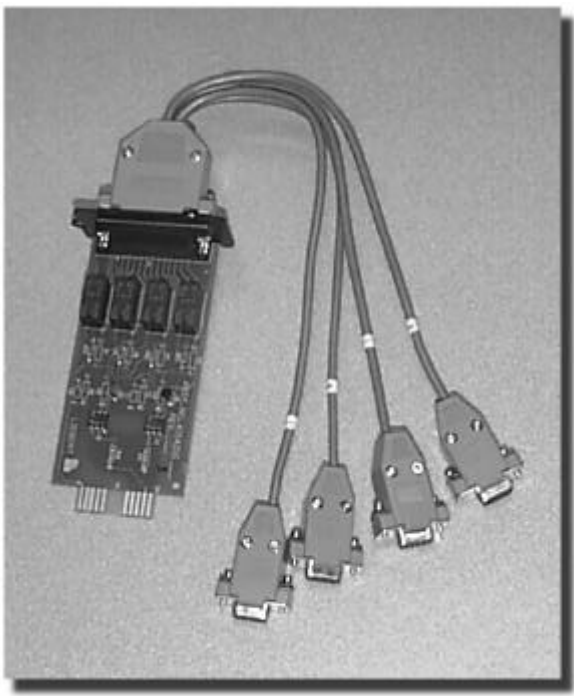




**SiteNet®**

**MultiPort 4**

**USER MANUAL**  
English



Upon accepting shipment, please inspect product for any damaged or missing parts. If damaged, call Liebert Corporation (800-222-5877) and select the Warranty Support option from the menu. If components are missing, contact your sales representative for replacement. Items included with shipment are:

- SiteNet® MultiPort 4 card protected by an anti-static bag.
- 4-Port Cable Assembly.
- User's Manual: SiteNet® MultiPort 4

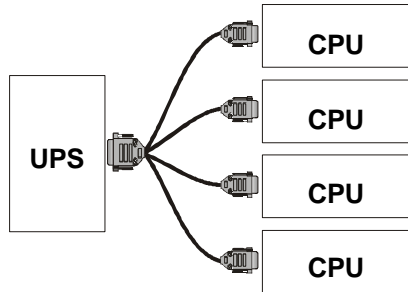
## INTRODUCTION

The SiteNet® MultiPort 4 provides an easy-to-install computer protection solution that allows a maximum of five computer systems (the host computer connected to the factory-installed UPS Communications Port, plus four client computers connected via MultiPort 4) to simultaneously monitor the status (e.g., utility power failure / low battery) of a single UPS. This advanced power-management device is specially designed to function only in the Liebert Intellislot™ of the following supported UPS units:

- PowerSure Interactive™
- UPStation GXT™
- GXT Multi-Module™

As shown in Figure 1, when a UTILITY FAIL or LOW BATTERY condition occurs, the Multiport 4 provides a signal to each connected computer.

Subsequently, the SiteNet 1 software, installed on each workstation, will interpret the signal and initiate operating system shutdown according to the configurations determined by the user.



*Computer Protection Solution*

The specially designed cable assembly, included in the package, provides four (4) output ports that signal the status of the UPS (e.g., UTILITY FAIL and LOW BATTERY) to each connected computer. Each port utilizes a DB-9S connector with the pin configuration described on the table on the right. The cable allows the MultiPort 4 card to deliver orderly shutdown to connected computers running Liebert's SiteNet 1 software (ordered separately).

Pin	Assignment Description
1	Low Battery
2	Not Used
3	Not Used
4	Not Used
5	Not Used
6	Not Used
7	Low Battery Common
8	Utility Fail Common
9	Utility Fail

*SiteNet MultiPort 4 Intellislot Pin Configuration*

In addition, the RS-232 port on the UPS remains active with the card installed allowing more sophisticated monitoring with Liebert's SiteNet 1 or 2 software. The inverter shut-off command can be controlled from the computer directly connected to the UPS (via the factory-installed DB9 connector) and will conserve battery power after the workstation shutdown is completed. To ensure that the client computers will be shutdown in an orderly manner, the timer setting to initiate shutdown of all client computers connected to the MultiPort 4 must be LESS THAN the shutdown timer setting of the SiteNet software connected to the factory-installed port.

# INSTALLATION

**Parts required:** MultiPort 4 card and provided cable assembly.

**Tools required:** Either #2 (medium) Phillips or small flat head screw driver.

1. It is suggested, but not necessary, to turn the UPS off prior to installation. Locate the Intellislot on the rear panel of your UPS. (Location and orientation can vary according to specific UPS model, as seen on the right).
2. Remove the two retaining screws of the Intellislot blank cover plate on the UPS back panel. **Save the screws for re-assembly (Step 4).**
3. The card and slot are keyed to insert in one position only. Initially, the MultiPort 4 card should slide in freely as you carefully align screw holes. As you feel it click into place, press firmly to ensure solid seating in the slot.
4. Using the Philips screwdriver, secure the MultiPort 4 to the UPS chassis with the two retaining screws. Make sure the screws are snug, not tight, to avoid damage to the device.



*Location of Intellislot Port*



*Molded Output Cable Assembly Connect to DB25S*

5. Connect the molded-cable assembly's DB25P connector to the MultiPort 4 card's DB25S and tighten the retaining screws. Then connect the required output ports to the cable that is provided with Liebert SiteNet 1 software versions 1.1 or higher via DB9 connectors.

**NOTE:** Must use the special molded-cable assembly supplied with your MultiPort 4 card.



*Card and Slot Orientation*

6. Refer to your *SiteNet 1 User's Manual* for software installation & configuration procedures. UPS status polling failure (i.e., ON BATTERY message is not transmitted when AC failure occurs) may be caused by either software or hardware error. It is highly recommended that you first troubleshoot the software (see *Troubleshooting Recommendations* in [SiteNet 1 User's Manual](#)).

