FAQ

InfraSolution Manager – Matrix Server

1.   What is InfraSolution Manger – Matrix Server ?
InfraSolution Manager provides a simple graphic user interface (GUI) to centralize the management of a large number of data center server cabinets in remote locations across Ethernet TCP/IP networks. It is basically   the engine of InfraSolution and is designed to provide intelligent secure physical layer card access that remotely releases cabinet locking handles as well as centralized management for control, reporting and audit purposes. When using the InfraBox 2400 series, the InfraSolution Manager also allows GUI remote management for intelligent PDUs.

2.   What OS does the software support ?
- 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 with SP2
- MS Windows Server 2008 R2 Standard Edition with SP1

3.   What language does the software support ?
- English

4.   What is the minimum required resolution of LCD monitor ?
- 1024 x 768. Otherwise, the software is not allowed to install

5.   Which database does the software use ?
- PostgreSQL 64 bit for 64bit OS
- PostgreSQL 32 bit for 32bit OS

6.   What is the PostgreSQL default password for the software ?
- 1qaz2WSX

7.   Which are the default ports used in the software ?
- UDP port: 8888, 8890 & 5300 for searching InfraBox
- UDP port: 161 & 162 for SNMP communication
- TCP port: 4000 & 4001 for InfraBox communication
- TCP port: 25, 110 & 995 for email alarm service

8.   " Could not connect to the server " when the software starts up ?
- Make sure the PostgreSQL services is started
  (Control Panel -> Administrative Tools -> Services -> postgresql-9.x – PostgreSQL Server 9.x)

9.   How to reconnect the disconnected cabinet ?
- Click " **Status: xx Alarms** " in " **Monitoring** " page & Click " **Reconnect all** "