or Enter. Commands appear in bold. Example:  To display port information, enter the following command:  <b>bridge port detail</b>
The words “enter” and “type”	When you see the word “enter” in this guide, you must type something, and then press Return or Enter. Do not press Return or Enter when an instruction simply says “type.”
Keyboard key names	If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example:  Press Ctrl+Alt+Del



**Table 2** Text Conventions (continued)

Convention	Description
Words in <i>italics</i>	<p>Italics are used to:</p> <ul style="list-style-type: none"> <li>■ Emphasize a point.</li> <li>■ Denote a new term at the place where it is defined in the text.</li> <li>■ Identify menu names, menu commands, and software button names. Examples: From the <i>Help</i> menu, select <i>Contents</i>. Click <i>OK</i>.</li> </ul>

## Related Documentation

In addition to this guide, each Switch documentation set includes the following:

- *Switch Implementation Guide*

This guide contains information on the features supported by your Switch and how they can be used to optimize your network. It is supplied in PDF format on the CD-ROM that accompanies the Switch.

- *Switch Management Quick Reference Guide*

This guide contains:

- a list of the features supported by the Switch.
- a summary of the web interface and command line interface commands for the Switch.

- *Switch Management Interface Reference Guide*

This guide provides detailed information about the web interface and command line interface that enable you to manage the Switch. It is supplied in HTML format on the CD-ROM that accompanies the Switch.

- *Release Notes*

These notes provide information about the current software release, including new features, modifications, and known problems.

There are other publications you may find useful, such as:

- Documentation accompanying 3Com Network Supervisor. This is supplied on the CD-ROM that accompanies the Switch.

### Accessing Online Documentation

To access the documentation on the CD-ROM supplied with your Switch, do the following:

- 1 Insert the CD-ROM into your CD-ROM drive. If your PC has auto-run enabled, a splash screen will be displayed automatically.
- 2 Select the Documentation section from the contents page.

If the online documentation is to be accessed from a local drive or server, you will need to access the CD-ROM contents via the root directory and copy the files from the CD-ROM to a suitable directory.

- The HTML Reference Guide is stored in the `Docs/reference` directory on the CD-ROM. The documentation is accessed using the `contents.htm` file.
- The PDF Implementation Guide is stored in the `Docs/implementation` directory of the CD-ROM.



*3Com recommends that you copy the `Docs/reference` directory as a whole to maintain the structure of the files.*

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**`pddtechpubs_comments@3com.com`**

Please include the following information when commenting:

- Document title
- Document part number (on the title page)
- Page number (if appropriate)

Example:

Part Number DUA1740-0AAA0x

Switch 3812 and Switch 3824 Getting Started Guide

Page 21



*Please note that we can only respond to comments and questions about 3Com product documentation at this e-mail address. Questions related to technical support or sales should be directed in the first instance to your network supplier.*

---

## **Product Registration**

You can now register your Switch on the 3Com Web site:

**<http://www.3com.com/register/>**

You will need your product part number (3Cxxxxx), product serial number and date and place of purchase to register your 3Com product.

Registering your product enables you to: process Repair Requests on-line, check the status of your requests at anytime, provides you with important warranty information as well as activating your entitlement to additional service benefits and receive up-to-date information on your product.



# 1

## INTRODUCING THE SWITCH 3812 AND SWITCH 3824

This chapter contains introductory information about the Switch 3812 and Switch 3824 and how they can be used in your network. It covers summaries of hardware and software features and also the following topics:

- [About the Switch](#)
- [Switch — Front View Detail](#)
- [Switch — Rear View Detail](#)
- [Default Settings](#)

**About the Switch**

The Switch is a 10/100/1000 Mbps Ethernet Switch, which consists of 4 SFP ports and either:

- 24 10BASE-T/100BASE-TX/1000BASE-T ports or
- 12 10BASE-T/100BASE-TX/1000BASE-T ports



*The last four 10/100/1000 ports are combination ports. When an SFP port is active it has priority over the 10/100/1000 port of the same number (9 -12 on the 12-port Switch, 21-24 on the 24-port Switch). The corresponding 10/100/1000 port is disabled when an SFP port is active.*

**Summary of Hardware Features**

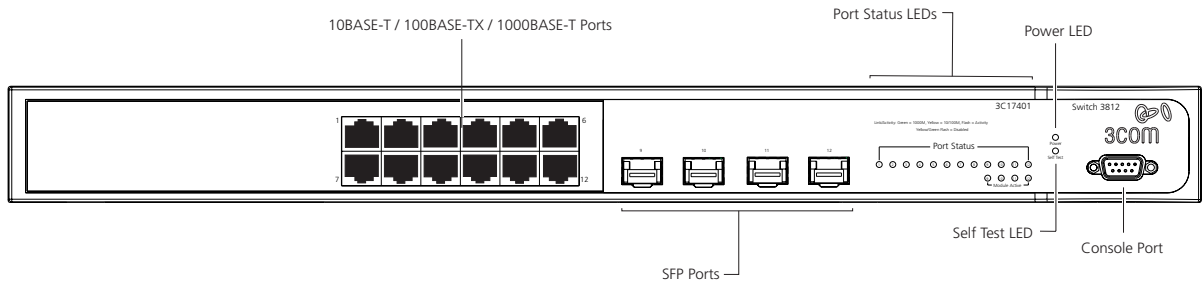
[Table 3](#) summarizes the hardware features that are supported by the Switch.

**Table 3** Hardware features

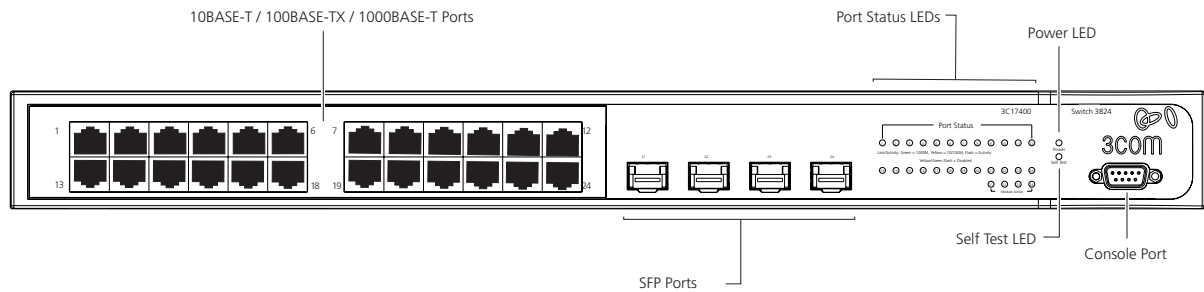
Feature	Switch
<b>Addresses</b>	<ul style="list-style-type: none"> <li>■ Up to 16000 supported</li> <li>■ Up to 1000 permanent entries</li> </ul>
<b>Auto-negotiation</b>	<ul style="list-style-type: none"> <li>■ Supported on all ports</li> <li>■ Auto MDI/MDI-X on 10/100/1000 ports</li> </ul>
<b>Forwarding Modes</b>	Store and Forward
<b>Duplex Modes</b>	Half and full duplex on all front panel ports
<b>Traffic Prioritization</b>	Supported (using the IEEE Std 802.ID, 1998 Edition): 8 queues per port
<b>Ethernet/Fast Ethernet/Gigabit Ethernet Ports</b>	Auto-negotiating 10BASE-T/100BASE-TX/1000BASE-T ports
<b>SFP Ports</b>	4 auto-negotiating SFP ports
<b>Mounting</b>	19-inch rack or stand-alone mounting

## Switch — Front View Detail

**Figure 1** Switch 3812— front view



**Figure 2** Switch 3824— front view



**WARNING: RJ-45 Ports.** These are shielded RJ-45 data sockets. They cannot be used as standard traditional telephone sockets, or to connect the unit to a traditional PBX or public telephone network. Only connect RJ-45 data connectors, network telephony systems, or network telephones to these sockets.

Either shielded or unshielded data cables with shielded or unshielded jacks can be connected to these data sockets.

### 10BASE-T/ 100BASE-TX/ 1000BASE-T Ports

The Switch has 12 or 24 auto-negotiating 10BASE-T/100BASE-TX/1000BASE-T ports configured as Auto MDIX (cross-over). These ports automatically provide the appropriate connection. Alternatively, you can manually set these ports to 10BASE-T half duplex, 10BASE-T full duplex, 100BASE-TX half duplex, 100BASE-TX full duplex, or 1000BASE-T full duplex. The maximum segment length is 100 m (328 ft) over Category 5 twisted pair cable.

The default state for 10/100/1000 Mbps ports is auto-negotiation enabled, where the speed, duplex and flow control modes are negotiated. Alternatively, auto-negotiation can be disabled and the speed, duplex and flow control setting can be manually configured.



*The last four 10/100/1000 ports are combination ports. When an SFP port is active it has priority over the 10/100/1000 port of the same number (9 -12 on the 12-port Switch, 21-24 on the 24-port Switch). The corresponding 10/100/1000 port is disabled when an SFP port is active.*

### SFP Ports

The four SFP (Small Form Factor Pluggable) ports support fiber Gigabit Ethernet short-wave (SX) and long-wave (LX) SFP Transceivers in any combination. This offers you the flexibility of using SFP transceivers to provide connectivity between the Switch and remote 1000 Mbps workgroups or to create a high capacity aggregated link backbone connection.

The default state for these ports is auto-negotiation enabled, where the speed, duplex and flow control modes are negotiated. As the speed and duplex modes are fixed by the media type, only the flow control is negotiated with the link partner. Alternatively, auto-negotiation can be disabled and the flow control setting can be manually configured.



*SFP ports are numbered 9 -12 on the 12-port Switch, 21-24 on the 24-port Switch. When an SFP port is active it has priority over the 10/100/1000 port of the same number. The corresponding 10/100/1000 port is disabled when an SFP port is active.*

### LEDs

[Table 4](#) lists LEDs visible on the front of the Switch, and how to read their status according to color. For information on using the LEDs for problem solving, see [“Solving Problems Indicated by LEDs”](#) on [page 46](#).

**Table 4** LED behavior

LED	Color	Indicates
<b>Port LEDs</b>		
	Green	A 1000 Mbps link is present
	Yellow	A 10 Mbps or 100 Mbps link is present
	Yellow to Green flashing	A high speed (1000 Mbps) or 10/100 Mbps link is present, but the port is disabled. If the Self Test LED is lit red there is a loop back error.
	Yellow flashing	There is 10/100 Mbps activity on the port.

