

# **Power Management Software**

## PowerPanel Business

**Rev. 13**

March 2023

### **SAVE THESE INSTRUCTIONS**

Please read this manual and follow the instructions for installation and use.

# **ELECTRONIC END USER LICENSE AGREEMENT FOR**

## **CYBERPOWER POWERPANEL**

Please visit <https://www.cyberpower.com/content/software/eula/> to see the complete EULA terms.

## **Table of Contents**

<b>1</b>	<b>Introduction.....</b>	<b>1</b>
1.1	Local.....	2
1.2	Remote .....	2
<b>2</b>	<b>Getting Started .....</b>	<b>3</b>
2.1	Prerequisites.....	3
2.1.1	Hardware Limitation.....	3
2.1.2	Operating System.....	3
2.1.3	Web Browser.....	4
2.2	Installation.....	4
2.2.1	Installation on Windows.....	4
2.2.2	Installation on macOS.....	7
2.2.3	Installation on Linux.....	10
2.3	Accessing PowerPanel Business.....	20
2.3.1	Login.....	21
<b>3</b>	<b>Using PowerPanel Business.....</b>	<b>22</b>
3.1	DASHBOARD .....	22
3.1.1	UPS Information .....	23
3.1.2	UPS Status.....	24
3.1.3	Power Supply Information .....	29
3.2	UPS SETTING .....	31
3.2.1	Diagnostic .....	31
3.2.2	Configuration.....	33
3.2.3	Connected Equipment.....	39
3.2.4	Scheduled Shutdown .....	41

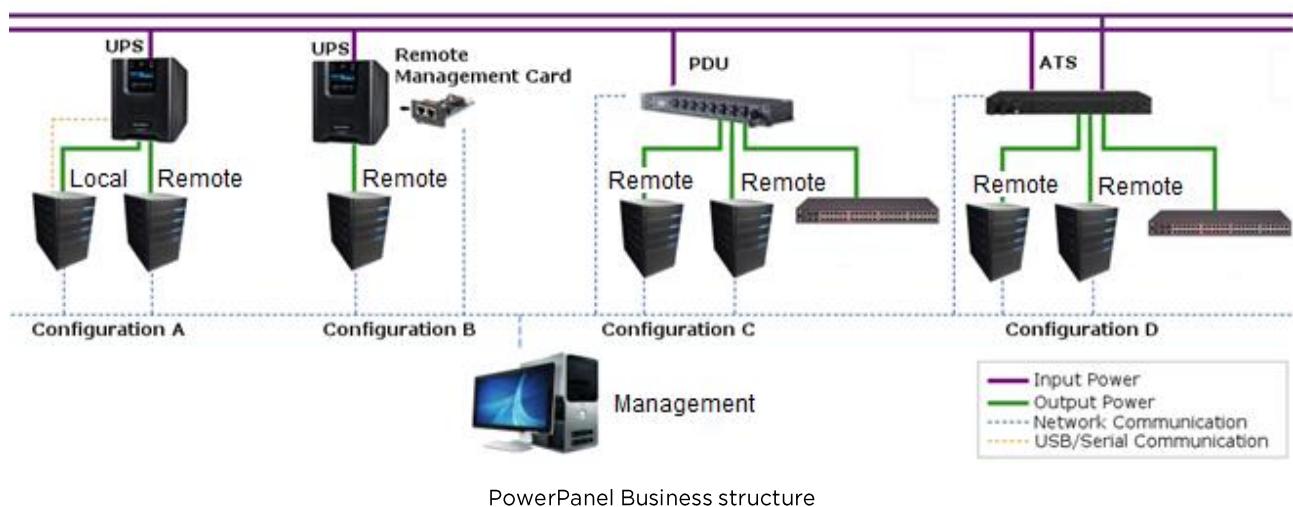
3.2.5 EnergyWise .....	43
<b>3.3 POWER CONFIGURATION .....</b>	<b>44</b>
3.3.1 How to Configure Proper Power Connection.....	47
3.3.2 Troubleshooting Communication Problems.....	48
<b>3.4 SETTING.....</b>	<b>49</b>
3.4.1 Connection Check.....	49
3.4.2 Network Configuration.....	51
3.4.3 Notifications.....	60
3.4.4 Shutdown Setting.....	67
<b>3.5 REPORTING.....</b>	<b>73</b>
3.5.1 Event Logs.....	73
3.5.2 Data Logs .....	75
3.5.3 Energy Use.....	77
<b>3.6 PowerPanel Cloud.....</b>	<b>79</b>
<b>3.7 Help.....</b>	<b>80</b>
3.7.1 PowerPanel Business.....	80
3.7.2 Check for Updates.....	80
3.7.3 Content.....	80
<b>3.8 Web Browser Info.....</b>	<b>81</b>
3.8.1 PowerPanel Business Installation Location.....	81
3.8.2 Account Information.....	81
3.8.3 Language.....	82
<b>4 Technical Support.....</b>	<b>82</b>
4.1 Troubleshooting.....	82
4.2 FAQ.....	89
<b>5 Glossary.....</b>	<b>101</b>

# 1 Introduction

**PowerPanel Business** software provides comprehensive advanced power management for UPS/PDU/ATS systems. It controls unattended shutdowns, scheduled shutdowns, and notifications for computers powered by the UPS (Uninterruptible Power Supply), PDU (Power Distribution Unit), or the ATS (Automatic Transfer Switch).

PowerPanel Business software consists of two different modules; Local and Remote. Local monitors and configures the UPS through the USB or serial connection, logs UPS status and power events, and generates actions in response to events. Remote establishes communication with the Local, UPS RMCARD, PDU or ATS and generates actions according to notifications from the UPS/PDU/ATS when a power event occurs.

The Local should be installed on a single computer connected to the UPS with a USB or serial connection. The Local controls the UPS and establishes communication with the Remote **if the UPS has no remote management card**. The Local relays the UPS state to each Remote and the Remote performs actions based on the notifications. Each computer powered by the UPS can be protected and controlled using the Remote. In the event of power failure, the Local will shut down the hosted computer and request the Remote computers to shut down prior to the UPS shutting down. Refer to **Configuration A** of the PowerPanel Business structure illustration.



A **UPS with a remote management card** has the ability to communicate with multiple computers which have Remote installed and are on the same network and relay the UPS status to each Remote. In the event of a power failure, each Remote will request the hosted computer to shut down following notifications from the UPS. Refer to **Configuration B** of the PowerPanel Business structure illustration.

The Remote also has the ability to communicate with a PDU. Each computer powered by a PDU can utilize the Remote for protection and control. When a PDU outlet supplying power to a computer running Remote is going to be switched off, the Remote will perform a shutdown prior

to switching off the power. Refer to **Configuration C** of the PowerPanel Business structure illustration.

## 1.1 Local

Aside from the primary function of shutting systems down in the event of an outage, the Local also provides the following functions:

- Unattended shutdown in response to various power conditions.
- User notification of power conditions.
- Flexible configuration of actions for each event and notifications via E-mail, Instant Message, and SMS.
- Run command files for custom applications.
- Historical logs of events and power conditions.
- Detailed load management for all powered equipment.
- Scheduled shutdown and restart.
- Status monitoring of the UPS and utility power.
- UPS configuration.
- Quick view system summary.

## 1.2 Remote

The Remote provides unattended shutdown for the hosted computer following a notification from the UPS/PDU/ATS. The Remote also provides the following functions:

- Unattended shutdown in response to various power conditions.
- User notification of power conditions.
- Flexible configuration of actions for each specific event and notifications via E-mail, Instant Message, and SMS.
- Historical logs of power events.
- Quick view system summary.

## 2 Getting Started

### 2.1 Prerequisites

#### 2.1.1 Hardware Limitation

- Minimum Core 2 – Compatible CPU.
- 1 gigabytes (GB) of RAM recommended minimum; more memory generally improves responsiveness.
- Minimum of 1 GB of free space of hard disk.
- Serial port or USB port. (Required by the Local)
- Network interface.

#### 2.1.2 Operating System

PowerPanel Business software can be installed and is supported on the following operating systems:

- **32-Bit Versions:**

- Windows Server 2019
- Windows Hyper-V Server 2012
- Windows Hyper-V Server 2012 R2
- Windows 11
- Windows 10
- Windows 8
- Windows 7
- Centos 7
- Debian 11
- Debian 10.8
- Debian 9
- Ubuntu 20.04 LTS
- Ubuntu 18.04 LTS
- Red Hat Enterprise 8
- Red Hat Enterprise 7
- Citrix XenServer 7.2
- Citrix Hypervisor 8.0 Express Edition (formerly XenServer)

- **64-Bit Versions:**

- macOS 12
- macOS 11
- macOS 10.15

- Centos 7
- Debian 11
- Debian 10.8
- Debian 9
- Ubuntu 20.04 LTS
- Ubuntu 18.04 LTS
- Red Hat Enterprise 8
- Red Hat Enterprise 7
- Citrix XenServer 7.2
- Citrix Hypervisor 8.0 Express Edition (formerly XenServer)
- VMware ESXi 6+ (ESXi Free Edition is not supported)
- VMware vCenter 7.0

**Note:** Because of the abundance of different Linux builds, not all builds are tested with PowerPanel Business but most builds will be able to run the program.

### **2.1.3 Web Browser**

PowerPanel Business software is accessed using a web browser and is compatible with the following browsers:

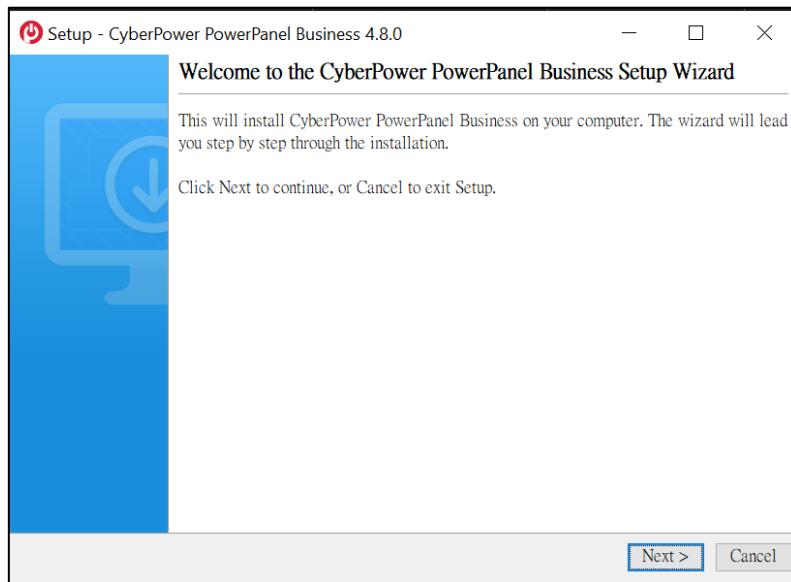
- Microsoft Edge
- Firefox
- Google Chrome
- Safari

## **2.2 Installation**

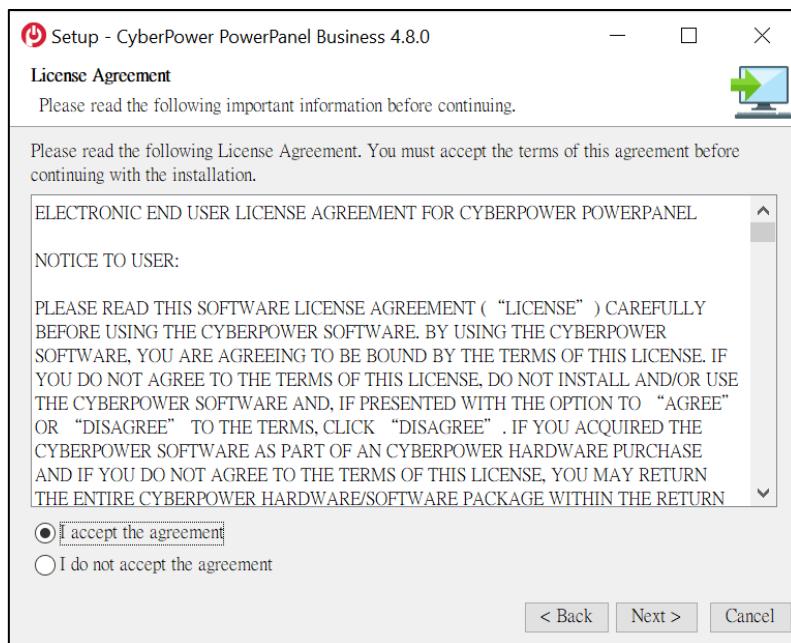
### **2.2.1 Installation on Windows**

After you have downloaded PowerPanel Business from CyberPower Systems' website ([www.cyberpower.com](http://www.cyberpower.com)) follow the setup installation wizard as described below:

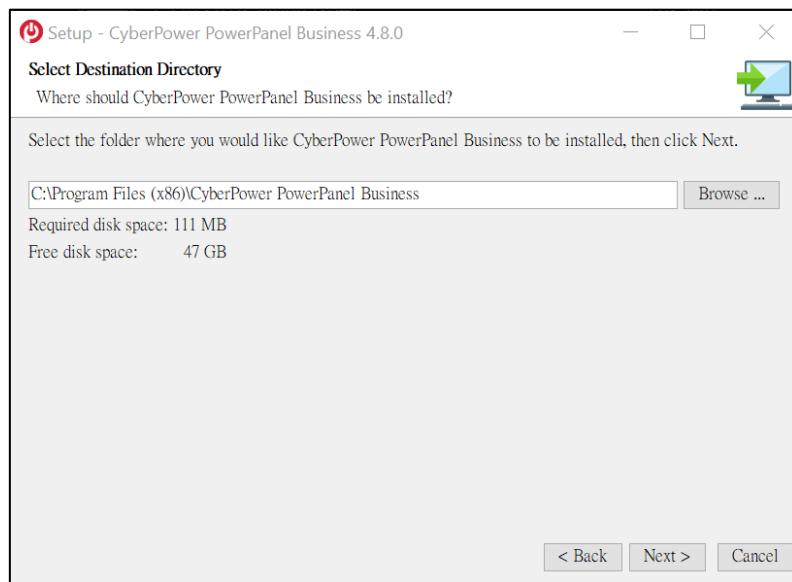
- Click the **Next** button to start an installation.



- Accept the license agreement.

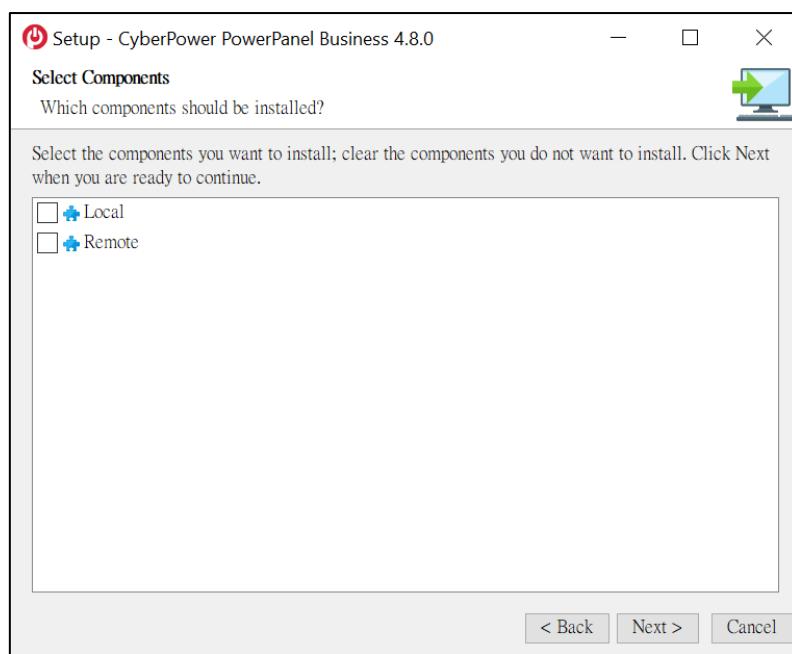


- Select the destination directory.

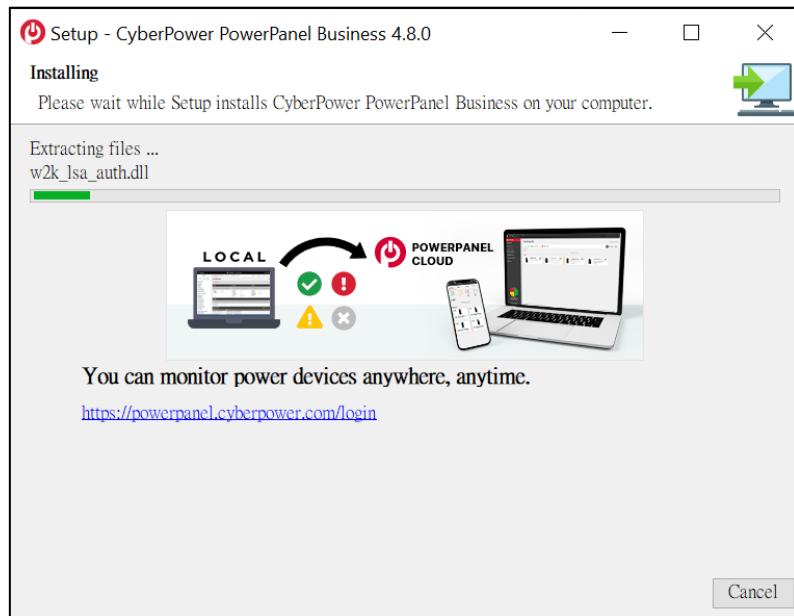


- Choose the component. If one single computer is connected to the UPS directly via a USB or serial connection, Local should be installed. If the computer is powered by a UPS connected to a Local, has a remote management card installed or is connected to a PDU, Remote should be installed.

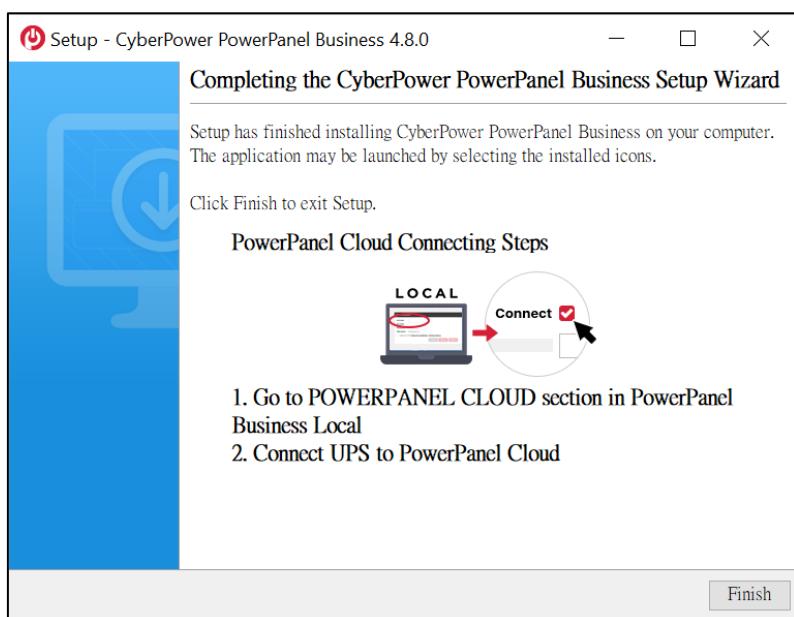
**Note:** Local and Remote cannot be installed on the same computer.



- Wait for PowerPanel Business Management to be installed.



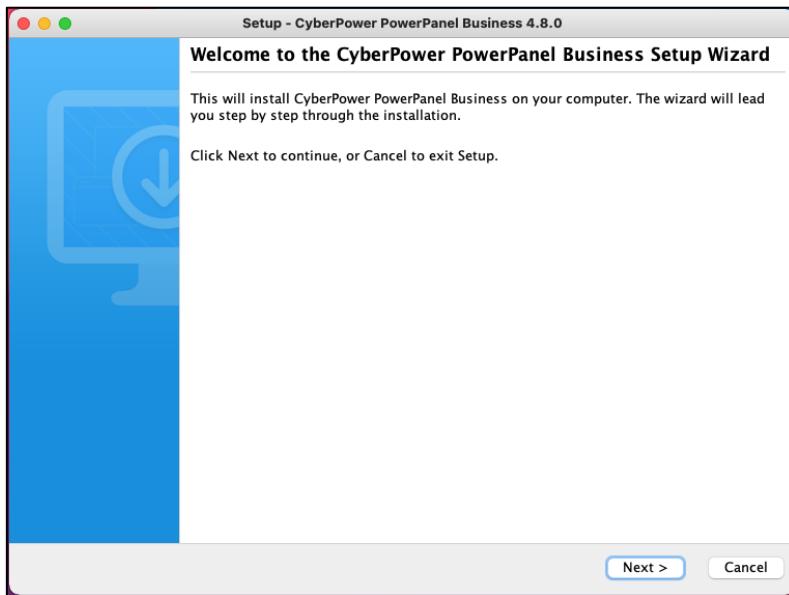
- Click the **Finish** button to complete the installation.



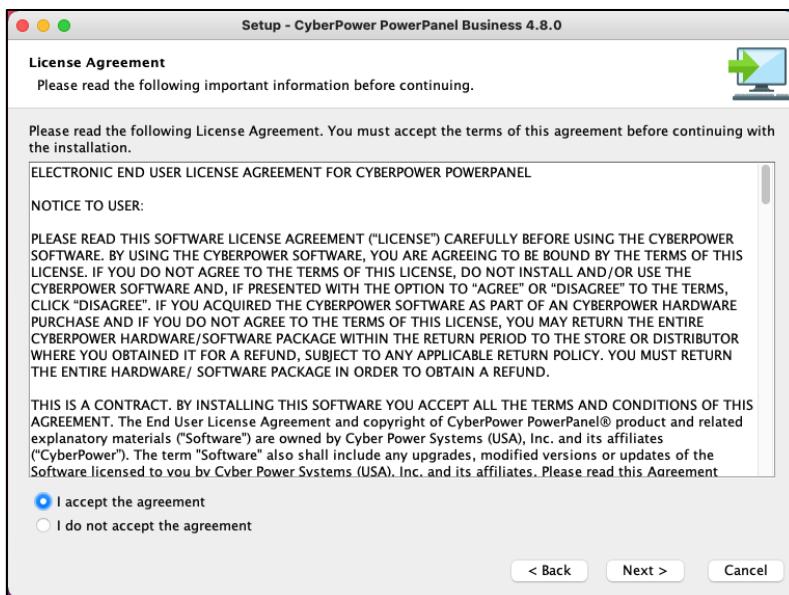
## 2.2.2 Installation on macOS

After you have downloaded PowerPanel Business from CyberPower Systems' website ([www.cyberpower.com](http://www.cyberpower.com)) follow the setup installation wizard as described below:

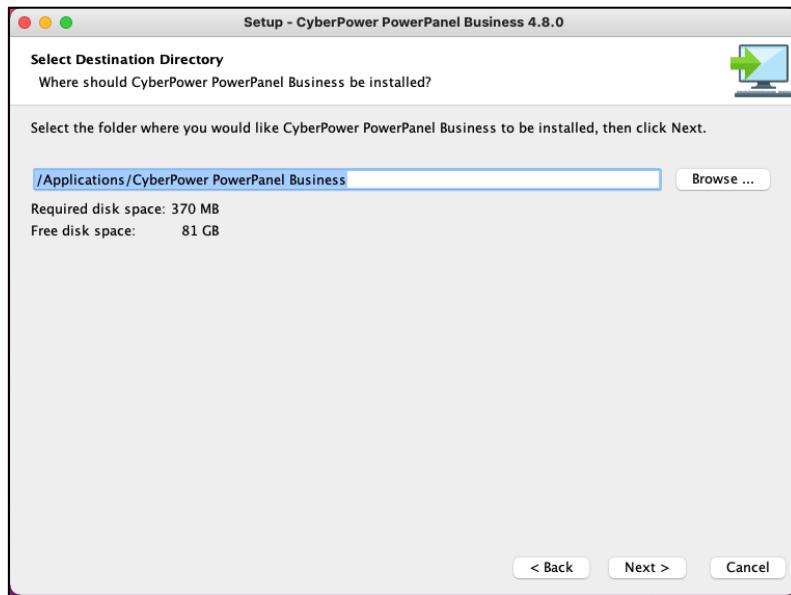
- Click the **Next** button to start an installation.



- Accept the license agreement.

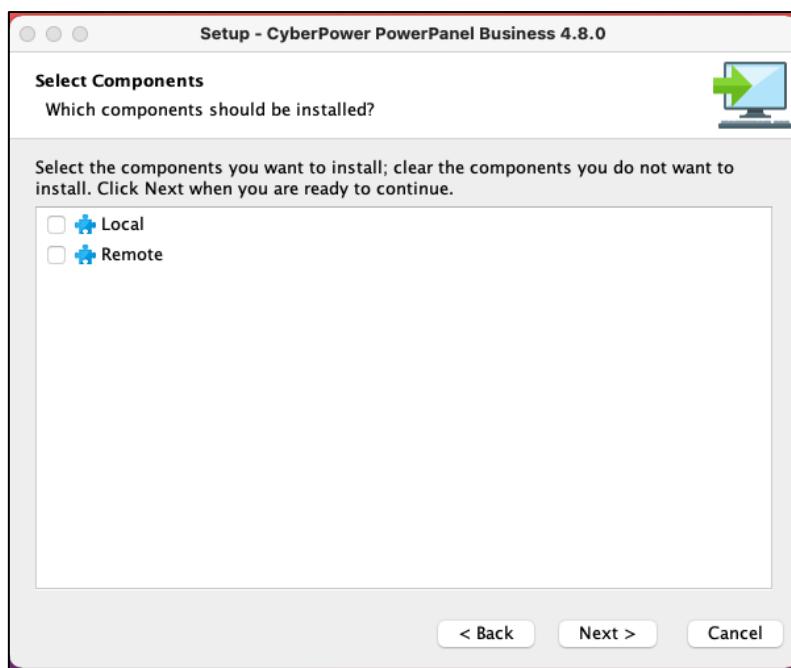


- Select the destination directory.

