

InfraPower Manager - IPM-04-3P-400V



1. Is IPM-04 management software free of charge ?

Yes.

2. What is InfraPower Manager ?

The InfraPower Manager IPM-04 is a Windows based system to consolidate management of max. **800 PDUs** via **50 IP dongles**, using a simple web interface which monitors and controls dual feed single phase , single & 3 Phase W series PDUs.

- SNMP Capability v2 / v3 via IP Dongle
- Outlet switch On/Off and scheduling
- Outlet level kWh & amp measurement
- Temp-Humid monitoring
- Graphic user interface
- PDU & outlet reporting (kWh / Amp / Event / Temp & Humid)

3. Which OS platform does IPM-04 support ?

- MS Windows 10 Pro
- MS Windows 7 Professional with SP1
- MS Windows Server 2012 R2 Standard Edition
- MS Windows Server 2008 Standard Edition SP2
- MS Windows Server 2008 R2 Standard Edition SP1
- MS Windows Server 2003 R2 Standard Edition with SP2



Ensure the user logs in as a member of “Administrators” Group before IPM-04 Installation and execution.

4. What are the default ports used in the IPM-04 ?

- UTP port : 8890 for searching IP Dongle
- TCP port : 4000 for IP Dongle communication
- TCP port : 80 for HTTP
- TCP port : 25 for email alarm service (can be changed by user)

5. Why can't I access the login page ?

- If the web service is started & the port of web server is open in firewall setting

6. Why can't I login remotely ?

- If the login name & password is correct

7. Which database does the IPM-04 support ?

PostgreSQL

8. What is the PostgreSQL default password for IPM-04 ?

1qaz2WSX

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

Ensure that IPM-04 is executed and the alarm server is configured properly and being enabled.

10. What is the default user name & login password of IPM-04 ?

Default user name “ admin ” / Default login password “ 00000000 ”

11. What is the command password of IPM-04 ?

- Each IP Dongle group has its command password (Default “ 00000000”) .
- For security, it will be requested for any PDU configuration and control.
- Only administrator can set command password.
- The passwords are disabled or enabled, same or different subject to the administrator's management.

12. Is it possible to increase PDU from 800 & IP Dongle group from 50 ?

Yes, but custom management software & service charges required.

13. Is it possible to increase the concurrent user from 5 ?

Yes, but custom management software & service charges required.

14. Can I manage W series PDUs from different workstations ?

Yes, max. 5 concurrent login users from different workstations.

15. Why UI shows PDU / PDUs disconnection ?

- the PDU is power OFF or
- duplicate the PDU level no. or
- cable loose / defective

- the IP Dongle fails
Refer to < 8.2 > IP Dongle

- the W Meter fails
Refer to < 8.3 > W Meter

- the power module fails
Refer to < 8.4 > Power Module

16. Why UI shows Temp. / Temp. + Humid sensor disconnection ?

- Temp. / Temp. + humid sensor is NOT connected
- Temp. / Temp. + humid sensor in BAD contact
- Temp. / Temp. + humid sensor is defective



1. What is the IP Dongle ?

The IP Dongle, with patented hot-plug & field replaceable design and SNMP function, provides a simple and economical way to consolidate management of max. 16 pcs of Dual Feed single phase , single & 3 Phase PDUs via a single network IP address to save IP address cost.

2. Does IP Dongle have a built-in UI ?

Yes, a built-in UI provides a general remote monitoring & control for cascaded PDUs. However, this built-in UI can only manage up to 16 PDUs in a daisy chain, no any reporting, event & log. If need a complete monitoring & control AND a log & reporting for some hundred PDUs, the free IPM-04 PDU management software is absolutely required.

3. Can I use the built-in dongle UI and IPM-04 management software simultaneously?

No, only either one.

4. Is the IP Dongle essential to IPM-04 management software ?

Yes, the software can't run without IP Dongle

5. Is the IP Dongle essential to SNMP function ?

Yes, absolutely.

6. Does the IP Dongle support SNMP v2 and v3 ?

Yes.

