Troubleshooting

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.

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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 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 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.

⚠️ Ignored 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-03

1. Try to login InfraPower Manager IPM-03 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.