

Technical FAQs

Question: What is the meaning of "Master setting is mismatched" when using the RingOn function?

Question Type: Application

Solutions:

- The Ring Master in a RingOn is used to define the backup path. It can be selected manually or by negotiation between switches. The "Master setting is mismatched" message is related to the duplicate master setup (two or more) or non-master definition. If any RingOn path/ switch fails, these duplicate master switches will re-auto-negotiate to determine a new master. In this case, you will see the "Master setting is mismatched" message in the Event Log.
- If you have additional questions, feel free to contact us by e-mail at dhe@henrich-inc.com.