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## HP JL381A

# Hewlett-Packard 1920S 24G 2SFP Switch User Manual

Model: JL381A

## 1. INTRODUCTION

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This manual provides essential information for the installation, operation, and maintenance of your Hewlett-Packard 1920S 24G 2SFP Switch (Model JL381A). The HPE OfficeConnect 1920S Switch Series consists of advanced smart-managed fixed-configuration Gigabit switches designed for small businesses, offering an easy-to-administer solution for network connectivity. Please read this manual thoroughly before using the device to ensure proper setup and functionality.

## 2. SAFETY INFORMATION

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Observe the following safety precautions to prevent injury and damage to the device:

- **Electrical Safety:** Ensure the power source matches the voltage requirements of the switch. Use only the provided power cord or an approved replacement. Do not operate the device with a damaged power cord or plug.
- **Ventilation:** Ensure adequate airflow around the switch. Do not block ventilation openings. Avoid placing the switch in enclosed spaces or near heat sources.
- **Environment:** Operate the switch in a clean, dry environment within the specified temperature and humidity ranges. Avoid exposure to moisture, dust, and direct sunlight.
- **Handling:** Handle the switch with care. Avoid dropping or subjecting it to strong impacts.
- **Servicing:** Do not attempt to service the switch yourself. Refer all servicing to qualified service personnel.

## 3. PACKAGE CONTENTS

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Verify that your package contains the following items:

- Hewlett-Packard 1920S 24G 2SFP Switch (JL381A)
- Power Cord
- Rack-mount Kit (if applicable)
- Documentation (Quick Start Guide, Safety Information)

If any items are missing or damaged, contact your vendor immediately.

## 4. PRODUCT OVERVIEW

The HP 1920S 24G 2SFP switch is a smart-managed Gigabit Ethernet switch designed to provide advanced features for small business networks. It features 24 Gigabit Ethernet ports for high-speed wired connections and 2 SFP ports for fiber optic uplinks, allowing for flexible network expansion and connectivity.



**Figure 1:** Front view of the Hewlett-Packard 1920S 24G 2SFP Switch. This image displays the front panel of the network switch, featuring 24 standard RJ45 Ethernet ports and two smaller SFP (Small Form-Factor Pluggable) ports, typically used for fiber optic connections. Various LED indicators for power, link status, and activity are also visible above the ports.

### Key Features:

- 24 x 10/100/1000BASE-T Gigabit Ethernet ports
- 2 x SFP ports for fiber connectivity
- Smart-managed capabilities for enhanced control
- Energy-efficient Ethernet (EEE) support

- Quality of Service (QoS) and VLAN support

## 5. SETUP

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### 5.1 Physical Installation

The switch can be placed on a desktop or mounted in a standard 19-inch equipment rack.

#### Desktop Placement:

- Place the switch on a flat, stable surface.
- Ensure adequate space around the switch for ventilation (at least 10 cm on all sides).
- Avoid placing heavy objects on top of the switch.

#### Rack Mounting:

- Attach the provided rack-mount brackets to the sides of the switch using the screws.
- Secure the switch into a standard 19-inch equipment rack using appropriate rack screws.
- Ensure proper grounding of the rack.

### 5.2 Connecting Power

1. Connect one end of the power cord to the AC power inlet on the rear panel of the switch.
2. Connect the other end of the power cord to a grounded electrical outlet.
3. The switch will power on automatically. Verify the Power LED on the front panel illuminates.

### 5.3 Connecting Network Devices

- Connect your network devices (computers, servers, access points) to the RJ45 Gigabit Ethernet ports using standard Ethernet cables (Cat5e or higher).
- For fiber optic connections, insert compatible SFP transceivers into the SFP ports and connect fiber optic cables.
- Observe the Link/Act LEDs on the front panel. A solid green LED indicates a valid link, and a blinking LED indicates network activity.

### 5.4 Initial Configuration Access

The HP 1920S switch can be configured via a web-based graphical user interface (GUI) or a command-line interface (CLI) via a console port (if available on your specific model).

