

New Community, New Experience

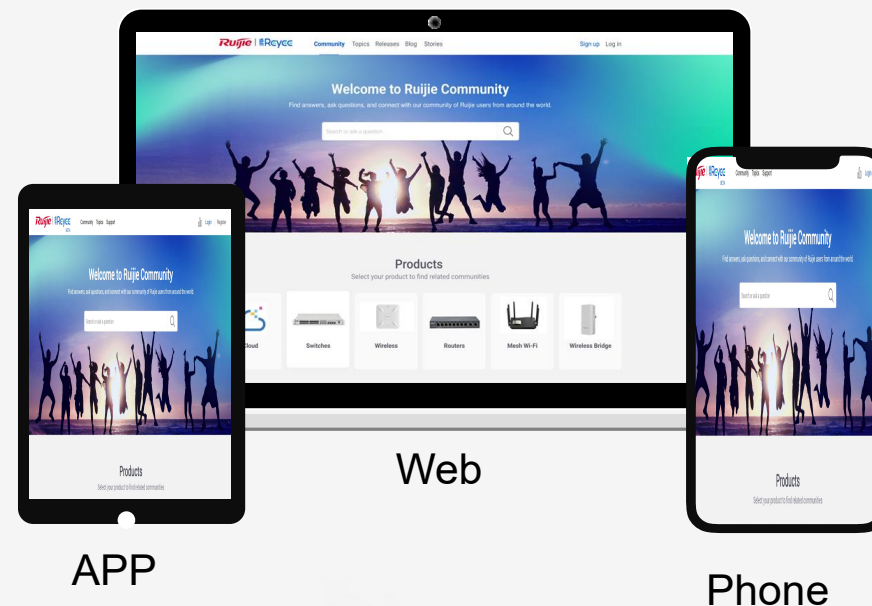


Boost Your Skills, Solve Your Problems

A open forum where you can share your opinions, discuss the technical issues and get help from engineers all over the world.

Get Started ›

INNOVATION
Beyond Networks



<https://community.ruijienetworks.com/portal.php>



1 | www.ruijienetworks.com

2022/07/24

Why do you need to know the Community?



Get Technical Support

Is it true that not all equipment has a local web interface?

134 1 2022-6-6 15:31:22

Is it true that not all equipment has a local web interface?

GTAC-Wayne |

0 2022-6-7 21:09:49

Yes, unmanaged switches don't support the eweb feature, you can check whether device support eweb feature in its specification, show in the below picture.

Model	RG-NBS3100-24GT4SFP	RG-NBS3100-8GT2SFP	RG-NBS3100-24GT4SFP-P	RG-NBS3100-8GT2SFP-P
Management	Web management, Ruijie Cloud or Ruijie Cloud app management			

Enjoy Topic Discussion

question daily

How to check Fit AP configuration?

- A. Use console enter AP and 'show run' to check it.
- B. Use telnet enter AP and 'show run' to check it.
- C. Enter AP web and use web cli 'show run' to check it.
- D. Enter AC and 'show ap-config running' to check it.

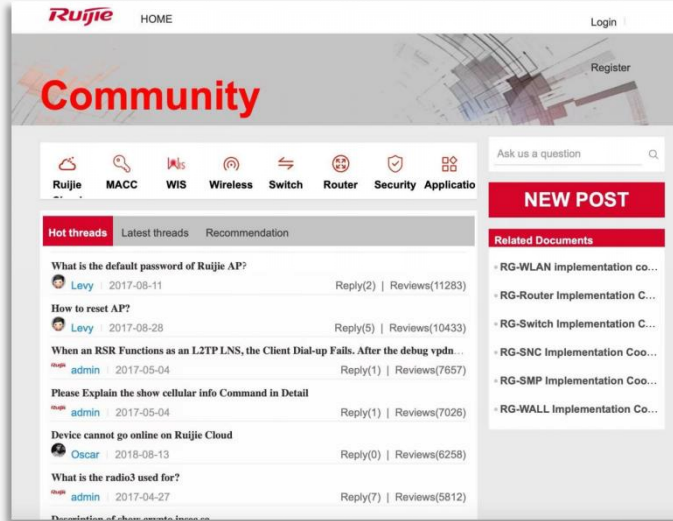
Obtain Gift Exchange



What is Ruijie Community used for?

