FAQ

InfraPower Manager - IPM-03

1. What is InfraPower Manager?

The InfraPower Manager IPM-03 is a Windows based system to consolidate management of max. 480 PDUs via 30 IP dongles, using a simple web interface which monitors and controls the WSi Outlet kWh Switched / Wi Outlet kWh Monitored / 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-03.msi

2. Which OS platform does IPM-03 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-03 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-03 support?

PostgreSQL

5. What is the PostgreSQL default password for IPM-03?

1qaz2WSX

6. How can I receive alarm email and get full log report?

Ensure that IPM-03 is executed and the alarm server is configured properly and being enabled.

7. What is the default user name & password of IPM-03?

Default user name " **admin** " & password " **00000000** "

8. What is the command password of IPM-03?

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 WSi Outlet kWh Switched / Wi Outlet kWh Monitored / WS kWh Switched / W kWh Monitored PDUs can't be found by IPM-03?

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 WSi Outlet kWh Switched / Wi Outlet kWh Monitored / WS kWh Switched / W kWh Monitored PDUs from different workstations?
Yes, the InfraPower manager supports 5 concurrent login users from different workstations.

IP dongle

1. What is the IP dongle?
The IP dongle provides a simple and economical way to consolidate management of max. 16 pcs WSi Outlet kWh Switched / Wi Outlet kWh Monitored / 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 WSi Outlet kWh Switched / Wi Outlet kWh Monitored / 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 W series Intelligent kWh PDU

1. What is feature of the Wi Outlet kWh Monitored / 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-03).

2. What is feature of the WSi Outlet kWh Switched / 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 WSi Outlet kWh Switched / Wi Outlet kWh Monitored / 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 WSi Outlet kWh Switched / Wi Outlet kWh Monitored / 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 WSi Outlet kWh Switched / Wi Outlet kWh Monitored / WS kWh Switched / W kWh Monitored PDU in a chain?
16 levels

Others

1. What is the default outlet status of WSi Outlet kWh Switched / 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

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.