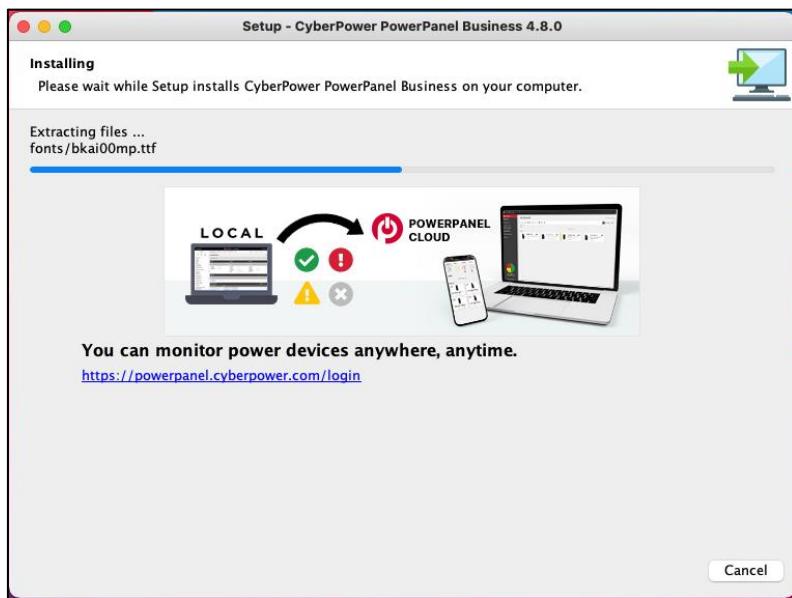


- Choose the component. If one single computer is connected to the UPS directly via a USB or serial connection, Local should be installed. If the computer is powered by a UPS connected to a Local, has a remote management card installed or is connected to a PDU, Remote should be installed.

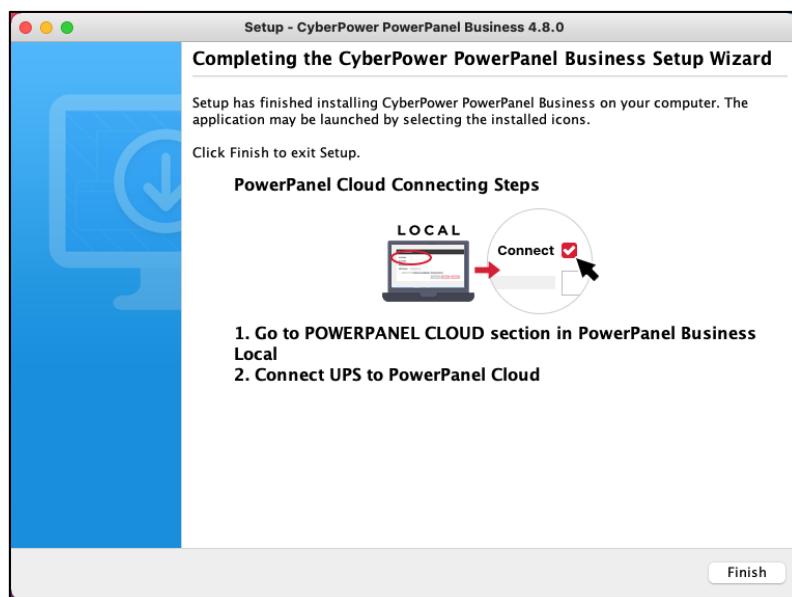
**Note:** Local and Remote cannot be installed on the same computer.



- Wait for PowerPanel Business Management to be installed.



- Click the **Finish** button to complete the installation.

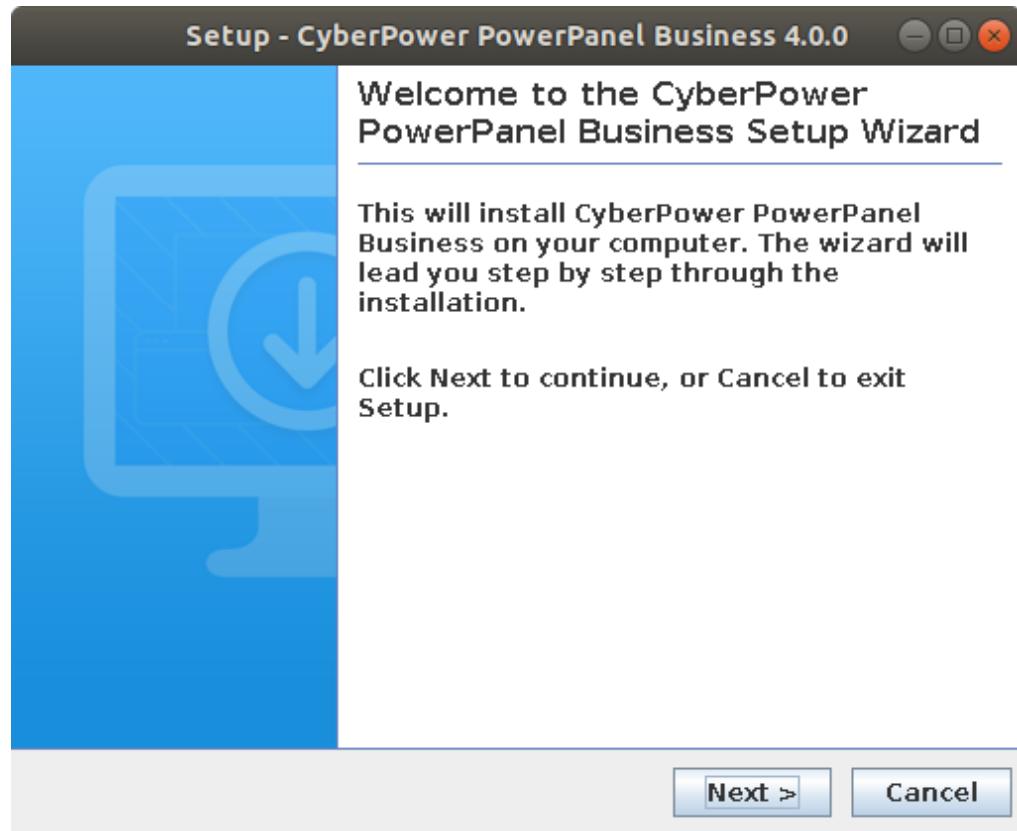


### 2.2.3 Installation on Linux

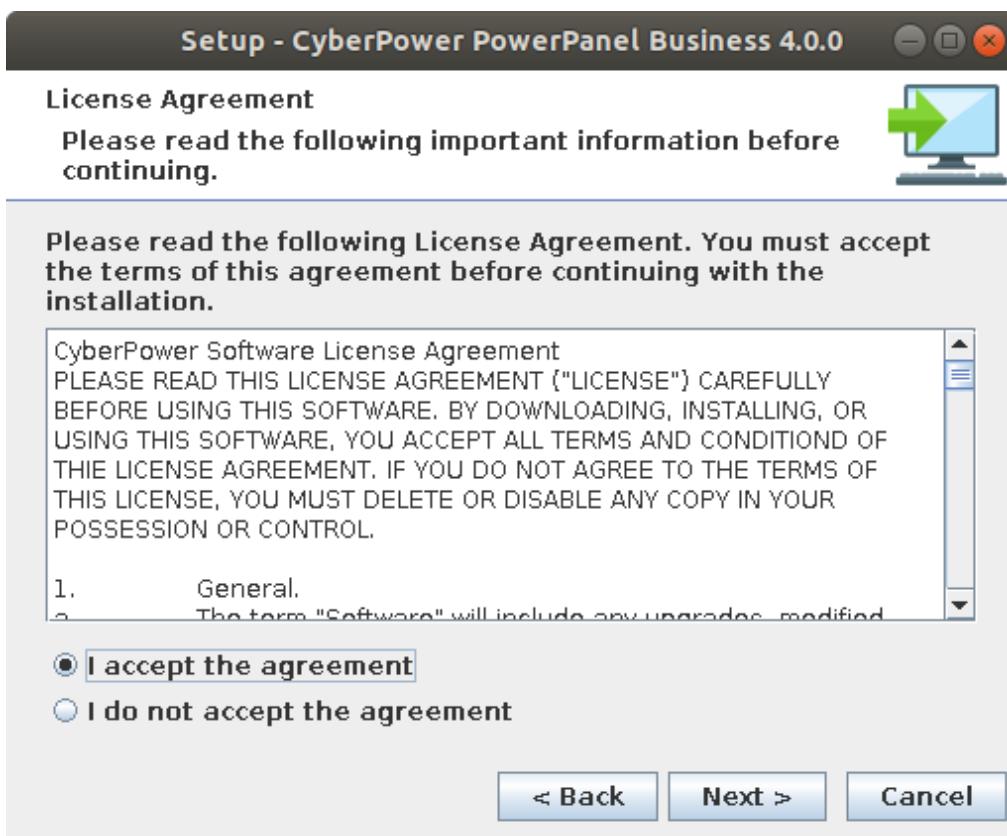
After you have downloaded PowerPanel Business from CyberPower Systems' website ([www.cyberpower.com](http://www.cyberpower.com)) follow the setup installation wizard as described below. The installer is used to install the software and requires root permission. The installation wizard will guide users in completing the installation. Initiate the wizard by running the **./ppb-linux-x86.sh** command or double clicking **ppb-linux-x86.sh** on 32-bit systems or by running the **./ppb-linux-x86\_64.sh** command or double clicking **ppb-linux-x86\_64.sh** on 64-bit systems.

To install follow these steps:

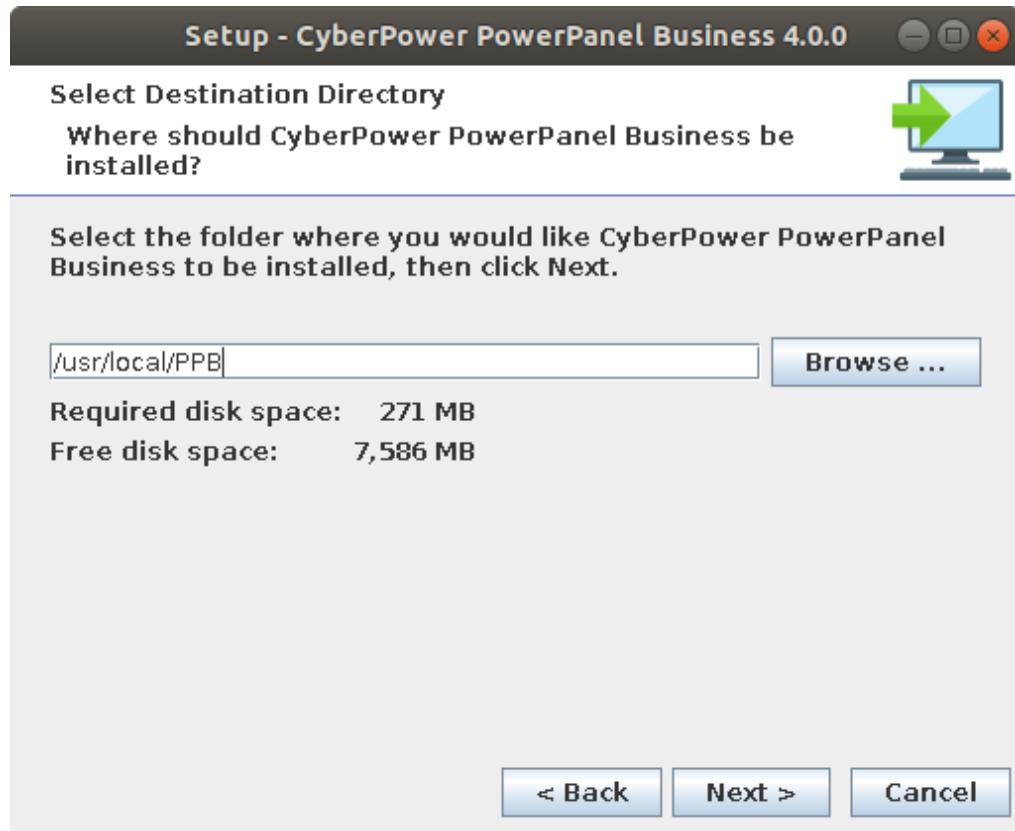
- Click the **Next** button to start an installation.



- Accept the license agreement.

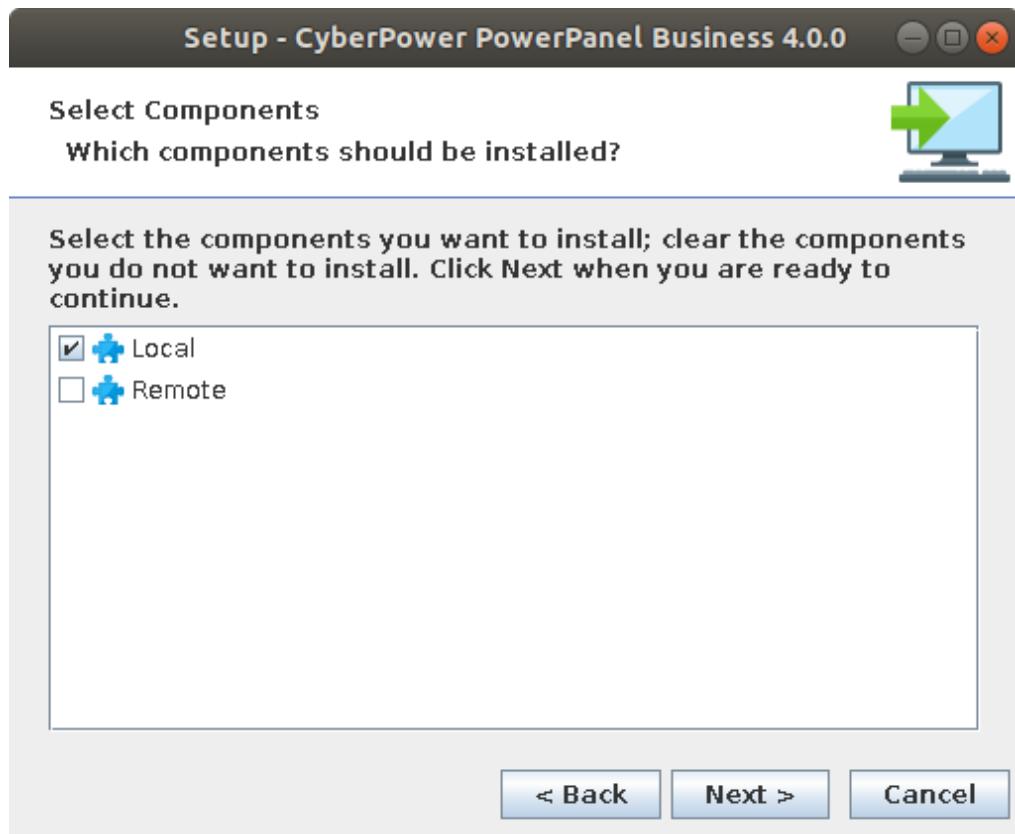


- Choose the destination directory.

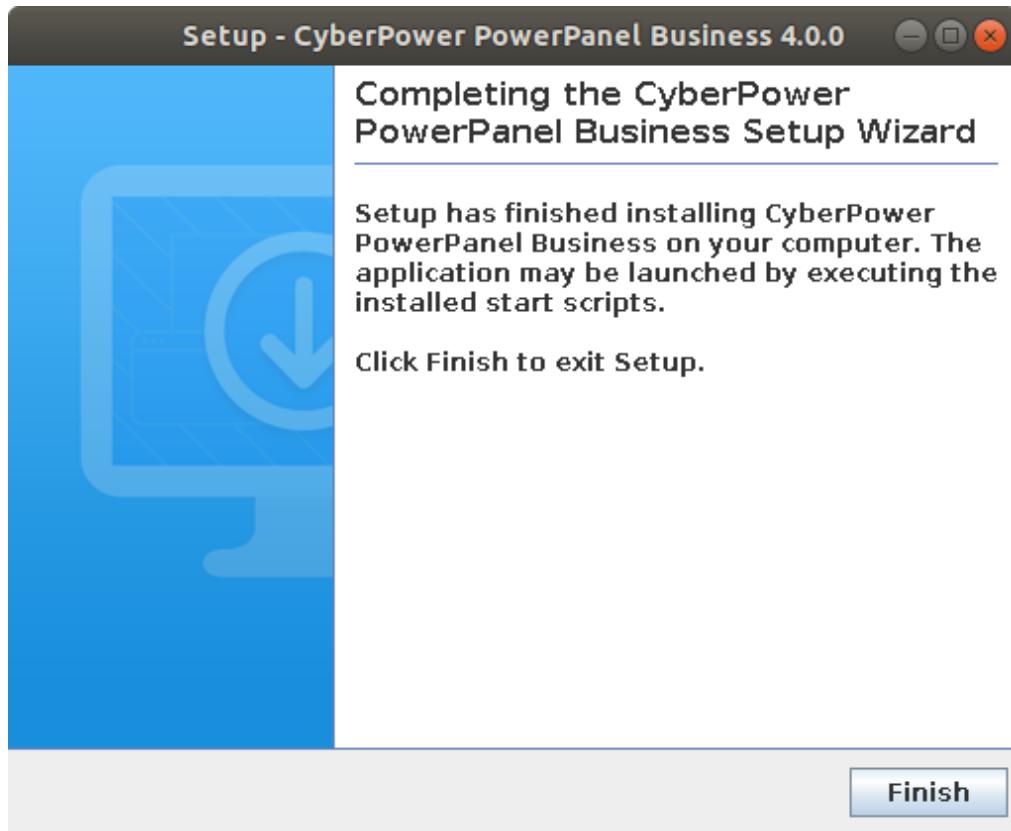


- Choose the component. If one single computer is connected to the UPS directly via a USB or serial connection, Local should be installed. If the computer is powered by a UPS already connected to a Local, has a remote management card installed or is connected to a PDU, Remote should be installed. If a user is unsure of which are the correct components, they can click the Use recommendations button to launch a wizard for assistance.

**Note:** Local and Remote cannot be installed on the same computer.



- Click the **Finish** button to complete the installation.



### 2.2.3.1 Installation in Text Mode

When the system does not support graphic mode, the Linux installation needs to be initiated in the terminal by using the **./ppb-linux-x86.sh -c** command on 32-bit systems or use **./ppb-linux-x86\_64.sh -c** command on 64-bit systems.

The installation procedure will be initiated as following steps:

- Press **Enter** to start an installation.

```
Unpacking JRE ...
Starting Installer ...
This will install CyberPower PowerPanel Business on your computer.
OK [o, Enter], Cancel [c]
```

- Accept the license agreement.

of law rules. You irrevocably agree to the exclusive jurisdiction and venue of the courts in Paris, France for any disputes arising out of or in connection with this License. If applicable law prevents jurisdiction and venue in Paris, then to the maximum extent permitted by applicable law you irrevocably agree that for any disputes arising out of or relating to this License exclusive jurisdiction and venue will be in the courts in the largest city in your country within 200 miles of where you live.

c. Outside the United States and Europe. If you acquired the Software in any country other than in North America, South America or Europe, this License will be governed by the laws of Taiwan and the court of first instance will be Taiwan Shilin District Court, excluding the application of its conflicts of law rules. If applicable law prevents the designation of the Taiwan Shilin District Court as the court of first instance, then to the maximum extent permitted by applicable law you irrevocably agree that for any disputes arising out of or relating to this License exclusive jurisdiction and venue will be in the courts in the largest city in your country within 200 miles of where you live.

13. Others.  
[Enter]

a. If any part of this License is found void and unenforceable under applicable laws, it will not affect the validity of the rest of the License, which shall remain valid and enforceable according to its terms. This License shall automatically terminate upon failure by you to comply with its terms. This License may only be modified in writing signed by an authorized officer of Cyber Power Systems, Inc.

b. These terms expressly supersede prior agreements or arrangements with you. We may amend the Terms from time to time. Amendments will be effective upon Cyber Power Systems, Inc. posting of such updated terms at this location or in the amended policies or supplemental terms on the applicable Software(s). Your continued access or use of the Software after such posting confirms your consent to be bound by the Terms, as amended.

I accept the agreement  
Yes [1], No [2]

- Choose the destination location.

Select the folder where you would like CyberPower PowerPanel Business to be installed, then click Next.  
Where should CyberPower PowerPanel Business be installed?  
[/usr/local/PPB]

- Choose the component. If one single computer is connected to the UPS directly via a USB or serial connection, Local should be installed. If the computer is powered by a UPS already connected to a Local, has a remote management card installed or is connected to a PDU, Remote should be installed.

**Note:** Local and Remote cannot be installed on the same computer.

Which components should be installed?  
1: Local  
2: Remote  
Please enter a comma-separated list of the selected values or [Enter] for the default selection:  
1

- Installation procedure starts to process until the installation is complete.



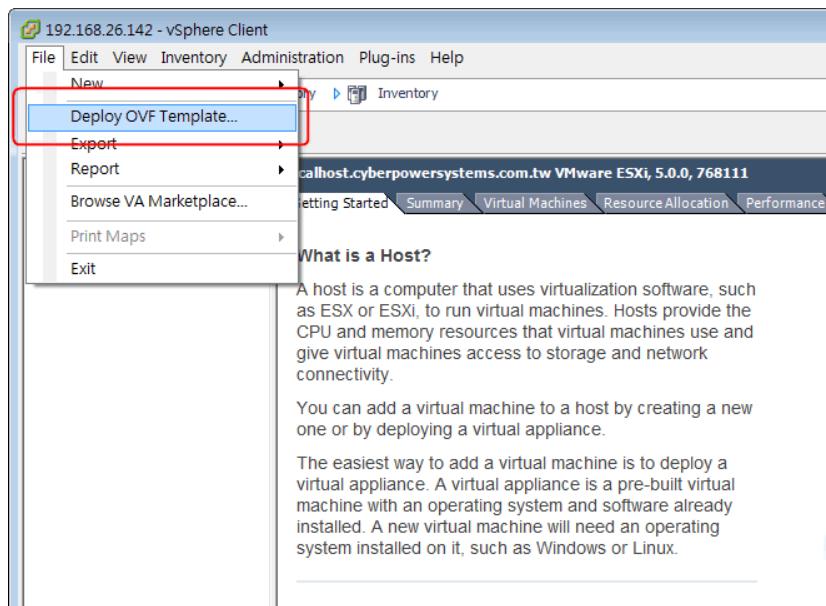
### 2.2.3.2 Virtual Appliance Deployment on ESXi

A virtual appliance (VA) is a prebuilt software solution, comprised of one or more virtual machines that is packaged, maintained, updated and managed as a unit. It is fundamentally changing how software is developed, distributed, deployed and managed.

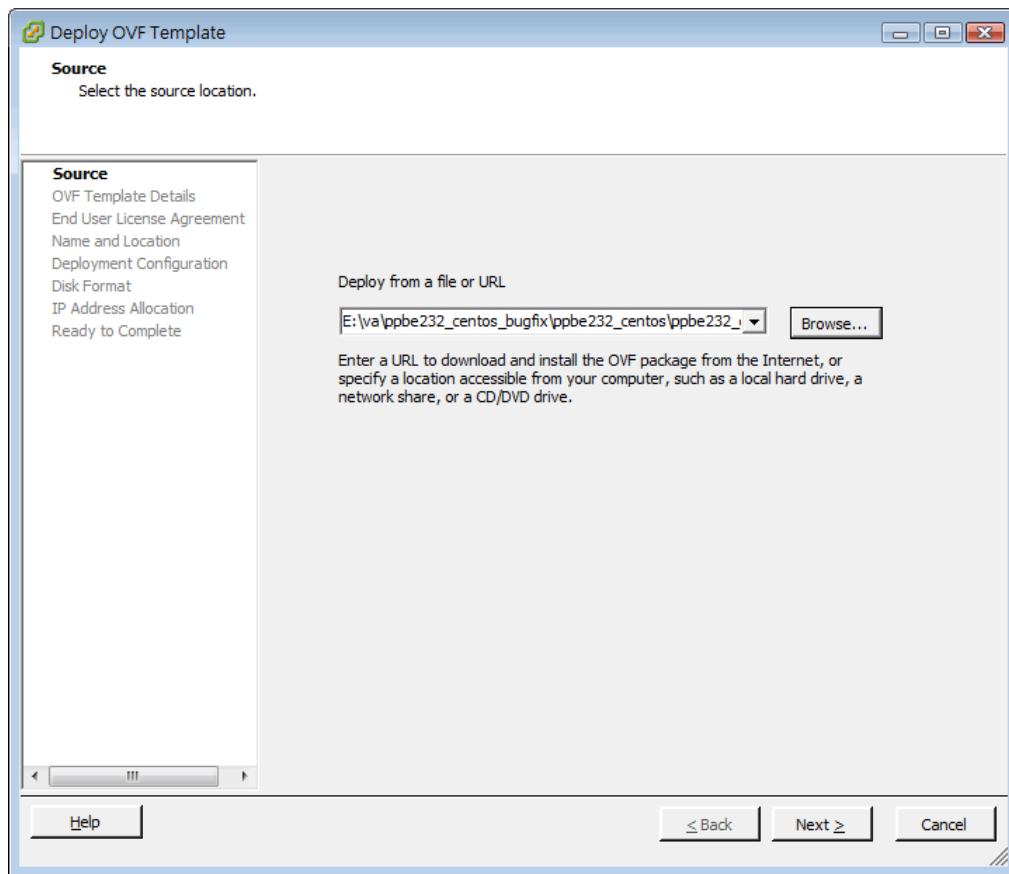
Download the PowerPanel Business virtual appliance which is pre-installed Local and Remote from [CyberPower](#). In order to deploy the PowerPanel Business virtual appliance on VMware ESXi host, users must install **vSphere Client** tool on another remote computer first. To download **vSphere Client** tool, users can enter the ESXi host IP address to access web page of ESXi host.