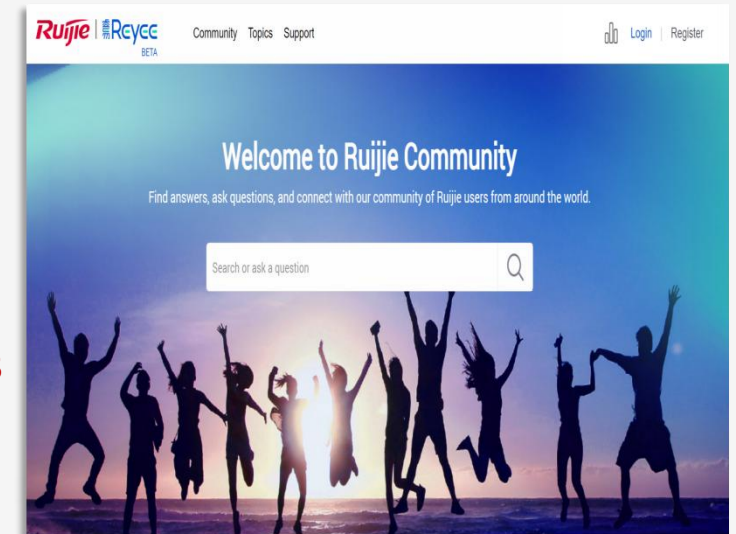


BEFORE **NOW**



- Ask questions
- Search answers

- Ask questions
- Search answers
- **Get TAC Help**
- **Discuss hot topics**
- **Obtain gifts**
-



What can you get from the Community?



Ruijie Community is a **Self - Service Technical Support Community** with **Multi-functions and Rich Contents**.

We upgrade the Community on **Apri. 1st 2022**, New Community must give you fresh experience.

30 Seconds

Get the answers you need.

1 Minute

Ask questions you care about.

4 Hours

Get the professional responses from experts.

10 thousands users

Share your brilliant ideas with the users in Community.

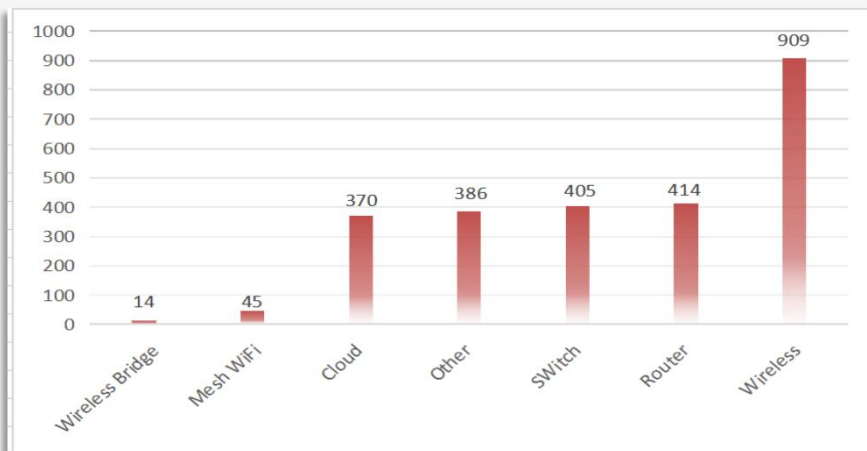


Earn points and level up! Welcome to take gift back home.