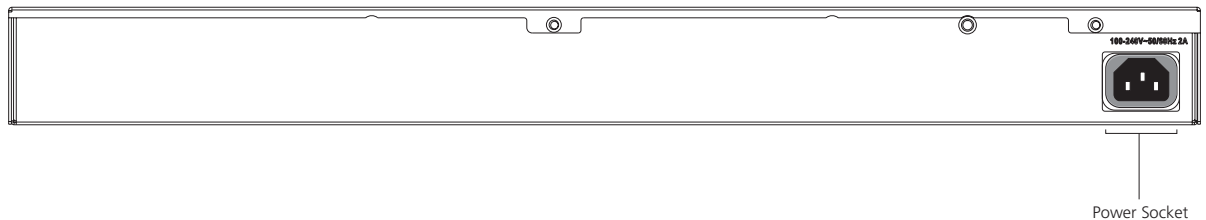


LED	Color	Indicates
	Green flashing	There is 1000 Mbps activity on the port.
	Off	No link is present.
<b>Module Active LEDs</b>		
	Green	The SFP Module is present and has a link. The corresponding 10/100/1000 Mbps port is disabled
<b>Self Test LED</b>		
	Green flashing	There is a test in progress.
	Green	All tests have been passed and the Switch is ready for use.
	Red	A fault has occurred.
	Red flashing	An internal fan has failed.
	Off	The unit is booting-up.
<b>Power LED</b>		
	Green	The Switch is powered-up and operating normally.
	Red	The Switch has a fault with the Power Supply Unit.
	Off	The Switch is not receiving power or there is a fault with the Power Supply Unit.

**Console Port** The console port allows you to connect a terminal and perform remote or local out-of-band management. The console port uses a standard null modem cable and is set to auto-baud, 8 data bits, no parity and 1 stop bit.

## Switch — Rear View Detail

**Figure 3** Switch — rear view



**Power Socket** The Switch automatically adjusts its power setting to any supply voltage in the range 100-240 VAC.

## Default Settings

[Table 5](#) shows the default settings for the Switch:

**Table 5** Default Settings

Feature	Switch
<b>Automatic IP Configuration</b>	Enabled
<b>Port Status</b>	Enabled
<b>Port Speed</b>	10/100/1000 Mbps ports are auto-negotiated
<b>Duplex Mode</b>	10/100/1000 Mbps ports are auto-negotiated
<b>Flow Control</b>	<ul style="list-style-type: none"> <li>■ Enabled in half duplex</li> <li>■ Auto-negotiated in full duplex</li> </ul>
<b>Broadcast Storm Control</b>	Enabled
<b>Virtual LANs (VLANs)</b>	All ports belong to the untagged Default VLAN (VLAN 1) with IEEE Std 802.1Q-1998 learning operational
<b>Link Aggregation Control Protocol (LACP)</b>	Disabled per port
<b>IP Multicast Filtering</b>	Filtering enabled
<b>Rapid Spanning Tree Protocol</b>	Enabled
<b>Spanning Tree Fast Start</b>	Enabled
<b>Traffic Prioritization</b>	All ports prioritize NBX VoIP traffic (LAN and IP). All ports set to “best effort” for all other traffic.
<b>Port Security</b>	Disabled per port

If you initialize a Switch unit by selecting *System > Control > Initialize* in the Web interface or by entering **system control initialize** in the Command Line Interface, the following settings are retained to allow you to connect to and manage the Switch:

- IP Address
- Subnet Mask
- Default Router

# 2

## INSTALLING THE SWITCH

This chapter contains the information you need to install and set up the Switch. It covers the following topics:

- [Package Contents](#)
- [Choosing a Suitable Site](#)
- [Rack-mounting](#)
- [Placing Units On Top of Each Other](#)
- [The Power-up Sequence](#)



**WARNING: Safety Information.** Before installing or removing any components from the Switch or carrying out any maintenance procedures, you must read the safety information provided in [Appendix A](#) of this guide.



**AVERTISSEMENT: Consignes de sécurité.** Avant d'installer ou d'enlever tout composant du Switch ou d'entamer une procédure de maintenance, lisez les informations relatives à la sécurité qui se trouvent dans l'Appendice A de ce guide.



**VORSICHT: Sicherheitsinformationen.** Bevor Sie Komponenten aus dem Switch entfernen oder dem Switch hinzufuegen oder Instandhaltungsarbeiten verrichten, lesen Sie die Sicherheitsanweisungen, die in Appendix A (Anhang A) in diesem Handbuch aufgefuehrt sind.

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## Package Contents

- Switch unit
- CD-ROM
- Getting Started Guide (this guide)
- Management Quick Reference Guide
- Release Notes
- Unit Information Labels
- Warranty Information
- Power Cord
- 2 x Mounting brackets
- 4 x Screws
- 4 x Rubber feet

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## Choosing a Suitable Site

The Switch is suited for use on a desktop, either free standing or mounted in a standard 19-inch equipment rack. Alternatively, the Switch can be mounted in a wiring closet or equipment room, as an aggregator for other Hubs and Switches. A rack-mounting kit containing two mounting brackets is supplied with the Switch.



**CAUTION:** *Ensure that the ventilation holes are not obstructed.*

When deciding where to position the Switch, ensure that:

- Cabling is located away from:
  - sources of electrical noise such as radios, transmitters and broadband amplifiers.
  - power lines and fluorescent lighting fixtures
- The Switch is accessible and cables can be connected easily.
- Water or moisture cannot enter the case of the Switch.
- Air flow is not restricted around the Switch or through the vents in the side of the Switch. 3Com recommends that you provide a minimum of 25mm (1in.) clearance.
- Air temperature around the Switch does not exceed 40 °C (104 °F).



*If the Switch is installed in a 19-inch rack or closed assembly its local air temperature may be greater than room ambient temperature.*

- The air is as free from dust as possible.
- The unit is installed in a clean, air conditioned environment.
- No more than eight Switch units are placed on top of one another, if the units are free-standing.
- The Switch is situated away from sources of conductive (electrical) dust, for example laser printers.
- The AC supply used by the Switch is separate to that used by units that generate high levels of AC noise, for example air conditioning units and laser printers.

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## Rack-mounting

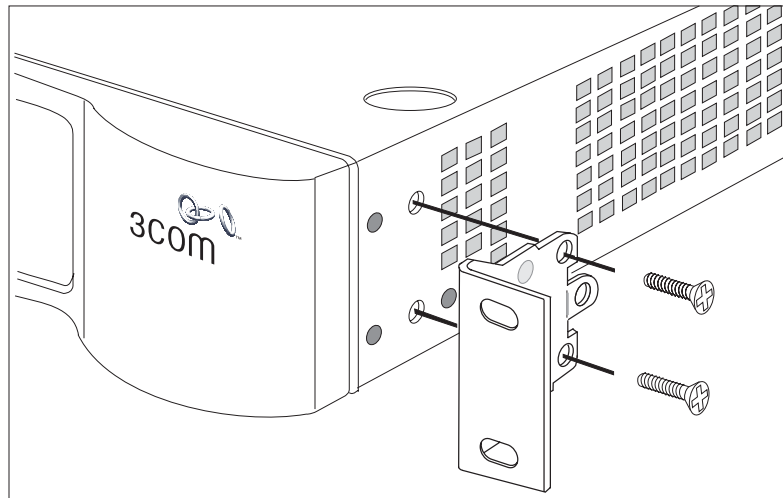
The Switch is 1U high and will fit in most standard 19-inch racks.



**CAUTION:** *Disconnect all cables from the Switch before continuing. Remove all self adhesive pads from the underside of the Switch if they have been fitted.*

To rack-mount your Switch:

- 1 Place the Switch the right way up on a hard flat surface, with the front facing towards you.
- 2 Locate a mounting bracket over the mounting holes on one side of the Switch, as shown in [Figure 4](#).

**Figure 4** Fitting a bracket for rack-mounting

- 3** Insert the two screws and tighten with a suitable screwdriver.



*You must use the screws supplied with the mounting brackets. Damage caused to the unit by using incorrect screws invalidates your warranty.*

- 4** Repeat steps 2 and 3 for the other side of the Switch.
- 5** Insert the Switch into the 19-inch rack and secure with suitable screws (not provided). Ensure that ventilation holes are not obstructed.
- 6** Connect network cabling.
- 7** Finally place a unit information label on the unit in an easily accessible position. The unit information label shows the following:
- The 3Com product name of the Switch
  - The 3Com 3C number of the Switch
  - The unique MAC address (Ethernet address) of the Switch
  - The serial number of the Switch

You may need this information for fault reporting purposes.

## Placing Units On Top of Each Other

If the Switch units are free-standing, up to eight units can be placed one on top of the other. If you are mixing a variety of 3Com Switch and Hub units, the smaller units must be positioned at the top.

If you are placing Switch units one on top of the other, you must use the self-adhesive rubber pads supplied. Apply the pads to the underside of each Switch, sticking one in the marked area at each corner. Place the Switch units on top of each other, ensuring that the pads of the upper unit line up with the recesses of the lower unit.

## The Power-up Sequence

The following sections describe how to get your Switch powered-up and ready for operation.

### Powering-up the Switch

Use the following sequence of steps to power-up the Switch.

- 1 Plug the power cord into the power socket at the rear of the Switch.
- 2 Plug the other end of the power cord into your power outlet.
- 3 The Power LED lights green and the Self Test LED will flash green for approximately 30 seconds.
- 4 The Self Test LED will go off for 45 seconds.
- 5 When the unit is ready, the Self Test LED lights green.



*The Switch powers-up and runs through its Power On Self Test (POST), which takes approximately 60 seconds.*

### Checking for Correct Operation of LEDs

During the Power On Self Test, all ports on the Switch are disabled. When the POST has completed, check the Power and Self Test LEDs to make sure that your Switch is operating correctly. [Table 6](#) shows possible colors for the LED.

**Table 6** Power LED colors

Color	State
Green	The Switch is powered-up and operating normally.
Red	The power supply has failed.
Off	The Switch is not receiving power.

**Table 7** Self Test LED colors

Color	State
Green	The Switch is powered-up and operating normally.
Red	POST Test has failed
Red Flashing	A fan has failed
Green Flashing	There is a test in progress.
Off	Unit is booting-up or not powered.

If there is evidence of a problem, see [“Solving Problems Indicated by LEDs”](#) on [page 46](#).