The deployment procedure will be initiated as below steps:

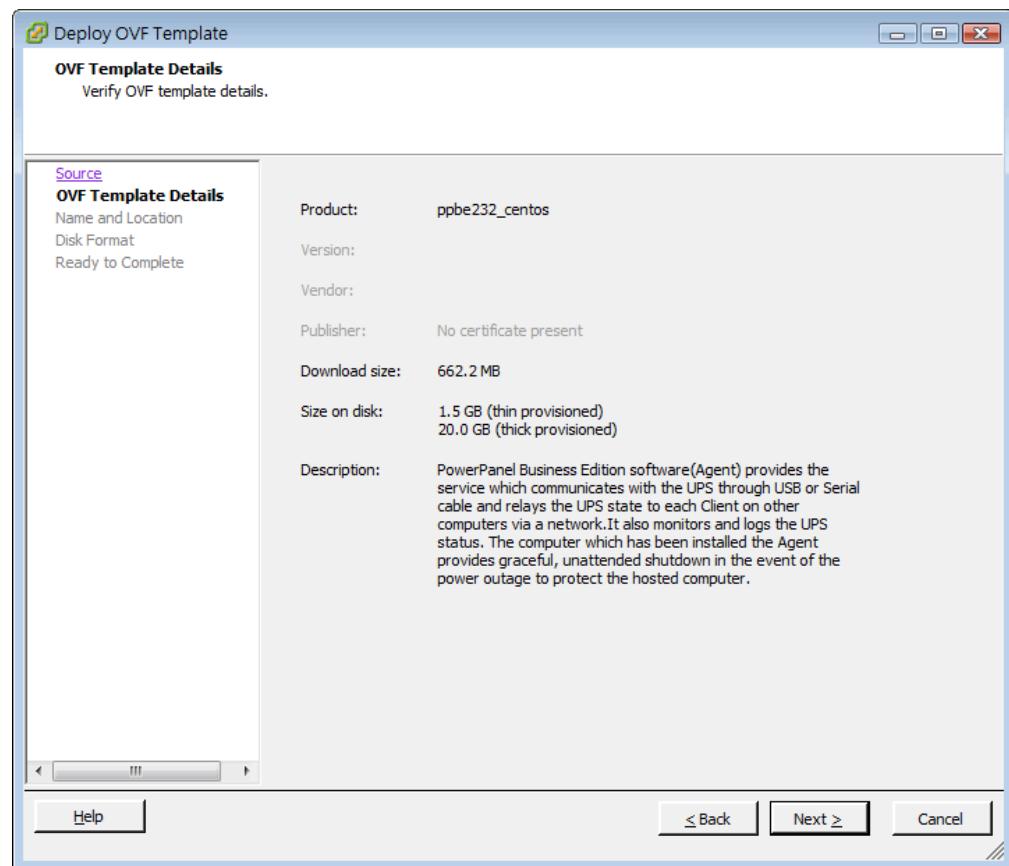
- Launch the vSphere Client. Open the **Deploy OVF Template** window from **File > Deploy OVF Template...** item.



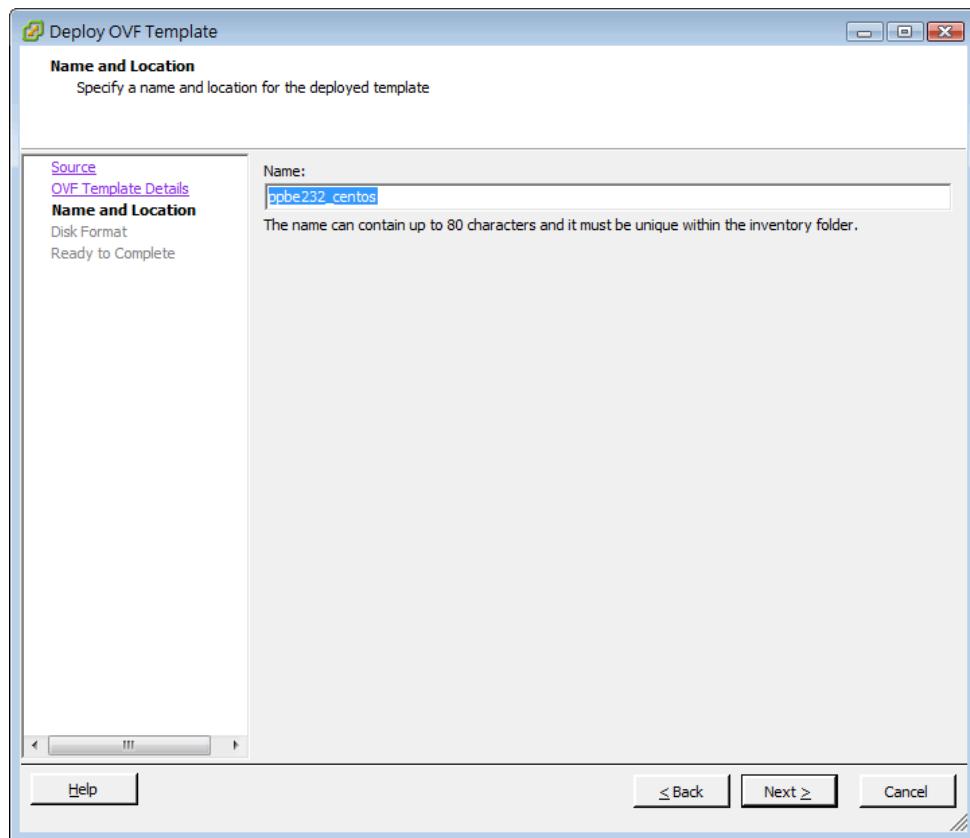
- Click **Browse** to import the **ppbXXX\_centos.ovf** extracted from the downloaded zip file. Click **Next** to start a deployment task.



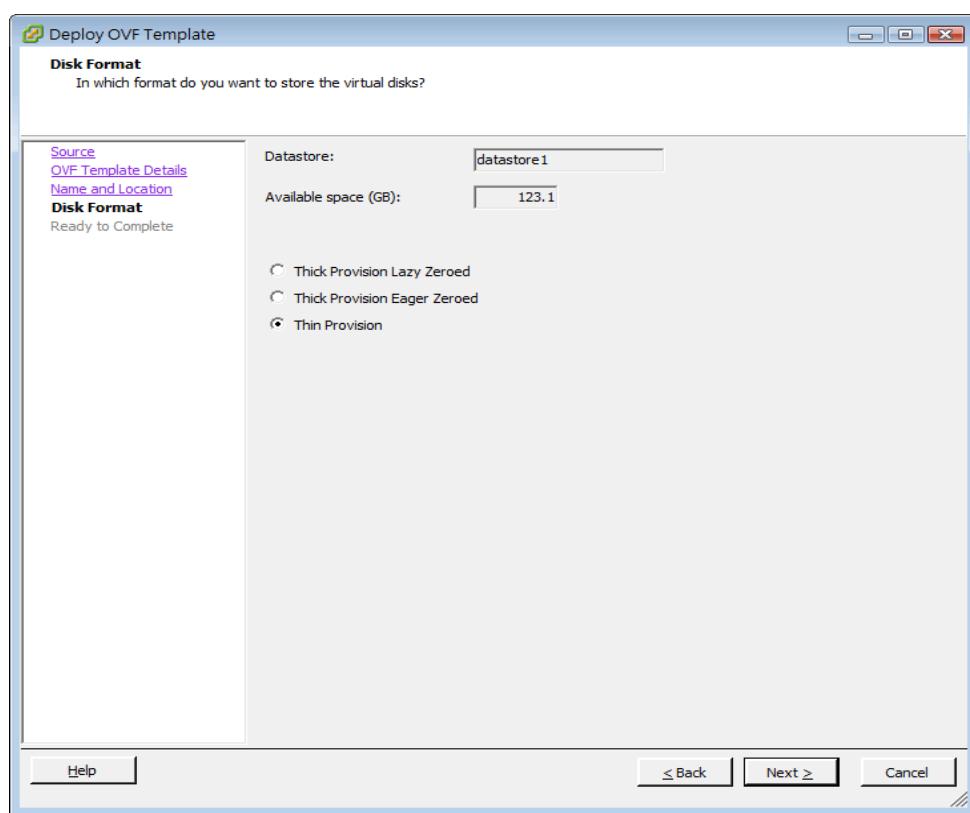
- The OVF template detail is displayed. Click **Next** to continue.



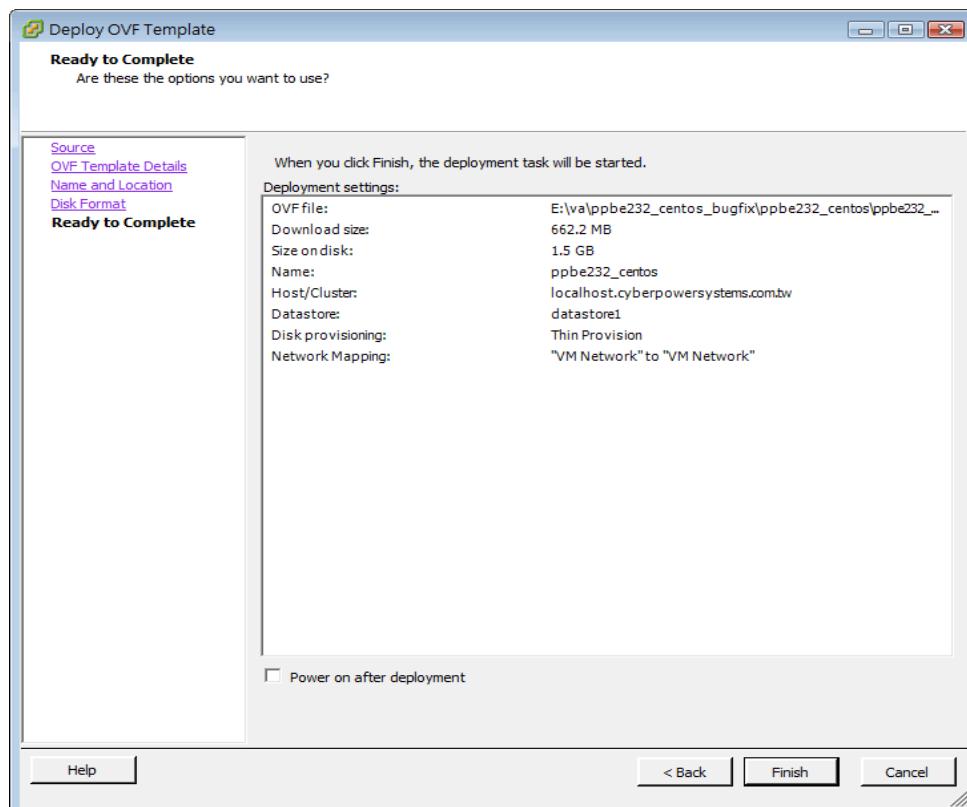
- Enter the name for the deployed virtual appliance. This name should be unique within the inventory.



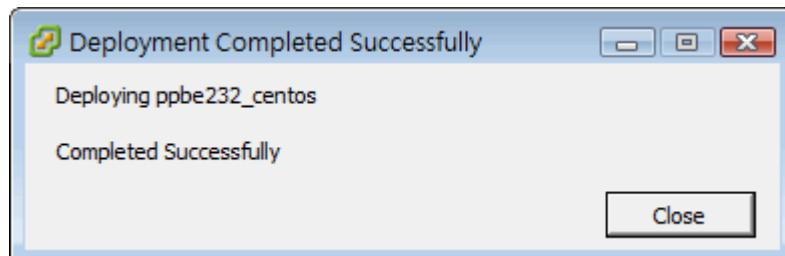
- Select the virtual disk format for the PowerPanel Business virtual appliance. The default option is **Thin Provision**. Refer to [About Virtual Disk Provision Disk Policies](#) for further information about how to select virtual disk format.



- A deployment detail is displayed. Click **Finish** to start the deployment task.



- After the deployment task is complete, the PowerPanel Business virtual appliance will be added into the inventory.



- Click **Power on the virtual machine** to power on the virtual appliance.

**ppbe232\_centos**

Getting Started Summary Resource Allocation Performance Events Console Permissions close tab

**What is a Virtual Machine?**

A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. An operating system installed on a virtual machine is called a guest operating system.

Because every virtual machine is an isolated computing environment, you can use virtual machines as desktop or workstation environments, as testing environments, or to consolidate server applications.

Virtual machines run on hosts. The same host can run many virtual machines.

**Basic Tasks**

**Power on the virtual machine**

**Edit virtual machine settings**

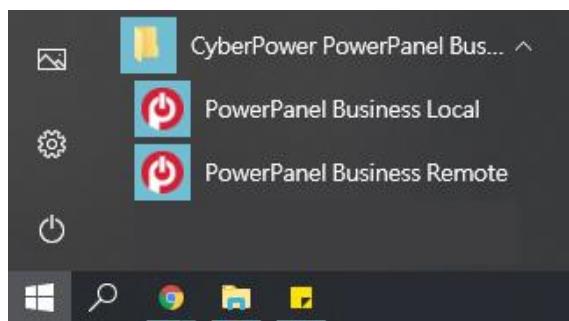
**Virtual Machines**

- Log into the virtual appliance. The default username and password are **admin**. In order to perform a shutdown accurately, you must change the time zone settings of the virtual appliance.

This can be a direct copy of the time zone file from the **/usr/share/zoneinfo** folder. We assume that the host is located under the Chicago CST zone in Chicago, and the time zone can be changed by running the command **cp /usr/share/zoneinfo/America/Chicago /etc/localtime**.

## 2.3 Accessing PowerPanel Business

The PowerPanel Business web interface can be accessed following the directions below. To access the web interface on a local computer, select **Start > All Programs > CyberPower PowerPanel Business > PowerPanel Business Local, PowerPanel Business Remote** in the Windows Desktop, or you may enter <http://localhost:3052/local>, <http://localhost:3052/remote> on the web browser.

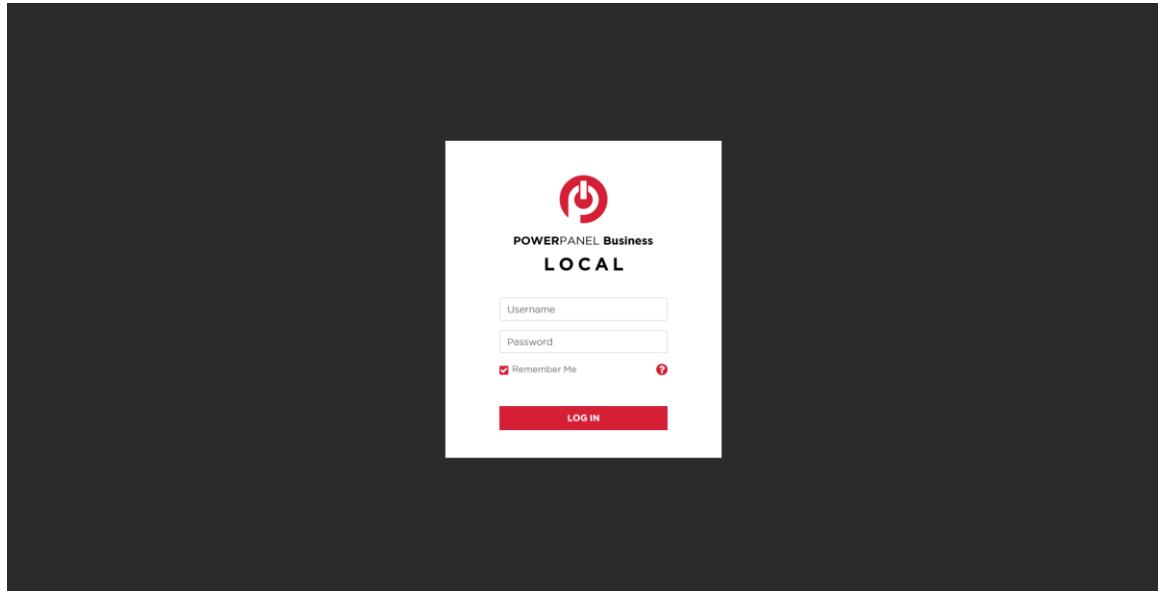


Launching PowerPanel Business software on a local computer

On Linux, users can enter <http://localhost:3052/local>, <http://localhost:3052/remote> on the web browser to access the interface. Users can also enter the URL <http://localhost:3052/local>, <http://localhost:3052/remote>, in the local computer or [http://hosted\\_computer\\_ip\\_address:3052/local](http://hosted_computer_ip_address:3052/local), [http://hosted\\_computer\\_ip\\_address:3052/remote](http://hosted_computer_ip_address:3052/remote) in the remote computer, to the address field of the web browser to access the PowerPanel Business software web interface. **hosted\_computer\_ip\_address** is the IP address of the computer which has the PowerPanel Business software installed. For vMA on the ESX or ESXi, **hosted\_computer\_ip\_address** is the IP address of the vMA (**Note: hosted\_computer\_ip\_address** is the IP address of the host computer on ESX).

### 2.3.1 Login

The default username is **admin** and the password is **admin**. For security, it is recommended to change the username and password on the **Web Browser Info /Account Information** area after the initial login.



The Local login page

Selecting the **Remember Me** option on the login page allows the credentials to be remembered for automatic logon at the next session. To terminate the session, click the **Logout** button on the page.

# 3 Using PowerPanel Business

## 3.1 DASHBOARD

In Local, the **DASHBOARD** page provides an overview of the system operation. This includes system summary, UPS status, Recent Events, and UPS information.

The screenshot shows the PowerPanel Business Local interface. At the top, there's a sidebar for 'LOCAL' with device details: Windows7\_02, Input, Output, and Battery status. The main content area has tabs for DASHBOARD, UPS SETTING, SETTING, REPORTING, POWERPANEL CLOUD, and HELP. The DASHBOARD tab is active. It displays a message: 'The UPS is working normally. Please set battery replacement date. Due to Remotes' shutdown settings, the computer will pend shutdown until battery is depleted in the last 4 minutes.' Below this is a table for Input, Output, and Battery status. The Input section shows Normal status with Voltage 113.5 V and Frequency 60.00 Hz. The Output section shows Normal status with Voltage 120.0 V, Current 0 A, Frequency 60.00 Hz, and Load 0 %. The Battery section shows Normal, Fully Charged status with Voltage 76.4 V, Capacity 100 %, Remaining Runtime 1hr. 45min. Under the System section, it shows Normal status with Temperature 39.0 °C/102.2 °F. The Recent Events section lists four entries from January 2022, all indicating communication resume events. Navigation icons for Page, Help, and Logout are at the bottom right.

DASHBOARD page in Local

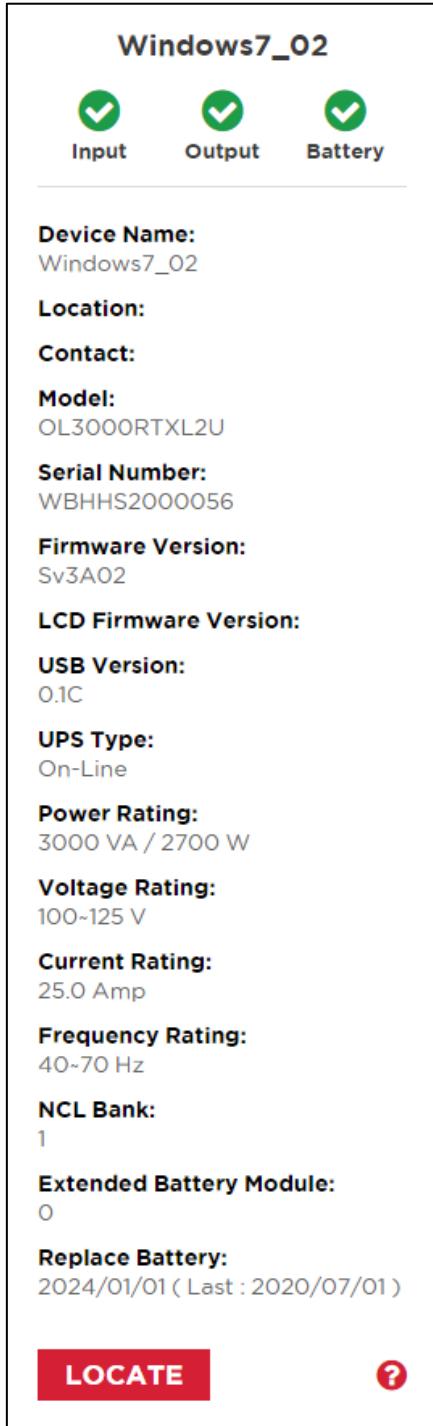
In Remote, the **DASHBOARD** page provides an overview of the system, including system summary, Power Supply Information and Recent Events.

The screenshot shows the PowerPanel Business Remote interface. At the top, there's a sidebar for 'REMOTE' with device details: Windows07\_03, IP Address cpsdemo, and ENGLISH. The main content area has tabs for DASHBOARD, POWER CONFIGURATION, SETTING, REPORTING, and HELP. The DASHBOARD tab is active. It displays a message: 'The system is working normally.' Below this is a table for Power Supply Information, divided into three sections: Power Supply A, Power Supply B, and UPS Information. The Power Supply A section shows information for PDU20SWT10ATNET, including Model OL3000RTXL2U, Firmware Version Sv3A02, Serial Number WBHHS2000056, UPS Type On-Line, Power Rating 3000 VA / 2700 W, Current Rating 25.0 Amp, Frequency Rating 47-53/57-63 Hz, NCL Bank 1, Extended Battery Pack 0, MAC Address 00-0C-15-00-00-63, and IP Address 192.168.208.223. The Power Supply B section shows similar information for PR3000LCDRTXL2U. The UPS Information section shows information for UPS on SourceA (Windows7\_02) and UPS on SourceB (PR3000LCDRTXL2U), including Environment Sensor Not Installed and Delay. The STATUS section at the bottom shows outlet configurations for four outlets: Outlet1 (3 / 3 sec), Outlet2 (10 / 90 sec), Outlet3 (3 / 150 sec), and Outlet4 (3 / 3 sec). Navigation icons for Page, Help, and Logout are at the bottom right.

DASHBOARD page in Remote

### 3.1.1 UPS Information

(The content in this section is only applicable to the Local.)



UPS Information of a OL3000RTXL2U

The **UPS Information** section on the left side of Local shows information about the UPS, users can choose to hide this information by clicking on the “<” symbol on the menu.

- **Device Name:** The name of the hosted computer, e.g. Web Server or Bill's Computer.
- **Location:** Where the hosted computer is located, e.g. Server room or Rack A.

- **Contact:** Who to contact about this hosted computer, e.g. someone's name, E-mail or phone number.

(The information above can be set in **UPS SETTING/Connect** Equipment page of Local.)

- **Model:** The model name of the UPS.
- **Serial Number:** The serial number of the UPS.
- **Firmware Version:** The firmware version of the UPS.
- **LCD Firmware Version:** The firmware version of the LCD screen on the UPS.
- **USB Version:** The version of the USB chipset on the UPS.
- **UPS Type:** The type of the UPS. e.g. *On-Line*, *Line Interactive* or *Sine wave Line Interactive*.
- **Power Rating:** The Volt-Amp rating and power rating (Watts) of the UPS.
- **Voltage Rating:** The input voltage range (Volts) of the UPS.
- **Current Rating:** The output current rating (Amps) of the UPS.
- **Frequency Rating:** The input frequency range (Hz) of the UPS.
- **NCL Bank:** The amount of the Non-Critical Load banks.
- **Extended Battery Module:** The amount of extended battery modules connected to the UPS.
- **Next Battery Replacement Date:** The next date that the batteries should be replaced. This date only changes based on the Battery Replacement Date. Battery Replacement Date is the date that batteries have been replaced. This date should be changed immediately after the battery replacement or when the unit is first purchased. The battery lifetime varies by UPS models. Once battery replacement date is changed, the software will alert the customer when the battery age has reached the lifetime.
- **LOCATE:** Clicking the **LOCATE** button will ask alarm to beep or indicators to blink in order to inform users of the location. This helps users to identify the specific UPS at installation sites with multiple UPS units.