Technical Support



- There are **3318** posts in the Ruijie Community, of which **1665** posts were produced in 2022, covering **Wireless, Router, Switch, Cloud, Mesh WiFi, Wireless Bridge, etc.**



How to config speed limit for users on Ruijie EG?

What will happen after enabling seamless authentication?

New Ruijie Cloud release

Ruijie Cloud V3.7.0

Can I configure WPA3 on Ruijie Cloud?

Ruijie Cloud limitation

Is Ruijie Cloud Secure?

Is it true that not all equipment has a local web interface?

How to configure IPv6 on LAN with EG210G-E

[How to synchronize settings to my devices on Cloud?](#)

- Ruijie Community is your tool kit gathering various technical documents and tools you need, such as **FAQ, Cookbook, Special Topics, Scenario-based Solutions** and so on.

Technical Documents Index

516 0 2022-5-17 16:43:59

Follow

The **Technical Documents** you need are all here! Welcome to view and download~

FAQ:

[Ruijie Cloud FAQ V1.0](#)

[Reyee FAQ V1.0](#)

Cookbook

[Reyee Series Implementation Cookbook V1.0](#)

[Reyee Cookbook-Ruijie Cloud App V2.0](#)

[Ruijie Cloud Cookbook V1.0](#)

Ruijie Cloud

Special Topics Index

0 0 Just now

Follow

1. Calculation of the adequacy of POE/POE+ power supply
2. [How to configure guest WiFi for Ruijie device?](#)
3. How to do when Reyee devices cannot go online on the Ruijie Cloud?
4. Multi-egress traffic distribution
5. How to achieve the ideal wireless speed

Technical Support

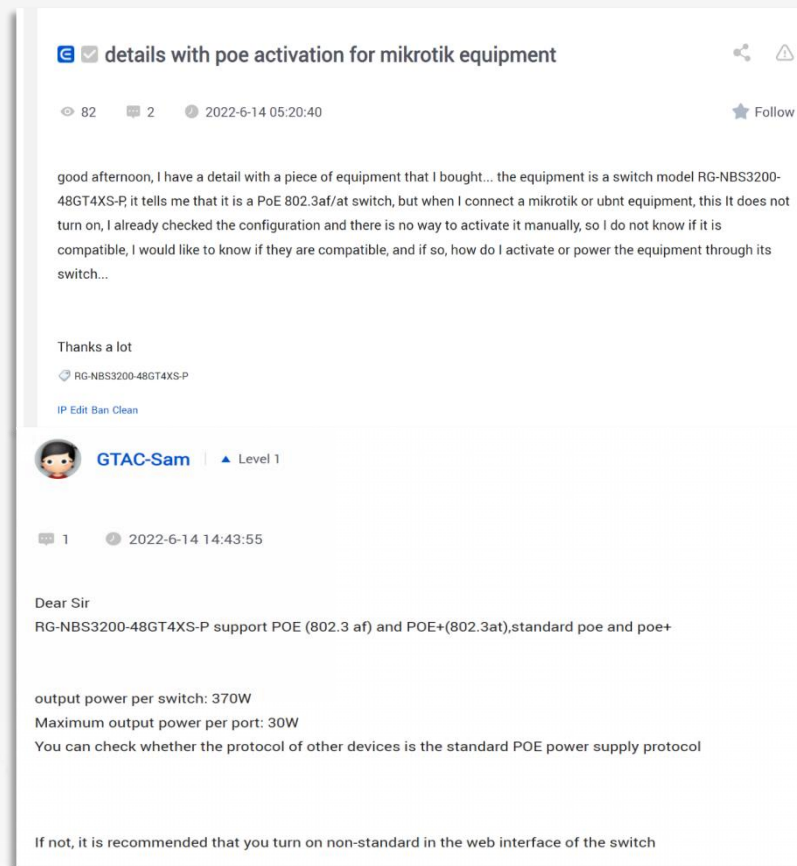


- All technical issues you may face regarding **Ruijie & Reyee Product Technologies, Trainings** and **Service Tools** will have a quick response from **Ruijie TAC team** or **partners** from all over the world.