**CAUTION** *The Switch has no ON/OFF switch; the only method of connecting or disconnecting mains power is by connecting or disconnecting the power cord.*

### Choosing the Correct Cables

All of the 10/100/1000 Mbps ports on the Switch are Auto-MDIX, that is they have a cross-over capability. The port can automatically detect whether it needs to operate in MDI or MDIX mode. Therefore you can make a connection to a port with a straight-through (MDI) or a cross-over cable (MDIX).



*The Auto-MDIX feature only operates when auto-negotiation is enabled.*

If auto-negotiation is disabled, all the Switch ports are configured as MDIX (cross-over). If you want to make a connection to another MDIX port, you need a *cross-over* cable. Many ports on workstations and servers are configured as MDI (straight-through). If you want to make a connection to an MDI port, you need to use a standard *straight-through* cable. See [Table 8](#).

3Com recommends that you use Category 5 twisted pair cable — the maximum segment length for this type of cable is 100 m (328 ft).



**Table 8** Cables required to connect the Switch to other devices if auto-negotiation is disabled

	Cross-over Cable	Straight-through Cable
Switch to Switch (MDIX to MDIX)	✓	✗
Switch to Hub (MDIX to MDIX)	✓	✗
Switch to PC (NIC) (MDIX to MDI)	✗	✓



**CAUTION:** If you want to install the Switch using a Category 5E or Category 6 cable, 3Com recommends that you briefly connect the cable to a grounded port before connecting network equipment. If you do not, the cable's Electrostatic Discharge (ESD) may damage the Switch's port.

You can create a grounded port by connecting all wires at one end of a UTP cable to an earth ground point, and the other end to a female RJ-45 connector located, for example, on a Switch rack or patch panel. The RJ-45 connector is now a grounded port.

## SFP Operation

The following sections describes how to insert an SFP transceiver into an SFP port.



*SFP transceivers are hot-insertable and hot-swappable. You can remove them from and insert them into any SFP port without having to power down the Switch.*

### Approved SFP Transceivers

The following list of approved SFP transceivers is correct at the time of publication.

- 3CSFP91 SFP (SX)
- 3CSFP92 SFP (LX)

To access the latest list of approved SFP transceivers for the Switch on the 3Com Corporation World Wide Web site, enter this URL into your internet browser:

<http://www.3com.com>

### Inserting an SFP Transceiver

To be recognised as valid, the SFP transceiver must have the following characteristics:

- 1000BASE-SX or 1000BASE-LX media type:
  - 1000BASE-SX SFP transceiver  
Use this transceiver to connect the Switch directly to a multimode fiber-optic cable.
  - 1000BASE-LX SFP transceiver  
Use this transceiver to connect the Switch directly to a single-mode fiber-optic cable or to multimode fiber using a conditioned launch cable.
- Fiber LC connector



*If the SFP transceiver is faulty, it will not operate within the Switch. See “[Solving Hardware Problems](#)” on [page 47](#).*



*Use of non-3Com SFPs is not recommended. If the SFP transceiver is invalid it will not be recognised by the Switch.*

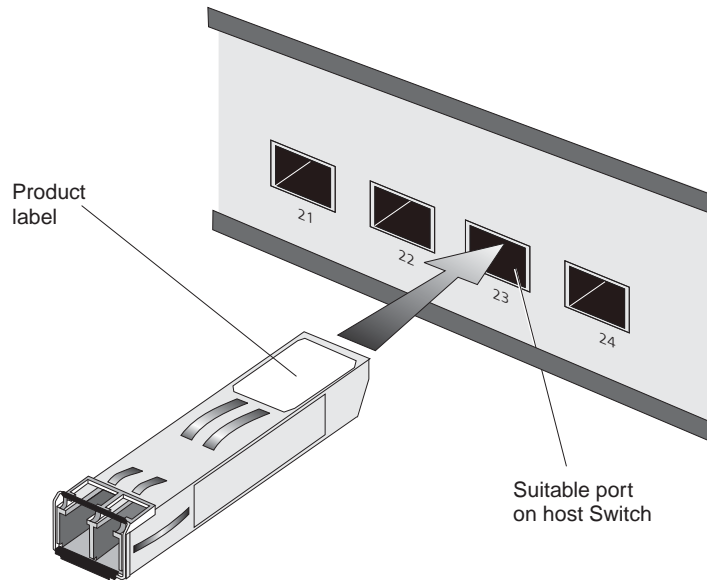
Use the following sequence of steps to activate the SFP ports:

- 1 Hold the transceiver so that the fiber connector is toward you and the product label is visible, as shown in [Figure 5](#). Ensure the wire release lever is closed (in the upright position).
- 2 Gently slide the transceiver into the SFP port until it clicks into place.



**CAUTION:** *SFP transceivers are keyed and can be properly inserted only one way. If the transceiver does not click when you insert it, remove it, turn it over, and reinsert it.*

- 3 Remove the plastic protective cover if fitted.
- 4 Connect the fiber cable.

**Figure 5** Inserting a SFP Transceiver

- 5** The transceiver connects to the network using a duplex SC connector. Attach a male duplex SC connector on the network cable into the duplex SC connector on the transceiver.
- 6** Connect the other end of the cable to a device fitted with an appropriate Gigabit Ethernet connection.
- 7** Check the Module Active LEDs on the front of the Switch to ensure that it is operating correctly. Refer to "[LEDs](#)" on [page 16](#) for more information.

### Removing an SFP Transceiver

If you wish to remove the transceiver (it is not necessary to power-down your Switch):

- 1** Disconnect the cable from the transceiver.
- 2** Move the wire release lever downwards until it is pointing toward you.
- 3** Pull the wire release lever toward you to release the catch mechanism; the transceiver will then easily slide out.



# 3

## SETTING UP FOR MANAGEMENT

Your Switch can operate in its default state, that is, you can install it and it will work straight away (plug-and-play). However, to make full use of the features offered by the Switch, and to change and monitor the way it works, you have to access the management software that resides on the Switch. This is known as managing the Switch.

Managing the Switch can help you to improve the efficiency of the Switch and therefore the overall performance of your network.

This chapter explains the initial set up of the Switch and the different methods of accessing the management software to manage a Switch. It covers the following topics:

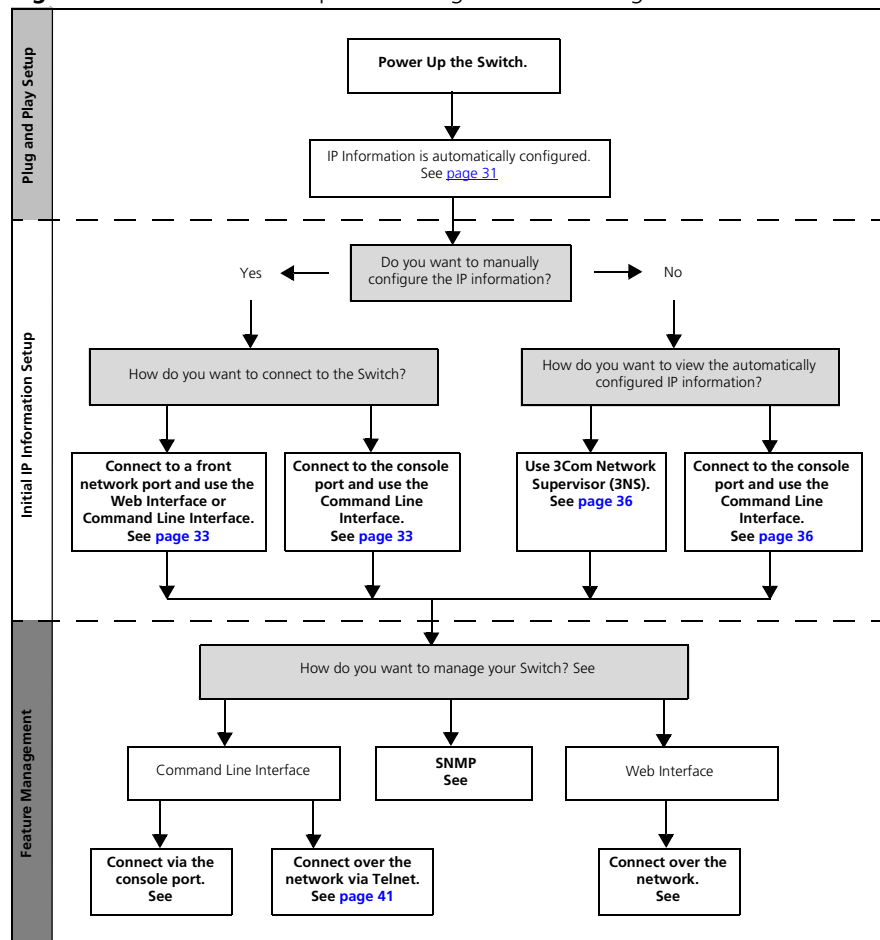
- [Setting Up Overview](#)
- [Manually Configuring IP Information](#)
- [Viewing Automatically Configured IP Information](#)
- [Methods of Managing a Switch](#)
- [Setting Up Command Line Interface Management](#)
- [Setting Up Web Interface Management](#)
- [Setting Up SNMP Management](#)
- [Default Users and Passwords](#)

## Setting Up Overview

This section gives an overview of what you need to do to get your Switch set up and ready for management when it is in its default state. The whole setup process is summarized in [Figure 6](#). Detailed procedural steps are contained in the sections that follow. In brief, you need to:

- Configure IP information manually for your Switch or view the automatically configured IP information
- Prepare for your chosen method of management

**Figure 6** Initial Switch Setup and Management Flow diagram





**CAUTION:** To protect your Switch from unauthorized access, you must change all default passwords as soon as possible, even if you do not intend to actively manage your Switch. For more information on default users and changing default passwords, see [“Default Users and Passwords”](#) on [page 43](#).

## IP Configuration

You can use one of the following methods to allocate IP information to your Switch (essential if you wish to manage your Switch across the network).

### Manual IP Configuration

You can choose to configure the IP information yourself. The Switch remembers the information that you enter until you change it again or set the configuration method to Automatic.

You should use the Manual IP configuration method if:

- you do not have a DHCP server on your network, or
- you want to remove the risk of the IP address ever changing, or
- your DHCP server does not allow you to allocate static IP addresses. (Static IP addresses are necessary to ensure that the Switch is always allocated the same IP information.)



*For most installations, 3Com recommends that you configure the Switch IP information manually. This makes management simpler and more reliable as it is not dependent on a DHCP server, and eliminates the risk of the IP address changing.*

If you wish to manually enter IP information for your Switch, work through the [“Manually Configuring IP Information”](#) section on [page 33](#).