**Note:** Not all models provide the same information. The information displayed will vary by model.

### 3.1.2 UPS Status

(The content in this section is only applicable to the Local.)

The **UPS Status** section displays detailed status on the **UPS power conditions**, **batteries**, and **system**.

Input		Output		Battery	
Normal		Normal		Normal, Fully Charged	
Voltage	113.7 V	Voltage	120.0 V	Voltage	76.4 V
Frequency	60.00 Hz	Current	0 A	Capacity	100 %
		Frequency	60.00 Hz	Remaining Runtime	1hr. 45min.
		Load	0 %	Battery Health	76 %
System				Average	
Normal				Normal	
Temperature	39.0 °C/102.2 °F				

UPS Status of a OL3000RTXL2U

### 3.1.2.1 Input

- **Status:** Displays the present status of the utility power supplied to the UPS.
  - **Normal:** The voltage and frequency of the utility power is normal.
  - **Blackout:** There is no utility power being supplied to the UPS and it is supplying battery power to connected equipment.
  - **Over Voltage:** The utility voltage is higher than the high voltage threshold and the UPS is using the battery to supply power.
  - **Under Voltage:** The utility voltage is lower than the low voltage threshold and the UPS is using the battery to supply power.
  - **Frequency Failure:** The frequency of the utility power is out of tolerance and the UPS is supplying battery power with a fixed frequency.
  - **Wiring Fault:** The UPS has detected a wiring fault in the outlet it is plugged into.
  - **No Neutral:** The neutral wire is not connected properly.
  - **Generator Detected:** UPS is being supplying power by generator.
  - **Power Failure:** The utility power being supplied to the UPS is not within spec due to other power noise and distorted conditions.
- **Voltage:** The voltage of the utility power supplied to the UPS.
- **Frequency:** The frequency of the utility power supplied to the UPS.
- **Current:** The current of the utility power supplied to the UPS.
- **Power Factor:** The ratio of the real power flowing to the UPS, to the apparent power of utility power. In an UPS system, a UPS with a low power factor draws more current than a UPS with a high power factor for the same amount of useful power transferred.

### 3.1.2.2 Bypass

- **Status:** Displays the present status of bypass circuit. In bypass mode, the UPS will provide the power from bypass input to the connected equipment directly.
  - **Normal:** The power quality of bypass circuit is normal.
  - **Blackout:** There is no input power being supplied in bypass circuit.
  - **Over Voltage:** The input voltage of bypass is higher than an acceptable threshold.
  - **Under Voltage:** The input voltage of bypass is lower than an acceptable threshold.

- **Frequency Failure:** The frequency of bypass is out of tolerance.
- **Power Failure:** The power of bypass is not qualify due to other power noise and distorted conditions.
- **Wrong Phase Sequence:** The phase sequence of the bypass circuit is different from utility power.
- **Overload:** Output power consumption exceeds the power rating of UPS.
- **Extended Overload:** The duration of the overload is too long, UPS will shut down soon.
- **Voltage:** The voltage of the bypass supplied to the UPS.
- **Current:** The current of the bypass supplied to the UPS.
- **Frequency:** The frequency of the bypass supplied to the UPS.
- **Power Factor:** The ratio of the real power flowing to the bypass, to the apparent power of bypass. In a UPS system, a load with a low power factor draws more current than a load with a high power factor for the same amount of useful power transferred.

### 3.1.2.3 Output

- **Status:** Displays the present status of the output power the UPS is supplying to connected equipment.
  - **Normal:** The output power is normal.
  - **Bypass:** The UPS has switched to bypass mode and the utility power is being supplied directly to the connected equipment bypassing the UPS circuitry.
 

**Note:** Bypass mode is only applicable in *Online Series* UPS units.
  - **No Output:** There is no output from the UPS. The UPS is switched off.
  - **Short Circuit:** There is a short circuit on the UPS output. This causes the UPS to stop supplying output power.
  - **Boost:** The utility voltage is below the regular voltage range. The UPS is increasing the output voltage closer to normal.
  - **Buck:** The utility voltage is beyond the regular voltage range. The UPS is decreasing the output voltage closer to normal.
 

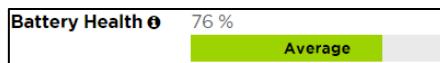
**Note:** The Boost and Buck function are only available on a UPS with AVR; only high-end units with AVR have a Buck feature. The UPS uses the AVR function to improve the utility voltage and supplies the power to its connected equipment within a narrow range.
  - **Overload:** The present load exceeds the load threshold of the UPS. Remove some equipment from the UPS to reduce the load.
  - **ECO Mode:** On-line UPS enters Economy mode. The UPS will enter bypass mode according to thresholds for input voltage. Once the utility voltage exceeds thresholds, the UPS will supply battery power to its loads. Users can configure *exclusive days* and *exclusive time* to for UPS when to not enter ECO mode.
  - **Manual Bypass:** The Online UPS enters Manual Bypass mode due the *Manual* option being enabled. The UPS will be forced to provide utility power to its equipment.

- **Insufficient Inverter Power:** There is no enough capacity of the inverter's power. UPS cannot back to line mode from bypass mode.
- **Redundancy Lost:** The quantity of UPS modules has no enough power to be complete redundancy; UPS has no complete fault-tolerant ability.
- **EPO:** The function of **EPO** (**E**mergency **P**ower **O**ff) has been activated; UPS output power was turned off.
- **Voltage:** The output voltage that the UPS is supplying to the connected equipment.
- **Frequency:** The output frequency that the UPS is supplying to the connected equipment.
- **Load:** The power draw of the connected equipment expressed as a percentage of the total load capacity. This is displayed as watts on some UPS models.
- **Current:** The output current of the UPS which is supplying to connected equipment.
- **Active Power:** The capacity of the circuit for performing work in a particular time.
- **Reactive Power:** Reactive power is needed in an alternating-current transmission system to support the transfer of real power over the network. In alternating current circuits, energy is stored temporarily in inductive and capacitive elements, which can result in the periodic reversal of the direction of energy flow. The portion of power flow remaining, after being averaged over a complete AC waveform, is the real power; that is, energy that can be used to do work. On the other hand, the portion of power flow that is temporarily stored in the form of magnetic or electric fields, due to inductive and capacitive network elements, and then returned to source, is known as *reactive power*.
- **Apparent Power:** The product of the current and voltage of the circuit.
- **Power Factor:** The ratio of the active power flowing to the load, to the apparent power in the circuit. In an electric power systems, a load with a low power factor draws more current than a load with a high power factor for the same amount of useful power transferred.
- **NCL Outlet:** Displays the present status of the NCL outlet.
  - **On:** This outlet is turned on and supplying power to the connected equipment.
  - **Off:** This outlet is turned off and is not supplying power to the connected equipment.
  - **Pending On:** This outlet is going to turn on following an action such as a scheduled turn on.
  - **Pending Off:** This outlet is going to turn off following an action such as a scheduled turn off.

### 3.1.2.4 Battery

- **Status:** Displays the present status of the battery packs.
  - **Fully Charged:** The batteries are at 100% capacity.
  - **Discharging:** The UPS is supplying battery power to support the load. This is caused by a utility power failure or battery test.
  - **Charging:** The batteries are charging.
  - **Boost Charging:** Boost charging involves a high current for a short period of time to charge the battery. Boost charger enables quick charging of depleted batteries.

- **Float Charging:** The float charger starts charging the battery by exerting a charging voltage. As the battery is charged, its charging current reduces gradually. The float charger senses the reduction in charging current and reduces the charging voltage.
- **Exhausted:** Batteries are exhausted; UPS stops output power.
- **Reversed Connection:** Connection between UPS and batteries has wrong electrical polarity.
- **Capacity Critically Low:** The battery capacity is too low and the UPS may shut down immediately.
- **Not Present:** There are no batteries present in the UPS.
- **Testing:** The UPS is performing a battery diagnostic test. See the [\*\*UPS/Diagnostics\*\*](#) page for more details about the test results.
- **Normal:** The batteries are working normally.
- **Voltage:** The present voltage supplied by the batteries.
- **Capacity:** The present capacity of the batteries expressed as a percentage of full charge.
- **Remaining Runtime:** The amount of time that the UPS can supply power to its load.
- **Remaining Charge Time:** The remaining time the batteries require to be fully charged.
- **Battery Health:** The percentage and indicator of battery health.



Percentage and indicator of battery health

### 3.1.2.5 System

- **Status:** Displays the present operating status of the UPS.
  - **Normal:** The operating status is normal.
  - **Fault:** The UPS is in fault state due to an internal malfunction.
  - **Overheat:** The temperature exceeds the normal temperature threshold.
  - **Bypass Fault:** The bypass module of UPS has been malfunctioned.
  - **Bypass Fan Fault:** The fan of the bypass module has been malfunctioned.
  - **Module Failure:** One of UPS modules is no more normal and offline.
  - **Unable Recover:** UPS fails to recover to line mode from bypass on occurred overload condition in past one hour.
- **Temperature:** The present internal temperature of the UPS. It is displayed in both Celsius (°C) and Fahrenheit (°F).
- **Maintenance Break:** Displays the present operating status of maintenance break.

**Note:** When the UPS needs maintenance or repair, the load can be transferred to maintenance bypass without interruption and the power module can be removed for maintenance.

- **Opened:** The UPS is in maintenance bypass mode.
- **Closed:** The UPS is not in maintenance bypass mode.

- **Module Status:** Displays the present operating status of each UPS module.
  - **Normal:** The module is operating normally.
  - **Offline:** The module is not installed.
  - **Rectifier Fault:** The module rectifier is faulty and stops output power.
  - **Inverter Fault:** The module inverter is faulty and stops output power.
  - **Inverter Protected:** The module inverter has been protected and stops operating.
  - **Rectifier Overheat:** The internal temperature of module rectifier exceeds the normal rating.
  - **Inverter Overheat:** The internal temperature of module inverter exceeds the normal rating.
  - **Inverter Overload:** The module inverter is overloaded.
  - **Inverter Extended Overload:** The module's inverter has been overloaded for intolerable duration; the UPS will stop output power soon.
  - **Fan Fault:** The module fan is faulty. It may cause overheat in module.
  - **Shutdown:** The module has been shut down and stopped its output power.

**Note:** Not all models provide the same information. The information displayed will vary by model.

### 3.1.3 Power Supply Information

(The content in this section is only applicable to the Remote.)

The Remote can interact with a UPS or a PDU through a network interface. If the UPS has no remote management card, the Local can be installed on a single computer which is using a USB or a serial connection directly to the UPS in order to establish the network connection to the Remote.

Power Supply Information					
RMCARD205	PDU30MVT24FNET	PDU20SWT10ATNET			
ATS Information		Supply A:UPS Information		Supply B:UPS Information	
INFORMATION		INFORMATION		INFORMATION	
Location	Server Room	Contact	Administrator	Status	
Contact	Administrator	Model	OL3000RTXL2U	Input	
Model	PDU20SWT10ATNET	Firmware Version	Sv3A02	Status	Normal
Firmware Version	1.03	Serial Number	WBHHS2000056	Voltage	0.0 V
Serial Number	NAPEN_2000008	UPS Type		Output	
ATS Type	Switched	Power Rating	3000 VA / 2700 W	Status	Using Line Power to output
Current Rating	16.0 Amp	Current Rating	25.0 Amp	Voltage	0.0 V
Voltage Rating	100-120 V	Voltage Rating	120 V	Frequency	0.0 Hz
Frequency Rating	60.0 Hz	Frequency Rating	40-70 Hz	Load	0 %(0.0 Watts)
Outlet	10	Battery Replacement Date		Current	
MAC Address	00-0C-15-00-00-63	NCL Bank	1	Battery	
IP Address	<b>192.168.208.223</b>	Extended Battery Pack	0	Status	
UPS on SourceA	OL3000RTXL2U_RMCARD205	MAC Address	00-0C-15-00-B9-5F	Remaining Capacity	0 %
UPS on SourceB	PDU30SWT17ATNET	IP Address	<b>192.168.208.214</b>	Remaining Runtime	
Environment Sensor	Not Installed	Low Battery Threshold (%)	10 %	Voltage	0.0 V
Delay		Low Battery Threshold (mins)	5 min	System	
#	Outlet Name	On/Off Delay	Reboot Duration	Status	
1	Outlet1	3 / 3 sec	5 sec	Temperature	0.0 °C / 32.0 °F
2	Outlet2	10 / 90 sec	5 sec		
3	Outlet3	3 / 3 sec	5 sec		
4	Outlet4	3 / 3 sec	5 sec		
5	Outlet5	3 / 3 sec	5 sec		
6	Outlet6	3 / 3 sec	5 sec		
7	Outlet7	3 / 3 sec	5 sec		
...	...	...	...		
<b>STATUS</b>					

## Power Supply Information page of Remote

The **Power Supply Information** page shows information and status about the UPS/PDU/ATS which supplies power to the Remote computer. When the Remote establishes communication with a PDU which is connected to a UPS, the **Power Supply Information** page displays the information and status about the UPS, the PUD and the ATS individually. If the Remote computer has redundant power supplies, users can view the information and status of specific power supply by clicking the tab.

### **3.1.3.1 Information**

- **Name:** The name of the UPS/PDU/ATS.
  - **Location:** Where the UPS/PDU/ATS is located.
  - **Contact:** Who to contact about the UPS/PDU/ATS.
  - **Model:** The model name of the UPS/PDU/ATS.
  - **Firmware Version:** The firmware version of the UPS/PDU/ATS.
  - **Serial Number:** The serial number of the UPS/PDU/ATS.
  - **Device Type:** The type of the UPS/PDU/ATS, e.g. UPS/PDU/ATS.
  - **UPS Type:** The type of the UPS. e.g. On-Line or Line Interactive.
  - **PDU Type:** The type of the PDU. e.g. Monitored or Switched.
  - **ATS Type:** The type of the ATS. e.g. Monitored or Switched.
  - **Power Rating:** The Volt-Amp rating and power rating (Watts) of the UPS.
  - **Current Rating:** The output current rating (Amps) of the UPS/PDU/ATS.
  - **Voltage Rating:** The output voltage rating (Volts) of the UPS/PDU/ATS.
  - **Frequency Rating:** The output frequency rating (Hz) of the UPS.
  - **Battery Replacement Date:** The date that the batteries were last replaced
  - **NCL Bank:** The amount of NCL (Non-Critical Load) outlets in the UPS.

- **Extended Battery Pack:** The number of extended battery packs connected to the UPS.
- **Outlet:** The number of outlets of the devices.
- **MAC Address:** The MAC address of the UPS RMCARD, PDU or Local's network interface.
- **IP Address:** The IP address of the UPS RMCARD, PDU or Local's network interface. Click the hyperlink to open the web interface of the UPS RMCARD, PDU or Local.
- **UPS on Source A:** Indicates which UPS connects to input source A of ATS.
- **UPS on Source B:** Indicates which UPS connects to input source B of ATS.
- **Environment Sensor:** Indicates whether the environment sensor has been installed on the UPS/PDU/ATS.

**Note:** When the sensor cannot be detected anymore, it will be annotated *No Response*. Users must click the **Uninstall** option if the sensor has been physically removed from the UPS/PDU/ATS.

- **Low Battery Threshold (%):** The low battery threshold in terms of the percentage of the remaining capacity.
- **Low Battery Threshold (mins):** The low battery threshold in terms of the remaining runtime.
- **Delay:** The delay time is set for each outlet of the PDU/ATS. It includes On/Off delay and Reboot Duration.

**Note:** Not all models provide the same information. The information displayed will vary by model.

### 3.1.3.2 Status

The Status section displays the details of the UPS/PDU/ATS status from the UPS/PDU/ATS Remote Management for users to quickly review the system.

**Note:** Not all models provide the same status. The status displayed will vary by model.

## 3.2 UPS SETTING

### 3.2.1 Diagnostic

The **UPS SETTING/Diagnostic** page provides the ability to verify that the UPS can supply adequate battery runtime for the connected computers to shutdown properly. Perform a complete runtime estimation to ensure an accurate estimate of the runtime for the connected load. The buzzer can be tested to ensure that the UPS can issue an alarm and that the indicator lights will display properly if requested by the UPS.

**DIAGNOSTICS**

Communication established.

Battery Test	Indicator Test	Alarm Test
Last Test: 2021/12/09 14:44:06 Success <b>TEST</b>	Last Test: <b>TEST</b>	Last Test: 2021/08/30 <b>TEST</b>

**Runtime Estimation**

NOTE: This function discharges batteries from the current battery capacity to near zero capacity with the current load. The estimated runtime may vary based on the load and the level of charge on the batteries when the runtime estimation is initiated.

Est. Runtime: None  
Last Test: 2021/12/07 14:48:10 Aborted  
**STOP** **START**

UPS SETTING/Diagnostic page

### 3.2.1.1 Battery Test

The **Battery Test** performs a battery test to verify that the batteries are good, and shows information including the result and the date of the last battery test. Click the **TEST** button to begin a battery test. Performing a battery test is prohibited when the **Frequency Working Mode** option is set to **fixed**.

The results will be reported after a battery test completes:

- **Last Test:** The date the last battery test was performed and the result of the last battery test:
  - **Passed:** The battery performed normally during the test.
  - **None:** The UPS has never performed the battery test.
  - **Failed:** The battery test resulted in failure.

Follow the steps below if the battery test fails:

- Repeat the battery test and replace the batteries if the test fails again.
- Contact **CyberPower** for assistance if the battery test fails after the batteries have been replaced.

### 3.2.1.2 Indicator Test

Indicators on the front panel or on the LCD screen are used to present the UPS status. Once the indicators are malfunctioning, users won't know the current UPS status. The **Indicator Test** allows users to ensure whether indicators blink normally. Click **TEST** button to begin an indicator test.

The details will be reported after an indicator test is complete:

- **Last Test:** The date the last indicator test was performed.

### 3.2.1.3 Alarm Test

The **Alarm Test** allows users to verify that the alarm can beep normally and shows the date of the last test. Click the **TEST** button to begin an alarm test.

The details will be reported after an alarm test is complete:

- **Last Test:** The date the last alarm test was performed.

### 3.2.1.4 Runtime Estimation

The **Runtime Estimation** function discharges batteries from the current battery capacity to near zero capacity with the current load. The results of the runtime estimation show the runtime, status of estimation, and the date of the last estimation. When the runtime estimation is initiated, the connected equipment will be run on battery power until the batteries are discharged to near zero capacity. Please note that this estimated runtime may vary based on the load and the level of charge on the batteries when the runtime estimation is initiated. The batteries will be recharged then automatically after the estimation is done.

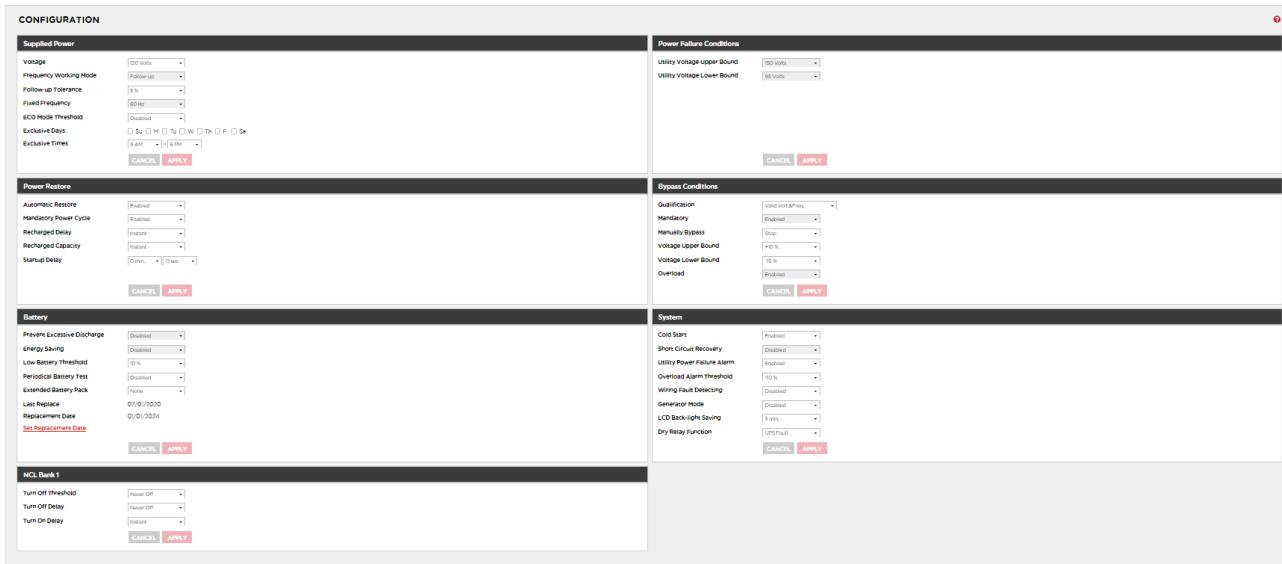
Users can click the **START** button to initiate the runtime estimation. Click the **STOP** button to interrupt the runtime estimation. The result will be reported after the runtime estimation is finished or canceled:

- **Est. Runtime:** The estimated runtime of the batteries.
- **Last Test:** The date and the results of the last runtime estimation performed.
  - **Passed:** The runtime estimation was completed and the batteries are good.
  - **None:** The UPS has not performed a runtime estimation.
  - **Failed:** The UPS failed during the runtime estimation.
  - **Canceled:** The runtime estimation was interrupted.

**Note:** A complete runtime estimation depletes the battery capacity. Ensure the UPS is recharged completely after performing runtime estimation.

## 3.2.2 Configuration

The **UPS SETTING/Configuration** page allows for customized UPS configurations to meet specific operational requirements.



Configuration page of a OL3000RTXL2U

### 3.2.2.1 Supplied Power

- **Voltage:** Sets the output voltage which is supplied to the connected equipment.  
**Note:** On some models belonging to the *Smart App Online Tower* series, this setting becomes configurable in bypass mode and the changes require a restart to activate.
- **Frequency Working Mode:** *Smart App Online* series supports two frequency modes: **Follow-up** and **Fixed**. In the **Follow-up** mode, the UPS supplies power based off of the utility frequency. If utility frequency varies and is out of tolerance, the UPS supplies battery power with a fixed frequency to avoid supplying the connected equipment an improper frequency. The fixed frequency depends on the utility frequency detected as the UPS is powering up. In **Fixed** mode, the UPS supplies power at a fixed frequency with no regard to utility frequency. When the input frequency is unstable such as with power supplied by generators, set the UPS to fixed mode to supply power with a stable frequency.  
The UPS can be set to fixed mode if the equipment needs a different frequency from the utility power. For example, the equipment is rated at 50 Hz but utility frequency is at 60 Hz.
- **Follow-up Tolerance:** Sets the acceptable range of the output frequency on the **Follow-up** mode.
- **Fixed Frequency:** Sets the fixed value of the output frequency on the **Fixed** mode.  
**Caution:** The wrong frequency settings may damage the connected equipment. Make sure the selected frequency is correct for the connected equipment. An alert warning message will remind you of the following conditions:
  - The frequency mode has changed from the **Follow-up** mode to the **Fixed** mode, and the fixed frequency is not equal to the utility frequency.
  - The frequency mode is **Fixed** mode and the fixed frequency is going to be changed.
- **ECO Mode:** The UPS will enter bypass mode according to the utility voltage if it is in range of thresholds or the utility frequency is within 3Hz of the utility frequency. If the utility voltage or the utility frequency exceeds thresholds, the UPS will supply battery power to its loads.

If this threshold is set to 10% and the current utility voltage is 120 V, the UPS will enter bypass mode as long as the utility voltage within the range of 108 V ~ 132 V. Once the voltage threshold is exceeded, the UPS will supply battery power to its loads.

**Caution:** Once the UPS is set to enter **Fixed** mode, **Generator** Mode or **Manual Bypass** when the UPS is in the **ECO** mode, the UPS will exit from **ECO** mode.

Users can configure **Exclusive Days** and **Exclusive Time** to tell the UPS when not to enter **ECO** mode.

- **Exclusive Days:** Sets the days for UPS not to enter **ECO** mode.
- **Exclusive Time:** Sets the time period for UPS not to enter **ECO** mode.

### 3.2.2.2 Power Failure Condition

When the utility power exceeds specific thresholds, the UPS will supply battery power to the connected equipment.

- **Utility Voltage Upper/Lower Bound:** Before utility power is provided to the UPS, the UPS will detect whether utility voltage exceeds the threshold. If utility voltage exceeds the threshold, the UPS will supply battery power to the connected equipment.
  - **Output Voltage Upper/Lower Bound:** Before the UPS uses utility power as its output power, the UPS will detect whether utility voltage exceeds the threshold. If the utility voltage exceeds the threshold, the UPS will supply battery power to connected equipment.
- Note:** **High/Low Utility Voltage Threshold & High/Low Output Voltage Threshold** settings only come into effect after a restart of the UPS.
- **Frequency Upper/Lower Bound:** When the utility frequency exceeds the threshold, the UPS will supply battery power at a fixed frequency to the connected equipment.
  - **Detected Sensitivity:** When the UPS detects that utility voltage is out of range, the UPS will switch to battery mode to protect the equipment plugged into the UPS. Low sensitivity has a wider voltage range and the supplied power may vary more. The UPS switches to battery mode rarely and also saves more battery power. The power from a fuel generator may cause the UPS to switch to battery mode more frequently, and low sensitivity is recommended. High sensitivity allows the UPS to supply more stable power to equipment but switches to battery mode frequently.