TAC Team

4h response rate in working day (GMT+8)

24h response rate in weekend (GMT+8)



INNOVATION

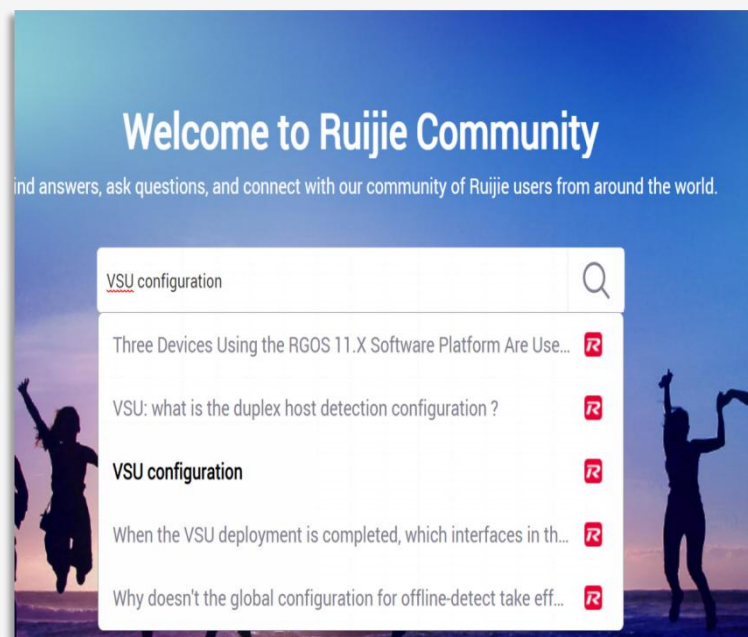
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How to ask for help?

