

# Re: Mystifying switch problem

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2008-01/msg00456.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2008-01/msg00456.html)

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- *From:* milleron <nospam@xxxxxxxxxxx>
  - *Date:* Thu, 17 Jan 2008 21:28:59 -0500
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Losing the connection in the context of my post meant that the computer ran fine, but couldn't see the LAN or the internet any longer. It did not lose its router-assigned IP, but, of course, it was impossible to ping or run tracert, and it was impossible to release and then reobtain another IP. The switch was "locked" with flashing LEDs.

I bought a THIRD switch, this one a SOHO variety by D-Link, and exactly the same problem recurred. This I considered proof positive that the switches were locking up because of a device connected to them and not because they were faulty. I knew that both computers connected to the switch worked fine when connected directly to the next switch down the line, so that left only the Netgear USB print server. In all my troubleshooting, I'd never thought to disconnect that little print server. I unplugged it, and the D-Link switch has worked fine for over three hours now. It remains to be seen if power-cycling the print server allows it to be connected without again locking up the switch.

The topology, by the way, was as follows (if the ASCII characters don't mess up in transmission). Everything beyond the router is gigabit capable EXCEPT the little print server. The switch depicted in all-caps was the one that continuously and repeatedly locked up and required power-cycling.

```
Cable modem
|
Vonage adapter
|
Netgear wireless router (10/100)
|
Netgear gigabit switch --- gigabit NAS
||
5e |__cat 5E__living-room and kitchen jacks
|
NETGEAR GIGABIT SWITCH in study --- print server
||
5e computer 2
```

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|  
computer 1

The vonage adapter assigns an IP to the router which, in turn, assigns IPs to all the devices on the network, EXCEPT the little print server which has a STATIC IP. All the devices are 192.168.1.1 – 10

On Wed, 16 Jan 2008 00:16:39 –0500, "Jack \ (MVP–Networking)." <jack@xxxxxxxxxxxxxxxxxxxx> wrote:

Hi

I hope that you understand that not all matters that involve Networking (as well as other topics) can be solved via a communication form like a newsgroup, or over the Internet in general. Some times there is No other choice but to get a pro to come and actually evaluate and fix the problems in person.

That said, could be that some thing is wrong with the topology, and or, the cables arrangement that lead to the switch in question.

At this point to I doubt that it can be resolved without precise map of all the connection and the general IP scheme of the Network.

May be that you can install Qcheck and run it between the concerned computer within the few minutes that the Network works.

When the connection is lost do you lose the IPs, can you ping, what are the more precise Network variables that stop function, on all computers.

The term lose the connection is too broad and does not really provide any focused information.

<http://www.ezlan.net/faq.html#qcheck>

Jack (MVP–Networking).

"milleron" <apn60637@xxxxxxxxxxxx> wrote in message  
<news:13oqqbnljc874@xxxxxxxxxxxxxxxxxxxx>

I use a couple of gigabit switches to connect my desktops and a gigabit Linkstation NAS in different parts of the house.

A week or two ago, I started losing connection to the Internet, the router, and the NAS from the desktop computers. The computers' Tray icon still showed a "1.0 Gbs" connection, but I could not communicate. It turned out that all that was necessary to re–establish the connection was to power–cycle the switch in the room with the two desktops.

Unfortunately, the connection would be lost within two minutes requiring the process to be completed ad infinitum. Bypassing the switch and connecting the desktops directly to the other switch worked fine.

CONCLUSION: the upstairs switch was bad.

I asked for advice on this forum about what to replace it with, and followed that advice. Today the new Netgear Prosafe GS108 gigabit switch came, and it installed nicely. It worked for a few minutes, and then exactly the same problem recurred. Power–cycling the new switch restores the connection exactly like the former switch, but this power–cycling has

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to be repeated every few minutes.

CONCLUSION 2: The switches are probably not bad because the chances that the old switch and the brand new one would fail in exactly the same way are vanishingly small.

CONCLUSION 3: The other hardware devices in the network (other gigabit switch, router, and NAS) are OK because they all work fine with the upstairs switch removed from the network.

I changed the switch's power supply connection from an outlet on the UPS that's not backed up to one that is backed up by the UPS battery --> no change. Of course, the power transformer, itself, was swapped along with the new switch. The UPS is new, by the way -- installed about three weeks before the problems started.

I tried power-cycling the other switch (to which the failing switch is connected), but that won't re-establish the connection.

I swapped out the Ethernet cable that goes from the failing switch to the wall jack: no joy.

QUESTION: What could be causing the switch to which the desktops are connected to lose its connection to the rest of the network repeatedly and continuously????