7. What is default setting of IP Dongle ?

The default IP setting is as below :
IP address : 192.168.0.1
Subnet mask : 255.255.255.0
Gateway : 192.168.0.254

8. What is the IP setup utilities?

This is a windows application used to assign the IP address of IP Dongle.
Please find the link below :

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

9. What are the default ports used in IP setup utilities ?

- UTP port : 8880, 8881, 8882, 8883, 8884, 8888, 8889, 8890 & 8891

10. Does the IP Dongle support DHCP (Dynamic Host Configuration Protocol)?

Yes.

11. 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.

12. What are the symptoms if the IP Dongle fails ?

- UI shows IP Dongle disconnection and users fail to access the whole cascaded PDUs
- Green LED off of IP Dongle

13. Why the IP Dongle fails to work ?

- the IP Dongle itself fails or
- the 1st level W Meter fails or
- the 1st level Power Module fails or
- cable loose or defective between IP Dongle and the network device

14. How can I replace a failed IP Dongle ?

Download the guide below to replace the IP Dongle :

<http://www.austin-hughes.com/support/replacementguide/infrapower/RG-IP-W-IP-Dongle.pdf>

15. Does the IP dongle have firmware built-in ?

Yes

16. How can I get the updated IP dongle firmware ?

Please find the link below :

<http://www.austin-hughes.com/resources/software/infrapower>

17. Can I remotely update the IP dongle firmware ?

Yes.

Download the guide below to update the firmware accordingly :

<http://www.austin-hughes.com/support/upgradeguide/infrapower/UG-IP-W-IPdongle-Firmware.pdf>

1. What are features of the W Meter ?

- Support Dual Feed single phase , single & 3 Phase PDU and they can be inter-cascaded in a single daisy chain
- Support switched PDU and outlet amp + kWh measurement
- Simply connect 1 x IP Dongle to access up to 16 PDUs to save IP network address
- SNMP Capability v2 / v3 via IP Dongle
- Sensor port x 2
- 2.8" color LCD featured w/ touchscreen
- Built-in buzzer will sound when circuit or bank Amp over alarm setting
- Field replaceable design allows meter replacement without PDU power interruption

2. What is the default PDU level ?

Level 16

3. What is the default outlet status of Switched PDU ?

ON

4. If one of the cascaded PDU W Meter fails, will it affect the data transmission among PDUs in the same daisy chain ?

No , the meter design prevents this from happening.

5. If one of the cascaded W series PDU (meter) loses power, will it affect the data transmission among PDUs in the same daisy chain ?

Yes, if the 1st level PDU loses power.

No , if NOT the 1st level PDU loses power.

6. What is the maximum cabling distance between two cascaded W series PDUs ?

Up to 20 meter (66 feet) via CAT. 5 / 6 cable.

7. What are the symptoms if the W Meter fails ?

- if the W Meter PDU is one of that among the 2nd to last level, UI shows PDU disconnection and users fail to access this PDU
- if the W Meter PDU is the 1st level, UI shows IP Dongle disconnection and users fail to access the whole cascaded PDUs
- W Meter no display

8. Why the W Meter fails to work ?

- the W Meter itself fails or
- the Power Module fails and can't supply power to W Meter so the W Meter fails to work or
- the Power Module IC defective and causes W Meter has no data return or
- the LAN cable loose or defective

9. How can I replace a failed W Meter ?

Download the guide below to replace the W Meter :

<http://www.austin-hughes.com/support/replacementguide/infrapower/RG-IP-W3-Meter.pdf>

10. How accurate is the energy measurement on W Meter ?

The W Meter have an accuracy of +/- 1% of reading across the entire power and outlets energy measurement compliant with IEC 62053/ANSI C12.20 Standards



- Ampere - squelched to 0A under 0.3A
- Accuracy is not defined below 0.3A.

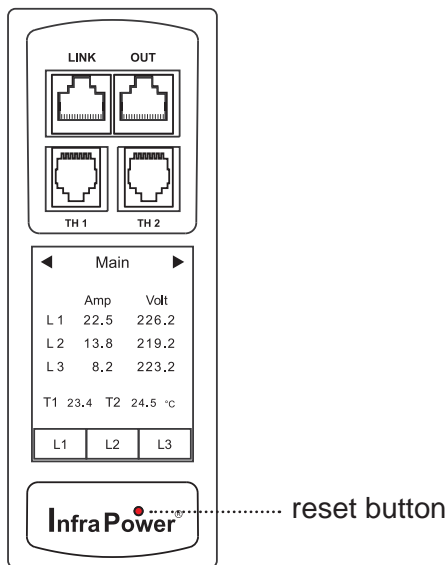
Functional Specifications - Metering	
Input Metering Range	0.3 to Rated Input Current
Outlet Metering Range	0.3 to 16.0A
Ampere Accuracy (A)	+/- 1%
Voltage Accuracy (V)	+/- 1%
Power Accuracy (kW)	+/- 1%
Energy Accuracy (kWh)	+/- (1%)*hours