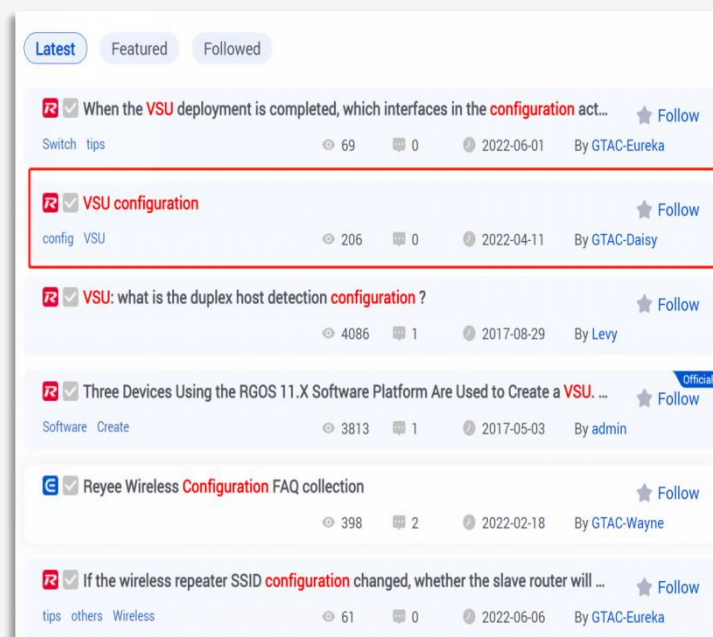


Option 1 : Search your questions in the Community

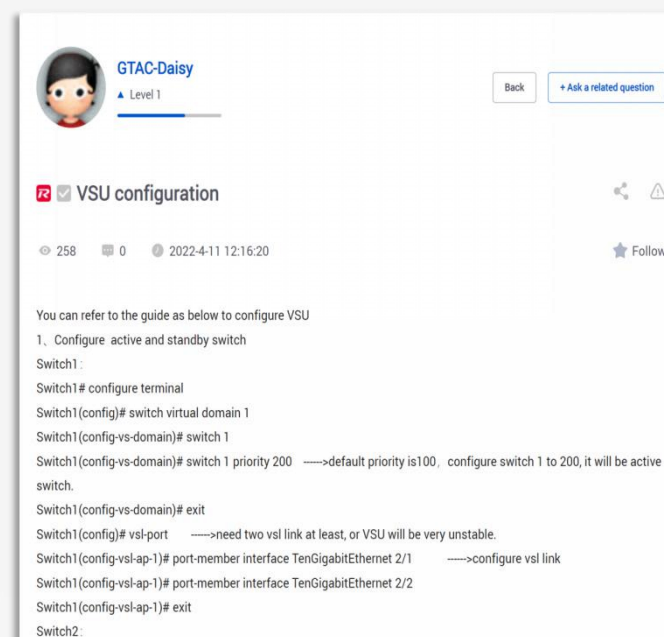
Step 1 Type the key words about your question in the Community



Step 2 Click the list about your question to check the answer



Step 3 Check the answer

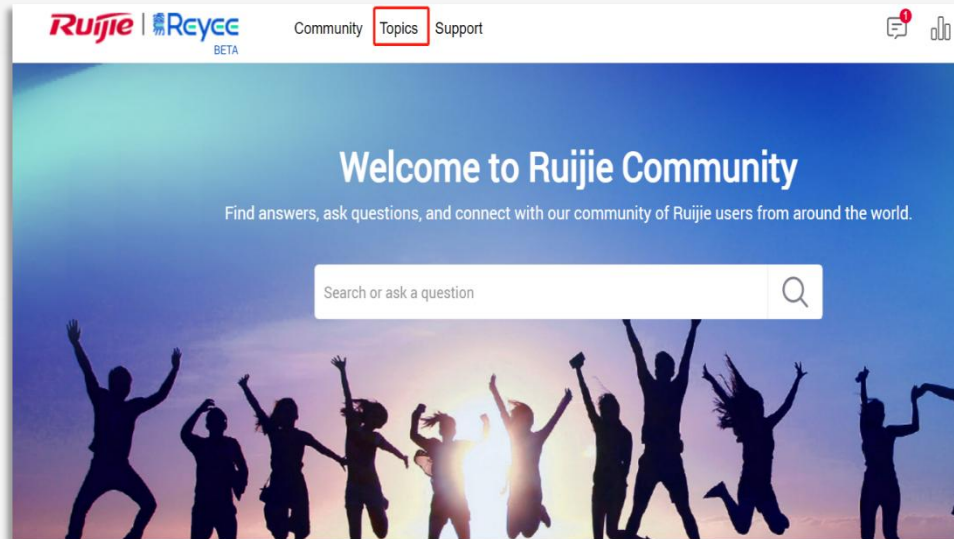


How to ask for help?