- **Web GUI:** Connect a computer to any Ethernet port on the switch. The switch typically obtains an IP address via DHCP or has a default static IP address (refer to the Quick Start Guide for the default IP and login credentials). Open a web browser and enter the switch's IP address.
- **CLI (Console):** Connect a console cable (RJ45-to-DB9) from your computer's serial port to the switch's console port. Use a terminal emulation program (e.g., PuTTY, Tera Term) with appropriate serial port settings (e.g., 9600 baud, 8 data bits, no parity, 1 stop bit, no flow control).

It is highly recommended to change the default login credentials immediately after initial access for security purposes.

## 6. OPERATING

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Once the switch is physically installed and powered on, you can begin configuring and managing your network.

## 6.1 Basic Network Configuration

- **IP Address:** Configure a static IP address for the switch within your network's subnet for reliable management access.
- **VLANs:** Create and configure Virtual Local Area Networks (VLANs) to segment your network for improved security and performance. Assign ports to specific VLANs as needed.
- **Port Settings:** Adjust port speed, duplex mode, and enable/disable ports as required.

## 6.2 Monitoring Status

The web GUI provides various monitoring tools:

- **System Status:** View overall device health, CPU usage, and memory usage.
- **Port Status:** Monitor link status, speed, and traffic statistics for each port.
- **Logs:** Review system logs for events, errors, and security alerts.

## 6.3 Advanced Features

The 1920S series supports advanced features such as:

- **Quality of Service (QoS):** Prioritize network traffic for critical applications.
- **Link Aggregation (LAG/LACP):** Combine multiple physical links into a single logical link for increased bandwidth and redundancy.
- **Spanning Tree Protocol (STP/RSTP):** Prevent network loops.
- **Security Features:** Port security, 802.1X authentication, and access control lists (ACLs).

Refer to the comprehensive user guide available on the HP support website for detailed configuration instructions on these advanced features.

# 7. MAINTENANCE

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## 7.1 Firmware Updates

Regularly check the HP support website for firmware updates. Firmware updates can provide new features, performance improvements, and security patches. Follow the instructions provided with the firmware package for a safe update process.

## 7.2 Cleaning

- Ensure the switch is powered off and disconnected from the power source before cleaning.
- Use a soft, dry cloth to wipe the exterior of the switch.
- Use compressed air to clear dust from ventilation openings.
- Do not use liquid or aerosol cleaners.

## 7.3 Environmental Considerations

Maintain the operating environment within the recommended temperature and humidity ranges to ensure optimal performance and longevity of the device.

# 8. TROUBLESHOOTING

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This section provides solutions to common issues you might encounter.

## 8.1 No Power

- Verify the power cord is securely connected to both the switch and the electrical outlet.
- Check if the electrical outlet is functional by plugging in another device.
- Ensure the Power LED on the front panel is illuminated.

## 8.2 No Network Connectivity

- Check the Ethernet cables connecting devices to the switch. Ensure they are securely plugged in.
- Verify the Link/Act LED for the connected port is solid green (link established) or blinking (activity). If not, try a different cable or port.
- Ensure the connected device's network adapter is enabled and configured correctly.
- Check the switch's configuration (VLANs, port status) via the web GUI to ensure the port is enabled and correctly assigned.

## 8.3 Slow Network Performance

- Check for excessive network traffic or broadcast storms.
- Verify that all connected devices are operating at their expected speed (Gigabit).
- Ensure duplex settings are correctly configured (auto-negotiation is usually recommended).
- Consider implementing QoS to prioritize critical traffic.

## 8.4 Resetting the Switch

If issues persist, you may need to reset the switch. Refer to the specific model's documentation for instructions on performing a factory reset, as this will erase all configurations.

## 9. SPECIFICATIONS

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Feature	Specification
Brand	HP (Hewlett Packard)
Model Number	JL381A
Number of Ports	24 x Gigabit Ethernet, 2 x SFP
Type	Smart-managed Gigabit Switch
Item Weight	2.6 Kilograms
UPC	683332172678
ASIN	B07RKYJ5H

## 10. WARRANTY AND SUPPORT

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### 10.1 Warranty Information

This product is covered by a **90-day limited warranty**. This warranty covers defects in materials and workmanship under normal use. For specific terms and conditions, please refer to the warranty documentation provided with your purchase or

contact your seller.

## **10.2 Technical Support**

For technical assistance, troubleshooting, or further information regarding your HP 1920S 24G 2SFP Switch, please refer to the official HP support website or contact your product vendor. Have your model number (JL381A) and serial number ready when seeking support.