### Automatic IP Configuration

By default the Switch tries to configure itself with IP information without requesting user intervention. It tries to obtain an IP address from a DHCP server on the network.

When using automatic IP configuration it is important that the IP address of the Switch is static, otherwise you will not know what the IP address is and it will be difficult to manage. Most DHCP servers allow static IP addresses to be configured so that you know what IP address will be allocated to the Switch. Refer to the documentation that accompanies your DHCP server.



*For a detailed description of how automatic IP configuration operates, please refer to the Implementation Guide on the CD-ROM that accompanies your Switch or on the 3Com Web site.*

You should use the automatic IP configuration method if:

- your network uses DHCP to allocate IP information, or
- flexibility is needed. If the Switch is re-deployed onto a different subnet, it will automatically reconfigure itself with an appropriate IP address, instead of you having to manually reconfigure the Switch.

If you use the automatic IP configuration method, you need to discover the automatically allocated IP information before you can begin management. Work through the [“Viewing Automatically Configured IP Information”](#) section on [page 36](#).

### **Preparing for Management**

Once your Switch’s initial set up is complete you can set up your chosen management method as described in [“Methods of Managing a Switch”](#) on [page 39](#).



*For detailed information about the specific web interface operations and command line interface commands and problem solving, refer to the “Switch Management Interface Reference Guide” on the CD-ROM that is supplied with the Switch or on the 3Com Web site.*



---

## Manually Configuring IP Information

You can manually configure the Switch IP information in the following way:

- Connecting to the console port — Connect a workstation using a console cable to the console port of the Switch. You can then manually enter IP information using the command line interface (CLI).

### Connecting to the Console Port

To set up your Switch manually you can make a connection to the console port (this example describes a local connection to the console port, rather than a remote one via a modem). You can do this whilst the Switch is offline, that is, before you connect the Switch to a network, or whilst the Switch is online, that is, connected to a network.

#### Pre-requisites

- A workstation with terminal emulation software installed, such as Microsoft Hyperterminal. This software allows you to communicate with the Switch via the console port directly.
- Documentation supplied with the terminal emulation software.
- A suitable cable:
  - A standard null modem cable — if you are connecting directly to the console port, or



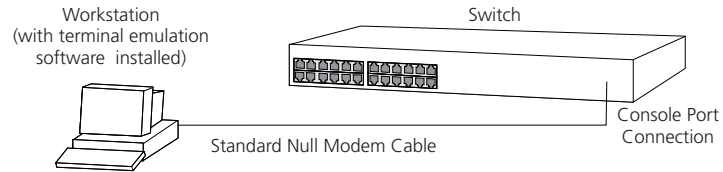
You can find pin-out diagrams for both cables in [Appendix B](#) on [page 57](#).

- You need to have the following so that you can manually set up the Switch with IP information:
  - IP address
  - subnet mask
  - default gateway

## Connecting the Workstation to the Switch

- 1 Connect the workstation to the console port using a standard null modem cable as shown in [Figure 7](#).

**Figure 7** Connecting a workstation to the Switch via the console port



To connect the cable:

- a Attach the female connector on the cable to the male connector on the console port of the Switch.
  - b Tighten the retaining screws on the cable to prevent it from being loosened.
  - c Connect the other end of the cable to one of the serial ports (also known as a COM port) on your workstation.
- 2 Open your terminal emulation software and configure the COM port settings to which you have connected the cable. The settings should be set to match the default settings for the Switch, which are:
    - 19,200 baud
    - 8 data bits
    - no parity
    - 1 stop bit
    - no hardware flow control

Refer to the documentation that accompanies the terminal emulation software for more information.

## Setting Up the Switch with IP Information

You are now ready to manually set up the Switch with IP information using the command line interface.

- 1 The command line interface login sequence begins as soon as the Switch detects a connection to its console port.



*If the login prompt does not begin immediately, press Return a few times until it starts.*

- 2 At the login and password prompts, enter **admin** as your user name and press Return at the password prompt. If you have logged on correctly, the top-level menu of the command line interface is displayed as shown in the example in [Figure 8](#).

**Figure 8** Example top-level command line interface menu

```

Menu options: -----3Com Switch 38xx-----
gettingStarted      - Basic device configuration
logout              - Logout of the Command Line Interface
protocol            - Administer protocols
system              - Administer system-level functions

Type ? for help.
----- (1)-----
Select menu option:
    
```

- 3 At the Select menu option prompt you can either:
  - enter the **protocol ip basicConfig** command. At the Enter configuration method prompt enter **manual**. The screen prompts you to enter IP information.

or

  - enter the **gettingStarted** command. At the Enter configuration method prompt enter **manual**. The screen prompts you to enter IP information.
- 4 Enter the IP address, subnet mask, and gateway IP address for the Switch. The screen displays a summary of the information entered.

If using the `gettingStarted` command you will then be prompted to enter system information, change passwords, and then given the option to carry out advanced configuration.

The initial set up of your Switch is now complete and the Switch is ready for you to set up your chosen management method. See [“Methods of Managing a Switch”](#) on [page 39](#).

If you do not intend to use the command line interface via the console port to manage the Switch, you can disconnect the serial cable and close the terminal emulator software.

## Viewing Automatically Configured IP Information

If you allow the Switch to automatically configure its own IP information you need to discover and view the IP information before you can begin to manage the Switch. You can discover the IP information in two ways:

- Using 3Com Network Supervisor — This application will auto-discover the Switch and display the automatically allocated IP information assigned to the Switch.
- Connecting to the Console Port — Connect a workstation using a console cable to the console port of the Switch. You can then view the IP information automatically assigned to the Switch using the command line interface (CLI).

## Using 3Com Network Supervisor

You can use the 3Com Network Supervisor application provided on the CD-ROM that accompanies your Switch to discover the automatically allocated IP information.

- 1 Connect your Switch to the network.
- 2 Power-up the Switch and wait for two minutes.
- 3 Launch 3Com Network Supervisor and run the Auto-discovery wizard.

3Com Network Supervisor will auto-discover the new Switch and display the IP information that has been automatically allocated to the Switch.



*Most DHCP servers allow static IP addresses to be configured so that you know what IP address the Switch will be given. Refer to the documentation that accompanies your DHCP server.*

## Connecting to the Console Port

Alternatively, you can view the automatically configured IP information via the command line interface (CLI) through a connection to the console port. (This example describes a local connection to the console port, rather than a remote one via a modem.)

### Pre-requisites

- A workstation with terminal emulation software installed, such as Microsoft Hyperterminal. This software allows you to communicate with the Switch via the console port directly, or through a modem.
- Documentation supplied with the terminal emulation software.
- A suitable cable:
  - A standard null modem cable — if you are connecting directly to the console port, or



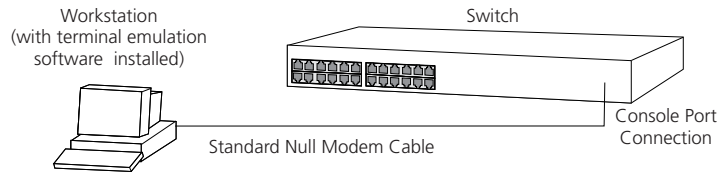
You can find pin-out diagrams for the cable in [Appendix B](#) on [page 57](#).

- A Category 5 twisted pair Ethernet cable with RJ-45 connectors to connect your Switch to the network.

### Connecting the Workstation to the Switch

- 1 Connect the workstation to the console port using a standard null modem cable as shown in [Figure 9](#).

**Figure 9** Connecting a workstation to the Switch via the console port



To connect the cable:

- a Attach the female connector on the cable to the male connector on the console port of the Switch.
  - b Tighten the retaining screws on the cable to prevent it from being loosened.
  - c Connect the other end of the cable to one of the serial ports (also known as a COM port) on your workstation.
- 2 Open your terminal emulation software and configure the COM port settings to which you have connected the cable. The settings should be set to match the default settings for the Switch, which are:
    - 19,200 baud
    - 8 data bits
    - no parity
    - 1 stop bit
    - no hardware flow control

Refer to the documentation that accompanies the terminal emulation software for more information.

## Viewing IP Information via the Console Port

You are now ready to view the automatically allocated IP information using the command line interface.

- 1 Connect your Switch to the network using an Ethernet cable. As soon as a network connection is made the Switch begins the automatic IP configuration process.



*The automatic IP configuration process usually completes within one minute.*

- 2 The command line interface login sequence begins as soon as the Switch detects a connection to its console port.



*If the login prompt does not begin immediately, press Return a few times until it starts.*

- 3 At the login and password prompts, enter **admin** as your user name and press Return at the password prompt. If you have logged on correctly, the top-level menu of the command line interface is displayed as shown in the example in [Figure 10](#).

**Figure 10** Example top-level command line interface menu

```
Menu options: -----3Com Switch 38xx-----
gettingStarted      - Basic device configuration
logout              - Logout of the Command Line Interface
protocol            - Administer protocols
system              - Administer system-level functions

Type ? for help.
----- (1)-----
Select menu option:
```

- 4 At the Select menu option prompt enter the **protocol ip interface summary** command. A summary of the automatically allocated IP information is displayed. Make a note of the Network IP Address.

The initial set up of your Switch is now complete and the Switch is ready for you to set up your chosen management method. See [“Methods of Managing a Switch”](#) on [page 39](#).

If you do not intend to use the command line interface via the console port to manage the Switch, you can logout, disconnect the serial cable and close the terminal emulator software.

## Methods of Managing a Switch

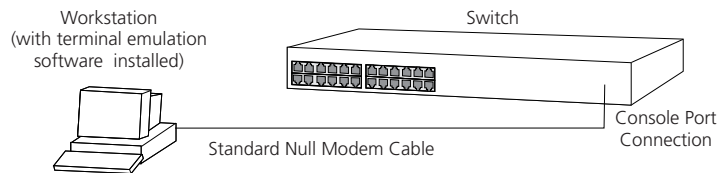
Once you have completed the initial set up of your Switch, you can decide how you wish to manage the Switch. You can use one of the following methods:

- Command line interface management
- Web interface management
- SNMP management

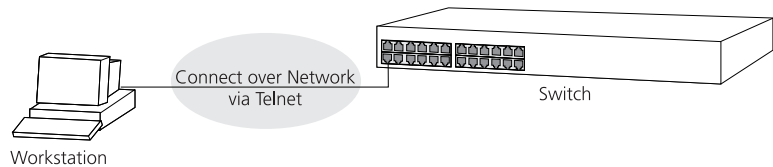
### Command Line Interface Management

Each Switch has a limited command line interface (CLI) that allows you to manage the Switch from a workstation, either locally via a console port connection (see [Figure 11](#)), or remotely over the network (see [Figure 12](#)).

