Troubleshooting

PDU disconnection

1. GUI shows a certain level PDU **disconnected**

Step 1 - PDU power off ?

Check the PDU is power ON or not.

Step 2 - PDU level setting duplicated in the same PDU group ?

Check and make sure PDU level is unique and not duplicated in the same PDU group.

(Please refer to to user manual < 1.2 > display 9.1 for details)

2. GUI shows from a certain level PDU to the last one **disconnected**

Step 1 - Cable disconnected, loose or defective ?

Check the Cat. 5/6 cable connection to PDUs and network devices. Make sure the connectors are firmly attached. And check if any defects on your cable or not. If yes, replace a new one.

Step 2 - The first disconnected PDU failed ?

Unplug the Cat. 5/6 cable on the first disconnected PDU, then plug it to the second disconnected PDU to check if the problem caused by the first disconnected PDU.

3. GUI shows the whole group of PDU(s) **disconnected**

Step 1 - Cable disconnected, loose or defective ?

Check the Cat. 5/6 cable connection to PDUs and network devices. Make sure the connectors are firmly attached. And check if any defects on your cable or not. If yes, replace a new one.

Step 2 - IP dongle failed ?

i.   Check if the network setting of the IP dongle is correct or not. If duplicated IP address is in a network, it may cause such problem.

ii.   Disconnect the IP dongle from the network and try to direct connect the Cat. 5/6 cable from IP dongle < LAN > port to a computer network port and use IP Setup utilities to check if the IP dongle can be found or not. If it cannot be found, the IP dongle may be failed.

Step 3 - 1st level PDU failed ?

Move the IP dongle from 1st level PDU to 2nd level PDU to check if the problem caused by 1st level PDU's failure or not. If yes, replace 1st level PDU.

Replacement, Removal or addition for PDU & IP dongle

1. How to replace the | **failed IP dongle** | **?**

Step 1 - Prepare a new IP dongle.

Step 2 - Disable alarm email in **<Alarm>** page.

Step 3 - Replace the failed IP dongle with the new one on 1st level PDU.

Step 4 - Configure the setting of the new IP dongle same as the old one.
(Please refer to user manual < 2.2 > for details)

Step 5 - Click **Start Connection** in **<Status>** page for the relevant IP dongle.

Step 6 - Enable alarm email in **<Alarm>** page again.

2. How to replace the | **failed 1st level PDU** | **with a new one ?**

Step 1 - Prepare a new PDU and set the PDU to 1st level.
(Please refer to user manual < 1.2 > display 9.1 for details)

Step 2 - Disable alarm email in **<Alarm>** page.

Step 3 - Power off & unplug the device(s) which connected to the PDU.

Step 4 - Power off & remove the failed 1st level PDU from connection.

Step 5 - Install the IP dongle on the new 1st level PDU.

Step 6 - Install and connect the new PDU.

Step 7 - Power on the new PDU and connect to the device(s).

Step 8 - Click Start Connection in **<Status>** page for the relevant IP dongle.

Step 9 - Configure the new PDU in **<Details>** and **<TH Sensor>** page such as **Alarm Amp** , **Name**, **Location**…

Step 10 - Enable alarm email in **<Alarm>** page.

3. How to replace a | **failed certain level PDU** | **with a new one ?**

Step 1 - Prepare a new PDU and set the PDU level accordingly.
(Please refer to user manual < 1.2 > display 9.1 for details)

Step 2 - Prepare an appropriate length Cat. 5/6 cable.

Step 3 - Click Set maintenance in **<Details>** page for the failed PDU.

Step 4 - Use the Cat. 5/6 cable to bridge over the failed PDU which will be replaced to minimize log/ data loss.

Step 5 - Power off & unplug the device(s) which connected to the failed PDU.

Step 6 - Power off & remove the failed PDU from connection.

Step 7 - Install the new PDU, cancel the cable-bridging and reconnect the PDU to the last and next one.

Step 8 - Power on the new PDU and connect to the device(s).

Step 9 - Click Remove maintenance in **<Details>** page for the new PDU.

Step 10 - Configure the new PDU in **<Details>** and **<TH Sensor>** page such as **Alarm Amp**, **Name**, **Location**…

⚠️ Ignore step 2 & 4 if the failed PDU is in the last level.

4. How to move out a PDU (without a replacement) ?

Step 1 - Prepare an appropriate length Cat. 5/6 cable.

Step 2 - Click **Disable Monitoring in <Details>** page to stop monitoring the removed PDU.

Step 3 - Use the Cat. 5/6 cable to bridge over the removed PDU to minimize log/data loss.

Step 4 - Power off & unplug the device(s) which connected to the PDU.

Step 5 - Power off & remove the PDU from connection.

Step 6 - Enable alarm email in **<Alarm>** page.

⚠ If the removed PDU | NOT | in the last level, you | MUST | reconfigure and reset the level for the affected PDU(s) which next to the removed PDU.

⚠ Ignore step 1 & 3 if the removed PDU is in the last level.

5. How to add an extra PDU to an existing PDU group ?

Step 1 - Prepare a PDU and set the PDU level accordingly.
  (Please refer to < 1.2 > display 9.1 for the PDU level setting)

Step 2 - Prepare an appropriate length Cat. 5/6 cable.

Step 3 - Click Set maintenance in **<Details>** page for the affected PDU(s) which next to the added PDU.

Step 4 - Install and connect the new PDU.

Step 5 - Power on the new PDU.

Step 6 - Reconfigure & reset the level for the affected PDU(s) which next to the added PDU.

Step 7 - Click Remove maintenance in **<Details>** page for the affected PDU(s).

Step 8 - Click **Search** in **<Status>** page to search the new installed PDU.

Step 9 - Configure the new PDU in **<Details>** and **<TH Sensor>** page such as
  Alarm Amp , **Name**, **Location**…

Step 10 - Enable alarm email in **<Alarm>** page.

⚠ Ignore step 3, 6 & 7 if the added PDU is in the last level

1.8" meter LCD display

1. **LCD meter no display.**
     Step 1 - Check PDU is power ON or not.
     Step 2 - Press any button on the LCD meter. The SCREEN OFF function may be enable.
      (Please refer to user manual < 1.2 > display 9.3 for details)
     Step 3 - If the LCD meter still no display please call your dealer for support.

2. **The whole LCD meter display turn white?**
     Step 1 - Use a pin to press the reset button to re-power the meter. Don't worry, it will not affect any settings & memories.
     Step 2 - If the LCD meter still turn white, please call your dealer for support.

InfraPower Manager IPM-02

1. **Try to login InfraPower Manager IPM-02 but the web browser only shows " HTTP 404 Not Found "**
     Step 1 - Services for Web server in management PC started ?
      Make sure the services is started. Go to Control Panel -> Administrative Tools -> Services -> Apache2.2 and make sure the status is " Started ".

     Step 2 - Port for web server in management PC is occupied by other service ?
      Check if the port for web server is used by other service. If yes, please release the port of that particular service and assign another port for it.

     Step 3 – Port for web server is added in the firewall of management PC ?
      Check if the port is added in the firewall. If not, please add and enable the connection in the firewall. Please refer to user manual < 3.2 > for details.