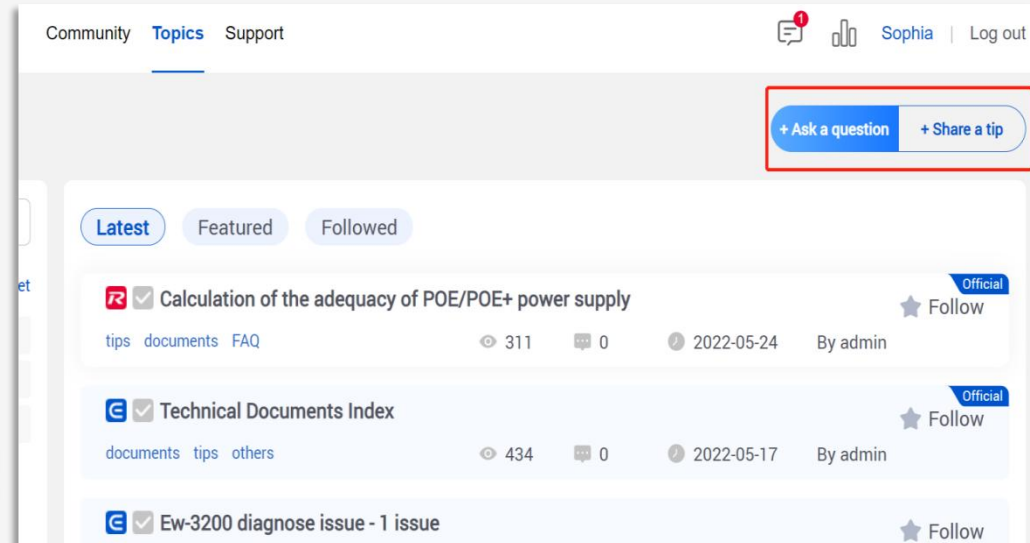


Option 2 : Write a post to ask for help

Step 1 Click "Topic"



Step 2 Click "Ask a Question"



How to ask for help?



Option 2 : Write a post to ask for help

Step 3 Fill in your content

Topics / Ask a question

Ask a question

Title *

Write your topic title here

Topic *

Choose your device *

Step 4 Select your device model and tags, and click Submit to publish your post

Choose your device *

Cloud Switch Wireless Router Mesh Wi-Fi Wireless Bridge Other

What is your model? *

Please choose the model

Choose or add related tags

Cloud Switch Wireless Router Mesh Wi-Fi Wireless Bridge offline

battle-card spec authentication training management config optimization

Wi-Fi 6 troubleshooting documents tips others +

Submit save Cancel

☒ Email me when someone replies

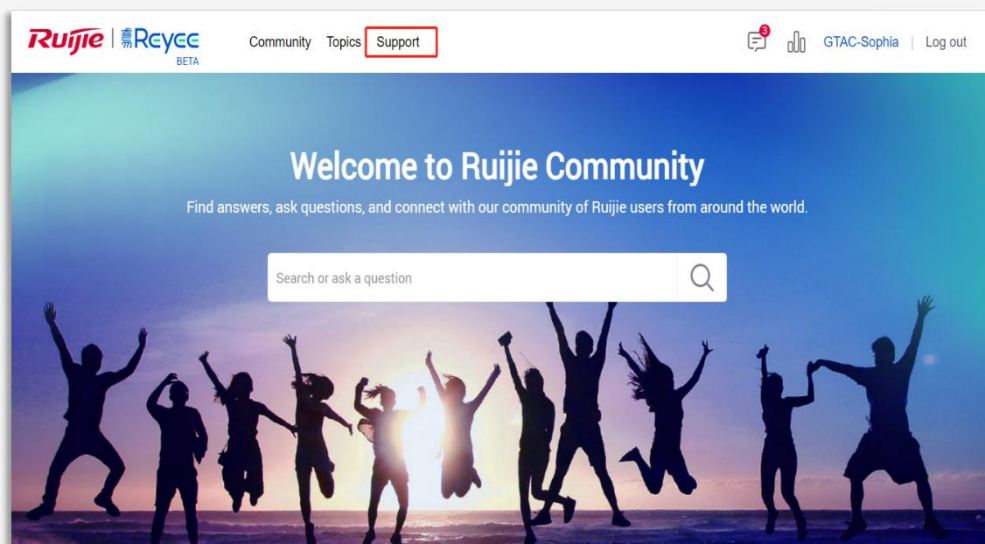
Note: You may click **“Email me when someone replies”** in the left bottom in case you miss others’ responses.

How to ask for help?