**Figure 11** CLI management via the console port



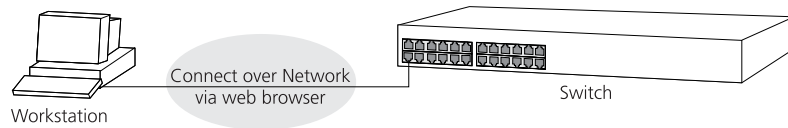
**Figure 12** CLI management over the network



Refer to [“Setting Up Command Line Interface Management”](#) on [page 40](#).

### Web Interface Management

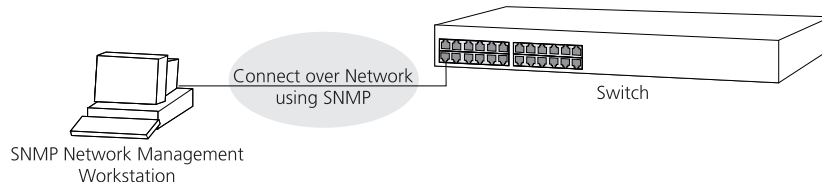
Each Switch has an internal set of web pages that allow you to manage the Switch using a Web browser remotely over an IP network (see [Figure 13](#)).

**Figure 13** Web interface management over the network

Refer to [“Setting Up Web Interface Management”](#) on [page 42](#).

### SNMP Management

You can manage a Switch using any network management workstation running the Simple Network Management Protocol (SNMP) as shown in [Figure 14](#). For example, you can use the 3Com Network Supervisor software that is provided on the CD-ROM that accompanies your Switch.

**Figure 14** SNMP management over the network

Refer to [“Setting Up SNMP Management”](#) on [page 43](#).

---

## Setting Up Command Line Interface Management

This section describes how you can set up command line interface management using a local console port connection or over the network.

### CLI Management via the Console Port

To manage a Switch using the command line interface via the local console port connection:

- 1 Ensure you have connected your workstation to the console port correctly as described in [“Connecting to the Console Port”](#) on [page 33](#).
- 2 Your Switch is now ready to continue being managed and/or configured through the CLI via its console port.



## CLI Management over the Network

To manage a Switch using the command line interface over a network using Telnet:

- 1 Ensure you have already set up the Switch with IP information as described in [“Setting Up Overview”](#) on [page 30](#).
- 2 Check that you have the IP protocol correctly installed on your management workstation. You can check this by trying to browse the World Wide Web. If you can browse, the IP protocol is installed.
- 3 Check you can communicate with the Switch by entering a **ping** command at the DOS prompt in the following format:

```
c:\ ping xxx.xxx.xxx.xxx
```

(where xxx.xxx.xxx.xxx is the IP address of the Switch)

If you get an error message, check that your IP information has been entered correctly and the Switch is powered up.

- 4 To open a Telnet session via the DOS prompt, enter the IP address of the Switch that you wish to manage in the following format:

```
>telnet xxx.xxx.xxx.xxx
```

(where xxx.xxx.xxx.xxx is the IP address of the Switch)



*If opening a Telnet session via third party software you will need to enter the IP address in the format suitable for that software.*

- 5 At the login and password prompts, enter **admin** as your user name and press Return at the password prompt (or the password of your choice if you have already modified the default passwords).



*If the login prompt does not display immediately, press Return a few times until it starts.*

- 6 If you have logged on correctly, the top-level menu of the command line interface for the Switch you wish to manage is displayed as shown in [Figure 8](#) on [page 35](#).

## Setting Up Web Interface Management

This section describes how you can set up web interface management over the network.

- Pre-requisites**
- Ensure you have already set up the Switch with IP information as described in [“Setting Up Overview”](#) on [page 30](#).
  - Ensure that the Switch is connected to the network using a Category 5 twisted pair Ethernet cable with RJ-45 connectors.
  - A suitable Web browser.

### Choosing a Browser

To display the web interface correctly, use one of the following Web browser and platform combinations:

**Table 9** Supported Web Browsers and Platforms

	Windows 98	Windows NT 4	Windows 2000	Windows XP	Solaris 2.6
Netscape 7	✓	✓	✓	✓	✗
Internet Explorer 5.5 and 6.0	✓	✓	✓	✓	✗

For the browser to operate the web interface correctly, JavaScript™ and Cascading Style Sheets must be enabled on your browser. These features are enabled on a browser by default. You will only need to enable them if you have changed your browser settings.

## Web Management Over the Network

To manage a Switch using the web interface over an IP network:

- 1 Check that you have the IP protocol correctly installed on your management workstation. You can check this by trying to browse the World Wide Web. If you can browse, the IP protocol is installed.
- 2 Check you can communicate with the Switch by entering a **ping** command at the DOS prompt in the following format:

```
c:\ ping xxx.xxx.xxx.xxx
```

(where xxx.xxx.xxx.xxx is the IP address of the Switch)

If you get an error message, check that your IP information has been entered correctly and the Switch is powered up.

- 3 Open your web browser and enter the IP address of the Switch that you wish to manage in the URL locator, for example, in the following format:  
`http://xxx.xxx.xxx.xxx`
- 4 At the login and password prompts, enter **admin** as your user name and press Return at the password prompt (or the password of your choice if you have already modified the default passwords).
- 5 Click on the *Device View* button to display the web management options.

---

## Setting Up SNMP Management

Any network management application running the Simple Network Management Protocol (SNMP) can manage a Switch if:

- The correct Management Information Bases (MIBs) are installed on the management workstation.
- The management workstation is connected to the Switch using a port in VLAN 1 (the Default VLAN). By default, all ports on the Switch are in VLAN 1.



*You can use the 3Com Network Supervisor application that is provided on the CD-ROM that accompanies your Switch to provide SNMP management for your Switch. If you use 3Com Network Supervisor it automatically loads the correct MIBs and necessary files onto your workstation.*

### Pre-requisites

- Documentation supplied with the SNMP network management application software.



*To manage your Switch using an SNMP network management application, you need to specify SNMP community strings for the users defined on the Switch. You can do this using the web management interface — refer to the command line interface section of the “Switch Management Interface Reference Guide” for more information.*

---

## Default Users and Passwords

If you intend to manage the Switch using the web interface or the command line interface, or to change the default passwords, you need to log in with a valid user name and password. The Switch has two default user names, and each user name has a different password and level of access. These default users are listed in [Table 10](#).



**CAUTION:** *To protect your Switch from unauthorized access, you must change the two default passwords as soon as possible, even if you do not intend to actively manage your Switch*

**Table 10** Default Users

User Name	Default Password	Access Level
monitor	monitor	monitor — the user can view all manageable parameters, but cannot change any manageable parameters
admin	(no password)	security — the user can access and change all manageable parameters



*Use the admin default user name (no password) to login and carry out initial Switch setup.*

### Changing Default Passwords

You can change the default passwords using either:

- The **gettingStarted** command on the CLI, or
- The *Security > Device > User > Modify* operation on the web interface.



*For more information about default users and passwords, refer to the “Switch Management Interface Reference Guide” on the Switch CD-ROM.*

# 4

## PROBLEM SOLVING

This chapter helps you to diagnose and solve problems you may have with the operation of your Switch. There is also an explanation of IP addressing.

The topics covered are:

- [Solving Problems Indicated by LEDs](#)
- [Solving Hardware Problems](#)
- [Solving Communication Problems](#)
- [Solving Software Upgrade Problems](#)

If you experience a problem that is not listed here, it may be included in the Support section of the Switch Management Interface Reference Guide on the CD-ROM that accompanies your Switch.

For Technical Support information, see [Appendix D](#).

## Solving Problems Indicated by LEDs

If the LEDs on the Switch indicate a problem, refer to the list of suggested solutions below.

### The Power LED does not light

Check that the power cable is firmly connected to the Switch and to the supply outlet. If the connection is secure and there is still no power, you may have a faulty power cord or an internal fault. Check the power cord by:

- testing it in another device
- connecting a working power cord to the 'problem' device

Then contact your supplier for advice.



*On powering-up, the self test LED remains off for 45 seconds.*

### On powering-up, the Self Test LED lights red

Either:

- The Switch unit has failed its Power On Self Test (POST) because of an internal problem. Contact your supplier for advice.

or

- A port has failed and has been automatically disabled. You can verify this by checking that the Port Status LED is flashing Green/Yellow. This could be due to loop back failure. If a port fails the Switch passes its Power On Self Test and continues to operate normally.



*On powering-up, the self test LED remains off for 45 seconds.*

### The Self Test LED is flashing red

An internal fan has malfunctioned:

- 1 Power off the unit
- 2 Check that all air vents are not obstructed
- 3 If the air vents are not obstructed please contact your reseller.

### A Port Status LED is flashing green/yellow

The port has failed and has been automatically disabled. The Switch passes its Power On Self Test and continues to operate normally, even if one or more ports are disabled.

### **A link is connected and yet the Status LED for the port does not light**

Check that:

- The Switch and the device at the other end of the link (or cable) are connected securely.
- The devices at both ends of the link are powered-up.
- The quality of cable is satisfactory.
- Auto-negotiation settings are the same at both ends.

Auto-negotiation problems will occur with 10BASE-T, 100BASE-TX or 1000BASE-T where auto-negotiation is disabled and incorrect cables are being used (cross-over or straight).

Auto-negotiation problems will occur with fiber if:

- The Receiver (RX) and Transceiver (TX) cable connectors are swapped.
- Fibers are broken.
- Auto-negotiation differs at either end (a link appears at the 'fixed' end and not at the auto-negotiation end).

## **Solving Hardware Problems**

In the rare event of your Switch unit experiencing a hardware failure, refer to the list of suggested solutions below.

### **A fan failure warning message is received**

Your Switch has a fan monitoring system that will generate fan failure warning messages. Fan failure could potentially reduce the lifetime of the Switch. The monitoring system polls the fan status at periodic intervals while the unit is powered up.

If one fan has failed in the Switch, a warning message will be generated in the following way:

- **RMON Trap** — If configured, an RMON trap is generated and sent to the management workstation.