### 3.2.2.3 Power Restore

When a utility power failure occurs, PowerPanel Business software may order the computer to shut down and power off after the specified remaining runtime is met or if the battery capacity is low. After the utility power is restored the UPS turns on automatically and supplies power to the computer. If the computer BIOS is set to boot when power is restored the computer will automatically restart.

The following settings are used to configure the UPS restore behavior:

- **Automatic Restore:** When this option is enabled, the UPS will restore output immediately when the utility power is restored. When this option is disabled, the UPS will not restore output at that moment and users have to turn it on manually.
- **Mandatory Power Cycle:** When a shutdown sequence is initiated due to a power failure, the connected computers may be ordered to shut down and the UPS will be also ordered to turn off after a time delay. If the utility power is restored prior to the UPS shutting off, the UPS will still turn itself off. In this circumstance, the utility power has restored, but the connected computers have shut down and the UPS has turned off.

If the **Mandatory Power Cycle** option is enabled, the UPS will also turn off after a time delay, but it will turn on again about 10 seconds later. The UPS has restarted and then all connected computers will boot.

**Note:** Most computers have the ability to boot when utility power is restored. Make sure this function is supported and enabled in the system BIOS.

- **Recharged Delay:** When the utility power is restored, the UPS will start to recharge until the specified delay is expired before restoring output power.
- **Recharged Capacity:** When the utility power is restored, the UPS will start to recharge until the specified battery capacity is met before restoring output power.
- **Startup Delay:** When the utility power is restored, the UPS will delay the restoration of output power. This option can be used to stagger the startup time of multiple UPS to avoid overloading the utility power circuit or power source. The **Startup Delay** option will take effect every time when the UPS is about to restore power. This also includes the scheduling task.
- **Stable Utility Delay:** When the utility power is restored, the UPS will delay switching to normal operation from using battery power. If the battery capacity is lower than the Low Battery Threshold as power is restored, the UPS will switch to normal operation immediately. This option can be used to prevent frequent outage due to unstable utility power.
- **Restore Action:** Sets the operating mode after utility power restores. If the **Bypass** option is selected, the UPS will enter to bypass mode and supply power from the bypass module to connected equipment when utility power restores. If the **Online** option is selected, the UPS will supply power from the UPS modules to connected equipment when utility power restores. If the **Standby** option is selected, the UPS will be off when utility power restores.

### 3.2.2.4 Bypass Condition

The *Online UPS* series supports the bypass function. When the UPS is in bypass mode, the utility power is supplied directly to the connected equipment. To configure whether the UPS is allowed to enter or remain in bypass mode in select from the following:

- **Qualification:** This configures the qualifications the UPS uses to determine if it will enter bypass mode when a UPS fault or overload occurs.

- **Valid Volt. & Freq.:** If the utility voltage is in range of the voltage thresholds and the utility frequency is in range of the frequency tolerance, the UPS will enter bypass mode. Otherwise the UPS will stop supplying output power.
- **Valid Voltage:** If the utility voltage is in range of the voltage thresholds, the UPS will enter bypass mode. Otherwise the UPS will stop supplying output power.
- **Never Bypass:** If this option is selected, the UPS will not enter bypass mode and will stop supplying output power.
- **Mandatory:** If this option is enabled, the UPS will enter bypass mode due to a fault or overload, even if the utility voltage is outside of the normal range. Otherwise the UPS will stop supplying output power.  
**Caution:** Bad utility voltage while in bypass mode may damage the connected equipment.
- **Manually Execution:** Determines whether to allow the UPS to enter Manual Bypass mode. If this *Start* option is selected, the UPS will be forced to enter bypass mode.  
**Caution:** Make sure that the UPS is not using generator power or converted power. When the UPS enters bypass mode, the UPS will use input power to supply to equipment. The unstable frequency of the input power may damage connected equipment.  
**Caution:** If this option is enabled, the UPS can't function in Generator mode.
- **Voltage Upper/Lower Bound:** When a UPS fault or overload occurs, the UPS will determine whether to enter bypass mode according to the utility power threshold range. If the utility voltage exceeds thresholds, the UPS will be forbidden to enter bypass mode and will stop supplying output power.
- **Overload:** This configures the ability of the UPS to switch to bypass mode and supply utility power when the output is overloaded. Without this enabled the UPS will stop supplying power when overloaded.
- **Bypass at Power Off:** This determines whether the UPS will switch to bypass mode and supply utility power when the UPS is switched off.
- **Bypass Frequency Tolerance:** If the UPS tries entering bypass mode due to an overload or fault, the UPS will compare the frequency with the Bypass Frequency Tolerance. If the frequency is out of range, the UPS will stop supplying output power.

### 3.2.2.5 Battery

- **Prevent Excessive Discharge:** When the UPS uses the battery to supply power for output, a deep discharge with a low load can shorten the battery life. If this option is enabled, the UPS will stop supplying power after discharging for 4 hours to avoid a deep battery discharge.
- **Energy Saving:** When the utility power fails, the batteries will start discharging. If this option is enabled and there is no output load, the UPS will shut down to save battery power after discharging for 5 minutes. The UPS will restart automatically and restore output after the utility power is restored.
- **Low Battery Threshold:** When the UPS supplies battery power and the remaining capacity or running time is lower than this threshold, the UPS will sound an alarm.

- **Battery Pack Type:** Sets the type of extended battery packs. When the UPS is installed with standard battery packs, Local has capability of measurement the runtime according to the capacity of the battery packs. The option should be set *Standard*. When the UPS is installed with customized battery packs, the option should be set *Customization*.
  - **Periodical Battery Test:** The UPS will periodically perform the battery test to ensure the batteries are fully functional.
- Note:** Only online double conversion UPS models (*OL* series) support the Smart Battery Management (SBM) feature. SBM carries out battery tests when certain operating conditions are met in order to verify the batteries are healthy. This occurs regardless of the Periodical Battery Test setting, even if it is disabled. To disable the SBM setting, please refer to the respective UPS User Manual for details.
- **Extended Module Setting:** Sets the mode of Extended Battery Module detection, could be auto detect or manual. If auto detect is selected, the UPS will detect the number of Extended Battery Module automatically.
  - **Extended Battery Pack:** Sets the amount of extended battery packs. This allows for an accurate runtime estimate based upon the total number of batteries.
  - **Boost Charge Period:** Sets the period for UPS batteries being boost charged automatically and periodically.
  - **Discharge Duration Limit:** Sets the duration to limit the battery discharging to avoid a deep discharge excessively.

### 3.2.2.6 System

- **Cold Start:** Sets the ability of the UPS to start in the absence of input power. When this option is enabled the UPS can be turned on without having input power.
  - **Short Circuit Recovery Detect:** When the output of the UPS causes a short circuit, the output will turn off immediately. If this option is enabled, the UPS will inspect the circumstance of the short circuit 3 times in 30 seconds. If the short circuit is no longer present, the UPS will restore power. If the circumstances of the short circuit still remain, the UPS will not supply power.
  - **Utility Power Failure Alarm:** If this option is enabled, the UPS will issue an audible alarm when the utility power fails.
  - **Overload Alarm Threshold:** When the output load exceeds this threshold, the UPS will issue an audible alarm.
  - **Generator Mode:** If the UPS is using a generator for its input power, this option should be enabled for UPS to function normally. If this option is enabled, the UPS will be forbidden to enter bypass mode to protect the powered equipment.
- Caution:** If this option is enabled, the UPS can't function in Manual Bypass mode.
- **LCD Back-light Saving:** When no UPS button is pressed or no power event occurs during this delay, the LCD screen will be turned off.

- **Wiring Fault Detecting:** If this option is enabled, the UPS will detect if the UPS wiring is not grounded or reversed. It is recommended to assure the UPS wiring has ground connection first. This option should be enabled if the UPS wiring has ground connection.
- **Dry Relay Function:** This configures the power condition for the UPS dry relay to function when the selected condition occurs. Refer to UPS manual for further information about advanced UPS dry relay utilization. The **Dry Relay Function** provides the following power conditions:
  - **Utility Failure:** The utility power fails and the UPS is using the battery power.
  - **Low Battery:** The battery capacity is low and cannot support the connected computers if they require a shutdown.
  - **Alarm:** The UPS is issuing an audible alarm due to a warning event, such as *Overload*
  - **Bypass:** The UPS has switched to bypass mode due to an overload or UPS fault.
  - **UPS Fault:** The UPS may be malfunctioning due to an internal problem, such as an inverter fault, bus fault or overheating.
- **Redundant Quantity:** Sets the quantity of UPS modules to be power redundancy. This power redundancy can provide the fault-tolerant protection against failures of equivalent UPS modules. UPS should avoid exceeding output load from whom deducted the power redundancy; otherwise UPS cannot afford the equivalent fault-tolerant protection as user's desire.

### 3.2.2.7 NCL Outlet

NCL stands for Non-Critical Load. Under the following conditions, the UPS will turn off the NCL outlet to conserve battery power and maximize battery runtime for the remaining outlets:

- **Turn Off Threshold:** When supplying battery power, the UPS will power off this NCL outlet if the remaining battery capacity is lower than this threshold.
- **Turn Off Runtime Threshold:** When supplying battery power, the UPS will power off this NCL outlet if the remaining battery runtime is lower than this threshold.
- **Turn Off Delay:** When supplying battery power, the UPS will power off this NCL outlet after this delay time is met.
- **Turn On Delay:** When the utility power is restored, the UPS will restore the output of this NCL outlet after the delay time is met. This prevents excessive power consumption caused by all the connected equipment starting at the same time.

**Note:** Not all models provide the same configurations. These configurations will vary by model.

### 3.2.3 Connected Equipment

The UPS supplies power to generic equipment and shutdown-protected computers that connect to native outlet sockets of UPS or extended PDU. The **UPS SETTING/Connected Equipment** page provides detailed information about connected equipment and the extended PDU.

CONNECTED EQUIPMENT						
Info: To View, Edit or Delete an item select it from the list below.						
ERP Server	PDU30SWT16FNET	PDU30SWT17ATNET				
#	Bank	Device Name	Device Location	Contact	IP Address	Shutdown Protected
1	CL	ERP Server	Server Room, Rack A	Thomas, #1234	192.168.210.88	true
2	CL	ERP Workstation	RACK A	Adam, #1235	192.168.208.93	true
3	CL	PDU30SWT16FNET	Server Room	Administrator	192.168.208.56	false
4	CL	PDU30SWT17ATNET	Server Room	Administrator	192.168.208.212	false
5	CL	Fan Controller	RACK A	Admin		false
6	NCL					false
7	NCL					false
8	NCL					false
9	NCL					false
10	NCL					false

PowerPanel Business Local: Connected Equipment page

Users can manage connected loads that include generic equipment and computers from the **Connected Equipment** page. All connected loads will be listed with detailed information including the device name, device location, contact, and what type of outlet the equipment is plugged in from the list.

- **Plug equipment on UPS.** Click **ADD** button and input the equipment information, then click the **OK** button. The equipment type could be Generic Equipment, Power Distribution Device (PDU), or Automatic Transfer Switch (ATS), select the equipment type you want to add and then enter the equipment information accordingly. A new tab will show up if you add a PDU or ATS as connected equipment.
- **Change the equipment information.** Click the target equipment you want to change from the list and click **EDIT** button. Update the data and then click **OK** to complete.
- **Unplug the equipment from UPS or PDU.** Click the target equipment you want to unplug from the list. Click **DELETE** button to remove the equipment.

The PowerPanel Business Remote software can be installed on computers to benefit shutdown protection in order to ensure a proper shutdown in the extended power outage event and control demands in UPS and extended PDU. You will see PowerPanel Business Remote on this Connected Equipment page once you connected Remote with the UPS that this Local is monitoring.

Assigning a correct outlet is important. The **Outlet** option must be configured to match the actual equipment plugged into the UPS outlet. Depending on the UPS configuration of specific models with NCL outlets, these outlets will lose power before the entire UPS is shutdown. The

Local will request Remote computers powered by these outlets to perform a shutdown to avoid data loss because of the power outage.

**Note:** PDU or ATS may be configured in the **POWER CONFIGURATION** page of PowerPanel Business Remote's web interface.

**Note:** PowerPanel Business does not allow ATS to connect two input sources to one single UPS.

The details in list are described as following:

- **#:** Indicates which power outlet of the UPS or PDU is supplying power to the connected equipment.
- **Bank:** The bank type of the power outlet on the UPS, e.g. *NCL*, *CL* or *Surge*.
- **Device Name:** The name of the power equipment.
- **Device Location:** Where the power equipment is located.
- **Contact:** Who to contact about this power equipment.
- **IP Address:** The IP address of the computer that installed PowerPanel Business Remote software. In UPS tab, a PDU with network function also shows its own IP address.

### 3.2.4 Scheduled Shutdown

In the Local, an active schedule will cause the computer to shut down or hibernate, and then ask the UPS to completely power off the output or turn the specific outlets off at a specified date and time. It also allows users to specify the date and the time to turn on output or turn the specific outlets on. The UPS will turn on the specific outlets and begin supplying power which causes the computer to restart or wake from the hibernation.

Before the Local shuts down because of a schedule shutdown, Remote computers running PowerPanel Business Remote will be shut down or hibernated to prevent data loss.

The **UPSSETTING/Scheduled Shutdown** page manages scheduled shutdowns and lists all configured schedules. Each schedule row displays the details of when the schedule will take effect and when to perform it. The time displayed at the upper right corner is the local time of the hosted computer. If you are connected to a remote Local this time may be different from the time on your computer.

SCHEDULED SHUTDOWN					
Scheduled Shutdowns					Page: < 1 >
Shutdown Time	Restore Time	Frequency	Bank	Comment	
✓ 2019-02-14 05:54 PM	✓ 2019-02-15 06:56 PM	ONCE	ALL		
✓ 2019-02-20 05:55 PM	✓ 2019-02-22 05:57 PM	ONCE	ALL	Test Schedule	
✓ 08:00 PM Saturday	✗ 05:58 PM Tuesday	WEEKLY	ALL	ERP shutdown	
✗ 2019-02-28 05:57 PM	✓ 2019-02-28 08:59 PM	ONCE	ALL		

Scheduled Shutdown page

- **Create schedule:** Click the **ADD** button to open a ADD Schedule dialog, enter all required data and click **OK** to add a new schedule.
- **Modify the schedule:** Select the schedule you wish to modify and click **EDIT** button. After entering the new data, click the **OK** button to apply the schedule modification.
- **Remove the schedule:** Select the schedule from the list, and click the **DELETE** button to complete the schedule deletion.

The schedule detailed settings are explained below:

- **Active:** Check this check box to activate this schedule effective. If the check box is unchecked, the schedule will be ignored.
- **Bank:** There are two conditions for this option.
  - **Power off the output completely.** When users choose the **Master Power** option, all equipment connected to the outlets labeled both **SURGE** and **BATTERY**, or all the outlets on the UPS includes labeled **CL, NCL, NCL 1, NCL 2** will be turned off. Only the UPS with NCL support the **NCL** outlets are available, and if there are two NCL outlets on the UPS, the **NCL 1, NCL 2** outlets are available.
  - Caution:** Surge protected outlets provide surge protection to the connected equipment but does not provide battery power once a power outage occurs. When utility power fails, computers on the surge outlets will shut down immediately due to power loss.
  - **Turn off the NCL outlet.** If the **NCL** option is chosen, users can assign a scheduled shutdown to particular outlets on the UPS with NCL support. If there are two NCL outlets on the UPS, the **NCL 1** and **NCL 2** outlet can be assigned individual schedules.
- **Frequency:** There are three frequencies that can be assigned **Once, Daily and Weekly**. **Daily** and **Weekly** schedules will be repeated.

- **Shutdown Date:** Configures what date to perform the schedule and when to shut down computers.
- **Shutdown Time:** Configures what time to perform the schedule and when to shut down computers.
- **Restore:** Configures whether to restore the controlled outlet power. If the check box is checked, the UPS will restore the power or power on the NCL outlet at the time specified in the **Restore Time** option. Otherwise the UPS output will stay powered off.
- **Restore Date:** The date to restore the output or to turn on the NCL outlet.
- **Restore Time:** The time to restore the output or to turn on the NCL outlet. The shutdown time must occur prior to the restore time. The maximum duration between the turn off and turn on must depends on UPS model. **Returned Delay** in the **UPS SETTING/Configuration** page will affects **Restore Time**. If a schedule is set to restore power at 6:00 PM and the **Returned Delay** is set 5 minutes, the schedule will actually restore power at 6:05 PM.
- **Comment:** Sets the user-defined comments for this schedule.

**Note:** If the computer bios is set to boot when power restores, the computer will automatically restart when the power is restored. Consult your motherboard documentation or PC/Server supplier for additional details.

**Note:** An active schedule may have an insufficient duration to support a complete shutdown. If the active schedule has insufficient shutdown duration, the active schedule will be set inactive.

**Note:** The scheduled shutdown is functioned only for Local with UPS.

### 3.2.5 EnergyWise

Cisco EnergyWise technology allows Cisco switches to discover Cisco EnergyWise-controllable devices, keep track of the power use and take actions to reduce the power consumption. The **EnergyWise** page allows users to configure the connection details for Cisco switch and manipulate the device as endpoints in the children list.

The screenshot shows the 'ENERGYWISE' configuration page. At the top, there's a 'Settings' section with fields for Version (1.2.0), Access Port (43440), Domain Name (cyber), Off-State Cache (unchecked), Secure Mode (checked), Shared Secret (a masked password), Endpoint Local (unchecked), and Endpoint Local Port (0). Below this is a 'Children List' table with four entries:

#	Name	Role	Keyword	Importance
1	UPS_Base	base, role	endpoint, child, base	1
2	UPS	ups, role	endpoint, child, ups	1
3	CLBank	cl, role, bank	endpoint, child, cl, bank	1
4	NCLBank	ncl, role, bank	endpoint, child, ncl, bank	1

At the bottom right of the table is a red 'EDIT' button.

Energy Wise page

### 3.2.5.1 Connect with Cisco Switch

Users can enter all required data and click **APPLY** button to establish connection with the Cisco switch.

- **Access Port:** Sets the port for Local interaction with the Cisco switch. The default port is 43440.
- **Domain Name:** Sets the domain name for Local interaction with the Cisco switch. The default domain name is **cyber**.
- **Off-State Cache:** If this option is enabled, Remote will allow its own endpoint data to be cached on the Cisco switch when it becomes non-operational.
- **Secure Mode:** Determines whether to use the shared secret to interact with Cisco switch.
- **Shared Secret:** Sets the secret for Local interactions with the Cisco switch. The default secret is **cyber**.
- **Endpoint Local:** Determines whether to establish communication with Cisco switch.
- **Endpoint Local Port:** Displays the port between the Local and EnergyWise service. Local will interact with the Cisco switch through the EnergyWise service.

#### Start EnergyWise Service

In order for Local to establish the connection with a Cisco switch, users must enter the required data and verify that the data are matched. After **Endpoint Local** option is enabled, click **APPLY** to establish the connection.

### 3.2.5.2 Children List

The Local that has joined into the EnergyWise network will become the endpoint member and can be divided into several nodes in children list. Each node has individual attributes for Cisco switches to manage the power usage.

These attributes describes as following:

- **Name:** Defines the device identity for which query results are filtered.
- **Role:** Defines the function which is based on the business or deployment context.
- **Keywords:** Defines the description for this device for which query results are filtered.
- **Importance:** The device rating which is based on the business or deployment context.

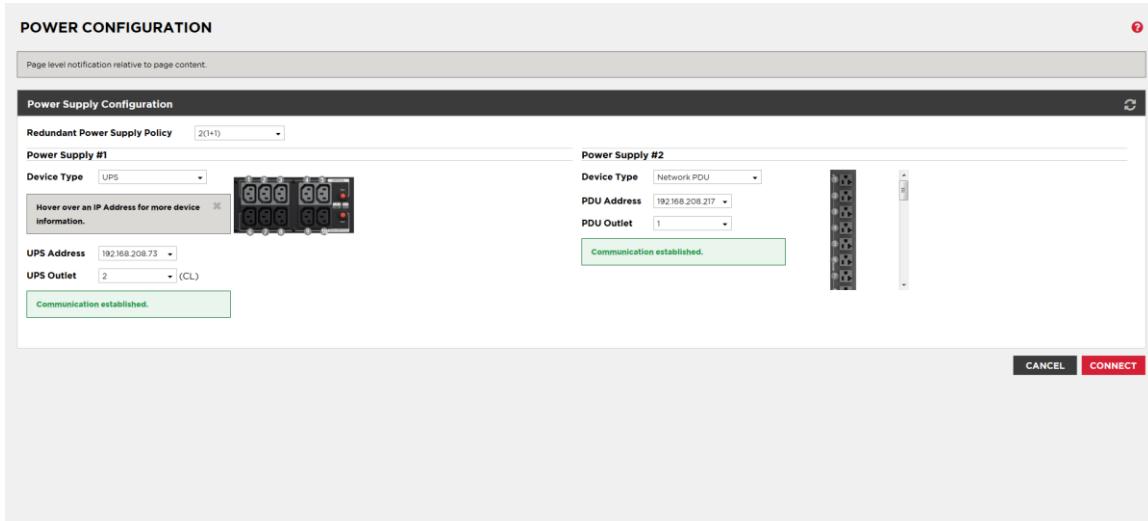
Local is annotated as the *UPS\_Base* node and *UPS* node indicates the UPS unit. According to the outlet function of the UPS, the outlet bank will be managed as *CLBank* node and *NCLBank* node. Due to limitation of the UPS, Cisco switches can only turn on or turn off an *NCLBank* node.

## 3.3 POWER CONFIGURATION

(The content in this section is only applicable to the Remote.)

In order for computers which have the PowerPanel Business Remote software installed to be aware of the UPS state and get shutdown protection from power events, the correct connection type, address and connected outlet must be assigned properly in the **POWER CONFIGURATION** page.

**Note:** If the Remote computer has redundant power supplies, please make sure that configuration of all the power supplies must be assigned properly.



Power Configuration page

Network communication between a computer and UPS or PDU can be established by assigning the correct power connection, address of UPS or PDU, and a computer connected outlet of UPS or PDU. The details are described as following:

- **Redundant Power Supply Policy:** Configure the computer's power supply redundancy policy.

Supported policies are described below:

- **1:** Indicates the computer only has one power supply, this is the most common case.
- **2 (1 + 1):** Indicates the computer has two power supplies, one for redundancy. The computer needs at least one power supply to operate.
- **3 (2 + 1):** Indicates the computer has three power supplies, one for redundancy. The computer needs at least two power supplies to operate.
- **4 (3 + 1):** Indicates the computer has four power supplies, one for redundancy. The computer needs at least three power supplies to operate.
- **4 (2 + 2):** Indicates the computer has four power supplies, two for redundancy. The computer needs at least two power supplies to operate.

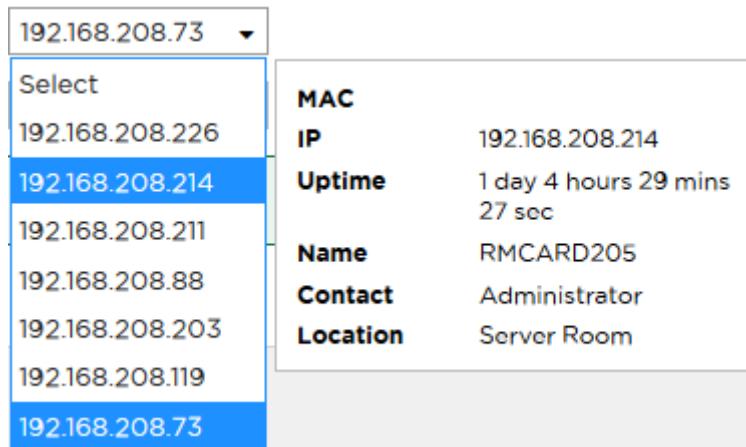
**Note:** If the Remote computer has redundant power supplies, events about power supply status will only be triggered when redundant power supplies are lost. Please refer to **Events** section for details.

- **Device Type:** Assign the actual UPS or PDU power connection supporting the computer.

Power connection options are:

- **UPS:** Indicates the computer is plugged directly into a UPS.

- **ATS:** Indicates the computer is plugged into an ATS PDU.
- **Network PDU:** Indicates the computer is plugged into a PDU with network connection.
- **UPS with Network PDU:** Indicates the computer is plugged into a network PDU, which is a powered by a UPS.
- **UPS Address:** Assigns the network address of the UPS. Use the drop down menu to show the device list and select a device address from the list. Clicking the refresh button  on the right side causes to search the network to update the results. If a UPS communicates with a computer that has PowerPanel Business Local installed, assign the IP address of the computer as the UPS network address. This option appears when the **Power Connection** is set with the **UPS** option.  
When the **Power Connection** is set with the **ATS** option, two UPS addresses will appear to be assigned. If an input source for the ATS is a UPS, the network address of that UPS should be assigned to that field. A UPS address field which is left blank, indicates that the ATS does not use a UPS as an input power source.