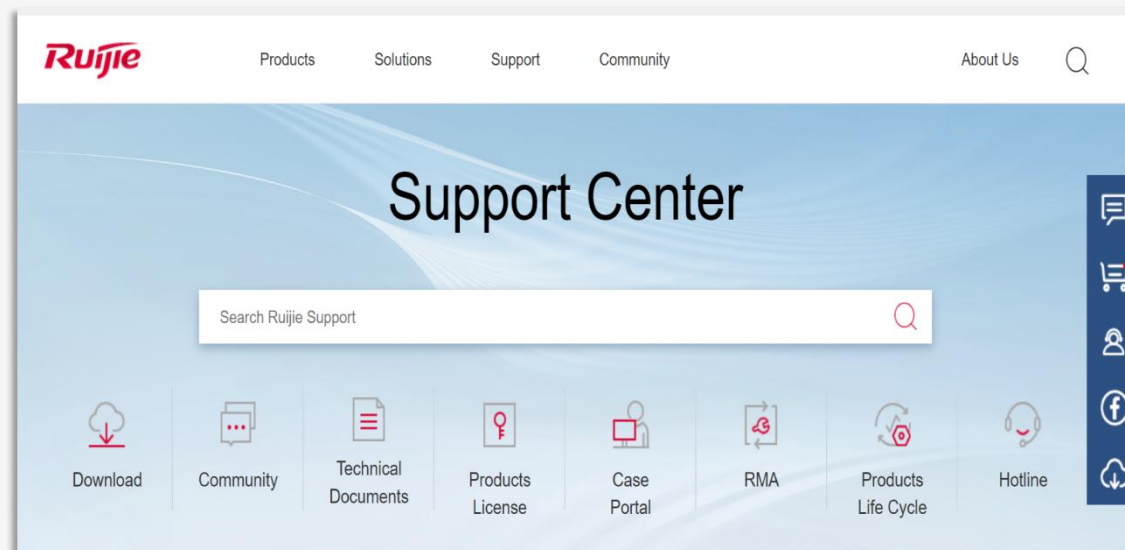


Option 3 : You also can access to **Ruijie Official Website** to obtain more services, such as **RMA**, **Global Service Hotline**, and **Live Chat with our support engineers**.

Step 1: Click **Support** to access to Ruijie Official Website



Step 2: Find the services you need



How to response others' post?



Favorite the post

Reply

Make a comment on
other's post

Helpful(0)

Click **"Helpful"** to show
your recognition

When the VSU deployment is completed, which interfaces in the configuration act... [Follow](#)

Switch tips Favorite successfully. 7 0 2022-06-01 By GTAC-Eureka

VSU configuration [Follow](#)

config VSU 253 0 2022-04-11 By GTAC-Daisy

VSU configuration [Reply](#)

config VSU

Reply Helpful(0)

VSU configuration [Reply](#)

config VSU

Reply Helpful(0)

Topic Discussion

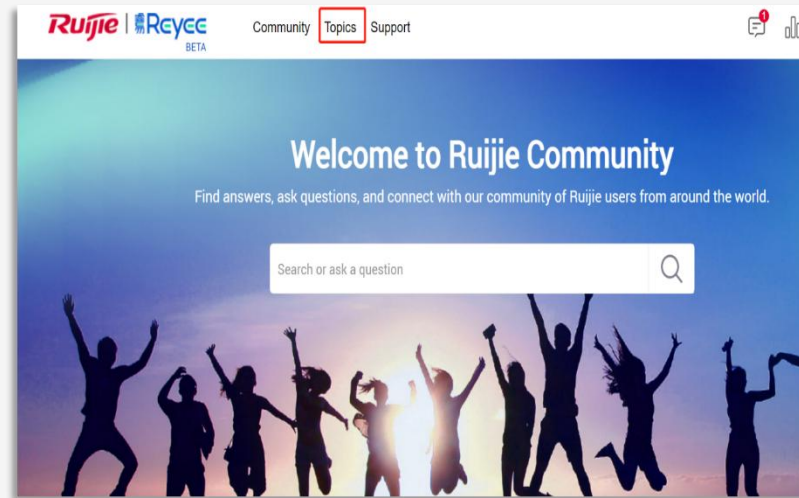


- Ruijie Community has **more than 10,000 users** from all over the world. You may **share a tip** with us. **We are so glad to listen to your excellent ideas about technologies and your stories with Ruijie Networks.**