*For further information about RMON, refer to "Chapter 7: Status Monitoring and Statistics" in the Switch Implementation Guide supplied in PDF format on the CD-ROM that accompanies the Switch.*

If more than one fan has failed in the Switch, a warning message will generate a RMON Trap.

If a fan failure warning message is generated:

- 1 Power off the unit.
- 2 Check that the air vents are not obstructed.
- 3 Power cycle the unit. To do this, remove and reconnect the AC mains supply.
- 4 If another fan failure warning message is generated via the RMON trap, return the unit.

---

## Solving Communication Problems

If you experience communication problems with the Switch, ensure that:

- The Switch IP address has been configured as described in [Chapter 3](#).
- If the Switch is separated from your management application by a router, ensure that the default gateway IP address within the Switch is the same as the IP address of the router.
- The Switch's IP address has been entered correctly in your network management application (such as 3Com Network Supervisor).

The following is a brief overview of IP addressing, and how to obtain a registered IP address.

### IP Addressing

To be managed correctly, each device on your network (for example a Switch or Hub) must have a unique IP address. IP addresses have the format *n.n.n.n* where *n* is a decimal number between 0 and 255. An example IP address is 192.168.100.8.

The IP address is split into two parts:

- The first part ('192.168.100' in the example) identifies the network on which the device resides
- The second part ('.8' in the example) identifies the device within the network

The natural subnet mask for this example is 255.255.255.0.





*If your network has a connection to the external IP network, that is, you access the Internet, you must apply for a registered IP address.*

### **How do you obtain a registered IP Address?**

The IP registration system ensures that every IP address used is unique; if you do not have a registered IP address, you may be using an identical address to someone else and your network will not operate correctly.

InterNIC Registration Services is the organization responsible for supplying registered IP addresses. The following contact information is correct at time of publication:

World Wide Web site: **<http://www.internic.net>**

If your IP network is internal to your organization only, that is, you do not access the Internet, you may use any arbitrary IP address as long as it is not being used by another device on your network. 3Com suggests you use addresses in the range 192.168.0.0 to 192.168.255.255 with a subnet mask of 255.255.255.0.



*These suggested IP addresses are part of a group of IP addresses that have been set aside specially for use 'in house' only.*

---

## **Solving Software Upgrade Problems**

You can upgrade the management software of the Switch by using the *System > Control > Software Upgrade* operation in the Web Interface, or the **system control softwareUpgrade** command in the command line interface. For details on these options, refer to the Management Interface Reference Guide supplied in HTML format on the CD-ROM that accompanies your Switch.

If you have problems with your software upgrade, refer to the Problem Solving section in the Management Interface Reference Guide.



# A

## SAFETY INFORMATION

You must read the following safety information before carrying out any installation or removal of components, or any maintenance procedures on the Switch.



**WARNING:** Warnings contain directions that you must follow for your personal safety. Follow all directions carefully.

You must read the following safety information carefully before you install or remove the unit.



**AVERTISSEMENT:** Les avertissements présentent des consignes que vous devez respecter pour garantir votre sécurité personnelle. Vous devez respecter attentivement toutes les consignes.

Nous vous demandons de lire attentivement les consignes suivantes de sécurité avant d'installer ou de retirer l'appareil.



**VORSICHT:** Warnhinweise enthalten Anweisungen, die Sie zu Ihrer eigenen Sicherheit befolgen müssen. Alle Anweisungen sind sorgfältig zu befolgen.

Sie müssen die folgenden Sicherheitsinformationen' sorgfältig durchlesen, bevor Sie das Gerät installieren oder ausbauen.

---

### Power Cord Set — Japan

電源コードを接続する場合は、アース接続がされていることを確認してから行なってください。  
アース線ははずす場合は、電源コードが接続されていないことを確認してから行なってください。

## Important Safety Information



**WARNING:** Installation and removal of the unit must be carried out by qualified personnel only.



**WARNING:** The unit must be earthed (grounded).



**WARNING:** Connect the unit to an earthed power supply to ensure compliance with safety standards.



**WARNING:** Power Cord Set:  
This must be approved for the country where it is used:

U.S.A. and  
Canada

- The cord set must be UL-approved and CSA certified.
- The minimum specification for the flexible cord is:  
No. 18 AWG  
Type SV or SJ  
3-conductor
- The cord set must have a rated current capacity of at least 10A.
- The attachment plug must be an earth-grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.

United  
Kingdom only

- The supply plug must comply with BS1363 (3-pin 13 amp) and be fitted with a 5A fuse which complies with BS1362.
- The mains cord must be <HAR> or <BASEC> marked and be of type H03VVF3GO.75 (minimum).

Europe only:

- The supply plug must comply with CEE 7/7 ("SCHUKO").
- The mains cord must be <HAR> or <BASEC> marked and be of type H03VVF3GO.75 (minimum).

Denmark

- The supply plug must comply with section 107-2-D1, standard DK2-1a or DK2-5a.

Switzerland

- The supply plug must comply with SEV/ASE 1011.



**WARNING:** The appliance coupler (the connector to the unit and not the wall plug) must have a configuration for mating with an EN60320/IEC320 appliance inlet.



**WARNING:** The socket outlet must be near to the unit and easily accessible. You can only remove power from the unit by disconnecting the power cord from the outlet.



**WARNING:** This unit operates under SELV (Safety Extra Low Voltage) conditions according to IEC60950. The conditions are only maintained if the equipment to which it is connected also operates under SELV conditions.



**WARNING:** France and Peru only:  
This unit cannot be powered from IT<sup>†</sup> supplies. If your supplies are of IT type, this unit must be powered by 230V (2P+T) via an isolation transformer ratio 1:1, with the secondary connection point labelled Neutral, connected directly to earth (ground).  
*†Impédance à la terre.*



**WARNING:** U.K. only:  
If connecting a modem to the console port of the Switch, only use a modem which is suitable for connection to the telecommunications system.



**WARNING:** RJ-45 Ports. These are shielded RJ-45 data sockets. They cannot be used as standard traditional telephone sockets, or to connect the unit to a traditional PBX or public telephone network. Only connect RJ-45 data connectors, network telephony systems, or network telephones to these sockets.

*Either shielded or unshielded data cables with shielded or unshielded jacks can be connected to these data sockets.*

---

## L'information de Sécurité Importante



**AVERTISSEMENT:** L'installation et la dépose de ce groupe doivent être confiés à un personnel qualifié.



**AVERTISSEMENT:** Si vous entassez l'unité Switch avec les unités SuperStack 3 Hub, l'unité Switch doit être installée en dessous des unités Hub plus étroites.



**AVERTISSEMENT:** Vous devez mettre l'appareil à la terre (à la masse) ce groupe.



**AVERTISSEMENT:** Brancher l'unité à une source de courant mise à la terre pour assurer la conformité aux normes de sécurité.



**AVERTISSEMENT:** *Cordon électrique:*  
*Il doit être agréé ans le pays d'utilisation:*

- |                      |  |
|----------------------|--|
| Etats-Unis et Canada | <ul style="list-style-type: none"> <li>■ Le cordon doit avoir reçu l'homologation des UL et un certificat de la CSA</li> <li>■ Le cordon souple doit respecter, à titre minimum, les spécifications suivantes :           <ul style="list-style-type: none"> <li>■ calibre 18 AWG</li> <li>■ type SV ou SJ</li> <li>■ à 3 conducteurs</li> </ul> </li> <li>■ Le cordon doit être en mesure d'acheminer un courant nominal d'au moins 10 A</li> <li>■ La prise femelle de branchement doit être du type à mise à la terre (mise à la masse) et respecter la configuration NEMA 5-15P (15 A, 125 V) ou NEMA 6-15P (15 A, 250 V)</li> </ul> |
| Danemark             | <ul style="list-style-type: none"> <li>■ La prise mâle d'alimentation doit respecter la section 107-2 D1 de la norme DK2 1a ou DK2 5a</li> </ul>   |
| Europe               | <ul style="list-style-type: none"> <li>■ La prise secteur doit être conforme aux normes CEE 7/7 ("SCHKO")</li> <li>■ LE cordon secteur doit porter la mention &lt;HAR&gt; ou &lt;BASEC&gt; et doit être de type HO3VVF3GO.75 (minimum).</li> </ul>   |
| Suisse               | <ul style="list-style-type: none"> <li>■ La prise mâle d'alimentation doit respecter la norme SEV/ASE 1011</li> </ul>  |



**AVERTISSEMENT:** *Le coupleur d'appareil (le connecteur du groupe et non pas la prise murale) doit respecter une configuration qui permet un branchement sur une entrée d'appareil EN60320/CEI 320.*



**AVERTISSEMENT:** *La prise secteur doit se trouver à proximité de l'appareil et son accès doit être facile. Vous ne pouvez mettre l'appareil hors circuit qu'en débranchant son cordon électrique au niveau de cette prise.*



**AVERTISSEMENT:** *L'appareil fonctionne à une tension extrêmement basse de sécurité qui est conforme à la norme CEI 950. Ces conditions ne sont maintenues que si l'équipement auquel il est raccordé fonctionne dans les mêmes conditions.*



**AVERTISSEMENT:** *France et Pérou uniquement:*  
*Ce groupe ne peut pas être alimenté par un dispositif à impédance à la terre. Si vos alimentations sont du type impédance à la terre, ce groupe doit être alimenté par une tension de 230 V (2 P+T) par le biais d'un transformateur d'isolement à rapport 1:1, avec un point secondaire de*

connexion portant l'appellation Neutre et avec raccordement direct à la terre (masse).



**AVERTISSEMENT:** Points d'accès RJ-45. Ceux-ci sont protégés par des prises de données. Ils ne peuvent pas être utilisés comme prises de téléphone conventionnelles standard, ni pour la connection de l'unité à un réseau téléphonique central privé ou public. Raccorder seulement connecteurs de données RJ-45, systèmes de réseaux de téléphonie ou téléphones de réseaux à ces prises.

Il est possible de raccorder des câbles protégés ou non protégés avec des jacks protégés ou non protégés à ces prises de données.

---

## Wichtige Sicherheitsinformationen



**VORSICHT:** Die Installation und der Ausbau des Geräts darf nur durch Fachpersonal erfolgen.



**VORSICHT:** Wenn die Switch Einheit in einer Stapel mit anderen SuperStack 3 Hub Einheiten eingebaut werden soll, muß die Switch Einheit unter die schmalere Hub Einheiten eingebaut werden.