Move the cursor over the target address to display details about the device

The computer searches the network and uses the device with the least uptime as the default device after an installation. One available outlet will automatically be assigned as powering the connected computer. If no outlet is available, the first critical-load outlet will be assigned as being used by the computer.

The uptime of the devices indicates the length of time that the device has been functioning without interruption.

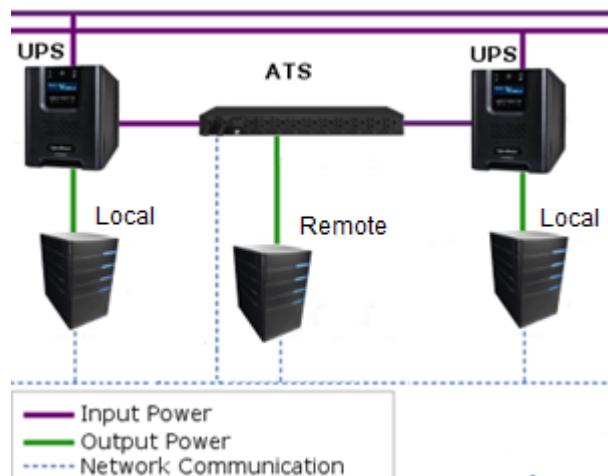
If the target device is not available in the device list, change scanning range on the **SETTING/Remote Host** page by setting Custom Scan Model in **Auto-Discover Range** section.

- **PDU Address:** Assigns the network address of the PDU. Enter the IP address or use the drop down menu to show the device list and select a device address from the list. Clicking the refresh button causes to search the network to update the results. This option appears when **Power Connection** is set with the **Network PDU** option.
- **ATS Address:** This option appears when **Power Connection** is set with the **ATS** option.

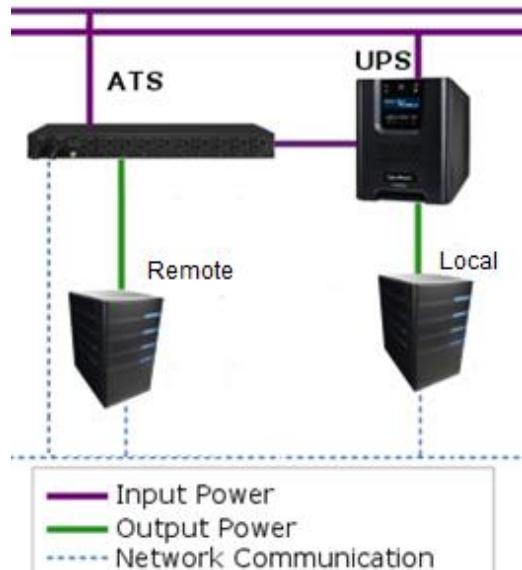
- **UPS Outlet, PDU Outlet and ATS Outlet:** Indicates which power outlet of the UPS/PDU/ATS is supplying power to the computer that has PowerPanel Business Remote software installed. The outlet list will be updated after entering the network address of the UPS/PDU/ATS. An outlet preview will be shown so users may verify whether the computer is connected to the proper outlet.

### 3.3.1 How to Configure Proper Power Connection

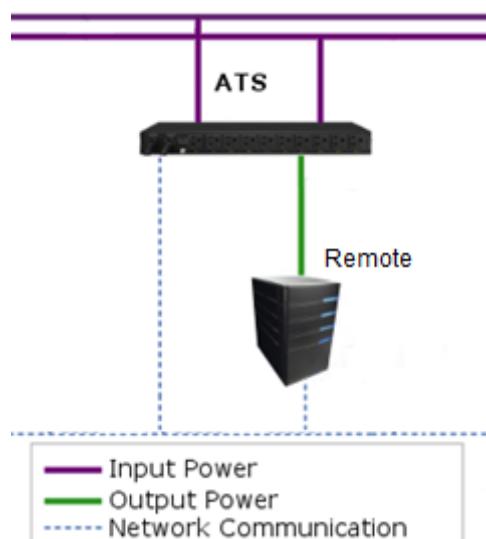
- If Remote **only connects with a single UPS or single PDU**, the **Device Type** should be set **UPS or PDU**. Choose the required IP address and assign the correct outlet. Click **CONNECT** to establish communication. **Note:** The UPS must have an RMCARD installed or be controlled by a computer which has Local installed; the PDU must have network functionality.
- If Remote **connects with a network PDU that is plugged into a UPS**, the **Device Type** should be set **UPS with network PDU**. Enter the IP address of UPS. Select the IP address of the PDU and assign the correct PDU outlet. Click **CONNECT** to establish the communication.
- If a **computer with Remote installed is connected to an ATS**, the **Device Type** should be set to **ATS**. Select the IP address of the ATS and assign the outlet. Users should know whether or not the ATS is using a UPS as an input power source before the following configuration:
  - If the **ATS is using a UPS for both input power sources**, enter the IP address of UPS individually. Click **OK** to establish the communication.



- If the **ATS** is using a **UPS** as one of the input power sources, enter the IP address of UPS for one power source while the other power source should be left as blank. Click **CONNECT** to establish the communication.



- If the **ATS** not connected to any **UPS**, the IP address of UPS for two power sources should be left as blank. Click **CONNECT** to establish the communication.



### 3.3.2 Troubleshooting Communication Problems

If Remote is unable to communicate with the power devices, the following steps can help users troubleshoot the issue:

- Verify the network address is correct.
- Verify the network configuration for the UPS or PDU is correct. The **Power Device Network Utility** tool can be used to configure the network configuration. The tool can be installed from the **tools** folder on the installation CD or downloaded from [www.cyberpower.com](http://www.cyberpower.com).
- Verify that the settings in the **SETTING/Security** page are correct and match the settings of the device. See **SETTING/Security** for more details.

- Verify the port in the **SETTING/Security** page is matched with the settings for PowerPanel Business Local.
- Check that the network status of computer and devices.
- Verify firewall settings. Port 3052(UDP/TCP), port 53568(TCP), port 161(UDP), port 162(UDP) and port 53566(UDP) should be unblocked. The computer communicates with the power device on these ports. The PowerPanel software installer will automatically configure the Windows firewall to allow PowerPanel Applications access.
- Verify that the SSL certificate from the Remote has been added into the trust list of Local. If the Remote applies a new SSL certificate and is not in the trust list, communication will be lost.

## 3.4 SETTING

### 3.4.1 Connection Check

#### 3.4.1.1 Connection Check with RMCARD / PPB LOCAL

(The content in this section is only applicable to PPB Remote.)

The connection check allows users to check the connection between PPB Remote and RMCARD / PPB LOCAL.

Before doing this check, we suggest you do the following environment check first:

1. Check your computer and network environment: make sure the TCP/UDP port 3052 and 53566 are open.
2. Check your firewall and Anti-virus setting: make sure it doesn't block TCP/UDP port 3052 and 53566.
3. Check your network devices such as router/gateway and so on: make sure the policy allows TCP/UDP port 3052 and 53566.
4. Check your PPB and connecting target: make sure the PowerPanel Secret Phrase are the same.

**Connection Check with RMCARD / PPB LOCAL**

**NOTICE:** Few check points we would suggest you do before doing the check.  
 1. Check your computer and network environment: make sure the TCP/UDP port 3052 and 53566 are open.  
 2. Check your firewall and Anti-virus setting: make sure it doesn't block TCP/UDP port 3052 and 53566.  
 3. Check your network devices such as router/gateway and so on: make sure the policy allows TCP/UDP port 3052 and 53566.  
 4. Check your PPB and connecting target: make sure the PowerPanel Secret Phrase are the same.

<b>Connecting Target</b>	PPB LOCAL
<b>IP Address</b>	192.168.208.237
<b>CANCEL</b> <b>CHECK</b>	

**Check Result**

100% Complete

PPB REMOTE Firewall Check : Pass  
 PPB REMOTE Anti-virus Check : Unknown  
 Network Port Check(TCP 3052) : Fault  
 Network Port Check(UDP 3052) : Unknown  
 PowerPanel Secret Phrase Check : Unknown  
 Receiving Data from the target : Fault  
 Check Date : 2023-03-16 09:54:56 AM

Connection Check with RMCARD / PPB LOCAL in PPB Remote

- **Connecting Target:** There are two options:
  1. PPB Local
  2. RMCARD
- **IP Address:** This is the connection target IP. Click “CHECK” to start connection check, and click “CANCEL” if you want to stop the progress.
- **Check Result:** Shows the result after the connection check. There are three types of status:
  1. **Pass:** PPB can successfully connect with the target in this environment.
  2. **Fault:** PPB cannot connect with the target in this environment.
  3. **Unknown:** PPB may not connect with the target in certain situations. Therefore, please check the environment settings.

The connection check result includes six checks:

1. **PPB REMOTE Firewall Check:** Check the firewall status of the computer installing the PPB REMOTE.
2. **PPB REMOTE Anti-virus Check:** Check the Anti-virus software status of the computer installing the PPB REMOTE.
3. **Network Port Check (TCP 3052):** Check whether PPB REMOTE can connect with the target through TCP Port 3052.
4. **Network Port Check (UDP 3052):** Check whether PPB REMOTE can connect with the target through UDP Port 3052.
5. **PowerPanel Secret Phrase Check:** Check the Secret Phrase which is set in the target is the same as the RMCARD / PPB LOCAL.
6. **Receiving Data from the target:** Check whether PPB REMOTE can receive the data from the target which represents the system can connect with the target successfully.

### 3.4.1.2 Check Result Records

Check Result Records				Page: <   1   >
Date & Time	Connecting Target	IP Address	Check Result	
2023-03-16 10:08:33 AM	PPB LOCAL	192.168.208.1	PPB REMOTE Firewall Check : Pass PPB REMOTE Anti-virus Check : Unknown Network Port Check(TCP 3052) : Fault Network Port Check(UDP 3052) : Unknown PowerPanel Secret Phrase Check : Unknown Receiving Data from the target : Fault	
2023-03-16 09:54:56 AM	PPB LOCAL	192.168.208.237	PPB REMOTE Firewall Check : Pass PPB REMOTE Anti-virus Check : Unknown Network Port Check(TCP 3052) : Fault Network Port Check(UDP 3052) : Unknown PowerPanel Secret Phrase Check : Unknown Receiving Data from the target : Fault	

Check Result Records

PPB records each check result. The columns are described below:

- **Date & Time:** The completed time of this connection check.
- **Connecting Target:** PPB LOCAL or RMCARD.
- **IP Address:** This is connecting target IP.
- **Check Result:** The result records of the connection check.

### 3.4.1.3 PPB Transaction Detail Records

This section is the detailed information of the check results. If the connection check still failed after you adjust the network environment settings, please provide this information for us.

PPB Transaction Detail Records						Page: < 1 >
Date & Time	IP Address	Target	Send/Receive	Port	Information	
2023-03-16 10:08:33 AM	192.168.208.1	PPB LOCAL	Receive	3052	Connection check failed	
2023-03-16 10:08:33 AM	192.168.208.1	PPB LOCAL	Send	3052	Failed to register 192.168.208.67 with the target, please check TCP 3052 or Connecting Target	
2023-03-16 10:08:23 AM	192.168.208.1	PPB LOCAL	Send	3052	Start connection check	
2023-03-16 09:54:56 AM	192.168.208.237	PPB LOCAL	Receive	3052	Connection check failed	
2023-03-16 09:54:56 AM	192.168.208.237	PPB LOCAL	Send	3052	Failed to register 192.168.208.67 with the target, please check TCP 3052 or Connecting Target	
2023-03-16 09:54:55 AM	192.168.208.237	PPB LOCAL	Send	3052	Start connection check	

PPB Transaction Detail Records

### 3.4.2 Network Configuration

#### 3.4.2.1 Network Configurations

##### 3.4.2.1.1 Host IP Configuration

According to chapter 2.3, users can access PowerPanel Business through the default URL and can assign an IP to PowerPanel Business web browser in Host IP Configuration.

- **Host IP:** when the computer installed with PowerPanel Business has multiple IPs, users can choose one of the IPs for the web browser.

##### 3.4.2.1.2 HTTPS

PowerPanel Business allows users to change the secure level and port explained below:

- **HTTPS Secure:** Enable this option for web access to be over the HTTPS connections.
- **HTTPS Port:** Determines which port to be used over the HTTPS connections. The default port is 53568.

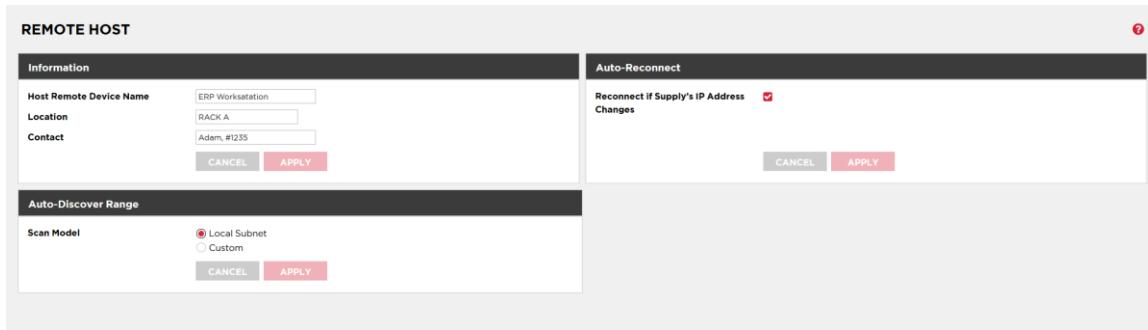
Once the secure level is changed, the new secure level will be taken effect. All pages can't be displayed during the duration to restart server.

When HTTPS secure is enabled, the browser warning will be presented after the new level is taken effect. This indicates that the user's browser considers the connection is risky. Users can ignore the warning page and continue the web access, or provide a SSL certificate which is produced by the commercial certificate providers or any trusted certificate authority.

If the user has his own SSL certificate, refer to [Import SSL Certificates](#) section for further details how to import the new certificate.

#### 3.4.2.2 Remote Host

(The content in this section is only applicable to the Remote.)



Remote Host page

### 3.4.2.2.1 Information

The **Information** section shows detailed information about the Remote as follows.

- **Host Remote Device Name:** The name of the hosted computer, e.g. Web Server or Bill's Computer.
- **Location:** Where the hosted computer is located, e.g. Server room or Rack A.
- **Contact:** Who to contact about this hosted computer, e.g. someone's name, E-mail or phone number.

### 3.4.2.2.2 Auto-Reconnect

**Reconnect if Supply's IP Address Changes:** Any time the IP address of the power device is changed, the Remote will lose communication with the power device. If this option is checked, the Client will scan the network and automatically acquire the new IP address of the power device.

### 3.4.2.2.3 Auto Discover Range

In order to search devices and computers in different segments or a specific range, users can set IP range on this page. The settings will be used on the **POWER CONFIGURATION** page.

The IP range detail settings and descriptions are explained below:

- **Scan Mode:** If the **Local Subnet** option is selected, the scanning will scan devices or computer in the same segment. If the **Custom** option is selected, the scanning will scan a specific range which configured in IP range field.
- **IP Range:** Set the range which used in devices and computers scanning.

### 3.4.2.3 Local - SNMP Settings

(The content in this section is only applicable to the Local.)

PowerPanel Business Local supports SNMP Agent. Users can use settings to select the NMS (Network Management Station).

SNMP page in Local

### 3.4.2.3.1 SNMP Settings

PowerPanel Business Local allows users to change the port of SNMP Local.

- **SNMP Local Port:** Determines which port to be used for SNMP Local. The default port is 161.
- **SNMPv1:** Set the SNMPv1 service to either Enable or Disable.
- **SNMPv3:** Set the SNMPv3 service to either Enable or Disable.

### 3.4.2.3.2 SNMPv1 Profiles

The Local uses the SNMPv1 Service settings below to communicate with the NMS. Configure the settings by choosing one profile from the list and clicking **EDIT** button.

- **Community:** The name used to access this community from a Network Management System (NMS).The field must be 1 to 15 characters in length.
- **IP Address:** The IP address or IP address mask that can be accessed by the NMS. A specific IP address allows access only by the NMS with the specified IP Address. A 255 address is regarded as the mask and the applicable rules are as follows:
  - 192.168.20.255: Access only by an NMS on the 192.168.20 segment.
  - 192.255.255.255: Access only by an NMS on the 192 segment.
  - 0.0.0.0 or 255.255.255.255: Access by any NMS on any segment.
- **Access Type:** The allowable action for the NMS through the community and IP. The permission types include Read Only, Read/Write and Disable.

### 3.4.2.3.3 SNMPv3 Profiles

The Local uses the SNMPv3 Service settings below to communicate with the NMS. Configure the settings by choosing one profile from the list and clicking **EDIT** button.

- **Name:** The name to identify the SNMPv3 user. The field must be 1 to 31 characters in length.
- **Authentication Key:** The password used to generate the key used for authentication. The field must be 16 to 31 characters in length.
- **Privacy Key:** The password used to generate the key used for encryption. The field must be 16 to 31 characters in length.
- **IP Address:** The IP address or IP address mask that can be accessed by the NMS. A specific IP address allows access only by the NMS with the specified IP Address. A 255 address is regarded as the mask and the applicable rules are as follows:
  - 192.168.20.255: Access only by an NMS on the 192.168.20 segment.
  - 192.255.255.255: Access only by an NMS on the 192 segment.
  - 0.0.0.0 or 255.255.255.255: Access by any NMS on any segment.
- **Authentication Protocol:** The hash type for authentication. Supported types include MD5, SHA or None.
- **Privacy Protocol:** The type of data encryption and decryption. Supported types include DES, AES or None.

### 3.4.2.3.4 SNMP Trap Receivers

PowerPanel Business Local supports SNMP traps. Users can set a maximum of 10 receivers to receive trap messages. Both SNMPv1 and v3 are supported. The listed TRAP receivers will be notified when configured Events occur.

SNMP Trap Receivers				
Name	SNMP Version	IP Address	Community/User	Test
✓ Test1	SNMPv1	192.168.1.1	public	<a href="#">Test</a>
✓ Test2	SNMPv1	192.168.1.2	public	<a href="#">Test</a>
✓ Test3	SNMPv3	192.168.1.3	snmpv3 user1	<a href="#">Test</a>
✓ Test4	SNMPv3	192.168.1.4	snmpv3 user2	<a href="#">Test</a>

SNMP Trap Receivers in Local

Trap Receivers can be managed as follows:

- **Add a new receiver:** Click the **ADD** button to open a new Add Trap Receiver dialog. Enter all required data and click the **OK** button to add a new recipient to the list.
- **Modify the receiver:** Select the recipient you wish to modify from the recipient list. After entering in the new data, click the **OK** button to complete.
- **Remove the recipient:** Select the recipient to remove from the recipient list, and then click **DELETE** button to delete the recipient selected.

The receiver detail settings and descriptions are explained below:

- **Active:** States if the recipient is enabled.

- **Name:** The name of the recipient.
- **SNMP Version:** Choose SNMPv1 or SNMPv3.
- **IP Address:** The IP address of the recipient. If the IP is set as 255.255.255.255, the trap message will be a broadcast message.
- **Community/User Name:** The community of SNMPv1 or the user name of SNMPv3.
- **Test:** Sends the trap message in accordance with current settings in order to verify the function.

### 3.4.2.4 Security

#### 3.4.2.4.1 PowerPanel Secret Phrase

The Secret Phrase is used to create secure network communications between PowerPanel Applications such as Remote and Local, Remote and UPS RMCARD, or Remote and PDU. The default phrase is **powerpanel.encryption.key**. The Secret Phrase can be configured on the **SETTING/Security** page in the Local and Remote, or on the **System/Authentication** page in the PDU and UPS RMCARD web interface. The Secret Phrase which is used in the Remote and devices must match.

Secret Phrase on the System/Security page in the UPS RMCARD205 web

#### 3.4.2.4.2 SSL Certificates

##### Import SSL Certificates

The user's browser that connects with the PowerPanel Business web interface will serve the SSL certificate. The certificate proves to the browser that the provider believes that it has issued a certificate to the owner of the PowerPanel Business. The **SSL Certificates** section allows users to import your own SSL certificate and **SSL Certificate** displays the date and result for the last time to import SSL certificates. Users can import the certificates as following steps:

- Prepare a **.key** file and a **.crt** file.

- Open Command Prompt in Windows. Move to the folder which contains **.key** and **.crt** files.  
`cd D:\.....`
- Enter command:  
`openssl pkcs12 -inkey yourfilename.key -in yourfilename.crt -export -out yourfilename.pkcs12`

**Note:** Make sure the user has OpenSSL in the computer.

**Note:** Enter the actual file names to replace *yourfilename*.

- Set *Key Passphrase* and *Keystore Password*.

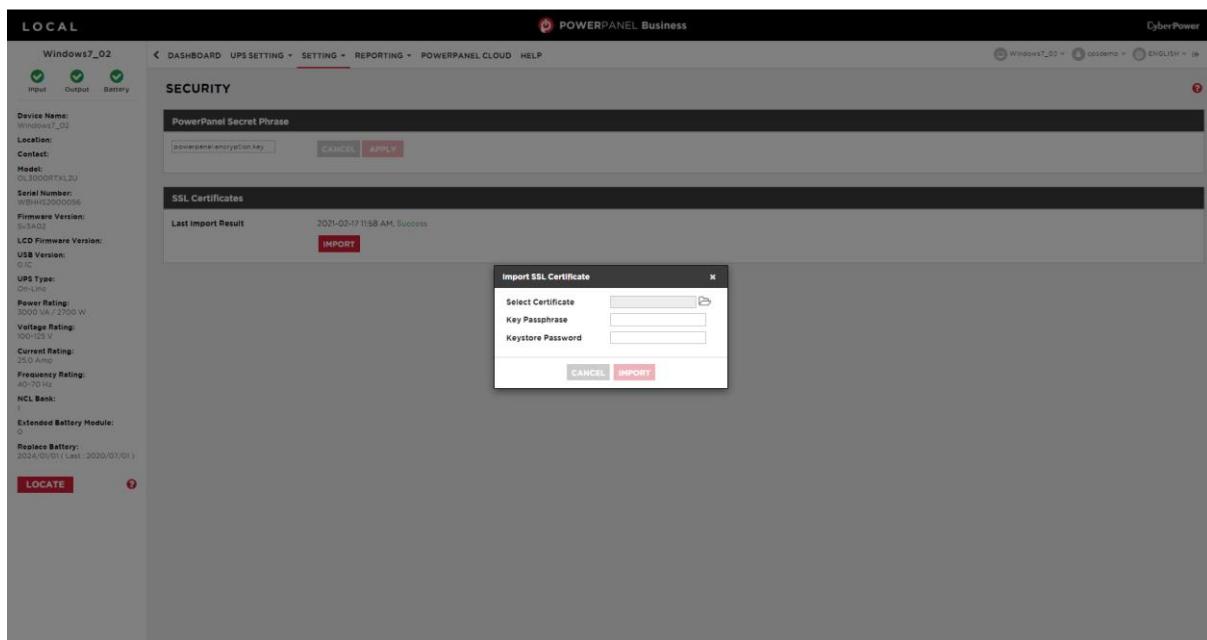
**Note:** It is recommended to set *key passphrase* and *keystore password* as the same one.

- *yourfilename.pkcs12* file is generated in the folder.
- Go to **Setting/Network Configurations/Network Configurations/HTTPs** page, tick **HTTPS Secure**, and click the **APPLY** button.
- Go to **Setting/Network Configurations/Security** page. Click the **IMPORT** button to start the *SSL Certificates Wizard*.

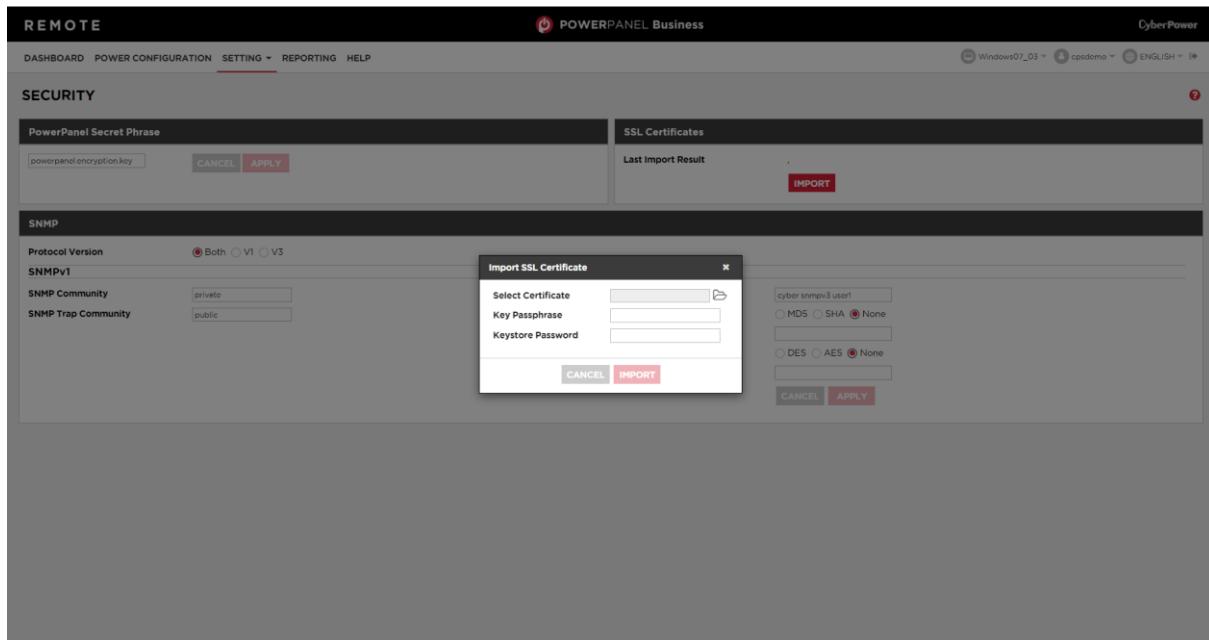


Import SSL certificate

- Upload the SSL certificate file *yourfilename.pkcs12*.
- Enter the *Key Passphrase* field and the *Keystore Password* field. Click the **IMPORT** button to import the SSL certificates



Select SSL certificate page in Local



Select SSL certificate page in Remote

**Note:** Applying for a certificate from the commercial certificate provider will be subject to the provider fee.

### Add SSL Certificate into Trust List

A certificate trust list is a pre-defined list of SSL certificates that have been signed by a trusted entity. A certificate trust list of PowerPanel Business is used to identify the certificate authority of another one with whom interacts. When importing a new SSL certificate, this will result in communication loss between the Local, Remote and Management.