11. Does the W meter have firmware built-in ?

Yes

12. What can I do if the W Meter turns white ?

- Use a pin to press the reset button
- If the symptom still persists, call your dealer for support



Power Module

1. What is feature of the Power Module ?

- convert AC to DC for W Meter, IP Dongle & outlet control module
- field replaceable design allows quick replacement

2. How affect the W Meter if the Power Module fails ?

It will cause the meter fails to work as below :

- if the W Meter PDU is one of level among the 2nd to the last, UI shows PDU disconnection and users fail to access this PDU
- if the W Meter PDU is the 1st level, UI shows IP Dongle disconnection and users fail to access the whole cascaded PDUs
- W Meter no display and / or no data return

3. How affect the switched & measurement WS / WSi / Wi PDU if the Power Module fails ?

- lose outlet On/Off control and outlet amp & kWh measurement
- but outlet can still supply power to device

4. Why the Power Module fails to work ?

- the power module itself fails

5. How can I replace a failed Power Module ?

For safety, please follow the Power Module replacement guide.

Download the guide below to replace the Power Module :

<http://www.austin-hughes.com/support/replacementguide/infrapower/RG-IP-W3-Power-Module.pdf>



Outlet Control Module

1. How many types of Outlet Control Module ?

The outlet control module is a built-in PCB and NOT a hot-swapped & field replaceable design.

- switched & measurement module for WSi switched & outlet level measurement PDU
- outlet measurement module for Wi outlet level measurement PDU
- switched module for WS switched PDU

2. How affect the switched & measurement WS / WSi / Wi PDU if the Outlet Module fails ?

- lose outlet On/Off control and outlet level measurement
- but outlet can still supply power to device

3. Why the outlet control module fails to work ?

- the outlet control module itself fails

4. How can I replace a failed Outlet Control Module ?

No, not like W Meter & Power Module, Outlet Control Module is NOT hot-swapped & field replaceable design. You have to replace the whole PDU.

5. How can I replace a failed PDU ?

Download the guide below to replace the PDU :

<http://www.austin-hughes.com/support/replacementguide/infrapower/RG-IP-W3-PDU.pdf>

6. What status the outlet LED means for WS / WSi switched PDU ?

LED in Solid Blue : Outlet ON

LED Not lit : Outlet OFF

7. How the outlets react when the user power up the WS / WSi switched PDU ?

First, all outlets will return to power OFF status within 5 seconds.

Then, all outlets power ON sequentially.

8. Why the outlet LED Not lit but the outlets still ON power status ?

The outlet LED is defective.

TH Sensors

- 1. How accurate is the Temp. & Humid. sensor ?**
 $\pm 1^{\circ}\text{C}$ (typical) & $\pm 4.5\%$ RH (typical)
- 2. How accurate is the Temp. sensor ?**
 $\pm 1.5^{\circ}\text{C}$ (typical)
- 3. What is the default TH setting ?**
Default : Deactivate
- 4. Is the TH sensor plug-n-play ?**
Yes, but only for the local meter display.
No, for management software UI. You have to activate the sensor in < TH Sensor >.
Note : never activate if no sensor connection

Others

- 1. Will the PDU settings remain unchanged after power OFF ?**
Yes, the settings will remain unchanged such as PDU & Outlet Name, Location, Alarm amp., Low alert amp.
- 2. Does the InfraPower PDU has the over ampere protection ?**
Yes, the optional resettable fuse and circuit breaker available.
- 3. What is the standard inlet cable length of InfraPower PDU ?**
3 meter (9.9 feet)
- 4. Where can I find the Catalogue / User manual / Model list / Wire diagram of InfraPower PDUs ?**
Please visit the www.austin-hughes.com
- 5. How can we get a further support?**
Please send the email to support@austin-hughes.com or sales@austin-hughes.com