**VORSICHT:** Das Gerät muß geerdet sein.



**VORSICHT:** Das Gerät muß an eine geerdete Steckdose angeschlossen werden, die europäischen Sicherheitsnormen erfüllt.



**VORSICHT:** Der Anschlußkabelsatz muß mit den Bestimmungen des Landes übereinstimmen, in dem er verwendet werden soll.



**VORSICHT:** Der Gerätestecker (der Anschluß an das Gerät, nicht der Wandsteckdosenstecker) muß eine passende Konfiguration für einen Geräteeingang gemäß EN60320/IEC320 haben.



**VORSICHT:** Die Netzsteckdose muß in der Nähe des Geräts und leicht zugänglich sein. Die Stromversorgung des Geräts kann nur durch Herausziehen des Gerätenetzkabels aus der Netzsteckdose unterbrochen werden.



**VORSICHT: Europe**

- Das Netzkabel muß vom Typ HO3VVF3GO.75 (Mindestanforderung) sein und die Aufschrift <HAR> oder <BASEC> tragen.

- *Der Netzstecker muß die Norm CEE 7/7 erfüllen ("SCHUKO").*



**VORSICHT:** *Der Betrieb dieses Geräts erfolgt unter den SELV-Bedingungen (Sicherheitskleinstspannung) gemäß IEC60950. Diese Bedingungen sind nur gegeben, wenn auch die an das Gerät angeschlossenen Geräte unter SELV-Bedingungen betrieben werden.*



**VORSICHT:** *RJ-45-Porte. Diese Porte sind geschützte Datensteckdosen. Sie dürfen weder wie normale traditionelle Telefonsteckdosen noch für die Verbindung der Einheit mit einem traditionellem privatem oder öffentlichem Telefonnetzwerk gebraucht werden. Nur RJ-45-Datenanschlüsse, Telefonnetzsysteme or Netztelefone an diese Steckdosen anschließen.*

*Entweder geschützte oder ungeschützte Buchsen dürfen an diese Datensteckdosen angeschlossen werden.*



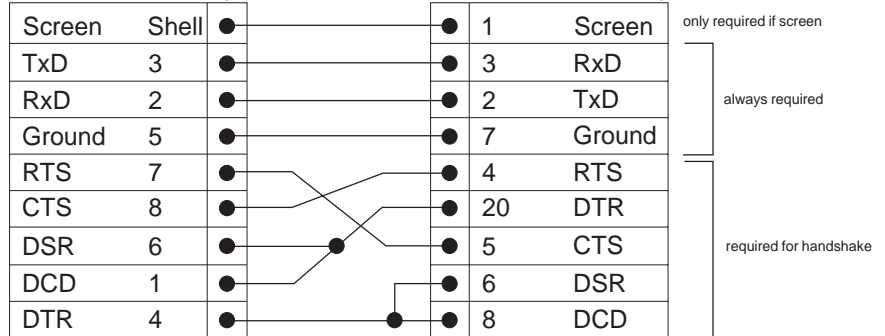
# B

## PIN-OUTS

### Null Modem Cable 9-pin to RS-232 25-pin

Switch 3812 and Switch 3824  
Cable connector: 9-pin female

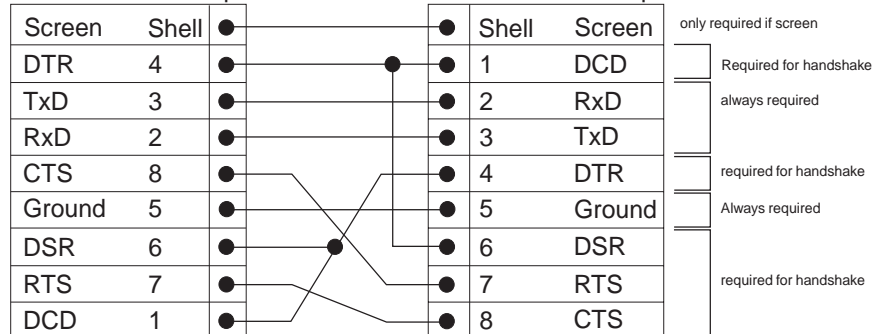
PC/Terminal  
Cable connector: 25-pin male/female



### PC-AT Serial Cable 9-pin to 9-pin

Switch 3812 and Switch 3824  
Cable connector: 9-pin female

PC-AT Serial Port  
Cable connector: 9-pin female



**Modem Cable**

9-pin to RS-232 25-pin

Switch 3812 and Switch 3824  
Cable connector: 9-pin femaleRS-232 Modem Port  
Cable connector: 25-pin male

Screen	Shell	●	●	1	Screen
TxD	3	●	●	2	TxD
RxD	2	●	●	3	RxD
RTS	7	●	●	4	RTS
CTS	8	●	●	5	CTS
DSR	6	●	●	6	DSR
Ground	5	●	●	7	Ground
DCD	1	●	●	8	DCD
DTR	4	●	●	20	DTR

**RJ-45 Pin Assignments**

Pin assignments are identical for 10BASE-T and 100BASE-TX RJ-45 connectors.

**Table 11** Pin assignments

Pin Number	10/BASE-T/100BASE-TX	1000BASE-T
<i>Ports configured as MDI</i>		
1	Transmit Data +	Bidirectional Data A+
2	Transmit Data +	Bidirectional Data A-
3	Receive Data +	Bidirectional Data B+
4	Not assigned	Bidirectional Data C+
5	Not assigned	Bidirectional Data C-
6	Receive Data –	Bidirectional Data B-
7	Not assigned	Bidirectional Data D+
8	Not assigned	Bidirectional Data D-

**Table 12** Pin assignments

<b>Pin Number</b>	<b>10BASE-T/100BASE-TX</b>	<b>1000BASE-T</b>
<i>Ports configured as MDIX</i>		
1	Receive Data +	Bidirectional Data B+
2	Receive Data -	Bidirectional Data B-
3	Transmit Data +	Bidirectional Data A+
4	Not assigned	Bidirectional Data A-
5	Not assigned	Bidirectional Data D+
6	Transmit Data	Bidirectional Data D-
7	Not assigned	Bidirectional Data C+
8	Not assigned	Bidirectional Data C-





# TECHNICAL SPECIFICATIONS

---

## Switch 3812 and Switch 3824

---

### Physical Dimensions

Height: 43.4 mm (1.7 in.) x Width: 440 mm (17.3 in.) x  
Depth: 328.5 mm (12.9 in.)  
Weight: 4.25 kg (9.3 lbs)

---

### Environmental Requirements

Operating Temperature 0 ° to 40 °C (32 ° to 104 °F)  
Storage Temperature -40 ° to +70 °C (-40 ° to 158 °F)  
Operating Humidity 10–95% relative humidity, non-condensing  
Standards EN60068 to 3Com schedule (Package testing: paras 2.1, 2.2, 2.30, and 2.32.  
Operational testing: paras 2.1, 2.2, 2.30 and 2.13).

---

### Safety

Agency Certifications UL60950, EN60950, CSA 22.2 No. 60950, IEC 60950

---

### EMC

Emissions CISPR 22 Class A, EN55022 Class A, FCC Part 15 Subpart B Class A,  
ICES-003 Class A, AS/NZS 3548 Class A, CNS 13438 Class A, EN61000-3-2,  
EN61000-3-3  
Immunity EN 55024

---

### Heat Dissipation

100 watts maximum (341 BTU/hour maximum)

---

### Power Supply

AC Line Frequency 50/60 Hz  
Input Voltage Options 100–240 VAC  
Current Rating 2.3 A (amps)(maximum)

(continued)

---

Standards Supported	<b>SNMP</b>	<b>Terminal Emulation</b>
	SNMP protocol (RFC 1157)	Telnet (RFC 854)
	MIB-II (RFC 1213)	<b>Protocols Used for Administration</b>
	Bridge MIB (RFC 1493)	UDP (RFC 768)
	RMON MIB II (RFC 2021)	IP (RFC 791)
	Remote Monitoring MIB (RFC 1757)	ICMP (RFC 792)
	MAU MIB (RFC 2239)	TCP (RFC 793)
		ARP (RFC 826)
		TFTP (RFC 783)
		DHCP (RFC 2131, RFC 2132, RFC 1534)

---

# D

## TECHNICAL SUPPORT

3Com provides easy access to technical support information through a variety of services. This appendix describes these services.



*You can purchase additional services from your network supplier or from 3Com. These services can enhance warranty response times. They can also provide supplementary services not included in your product warranty. These services include telephone support 24 hours a day, 7 days a week, advance shipment of replacement hardware, and on-site support.*

Information contained in this appendix is correct at time of publication. For the most recent information, 3Com recommends that you access the 3Com Corporation World Wide Web site.

---

### **Online Technical Services**

3Com offers worldwide product support 24 hours a day, 7 days a week, through the following online systems:

- World Wide Web site
- 3Com Knowledgebase Web Services
- 3Com FTP site

### **World Wide Web Site**

To access the latest networking information on the 3Com Corporation World Wide Web site, enter this URL into your Internet browser:

**`http://www.3com.com/`**

This service provides access to online support information such as technical documentation and software, as well as support options that range from technical education to maintenance and professional services.

### 3Com Knowledgebase Web Services

The 3Com Knowledgebase is a database of technical information to help you install, upgrade, configure, or support 3Com products. The Knowledgebase is updated daily with technical information discovered by 3Com technical support engineers. This complimentary service, which is available 24 hours a day, 7 days a week to 3Com customers and partners, is located on the 3Com Corporation World Wide Web site at:

**`http://knowledgebase.3com.com`**

### 3Com FTP Site

Download content across the Internet from the 3Com public FTP site. This service is available 24 hours a day, 7 days a week.

To connect to the 3Com FTP site, enter the following information into your FTP client:

- Hostname: **`ftp.3com.com`**
- Username: **`anonymous`**
- Password: **`<your Internet e-mail address>`**



*You do not need a user name and password with Web browser software such as Netscape Navigator and Microsoft Internet Explorer.*

---

### Support from Your Network Supplier

If you require additional assistance, ask your network supplier about the professional services available in your area for the assessment, installation, and implementation of your network. You can also purchase maintenance contracts for most products.

When you contact your network supplier for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

If you are unable to contact your network supplier, see the following section on how to contact 3Com.



---

**Support from 3Com** If you are unable to obtain assistance from the 3Com online technical resources discussed earlier in this appendix, or from your network supplier, 3Com offers a range of support services. Purchase of a support contract gives you priority response and is typically more cost effective than purchasing service for a specific incident. To find out more about your support options, e-mail or call the 3Com technical support services at the location nearest you.