## TROUBLESHOOTING

Prior to contacting Technical Support (described below), test whether the MultiPort 4 card is functioning properly by plugging a DB9 output cable to the factory-installed communication port. Allow utility to fail and note whether an ON BATTERY status message is displayed. If a status message IS NOT transmitted, your Liebert Corporation technician may suggest more in-depth troubleshooting procedures. If a status message IS displayed, the MultiPort 4 hardware may be defective and should be replaced.

# CONTACTING TECHNICAL SUPPORT

The Liebert Corporation has a team of specially trained technicians waiting to quickly assist you with any installation or troubleshooting problems. Refer to the back of this manual for the nearest Tech Support.

In order to successfully diagnose your individual problem, our technicians may require the following installation site and system information. Please have it available when you call.

## INSTALLATION SITE

Company Name:

Street Address:

City:

State/Principality:  Zip/Postal Code:

Country:

## INSTALLATION SITE CONTACT

Name of Contact:

Phone Number:

Fax Number:

E-Mail Address:

Fax Number:

# COMPUTER SYSTEM & UPS

**Operating System**

**(Type and Version):**

**System Manufacturer:**

**System Model Number:**

**Type of Serial Port Connector:**

**Address of the Port:**

**UPS Model Name/Number:**

**Type of Port Connection:**  
**(no. pins, pin/socket)**

**Description of Symptoms:**

## **HARDWARE LIMITED WARRANTY**

Liebert Corporation extends the following LIMITED WARRANTY to the purchaser and to its customer (collectively referred to as the "Purchaser"): the enclosed SiteNet MultiPort 4 and components are free from defects in materials and workmanship under normal use, service and maintenance. FOR A PERIOD OF TWO YEARS FROM THE DATE OF ORIGINAL PURCHASE from Liebert or the Liebert dealer/retailer. THE FOREGOING WARRANTY IS THE ONLY WARRANTY GIVEN AND NO OTHER WARRANTY IS PROVIDED, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Certain aspects of disclaimers are not applicable to consumer products acquired by individuals and used for personal, family or household purposes (as distinguished from industrial or other purposes). Some states do not allow limitations on how long implied warranty lasts, so the above limitation may not apply to you. The warranty gives you specific legal rights, and you may have other rights which vary according to local law.

Certain repairs or services are the responsibility of the Purchaser and the Purchaser is expected to pay for them. This warranty does not extend to any losses or damages due to misuse, accident, abuse, neglect, negligence, unauthorized modification or alteration, use beyond rated capacity, or improper installation, maintenance, application or use, including, without limitation, use in a manner contrary to the accompanying instructions or applicable codes.

If the SiteNet MultiPort 4 fails to conform with the above warranty within the two year warranty period, Liebert will repair or replace the UPS, at Liebert's option. Repairs or replacements are warranted for the remainder of the original warranty period. Purchaser, to make a warranty claim, should call 1-800-222-5877 in the United States of America or +44 (0) 1628 403200 in Europe to obtain a Return Authorization Number and shipping instructions. Return transportation costs to Liebert are the responsibility of the Purchaser.

IN NO EVENT, REGARDLESS OF THE FORM OF THE CLAIM OR CAUSE OF ACTION (WHETHER BASED IN CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT, OR OTHERWISE), SHALL LIEBERT'S LIABILITY TO PURCHASER EXCEED THE PRICE PAID BY PURCHASER FOR THE SPECIFIC UPS OR OTHER GOODS PROVIDED BY LIEBERT GIVING RISE TO THE CAUSE OF ACTION. IN NO EVENT SHALL LIEBERT'S LIABILITY TO PURCHASER EXTEND TO INCLUDE INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES. WITH RESPECT TO CONSUMER PRODUCTS, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### **"LIFE SUPPORT" POLICY**

This product is not recommended, and the Liebert Corporation will not knowingly sell this product, for use with life support and other U.S. FDA designated "critical" devices. ANY SUCH USE BY A USER AUTOMATICALLY VOIDS AND DISCLAIMS ANY AND ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND EXPRESS WARRANTIES THAT THIS PRODUCT WILL CONFORM TO ANY AFFIRMATION OR PROMISE, FOR THIS PRODUCT AND THE USER EXPRESSLY AGREES THAT IN NO EVENT SHALL THE COMPANY BE LIABLE FOR CONSEQUENTIAL OR INDIRECT DAMAGES.





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**SiteNet®**

**MultiPort 4**

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### Technical Support

U.S.A.	1-800-222-5877
Outside the U.S.A.	614-841-6755
U.K.	+44 (0) 1793 553355
France	+33 1 4 87 51 52
Germany	+49 89 99 19 220
Italy	+39 2 98250 1
Netherlands	+00 31 475 503333
E-mail	upstech@liebert.com
Web site	<a href="http://www.liebert.com">http://www.liebert.com</a>
Worldwide FAX tech support	614-841-5471

#### The Company Behind The Products

With more than 500,000 installations around the globe, Liebert is the world leader in computer protection systems. Since its founding in 1965, Liebert has developed a complete range of support and protection systems for sensitive electronics:

- Environmental systems: close-control air conditioning from 1.5 to 60 tons.
- Power conditioning and UPS with power ranges from 250 VA to more than 1000 kVA.
- Integrated systems that provide both environmental and power protection in a single, flexible package.
- Monitoring and control — on-site or remote — from systems of any size or location.
- Service and support, through more than 100 service centers around the world, and a 24-hour Customer Response Center.

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