

Technical FAQs

Question: What will happen if I connect an HES that does not support RingOn to a RingOn?

Question Type: Application

Solutions:

- The RingOn topology is proprietary protocol developed by Henrich to optimize communication redundancy and achieve a fast recovery time of under 15 ms. In order for RingOn to work properly, all HES switches on the ring must support RingOn, and the RingOn function on each HES must be enabled. Otherwise, we cannot guarantee a recovery time under 15 ms, and a loop will be introduced into your network.
- If you have additional questions, feel free to contact us by e-mail at dhe@henrich-inc.com.