As an example, when the Remote that has been connected with the Local imports a new SSL certificate, the Clint cannot interact with the Local. Users must to add the certificate of Remote into the trust list of the Local manually and thus the Local considers the Remote's SSL certificate valid.

Users can follow the steps to add the certificate into the trust list – Remote and Local, for example:

- Place the SSL certificate of the Remote as file extension of **.crt** in the `<Local_installation_directory>/jre/lib/security`.
- Switch to the `<Local_installation_directory>/jre/lib/security` directory in the command prompt.

```
cd <Local_installation_directory>/jre/lib/security
```

- Run the below command to add the certificate to the trust list.

```
<Local_installation_directory>/jre/bin/keytool.exe -import -trustcacerts -file <cert_name>.crt -alias <alias_name> -keystore cacerts.
```

- Enter “changeit” as the password for the certificate addition.
- Enter “y” to apply the certificate addition.

- Restart the Local service to reload the trust list and take effect. Refer to [How to restart PowerPanel Business service](#) of [FAQ](#) chapter for further details about how to restart PowerPanel Business service.

**Note:** **Local\_installation\_directory** is the directory where the PowerPanel Business Local installation locates; **cert\_name** is the filename of the certificate file and **alias\_name** is the alias for the certificate available in the trust list.

**Note:** The aforementioned steps are applicable to the interactions between PowerPanel Business software.

**Note:** Due to security reasons, user may have to change the password to access the trust list. Refer to [How to change the password to access the trust list](#).

#### 3.4.2.4.3 Remote - SNMP

(The content in this section is only applicable to the Remote.)

The Remote establishes communication and access device information via SNMPv1 and SNMPv3. Early UPS and PDU models only support SNMPv1 protocol, and some newer models have supported SNMPv3 protocol. User can choose the proper SNMP protocol according to the device.

**Protocol Version:** User can determine which SNMP protocol to use over the network communication between Remote and devices. It is recommended to choose **Both** option because Remote attempts on the correct SNMP protocol for device to interact.

SNMP	
Protocol Version	<input checked="" type="radio"/> Both <input type="radio"/> V1 <input type="radio"/> V3
<b>SNMPV1</b>	
SNMP Community	private
SNMP Trap Community	public
<b>SNMPV3</b>	
User Name	cyber_snmpv3 user
Authentication Protocol	<input type="radio"/> MD5 <input type="radio"/> SHA <input checked="" type="radio"/> None
Authentication Key	[redacted]
Privacy Protocol	<input type="radio"/> DES <input type="radio"/> AES <input checked="" type="radio"/> None
Privacy Key	[redacted]
<input type="button" value="CANCEL"/> <input type="button" value="APPLY"/>	

SNMP column in Remote

#### 3.4.2.4.4 SNMPv1

**SNMP Community:** The Remote uses this community to authenticate communication between the PDU and UPS in order to access their information. The default community is **private**. By default, the UPS/PDU/ATS use **private** as the community with write permission, and **public** with read only permission. The community used by the Remote to access the UPS RMCARD/PDU/ATS must have a minimum of read permission for basic operation. If the community has write permission, the Remote can complete some configuration tasks automatically.

If the Remote cannot complete these tasks due to a permission limitation, the following settings must be configured manually in the UPS RMCARD web or in the PDU web:

**Note:** The community can be configured on the **Network/Access Control (or Network Service/SNMPv1 Service)** page in the UPS remote management card (RMCARD) web or on the **Network/SNMP Settings (or Network Service/SNMPv1 Service)** page in the PDU web.

- Outlet Off Delay Setting - Specify the necessary time for the Remote to shut down the computer on the **Outlet/Outlet Configuration** page in the PDU web.
- Add the IP address of the Remote computer to the Trap Receiver list of the UPS RMCARD/PDU/ATS on the **Network/Trap Notification** page in the UPS RMCARD web or in the PDU web.

SNMP TrapCommunity	IP Address	Access Type
public	0.0.0.0	Read Only
private	0.0.0.0	Read/Write
public2	0.0.0.0	Forbidden
public3	0.0.0.0	Forbidden

Network Service/SNMPv1 Service page in the UPS RMCARD205 web

**SNMP Trap Community:** The Remote uses the community to authenticate the SNMP trap from a secure device. The community default is **public**. The IP address of the Remote computer must be added to the Trap Receiver list on the **Notifications/Trap Receivers** page of the UPS RMCARD and the PDU to ensure the community is matched.

Name	Status	Type	IP Address	Community/User Name	Send test
DCIM Trap	Enabled	SNMPv1	0.0.0.0	public	<button>TEST</button>
Trap Name	Enabled	SNMPv1	0.0.0.0	public	<button>TEST</button>
Trap Name	Enabled	SNMPv1	0.0.0.0	public	<button>TEST</button>

Notification/Trap Receivers page in the UPS RMCARD205 web

**Note:** SNMP community is limited to 15 characters in the PDU and UPS RMCARD.

**Note:** If you have firewall software installed, configure the settings to allow access through port 3052 (UDP/TCP), port 53568 (TCP), port 162 (UDP) and port 53566(UDP). The communication between the UPS RMCARD, PDU and PowerPanel Applications as Local and Remote can only be established when those ports are open.

### 3.4.2.4.5 SNMPv3

The Remote uses the below SNMPv3 settings to interact with a secure device. These settings can be configured on the **SETTING/Security** page in Remote and on the **Network Service/SNMPv3 Service** page of the UPS RMCARD/PDU/ATS web. These settings must be matched.

- **User Name:** Specifies a username match for protocol.
- **Authentication Protocol:** Sets the protocol to be used for authenticating the network communication between the Remote and devices.
- **Authentication Key:** Sets the authentication key which is used for the aforementioned authentication protocol.
- **Privacy Protocol:** Sets the privacy protocol to be used for encrypting data during transmission between the Remote and devices.
- **Privacy Key:** Sets the privacy key to encrypt data for the aforementioned privacy protocol.

### 3.4.3 Notifications

#### 3.4.3.1 Notifications

The PowerPanel Business software can be configured to respond to specific events and perform actions based on the event. The **SETTING/Notifications/Notifications** page lists events that can be configured to send notifications. For details of each event, please refer to **Event Details** section.

If a Remote establishes communication with a PDU which is connected to a UPS, the Remote can generate actions in response to events from the PDU or the UPS.

NOTIFICATIONS			
All Notifications			
Urgency	Event	Send	Repeat
!	Battery capacity is critically low	Instant ▾	Inactive ▾
!	Local communication lost in a power event	Instant ▾	Inactive ▾
!	Remaining runtime will be exhausted	Instant ▾	Inactive ▾
⚠	UPS is faulty	Instant ▾	Inactive ▾
⚠	Utility power failure	Instant ▾	Inactive ▾
⚠	Batteries are not present	Instant ▾	Inactive ▾
⚠	Local communication lost	Instant ▾	Inactive ▾
⚠	Battery test incomplete	Instant ▾	Inactive ▾
⚠	Available runtime is insufficient	Instant ▾	Inactive ▾
⚠	UPS fatal internal abnormality	Instant ▾	Inactive ▾
ℹ	Battery replacement recommended	Instant ▾	Inactive ▾
ℹ	Shutdown initiated	Instant ▾	Inactive ▾
ℹ	Enters bypass mode	Instant ▾	Inactive ▾
ℹ	Battery is fully charged	Instant ▾	Inactive ▾
ℹ	UPS input abnormality	Instant ▾	Inactive ▾

CANCEL APPLY

Notifications page in Local

NOTIFICATIONS			
Systems Notifications			
Urgency	Event	Send	Repeat
ℹ	Shutdown initiated	Instant ▾	Inactive ▾

UPS Notifications			
Urgency	Event	Send	Repeat
!	Battery capacity is critically low	Instant ▾	Inactive ▾
!	Remaining runtime will be exhausted	Instant ▾	Inactive ▾
!	The output power is going to stop soon	Instant ▾	Inactive ▾
!	Communication lost with UPS in a power event	Instant ▾	Inactive ▾
!	System is overheated	Instant ▾	Inactive ▾
⚠	UPS is faulty	2 min ▾	2 min ▾
⚠	Utility power failure	Instant ▾	Inactive ▾
⚠	Batteries are not present	Instant ▾	Inactive ▾
⚠	Available runtime is insufficient	Instant ▾	Inactive ▾
⚠	Network communication Lost	Instant ▾	Inactive ▾
⚠	UPS fatal internal abnormality	Instant ▾	Inactive ▾
⚠	Temperature is over the high threshold	Instant ▾	Inactive ▾
⚠	Temperature is under the low threshold	Instant ▾	Inactive ▾
⚠	Humidity is over the high threshold	Instant ▾	Inactive ▾
⚠	Humidity is under the low threshold	Instant ▾	Inactive ▾
⚠	Environment sensor is not responsive	Instant ▾	Inactive ▾
⚠	Environment Contact is abnormal	Instant ▾	Inactive ▾
ℹ	Enters bypass mode	Instant ▾	Inactive ▾
ℹ	Battery is fully charged	Instant ▾	Inactive ▾
ℹ	UPS input abnormality	Instant ▾	Inactive ▾

CANCEL APPLY

Notifications page in Remote

When an event occurs, PowerPanel Business software can initiate a computer shutdown sequence. The severity of each event is marked by a symbol. Severe level (!) indicates users must be alerted and the computer shut down to avoid an improper shutdown. Warning level (⚠) indicates a warning and users should be notified when it occurs. If a warning condition persists, a system shutdown may be imminent. Information level (ℹ) indicates the state of the UPS or that the utility power condition has changed.

The administrator can be notified when an event occurs. See

**SETTING/Notifications/Notification Channels** page for more details about the notification methods and recipient assignment.

- **Send:** Determines whether to send a notification or not and sets the notification delay. If the event is cleared within the notification delay, the notification of the occurrence and the event cleared notification will not be sent.

- **Repeat:** Determines whether to send one additional notification after the initial notification.

### 3.4.3.2 Notification Channels

The administrator can be notified when an event occurs. In SETTING/Notification Channels page use can configure several notification methods.

#### 3.4.3.2.1 E-mail

Users will receive event notification instantly when the required fields are filled in.

E-mail	
<b>Enabled</b>	<input checked="" type="checkbox"/>
<b>SMTP server address</b>	smtp.gmail.com
<b>Connection Security</b>	<input checked="" type="radio"/> TLS <input type="radio"/> SSL <input type="radio"/> None <input type="radio"/> 1.0 <input type="radio"/> 1.1 <input type="radio"/> 1.2 <input checked="" type="radio"/> Auto
<b>Service port</b>	587 Default port: 587
<b>Sender name</b>	PowerPanel Business
<b>Sender E-mail</b>	ppbtest@cyberpower.co
<b>Authentication</b>	<input checked="" type="checkbox"/>
<b>User Name</b>	ppbtest@cyberpower.co
<b>Password</b>	.....
<input type="button" value="TEST"/> <input type="button" value="APPLY"/>	

Email service

- **Enabled:** Click to enable PowerPanel Business to send email notifications.
- **SMTP server address:** Fill in the SMTP server used to send email notifications to the recipient.
- **Connection Security:** Select the secure connection for the SMTP service to send email notifications.
- **Service port:** Fill in the port number used by the SMTP service.
- **Sender name & Sender E-mail address:** Fill in the sender's name and e-mail address shown in email notifications.
- **Authentication:** Click to authorize the SMTP server to verify the User Name and Password listed below.
- **Username:** Fill in the account to access the SMTP server.
- **Password:** Fill in the password to access the SMTP server.

#### 3.4.3.2.2 Short Message Service (SMS)

Short Message Service (SMS) is a communication service used by mobile communication systems, using standardized communications protocols allowing the interchange of short text messages between mobile devices.

The Local/Remote sends mobile text messages to a receiver's mobile phone using an online SMS service. Users can choose **Clickatell** as a platform to send SMS or choose any SMS provider which sends a message via E-mail or HTTP. All account information and E-mail/HTTP specification must be acquired from the service provider before using SMS. The different SMS providers are described below:

- **Provider is Clickatell:**

Select the **Clickatell** option at the Service Provider field.

**One-Way Message:** Complete the **HTTP API ID** field if users are from the area other than North America.

**Two-Way Message:** Complete both the **HTTP API ID** and **Sender Phone Number** fields if users are from North America.

The screenshot shows a configuration interface for an SMS service. At the top, a dark bar contains the word "SMS". Below it is a form with the following fields:

- Enabled:** A checked checkbox.
- Provider:** A dropdown menu set to "Clickatell (account after 2016/11)".
- Type:** A dropdown menu set to "Two-Way Message".
- HTTP API KEY:** An empty input field.
- Sender Phone Number:** An empty input field.

At the bottom of the form are two buttons: "TEST" (gray) and "APPLY" (red).

SMS (Short Message Service) service

- **Provider accepts HTTP POST to send messages:**

This specification from an SMS provider is required before using the HTTP POST method to deliver messages to SMS providers. Select the **Using HTTP POST** option at the **Service Provider** field. Insert **EVENT\_ACTION\_PHONE\_NUMBER** as recipient's mobile phone number and **EVENT\_ACTION\_MESSAGE** as the event message content described in the specification, and fill in the *URL* and *POST BODY* fields. The expressions will be replaced by the relevant content before the Local/Remote sends a notification to the SMS provider.

e.g.

**URL:** `http://send-sms-company.com/sms`

**POST Body:** `user=xxxxxx&password=xxxxxx &to=EVENT_ACTION_PHONE_NUMBER`  
`&text=EVENT_ACTION_MESSAGE`

- **Provider accepts HTTP GET to sends messages:**

This specification from the SMS provider is required before using the HTTP GET method.

Select the **Using HTTP GET** option at the Service Provider field. Insert the **EVENT\_ACTION\_PHONE\_NUMBER** as recipient's mobile phone number and the **EVENT\_ACTION\_MESSAGE** as event message's content described in the specification, and fill in the URL field. The expressions will be replaced by relevant content before the Local/Remote sends a notification to SMS provider.

e.g.

**URL:** `http://send-sms-company.com/sms?user=xxxxxx&password=xxxxxx  
&to=EVENT_ACTION_PHONE_NUMBER&text=EVENT_ACTION_MESSAGE`

- **Provider accepts E-mail to send messages:**

This specification from an SMS provider is required before using the E-mail to deliver the messages to SMS providers. Select the **Using E-mail** option at the **Service Provider** field.

Insert **EVENT\_ACTION\_PHONE\_NUMBER** as recipient's mobile phone number and the **EVENT\_ACTION\_MESSAGE** as event message content described in the specification. Fill in the **Address**, **Subject** and **Content** fields. The expressions will be replaced with relevant content before the Local/Remote sends a notification to the SMS provider.

e.g.

**Address:** `sms@send-sms-company.com`  
**Subject:** `xxxxxx`  
**Content:** `user:xxxxxx  
password:xxxxxx  
to:EVENT_ACTION_PHONE_NUMBER  
text:EVENT_ACTION_MESSAGE`

**Note:** Each message sent by the SMS system through the SMS provider will be subject to the SMS provider fee.

### 3.4.3.2.3 XMPP Instant Messager

The XMPP (Extensible Messaging and Presence Protocol) is an open protocol for instant messaging. Users can setup the configuration to receive instant messages when an event has occurred. Users may contact a network administrator to verify if there is a XMPP Instant Messaging server in the network. A local network XMPP Instant Messenger server can be setup by downloading open source XMPP Instant Messenger server software, such as [Openfire](#). More server software information can be found on [XMPP server software list](#).

**XMPP Instant Messenger**

<b>Enabled</b>	<input checked="" type="checkbox"/>
<b>Server address</b>	<input type="text"/>
<b>Service name</b>	<input type="text"/>
<b>Service port</b>	<input type="text"/> 0
<b>User Name</b>	<input type="text"/>
<b>Password</b>	<input type="text"/>
<input type="button" value="TEST"/> <input type="button" value="APPLY"/>	

XMPP Instant Messager service

To use XMPP Instant Messaging, users must provide a unique XMPP Instant Messaging Service account as a sender and assign different account as a receiver on **Event Action/Notification Recipient** page.

- **Enabled:** Specifies whether the Local/Remote XMPP Instant Messaging service to notification is active or inactive.
- **Service address:** Sets the XMPP server address according to your XMPP Server configuration.
- **Service name:** Sets the service name on an XMPP Instant Messaging server. This option is usually not required. Contact the systems administrator of the server for the service name if required.
- **Service port:** The port number which the XMPP Instant Messaging server will use.
- **Username:** Sets the account to access the XMPP Instant Messaging server.
- **Password:** Sets the password for the account.

**Note:** In order to make sure that the sender can send the XMPP notification to recipients, recipients should accept the invitation from sender.

#### 3.4.3.2.4 Remote Desktop Services

**Remote Desktop Services**

<b>Enabled</b>	<input checked="" type="checkbox"/>
<input type="button" value="APPLY"/>	

Remote Desktop Services

Remote Desktop Service only works on Windows platforms. Options are explained below:

- **Enabled:** Specify whether to use this service to send a notification to recipients.

**Note:** Remote Desktop Services is available on Windows 7 and Server 2008 R2.

### 3.4.3.3 Remote Desktop Services Recipients

PowerPanel Business Local and Remote can send notifications to multiple recipients in various ways, including Windows Alert Messages, Instant Messages and mobile phone text messages (SMS). The **Notification Recipient** page lists all recipients in the recipient list and displays all defined notifications and whether the notification is active.

RECIPIENTS						
All Recipients						
Name	E-mail	XMPP	RDS Alert	SMS	Active Days	Active Times
✓ Default Receiver	✗	✗	✗	✗	Su,M,Tu,W,Th,F,Sa	00:00 - 00:00
✓ Tony	✓	✓	✗	✓	Su,M,Tu,W,Th,F,Sa	00:00 - 00:00
✗ Doris	✓	✗	✓	✗	Su,M,Tu,W,Th,F,Sa	00:00 - 00:00
✓ Tim	✓	✓	✓	✓	Su,M,Tu,W,Th,F,Sa	00:00 - 00:00

Event Action/Recipient page

Recipients can be managed as follows:

- **Add a new recipient:** Click the **ADD** button to open the Add Receiver dialog. Enter all required data and click the **SAVE** button to add a new recipient to the list.
- **Modify the recipient:** Select the recipient you wish to modify and click **EDIT** button. After entering in the new data, click the **SAVE** button to complete.
- **Remove the recipient:** Select the recipient to remove from the recipient list, and then click **DELETE** button to complete the recipient deletion.

The recipient detail settings and descriptions are explained below:

- **Active:** States if the recipient is active.
- **Language:** The language to which the recipient prefers. The notification sent to this recipient uses this language to display content.
- **Recipient Name:** The name of the recipient. The recipient name must be unique.
- **E-mail Address:** The E-mail address of the recipient.
- **XMPP Account:** The XMPP Instant Messaging account of the recipient. See [\*\*SETTING/Notification Channels\*\*](#) for more details about XMPP.
- **Computer Username:** The computer user account name which is used to receive the windows alert messages. Due differences in the Messenger Service of different versions of Windows, please refer to the descriptions below:
  - If PowerPanel Business and the recipients are on Windows 7, Windows Server 2012 or Windows 8, and then the alert messages will only be sent to a local user account on the computer running PowerPanel Business.

**Note:** Computer Name filed and Alert column are only available on the PowerPanel Business which installed on Windows.

- **Mobile Phone Number:** The mobile number of the recipient to receive the mobile text message. It must contain the country code.
- **Active Days:** Configures the days on which recipients can receive the notification. Users can define the specific ways to notify the assigned administrators on different days.
- **Active Time:** Configures the time which recipients will receive the notification. Users can define the specific ways to notify the assigned administrators during different times.
- **Enabled:** Displays which notification(s) are active for the recipient.
- **Test:** Sends the notification in accordance with current settings in order to verify the function. The service can be tested only when the corresponding service on the Event Action/Settings page is configured as activated.

### 3.4.4 Shutdown Setting

#### 3.4.4.1 Shutdown Events

An event is generated when the UPS/PDU/ATS encounters specific power conditions. The PowerPanel Business software can be configured to respond to specific events and perform actions based on the event. These actions include notification, command execution and computer shutdown. The **SETTING/Shutdown Setting/Shutdown Events** page lists events that can be set to shut down computers and use can also set shutdown requirements in this page. For details of each event, please refer to **Event Details** section.

If a Remote establishes communication with a PDU which is connected to a UPS, the Remote can generate actions in response to events from the PDU or the UPS.

The screenshot shows the 'Shutdown Events' configuration page. At the top, there's a note: 'The minimum shutdown-delay duration selectable in this section is calculated from delay and execution durations set for other actions to complete. This includes notification delay durations and command script delay & runtime durations.' Below this is a 'Local Host Shutdown Requirements' section with fields for 'Required Shutdown Time' (set to 2 min), 'Shutdown Type' (set to Shutdown), 'Shutdown UPS' (checkbox checked), and 'Save Files and Log Out' (checkbox unchecked). There are 'CANCEL' and 'APPLY' buttons at the bottom. The main area is titled 'Nutanix' and contains a table of 'Shutdown Delays'. The table has columns for 'Urgency' (indicated by icons like exclamation marks and warning triangles), 'Event' (descriptions of power-related events), and 'Shutdown' (dropdown menus for delay settings). Most events have 'Instant' selected, except for 'Battery capacity is critically low' which has '30 sec' selected. The table ends with a 'CANCEL' and 'APPLY' button.

Urgency	Event	Shutdown
!	Battery capacity is critically low	Instant
!	Local communication lost in a power event	30 sec
!	Remaining runtime will be exhausted	Instant
⚠	UPS is faulty	Inactive
⚠	Utility power failure	10 min
⚠	Batteries are not present	Inactive
⚠	Local communication lost	Inactive
⚠	Battery test incomplete	Inactive
⚠	Available runtime is insufficient	Inactive
⚠	UPS fatal internal abnormality	Inactive

Shutdown Events page in Local

When an event occurs, PowerPanel Business software can initiate a computer shutdown sequence. The severity of each event is marked by a symbol. Severe level (!) indicates users must be alerted and the computer shut down to avoid an improper shutdown. Warning level (⚠) indicates a warning and users should be notified when it occurs. If a warning condition persists, a system shutdown may be imminent.

### 3.4.4.1.1 Shutdown Requirements

In this section user can set the shutdown requirements for the computer.

- **Required Shutdown Time:** This setting will set the amount of time which Local and Remote computers will take to shut down. The host computer will initiate the shutdown before power is stopped from the PDU or UPS in order to avoid a sudden blackout. This setting should be configured to allow for the normal shutdown time of the computer.  
When Remote connects to a PDU outlet, the shutdown time must be set properly to avoid the off-delay time of the connected inability to support a complete shutdown. When a PDU performs a sequenced off/reboot action, each outlet has a specified delay time (off-delay) before it is turned off. This delay time must be greater than the Necessary shutdown time required by a Remote computer. The Remote will communicate with the PDU to verify whether this delay time is sufficient. If the delay time is insufficient a warning message will display. The user can expand it and configure the outlet off-delay of the PDU or configure it in the PDU web interface manually. The warning message will be visible until these options are setup properly.
- **Shutdown Type:** This setting will specify the manner in which the Local/Remote computer is shutdown. The options are **Shutdown** or **Hibernation**. The Hibernation option is only visible on operating systems and hardware that support hibernation. When the Local/Remote shuts down the hosted computer using a Shutdown, any unnamed files will be saved automatically in a folder named **Auto Saved** in the **My Documents** folder.
- **Shutdown UPS:** This setting is used for Local to determine whether to turn off the UPS after the Local and all Remote computers are shut down completely. If this check box is checked, the UPS will be turned off after the Local computer shutdown. The output power supplied to all equipment will also be turned off. If users wish that all equipment can continue being supplying power by the UPS after the Local computer shutdown, this setting should be unchecked.
- **Save Files & Log Out:** When a power event occurs, the computer will shut down in minutes. This setting is used to determine whether to save open files on desktop and then log off before the computer is shutdown.
- **ESXi Host:** In VMware ESXi host, root permission is required and a host address must be specified in order to initiate a shutdown.
  - **Host Address:** This is the address of the VMware ESXi host that will be shut down by the software in the event of a power outage.