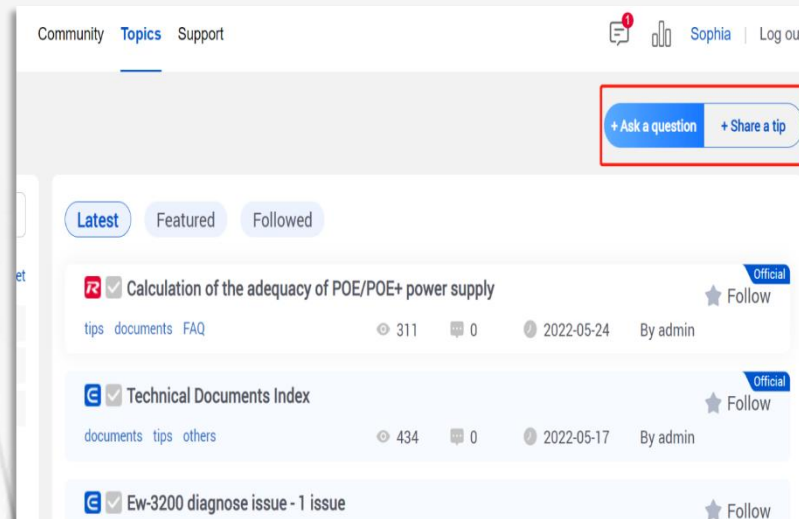
How to share a tip?



Step 1 Click “Topic”



Step 2 Click “Share a tip”











100

Step 4 Select your device model and tags, and click Submit to publish your post

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Knowing the logos in Ruijie Community could help you browser it easily and conveniently

	Ruijie Product		View		Favoriate the Post
	Reyee Product		Reply		Message Center
	Question has been Solved		Post Time		World Rank

Earn points and level up!



Check how many points you need to achieve a new level!

Level	Points	Perks you earn
▲	0	Welcome! To start earning points, ask questions or reply to discussions. Help other members and earn points to level up. Which means to reach Level 2, you need 125 points.
▲▲	125	Report a discussion or answer that is off topic, inappropriate, or offensive. This option is available to make sure the community is a great place to learn.
▲▲▲	625	Upload a custom black-and-white style avatar image. Your avatar represents you in the community and is displayed with all your posts.
▲▲▲	2125	Get gift card from Amazon, Steam, Nintendo Store, Google Play, App Store or phone top-up. We will contact you when you reach here.
▲▲▲▲	7125	Create User Tips to share your valuable knowledge about Ruijie products.
▲▲▲▲▲	10000	Earn access to The Lounge, an exclusive area for high-level members, where you can share ideas, ask for help, discuss new content, and exchange feedback.

Earn points, here is the way.



You can earn points and get recognition by sharing the high-quality contents.

Here's what you can do to earn points and how many points you'll get.

Points you earn	Activity
1 point	Your question is marked as "I have this question too" by another user.
4 point	You create a post to ask a question. 8 points are maximum for one day.
5 point	Your answer is marked as "Helpful" by the original poster.
5 point	Your answer is marked as "Helpful" by 3 or more community members.
7 point	Your answer is recommended by Ruijie (marked as "Ruijie recommended").
10 point	Your answer is marked as "This solved my question" by the original poster.

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Congratulations, award is here.



When you reach the state that deserves a gift card or multiple gift cards, **we will contact you and send the gift card to you via email you provided.**



Post Master

With 100 valued posts created, you will get this award.



Fan Medal

With 1,000 fans you have, you will get this award.



Skill Master

For 75 times, your answer is marked as "This solved my question" you will get this award.



Grade Medal

The moment you reach level 6, the moment you get this award.

Welcome to Ruijie Community to **Get Help and Have Fun! :)**