**Internet Support** Some 3Com regions offer an Internet support service. To access this service for your region, use the appropriate URL or e-mail address from the list below.

**Asia, Pacific Rim**

From this region, e-mail:

`apr_technical_support@3com.com`

**Europe, Middle East and Africa**

From this region, enter the URL:

`http://emea.3com.com/support/email.html`

**Latin America**

Spanish speakers, enter the URL:

`http://lat.3com.com/lat/support/form.html`

Portuguese speakers, enter the URL:

`http://lat.3com.com/br/support/form.html`

English speakers, e-mail:

`lat_support_anc@3com.com`

**Telephone Support** When you contact 3Com for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

Here is a list of worldwide technical telephone support numbers. These numbers are correct at the time of publication. Refer to the 3Com Web site for updated information.

Country	Telephone Number	Country	Telephone Number
<b>Asia, Pacific Rim</b>			
Australia	1 800 678 515	Philippines	1235 61 266 2602 or 1800 1 888 9469
Hong Kong	800 933 486	P.R. of China	10800 61 00137 or 021 6350 1590 or 00800 0638 3266
India	+61 2 9424 5179 or 000800 650 1111	Singapore	800 6161 463
Indonesia	001 803 61009	S. Korea	00798 611 2230 or 02 3455 6455
Japan	00531 616 439 or 03 5977 7991	Taiwan	00801 611 261
Malaysia	1800 801 777	Thailand	001 800 611 2000
New Zealand	0800 446 398		
Pakistan	+61 2 9937 5083		
<b>Europe, Middle East, and Africa</b>			
From anywhere in these regions, call:	+44 (0)1442 435529		
From the following countries, you may use the numbers shown:			
Austria	01 7956 7124	Luxembourg	342 0808128
Belgium	070 700 770	Netherlands	0900 777 7737
Denmark	7010 7289	Norway	815 33 047
Finland	01080 2783	Poland	00800 441 1357
France	0825 809 622	Portugal	707 200 123
Germany	01805 404 747	South Africa	0800 995 014
Hungary	06800 12813	Spain	9 021 60455
Ireland	01407 3387	Sweden	07711 14453
Israel	1800 945 3794	Switzerland	08488 50112
Italy	199 161346	U.K.	0870 241 3901
<b>Latin America</b>			
Antigua	1 800 988 2112	Guatemala	AT&T +800 998 2112
Argentina	0 810 444 3COM	Haiti	57 1 657 0888
Aruba	1 800 998 2112	Honduras	AT&T +800 998 2112
Bahamas	1 800 998 2112	Jamaica	1 800 998 2112
Barbados	1 800 998 2112	Martinique	571 657 0888
Belize	52 5 201 0010	Mexico	01 800 849CARE
Bermuda	1 800 998 2112	Nicaragua	AT&T +800 998 2112
Bonaire	1 800 998 2112	Panama	AT&T +800 998 2112
Brazil	0800 13 3COM	Paraguay	54 11 4894 1888
Cayman	1 800 998 2112	Peru	AT&T +800 998 2112
Chile	AT&T +800 998 2112	Puerto Rico	1 800 998 2112
Colombia	AT&T +800 998 2112	Salvador	AT&T +800 998 2112
Costa Rica	AT&T +800 998 2112	Trinidad and Tobago	1 800 998 2112
Curacao	1 800 998 2112	Uruguay	AT&T +800 998 2112
Ecuador	AT&T +800 998 2112	Venezuela	AT&T +800 998 2112
Dominican Republic	AT&T +800 998 2112	Virgin Islands	57 1 657 0888
<b>North America</b>			
	1 800 876 3266		

## Returning Products for Repair

Before you send a product directly to 3Com for repair, you must first obtain an authorization number. Products sent to 3Com without authorization numbers will be returned to the sender unopened, at the sender's expense.

You can obtain a Return Materials Authorization number (RMA) by entering the following URL into your Internet browser:

[http://www.3com.com/support/en\\_US/repair](http://www.3com.com/support/en_US/repair)

Alternatively, you can obtain an RMA by calling or faxing one of the following numbers:

Country	Telephone Number	Country	Telephone Number
<b>Asia, Pacific Rim</b>			
From anywhere in this region, call:	+ 65 543 6500 phone + 65 543 6348 fax		
<b>Europe, Middle East and Africa</b>			
From anywhere in these regions, call:	+44 (0)1442 435529		
From the following countries, you may use the numbers shown:			
Austria	01 7956 7124	Luxembourg	342 0808128
Belgium	070 700 770	Netherlands	0900 777 7737
Denmark	7010 7289	Norway	815 33 047
Finland	01080 2783	Poland	00800 441 1357
France	0825 809 622	Portugal	707 200 123
Germany	01805 404 747	South Africa	0800 995 014
Hungary	06800 12813	Spain	9 021 60455
Ireland	01407 3387	Sweden	07711 14453
Israel	1800 945 3794	Switzerland	08488 50112
Italy	199 161346	U.K.	0870 241 3901

Country	Telephone Number	Country	Telephone Number
<b>Latin America</b>			
Antigua	1 800 988 2112	Guatemala	AT&T +800 998 2112
Argentina	0 810 444 3COM	Haiti	57 1 657 0888
Aruba	1 800 998 2112	Honduras	AT&T +800 998 2112
Bahamas	1 800 998 2112	Jamaica	1 800 998 2112
Barbados	1 800 998 2112	Martinique	571 657 0888
Belize	52 5 201 0010	Mexico	01 800 849CARE
Bermuda	1 800 998 2112	Nicaragua	AT&T +800 998 2112
Bonaire	1 800 998 2112	Panama	AT&T +800 998 2112
Brazil	0800 13 3COM	Paraguay	54 11 4894 1888
Cayman	1 800 998 2112	Peru	AT&T +800 998 2112
Chile	AT&T +800 998 2112	Puerto Rico	1 800 998 2112
Colombia	AT&T +800 998 2112	Salvador	AT&T +800 998 2112
Costa Rica	AT&T +800 998 2112	Trinidad and Tobago	1 800 998 2112
Curacao	1 800 998 2112	Uruguay	AT&T +800 998 2112
Ecuador	AT&T +800 998 2112	Venezuela	AT&T +800 998 2112
Dominican Republic	AT&T +800 998 2112	Virgin Islands	57 1 657 0888
<b>North America</b>			
	1 800 876 3266 phone		
From USA and Canada, call:	1 508 323 6061 fax (not toll free)		

### Contacting 3Com Support

Please be aware that to improve quality, 3Com might contact you for your view on 3Com customer service.

If you do not wish to be contacted, please inform our support representative. Calls may be recorded for training purposes.

Any data collected during the call will be stored by 3Com at a secure location in the United States.

For details of 3Com's Privacy Statement, please refer to:

<http://www.3com.com>

# INDEX

---

## Numbers

- 3C number 22
  - 3Com Knowledgebase Web Services 64
  - 3Com URL 63
- 

## A

- access levels of default users 43
  - automatic setup 36
    - 3Com Network Supervisor 36
    - console port 36
- 

## B

- browsers
    - choosing 42
- 

## C

- cable
    - choosing the correct 24
    - pin-outs 57
  - CD-ROM 10
  - command line interface
    - management 39
  - console port 17
  - conventions
    - notice icons, About This Guide 8
    - text, About This Guide 8
  - cross-over configuration 24
- 

## D

- default
    - settings 18
    - users 43
- 

## E

- Ethernet address of the Switch 22

---

## F

- factory defaults 18
- 

## H

- hardware features 14
- 

## I

- installing the Switch 19
    - prerequisites 20
  - IP addressing
    - registered 49
  - IP configuration 31
- 

## L

- LEDs 16
  - logging in as a default user 43
- 

## M

- MAC address of the Switch 22
  - management
    - methods 39
    - preparing for 32
    - setting up 29, 30
  - manual setup
    - console port 33
  - MDI configuration 24
  - MDIX configuration 24
- 

## N

- network supplier support 64

---

**P**

passwords  
  of default users 43  
pin assignments  
  modem cable 58  
  null modem cable 57  
  RJ45 58  
  serial cable 57  
pin-outs 57  
ports  
  console 17  
power socket 17  
powering-up a Switch 23  
problem solving 45  
  communication problems 48  
  hardware problems 47  
  IP addressing 47  
  LEDs 46  
product name 22

---

**R**

rack mounting a Switch 21  
returning products for repair 67

---

**S**

safety information  
  English 52  
  French 53  
  German 55  
serial number of the Switch 22  
serial port. *See* console port  
Simple Network Management Protocol. *See* SNMP  
SNMP 43  
SNMP management 40  
  setting up 43  
socket  
  power 17  
specifications, system 61  
straight-through configuration 24  
Switch  
  3C number 22  
  automatic setup 36  
  console port 17  
  dimensions 61  
  Ethernet address 22  
  features 14  
  installation 19, 20  
  MAC address 22  
  power socket 17  
  powering-up 23

  product name 22  
  rack mounting 21  
  serial number 22  
  size 61  
  unit information label 22  
  weight 61  
system specifications 61

---

**T**

technical support  
  3Com Knowledgebase Web Services 64  
  3Com URL 63  
  network suppliers 64  
  product repair 67  
troubleshooting 45

---

**U**

unit information label 22  
URL 63

---

**W**

Web browsers  
  choosing 42  
web interface  
  choosing a browser 42  
web interface management 39  
  setting up 42  
World Wide Web (WWW) 63, 64

## REGULATORY NOTICES

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### FCC STATEMENT

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference to radio communications, in which case the user will be required to correct the interference at their own expense.

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### INFORMATION TO THE USER

If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the equipment with respect to the receiver.
- Move the equipment away from the receiver.
- Plug the equipment into a different outlet so that equipment and receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful:

*How to Identify and Resolve Radio-TV Interference Problems*

This booklet is available from the U.S. Government Printing Office, Washington, DC 20402, Stock No. 004-000-00345-4.

In order to meet FCC emissions limits, this equipment must be used only with cables which comply with IEEE 802.3.

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### CSA STATEMENT

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

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### CE STATEMENT (EUROPE)

This product complies with the European Low Voltage Directive 73/23/EEC and EMC Directive 89/336/EEC as amended by European Directive 93/68/EEC.

Warning: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

You must only insert a 3Com approved SFP transceiver into the Switch. These are listed in the "Approved SFP Transceivers" section of the Getting Started Guide.

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### VCCI STATEMENT

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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### BSMI STATEMENT

警告使用者：這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

