FAQ

InfraPower Manager - IPM-02

1.   What is InfraPower Manager?
The InfraPower Manager IPM-02 is a Windows based system to consolidate management of max. 240 PDUs via 15 IP dongles, using a simple web interface which monitors and controls the WS kWh switched / W kWh Monitored PDUs in the data center. Authorized users have a secure control over outlets to power ON / OFF at the managed device level. It also provides the detailed PDU, daily energy consumption and event logged records, and sends alarm email once ampere & Temp. / Humid. over the predefined alarm threshold.
Please find the link below:

http://www.austin-hughes.com/support/software/infrapower/IPM-02.msi

2.   Which OS platform does IPM-02 support?
- MS Windows XP Professional with SP3 (32bit only)
- MS Windows 7 Professional with SP1
- MS Windows 7 Ultimate with SP1
- MS Windows Server 2003 R2 Standard Edition with SP2
- MS Windows Server 2008 Standard Edition SP2
- MS Windows Server 2008 R2 Standard Edition SP1

⚠️   **Ensure the user logins in the management PC as a member of "Administrators" Group before IPM-02 Installation and execution.**

3.   Why user can't login to the Management PC remotely ?
Make sure the port for web server is added in the firewall setting and the services of web server is started in the management PC.

4.   Which database does the IPM-02 support?
PostgreSQL

5.   What is the PostgreSQL default password for IPM-02?
1qaz2WSX

6.   How can I receive alarm email and get full log report?
Ensure that IPM-02 is executed and the alarm server is configured properly and being enabled.

7.   What is the default user name & password of IPM-02?
Default user name "admin" & password "00000000"

8.   What is the command password of IPM-02?
Each IP dongle group has its command password. It will be requested for any PDU configuration and control. The administrator can set different command password for different IP dongle group or all IP dongle groups use the same password.

9.   The WS kWh switched / W kWh Monitored PDUs can't be found by IPM-02?
Please double check the cable connection and the level setting of each PDU. If a cascade chain has duplicate the level PDUs, it will cause this problem.

10.   Is it possible to manage the WS kWh switched / W kWh Monitored PDUs from different workstations?
Yes, the InfraPower manager supports 5 concurrent login users from different workstations.

11. Any alternatives if I need to monitor more than 15 IP dongle groups?
You can install IPM-03 which can monitor up to 30 IP dongle groups or install another copy of IPM-02 in another management PC.

IP dongle

1. What is the IP dongle?
The IP dongle provides a simple and economical way to consolidate management of max. 16 pcs WS kWh switched / W kWh Monitored PDUs, by a single IP connection to the network.

2. What is the IP setup utilities?
This is a windows application used to assign the IP address of IP dongle. You can download the IP setup utilities from the link below:

    http://www.austin-hughes.com/support/utilities/infrapower/IPdongleSetup.msi

3. Does the IP dongle support DHCP (Dynamic Host Configuration Protocol)?
No, the IP dongle only works with static IP-address.

4. Will the reset of IP dongle affect the power to the outlets?
No, the IP dongle operates on a separate circuit, so the power to the outlets will remain unchanged.

5. How can I replace a failed IP dongle?
As the IP dongle is hot swappable, without power disconnection, you can unplug the RJ45 connector and slide out the failed IP dongle from the WS kWh switched / W kWh Monitored PDU. Then replace a new one for the PDU and re-configure the IP address to fit your network setting. (Please refer to user manual < 2.2 > for details)

Temp. Humidity sensor

1. How accurate is the Temp. & Humid. sensor?
It is accurate to ± 1°C (typical) & ± 4.5% RH (typical).

2. How accurate is the Temp. sensor?
It is accurate to ± 1.5°C (typical).

3. How to install the Temp. / Temp. & Humid. sensor ?
Plug in the Temp. / Temp. & Humid. sensor ONLY AFTER the PDU is ON.

Meter for WS kWh switched & W kWh Monitored PDU

1. What is feature of the W kWh Monitored PDU?
The W kWh Monitored PDU offers simple & highly reliable power distribution to multiple equipments, and built-in a 1.8" LCD meter indicates the total energy consumption of equipment connected to the PDU. The digital ampere meter has an interface which can connect to an IP dongle to the ethernet network, which allows managers to real-time remote monitor the PDU load thru the InfraPower manager (IPM-02).

2. What is feature of the WS kWh Switched PDU?
The WS kWh Switched PDUs offers the same features as W kWh Monitored PDUs, with an addition remote control power capability to individual PDU outlets. The remote outlet power control allows power on/off functionality for power recycling to reboot locked-up equipment and to avoid unauthorized use of individual outlets.

3. Can the WS kWh switched & W kWh Monitored PDUs cascade together?
Yes, the WS kWh switched & W kWh monitored model PDUs can connect together as a cascade chain.

4. If one of the cascaded WS kWh switched / W kWh Monitored PDU loses power, will it affect other PDUs in the same chain?
No, the other cascaded WS kWh switched & W kWh Monitored PDUs in upper & lower level will not be affected.

5. What is the maximum cabling distance between two cascaded PDUs?
Up to 20 meter (66 feet) of CAT. 5 / 6 cable.

6. What is the maximum cascade level of the WS kWh switched & W kWh Monitored PDU in a chain?
16 levels

Others

1. What is the default outlet status of WS Switched PDU ?
The default outlet status is ON.

2. Will the PDU settings remain unchanged after power OFF?
Yes, the settings will remain unchanged such as PDU Name, Location, Alarm amp., Low alert amp., Outlet Name......

3. Does the InfraPower PDU has the overpower protection?
Yes, the PDU provides the resettable fuse or optional circuit breaker for the overpower protection.

4. What is the standard inlet cable length of InfraPower?
3 meter (9.9 feet).

5. Where can I find the Catalogue / User manual /Model list / Wire diagram of InfraPower PDUs?
Please visit the www.austin-hughes.com

6. How can we get a further support?
Please send the email to support@infra-power.com or sales@infra-power.com