- **Account:** This is the account name for VMware ESXi host used by PowerPanel Business. The account must have root access.
- **Password:** This is the password for the aforementioned account.
- **Virtual Machine Shutdown:** In VMware ESXi host, users can decide whether or not to shut down virtual machines before the ESXi host is shut down.
  - **Necessary Shutdown Time:** Set the necessary time for shutting down all virtual machines in the ESXi host.

### **3.4.4.1.2 Shutdown Delays**

Initiate a shutdown sequence when an event occurs. A shutdown sequence is only initiated by events which are of severe-level and warning-level type. For details of each event, please refer to **Event List** section.

- **Shutdown:** Determines whether to request that the computer be shut down based on the delay before initiating the shutdown sequence. The shutdown will be canceled if the event is cleared during this delay time. The minimum delay time to initiate shut down is based on the time set for the execution of the other actions to complete. This includes the notify delay time, command delay time and command execution time.

### **3.4.4.2 Advanced**

#### **3.4.4.2.1 Import and Export Profile Settings**

Import and Export feature allow users to back up profile of PowerPanel Business Local, Remote and quickly deploy PowerPanel Business Local, Remote to multiple PC/Servers. When PowerPanel Business Local, Remote has been set up completed, users can use Export feature to output the profile of PowerPanel Business Local, Remote for backup. The next time, when a new PC/Server would be set up with PowerPanel Business Local, Remote, users can upload the profile with the Import feature to complete PowerPanel Business Local, Remote setting immediately.

Notice: The profile of PowerPanel Business Local only can be applied in PowerPanel Business Local. The profile of PowerPanel Business Remote is applied in the same way as the PowerPanel Business Local. PowerPanel Business Edition



Import and export profile setting in Local

#### **3.4.4.2.2 Command Scripts**

The PowerPanel Business software can be configured to respond to specific events and perform command execution. The **SETTING/Shutdown Setting/Advanced** page lists events that can be set to perform command execution. For details of each event, please refer to Event Details section.

If a Remote establishes communication with a PDU which is connected to a UPS, the Remote can generate actions in response to events from the PDU or the UPS.

When an event occurs, PowerPanel Business software can initiate a computer shutdown sequence. The severity of each event is marked by a symbol. Severe level (!) indicates users must be alerted and the computer shut down to avoid an improper shutdown. Warning level (⚠) indicates a warning and users should be notified when it occurs. If a warning condition persists, a system shutdown may be imminent. Information level (ℹ) indicates the state of the UPS or that the utility power condition has changed.

Active	Urgency	Event	Command	Duration	Delay
<input type="checkbox"/>	!	Battery capacity is critically low		<1sec.	Instant
<input type="checkbox"/>	!	Local communication lost in a power event		<1sec.	Instant
<input type="checkbox"/>	!	Remaining runtime will be exhausted		<1sec.	Instant
<input type="checkbox"/>	⚠	UPS is faulty		<1sec.	Instant
<input type="checkbox"/>	⚠	Utility power failure		<1sec.	Instant
<input type="checkbox"/>	⚠	Batteries are not present		<1sec.	Instant
<input type="checkbox"/>	⚠	Local communication lost		<1sec.	Instant
<input type="checkbox"/>	⚠	Battery test incomplete		<1sec.	Instant
<input type="checkbox"/>	⚠	Available runtime is insufficient		<1sec.	Instant
<input type="checkbox"/>	⚠	UPS fatal internal abnormality		<1sec.	Instant
<input type="checkbox"/>	ℹ	Battery replacement recommended		<1sec.	Instant
<input type="checkbox"/>	ℹ	Shutdown initiated		<1sec.	Instant
<input type="checkbox"/>	ℹ	Enters bypass mode		<1sec.	Instant
<input type="checkbox"/>	ℹ	Battery is fully charged		<1sec.	Instant
<input type="checkbox"/>	ℹ	UPS input abnormality		<1sec.	Instant

SETTING/Advanced page in the Local

A command will be executed when an event occurs.

- **Active:** Determines whether to execute a command. If the check box is unchecked, the command for this event and the corresponding event will not be executed.
- **Command:** Sets a command file to be executed when an event occurs. Shell scripts for the command file uses "cmd" as the filename extension. For more information about shell scripts read the detailed description in the "default.cmd" file in the "extcmd" folder in the PowerPanel Business installation directory. Customized shell scripts must be saved in the "extcmd" folder in the PowerPanel Business installation directory. The command file will be listed on the *Command/File* list and can be executed when the power event occurs.

**Note:** The command file name will be displayed in italics if the command file which had used cannot be found in the “extcmd” folder.

- **Duration:** Sets the estimated time for the command to complete. If the event requires the computer to shut down, this delay provides time for commands and scripted actions to complete before the shutdown is initiated.
- **Delay:** Determines whether to execute a command and sets the delay for the command execution. If the event is cleared within the command execution delay, the command for this event and the corresponding event will not be executed.

The following environment variables can be placed in external commands to identify which event and which stage to be executed.

- **%EVENT\_STAGE%:** Indicates what stage of firing event to execute the commands. When an event first happens, it enters the **OCCUR** stage and the assigned commands will be executed. When an event is ended, the variable will be **FINISH** and the assigned commands will be executed.
- **%EVENT%:** Indicates which event is fired to execute the commands.
- **%EVENT\_CONDITION%:** Indicates which the detailed event condition of a firing event.
- **%MODULE\_NO%:** Indicates which UPS module on a firing event. This variable is used on Modular UPS models.

The following table lists all details of **%EVENT%** and **%EVENT\_CONDITION%** variables.

%EVENT%	%EVENT_CONDITION%	Event Name
<b>BATTERY_CRITICAL_LOW</b>		Battery capacity is critically low.
<b>ENTER_BYPASS</b>		Enters bypass mode.
<b>BATTERY_EXHAUSTED</b>		Battery has been depleted.
<b>EMERGENCY_OFF</b>		EPO is active.
<b>BATTERY_FULL</b>		Battery is fully charged.
<b>SHUTDOWN</b>		Shutdown initiated.
<b>BYPASS_FAILURE</b>		Bypass power source has failed.
<b>CAPACITY_INSUFFICIENT</b>		Insufficient inverter capacity.
<b>LOSS_REDUNDANT</b>		Not enough power redundancy modules.
<b>ABNORMAL</b>	NO_NEUTRAL	UPS input abnormality.
	WIRING_FAULT	Site wiring fault.
<b>FATAL_ABNORMAL<sup>4</sup></b>		UPS fatal internal abnormality.
	OUTPUT_OVERLOAD	Output is overloaded.

%EVENT%	%EVENT_CONDITION%	Event Name
<b>COMMUNICATION_FAILURE<sup>4</sup></b>	BYPASS_OVERLOAD	Bypass is overloaded.
	MODULE_OVERLOAD	Module is overloaded.
	SHORT_CIRCUIT	Output circuit-short.
	MODULE_RECTIFIER_OVERHEAT <sup>1</sup>	Module rectifier is overheated.
	MODULE_INVERTER_OVERHEAT <sup>1</sup>	Module inverter is overheated.
	MODULE_INVERTER_PROTECTED <sup>1</sup>	Module inverter is protected.
	BATTERY_REVERSED	The polarity of battery is reversed.
	BYPASS_SEQUENCE_ERROR	The phase sequence of bypass is wrong.
<b>FAULT<sup>4</sup></b>	LOST_IN_LOCAL	Local communication lost.
	LOST_IN_NETWORK <sup>3</sup>	Network communication lost.
<b>NO_BATTERY</b>	GENERIC_FAULT	UPS is faulty.
	BYPASS_FAN_FAULT	Bypass fan is faulty.
	BYPASS_FAULT	Bypass is faulty.
	MODULE_RECTIFIER_FAULT <sup>1</sup>	Module rectifier is faulty.
	MODULE_INVERTER_FAULT <sup>1</sup>	Module inverter is faulty.
	MODULE_FAN_FAULT <sup>1</sup>	Module fan is faulty.
<b>RUNTIME_INSUFFICIENT</b>		Available runtime is insufficient.
<b>UTILITY_FAILURE</b>		Utility power failure.
<b>URGENT_COMMUNICATION_FAILURE<sup>4</sup></b>	LOST_IN_LOCAL	Local communication lost in a power event.
	LOST_IN_NETWORK	Network communication lost in a power event.
<b>RUNTIME_WILL_EXHAUST</b>		Remaining runtime will be exhausted.
<b>OUTPUT_WILL_STOP</b>		The output power is going to stop soon.
<b>INPUT_NEAR_OVERLOAD<sup>2</sup></b>		Input is near overload.
<b>INPUT_OVERLOAD<sup>2</sup></b>		Input is overloaded.
<b>SHUTDOWN_TIME_INSUFFICIENT<sup>2</sup></b>		Shutdown time is insufficient.
<b>ATS FAULT<sup>5</sup></b>		ATS is faulty.
<b>ALL_SOURCE_FAILURE<sup>5</sup></b>		Both input sources have power loss, ATS will not change input source
<b>CURRENT_SOURCE_</b>		ATS has automatically

%EVENT%	%EVENT_CONDITION%	Event Name
<b>FAILURE<sup>5</sup></b>		switched to redundant power source.
<b>REDUNDANT_SOURCE_FAILURE<sup>5</sup></b>		ATS redundant power source has experienced a power failure.
<b>ENV_SENSOR_LOST<sup>6</sup></b>		Environmental sensor is not responsive.
<b>ENV_SENSOR_OVERHEAT<sup>6</sup></b>		Temperature is over the high threshold.
<b>ENV_SENSOR_UNDERCOOL<sup>6</sup></b>		Temperature is under the low threshold.
<b>ENV_SENSOR_OVERWET<sup>6</sup></b>		Humidity is over the high threshold.
<b>ENV_SENSOR_OVERDRY<sup>6</sup></b>		Humidity is under the low threshold.
<b>POWER_LOST</b>		Power supply redundancy has been lost.
<b>MBO_OUTLET_OVERLOAD<sup>7</sup></b>		A PDU outlet is overloaded.
<b>MBO_OUTLET_NEAR_OVERLOAD<sup>7</sup></b>		A PDU outlet is near overload.

<sup>1</sup> This event only occurs for the Modular UPS in Local.

<sup>2</sup> This event only occurs for the PDU in Remote.

<sup>3</sup> This event only occurs in Remote.

<sup>4</sup> This %EVENT% variable must come with a %EVENT\_CONDITION% variable.

<sup>5</sup> This event only occurs for the ATS in Remote.

<sup>6</sup> This event only occurs for the environmental sensor for UPS/PDU/ATS in Remote.

<sup>7</sup> This event only occurs for the Metered by Outlet PDU in Remote.

## 3.5 REPORTING

### 3.5.1 Event Logs

**REPORTING/Event Logs** page lets you view logs that record power event details in the Local or the Remote. The logs can be analyzed to determine whether the system and the power device are operating correctly.

The screenshot shows the 'EVENT LOGS' interface. At the top is a 'Settings' panel with 'Entry Expiration' set to 'Never' and 'Max Records' set to '10000'. There is a checkbox for 'Log to Windows Event Viewer?' which is unchecked. Below this is a 'Filter' panel with various options: 'Dates' (from and to fields), 'Day' (checkboxes for Monday through Sunday), 'Times (Hours)' (hour and minute dropdowns), 'Priority' (checkboxes for Critical, Warning, Information), 'Event Category' (checkboxes for System Event, Power Event, All Events), and 'Records Per Page' (set to 200). Buttons for 'RESET' and 'APPLY' are at the bottom of the filter panel. The main area is titled 'Event Logs' and contains a table with columns 'Date & Time' and 'Event'. The table lists several log entries from January 2022, including communication logs and a battery test log. At the top right of the table is a 'Page:' navigation bar with buttons for 1, 2, 3, 4, 5, >, <, and a trash bin icon.

#### REPORTING/Event Logs page

Using the **Previous** and **Next** at the upper right corner of the event log list helps users to view the other range of filtered log result backward or forward. Clicking **Refresh** will update the log result to display in the list according to the current filter options and paging settings.

### Export

Click the **Save** shortcut at the right upper corner of the event log table and select **CSV** or **PDF** file as the export file format. The exported file will be saved in the default download directory of your web browser.

### Clear All Logs

Click the **Delete** shortcut at the right upper corner of the event log table, a confirm dialog will show up, all event logs will be removed immediately after clicking **DELETE**. The log clearing is permanent and once applied the log files cannot be recovered.

### 3.5.1.1 Settings

- **Entry Expiration:** This option specifies how long the log files will be retained..
- **Log to Windows Event Viewer:** Determines to log events to Event Viewer additionally. Users can launch the **Control Panel > Administration Tools > Event Viewer** to review all events in the **Application** category of the **Windows Logs** directory.  
**Note:** Event Viewer is only function on the Windows platforms. If this option is not activated, you can activate this option by installing the PowerShell through Windows Update.

- **Max Records:** Indicates the maximum number of events that will be displayed.

### 3.5.1.2 Filter

After the configuration of the filter section is configured, click **APPLY** button to filter the logs.

Filter pane on REPORTING/Event Logs page in Local

- **Dates:** Selects the Date for the events to be displayed.
- **Day:** Selects the Day(s) for the events to be displayed.
- **Time(Hours):** Selects the time range for the events.
- **Weekday:** Choose the days of the event occurrence.
- **Priority:** The events can be filtered by Priority.
- **Event Category:** The events can be filtered by category. The events can be further divided by **Power Event** and **System Event** categories, and choosing the specific event. Even the events can be also filtered out by the specific device type in Remote. When any event option is selected from the event list, the logs only related to this event will be displayed.
- **Records Per Page:** Specify the number of records to show per page.

### 3.5.1.3 Event Logs

Using the **Previous** and **Next** at the upper right corner of the event log list helps users to view the other range of filtered log result backward or forward. Clicking **Refresh** will update the log result to display in the list according to the current filter options and paging settings.

#### Export

Click the **Save** shortcut at the upper right corner of the event log table and select **CSV** or **PDF** file as the export file format. The exported file will be saved in the default download directory of your web browser.

#### Clear All Logs

(The function is only applicable to the administrator and super administrator.)

Click the **Delete** shortcut at the upper right corner of the event log table, a confirm dialog will show up, all event logs will be removed immediately after clicking **DELETE**. The log clearing is permanent and once applied the log files cannot be recovered.

### 3.5.2 Data Logs

(The content in this section is only applicable to the Local.)

The **REPORTING/Data Logs** page is used to view the logs of the UPS status. This page is only available for the Local.

The screenshot shows a web-based application titled "DATA LOGS". At the top, there are two tabs: "Settings" and "Filter". Below these are two dropdown menus: "Data Logs" and "Page: < 1 > ⌂ ⌂ ⌂". The main area contains a table with the following columns: Date & Time, Input Voltage(V), Output Voltage(V), Output Frequency(Hz), Load(%), Capacity(%), and Runtime. The table lists 16 rows of data, all showing values for 2020-02-14 at various times between 04:45:42 PM and 11:27:40 AM, with Input Voltage at 227.0 or 235.0 V, Output Voltage at 227.0 or 235.0 V, and Capacity at 100%.

Date & Time	Input Voltage(V)	Output Voltage(V)	Output Frequency(Hz)	Load(%)	Capacity(%)	Runtime
2020-02-17 11:27:40 AM	227.0	227.0	N/A	0	100	1hr. 40 min.
2020-02-15 09:05:24 AM	235.0	235.0	N/A	0	100	1hr. 40 min.
2020-02-14 06:25:43 PM	233.0	233.0	N/A	0	100	1hr. 40 min.
2020-02-14 06:15:43 PM	233.0	233.0	N/A	0	100	1hr. 40 min.
2020-02-14 06:05:43 PM	231.0	231.0	N/A	0	100	1hr. 40 min.
2020-02-14 05:55:43 PM	233.0	233.0	N/A	0	100	1hr. 40 min.
2020-02-14 05:45:42 PM	231.0	231.0	N/A	0	100	1hr. 40 min.
2020-02-14 05:35:42 PM	231.0	231.0	N/A	0	100	1hr. 40 min.
2020-02-14 05:25:42 PM	231.0	231.0	N/A	0	100	1hr. 40 min.
2020-02-14 05:15:42 PM	231.0	231.0	N/A	0	100	1hr. 40 min.
2020-02-14 05:05:42 PM	231.0	231.0	N/A	0	100	1hr. 40 min.
2020-02-14 04:55:42 PM	231.0	231.0	N/A	0	100	1hr. 40 min.
2020-02-14 04:45:42 PM	231.0	231.0	N/A	0	100	1hr. 40 min.
2020-02-14 04:35:42 PM	231.0	231.0	N/A	0	100	1hr. 40 min.

Data Logs page

Additional log pages can be accessed by selecting **Previous** and **Next** in the upper right corner of the **Status Records** page. Clicking **Refresh** will update the log result to display in the list according to the current filter options and paging settings

The time displayed at the upper corner displays the local time of the hosted computer. This time may be different from the time on your computer.

## Export

Click the **Save** shortcut at the right upper corner of the status record table and select **CSV** or **PDF** file as the export file format. The exported file will be saved in the default download directory of your web browser.

## Clear All Logs

Click the **Delete** shortcut at the right upper corner of the event log table, a confirm dialog will show up, all event logs will be removed immediately after clicking **DELETE**. The log clearing is permanent and once applied the log files cannot be recovered.

### 3.5.2.1 Settings

- **Enable:** If this option is enabled, the Local will start to record the UPS status.
- **Entry Expiration:** This option specifies how long the log files will be retained.
- **Recording Interval:** The Local will record the UPS status at the specified intervals.
- **Max Records:** Indicates the maximum number of events that will be displayed.

### 3.5.2.2 Filter

After the configuration of the filter section is configured, click **APPLY** button to filter the logs.

The screenshot shows a 'Filter' pane with the following fields:

- Dates:** Two date input fields with calendar icons and a 'through' label between them.
- Day:** A checkbox group where every day of the week (M, Tu, W, Th, F, Sa, Su) is checked, with an 'All' option also available.
- Times (Hours):** Two dropdown menus for 'from' and 'to' times, currently both set to '00'.
- Records Per Page:** A dropdown menu set to '200'.

At the bottom are two buttons: 'RESET' (black background) and 'APPLY' (red background).

Filter pane on Data Logs page

- **Dates:** Selects the Date for the status log to be displayed.
- **Day:** Selects the Day(s) for the status log to be displayed.
- **Time (Hours):** Selects the time range for the status log.
- **Records Per Page:** Specify the number of records to show per page.

### 3.5.2.3 Data Logs

#### 3.5.3 Energy Use

(The content in this section is only applicable to Local.)

This page presents the information such as the amount of power, cost and equivalent carbon emission that the UPS system consumes in a period of time. The cumulative amount of power consumed by a UPS system in a period of time is denoted as  $P_m$ . Users can setup the cost per kWh, denoted as  $R_p$ , in the Settings Page. Carbon emission per kWh, denoted as  $R_c$ , is also shown in the Settings Page. Finally, the system calculates and presents the power consumption cost denoted as  $C_p$  and the equivalent carbon emission, denoted as  $E_c$ , based on the following formulas:

$$C_p = P_m * R_p \text{ and } E_c = P_m * R_c$$

The screenshot shows the 'ENERGY USE' page with three main sections: 'Settings', 'kWh Cost History', and 'Metrics'.  
**Settings:** Allows users to set 'Cost Per kWh' (US - UNITED STATES, 0.12) and 'CO<sub>2</sub> Emitted per kWh' (0.508 Kilograms(kg)).  
**kWh Cost History:** Displays a table with columns 'Date Range' and 'Cost per kWh'. A single row shows '2019-02-11 through Today' with a value of '\$0.12'. Buttons for 'DELETE' and 'EDIT' are at the bottom.  
**Metrics:** Shows various energy metrics for the date range 02/11/2019 to 02/15/2019. Values include:  

- 0.00 kWh: Average Daily Energy Use
- 0.00 kWh: Total Energy Use
- \$0.00: Average Daily Energy Cost
- \$0.00: Total Energy Cost
- 0.00 kg: Average Daily CO<sub>2</sub> Emission
- 0.00 kgs: Total CO<sub>2</sub> Emission

Energy Use page

### 3.5.3.1 Settings

In this section, user can set the average rate of power consumption and carbon emission by selecting the country. Power costs vary by country, therefore the Energy Cost and equivalent carbon emission are different. By selecting country, users can set up the average rate of power consumption and carbon emission. The rate of carbon emissions also changes by time, users can update the carbon emission per kWh.

The screenshot shows the 'Reporting/Energy Use/Setting' page with 'Settings' section. It allows users to select 'Cost Per kWh' (TW - 台湾, 2.34) and 'CO<sub>2</sub> Emitted per kWh' (0.655 Kilograms(kg)).

Reporting/Energy Use/Setting

- Cost Per kWh:** Select the country the UPS is located in.
- CO<sub>2</sub> Emitted per kWh:** The weight of equivalent emitted carbon when one kWh power is consumed and the unit of measurement.

### 3.5.3.2 kWh Cost History

Because the rate of power consumption can vary over time, users can assign rates for different periods of time. Associated costs of historical periods will show in the table and user can edit or delete selected data. When rates are updated, the information displayed in the Metric section will also be updated.

kWh Cost History	
Date Range	Cost per kWh
2019-02-11 through 2019-02-13	\$0.13
2019-02-14 through Today	\$0.12
<a href="#">DELETE</a> <a href="#">EDIT</a>	

Reporting/Energy Use/kWh Cost History

### 3.5.3.3 Metrics

- **Dates:** Set the time consumption period to read.
- **Average Daily Energy Use:** Displays the average energy consumption according to the selected time period.
- **Total Energy Use:** Displays the cumulative energy consumption according to the selected time period.
- **Average Daily Energy Cost:** Displays the average energy cost according to the selected time period.
- **Total Energy Cost:** Displays the cumulative cost according to the selected time period.
- **Average Daily CO2 Emission:** Displays the average carbon emission according to the selected time period.
- **Total CO2 Emission:** Displays the equivalent carbon emission according to the selected time period.

## 3.6 PowerPanel Cloud

(The content in this section is only applicable to the Local.)

This solution allows users to monitor UPS status and get event notifications from mobile phones. Before activating this function, please create an account through PowerPanel Cloud website or PowerPanel App.

- **UPS Name** - This is the Name which will show on PowerPanel Cloud website and PowerPanel App. The default name is UPS model name.

POWERPANEL CLOUD

PowerPanel Cloud Solution

Connect

Account

Password

UPS Name

I agree to the [Terms & Conditions](#) | [Privacy Policy](#)

Sign up and [ACTIVATE to get FREE trial!](#)  
Visit [PowerPanel Cloud](#) or Download PowerPanel App

[Available on App Store](#) [Get it on Google Play](#)

[CANCEL](#) [APPLY](#) [VERIFY](#)

PowerPanel Cloud Solution in Local

\*Please note that Cloud Solution will send your UPS status data to PowerPanel cloud, please refer to [Privacy Policy](#) | [Terms & Conditions](#).

## 3.7 Help

### 3.7.1 PowerPanel Business

This section is an overview which includes the PowerPanel Business and host operating system. It also provides resources about contact website for assistances.

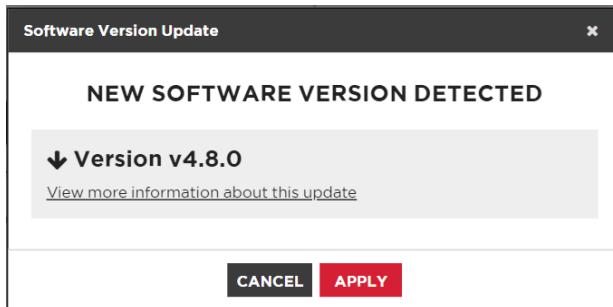
### 3.7.2 Check for Updates

The **Check for Updates** button is for users to check if there is a newer software version. There are three possible outcomes after clicking check for updates:

#### Check For Updates

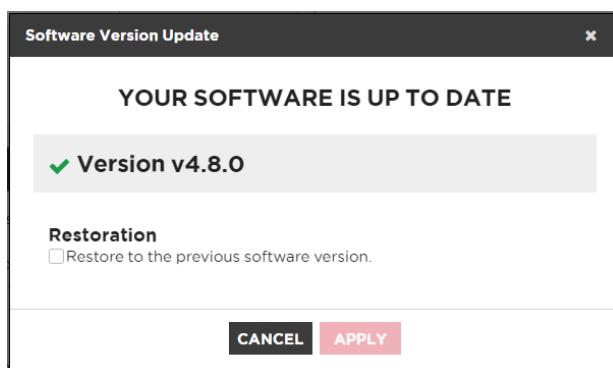
Check for updates button

- **New Software Version Detected:** A new software version is detected. Click **APPLY** button to upgrade the software version.



New software version detected

- **Software Is Up to Date:** Users' software is up to date.
- **Restoration:** Click **Restore to the previous software version** and then click **APPLY** if users want to restore the software to the previous software installed in the users' computer.



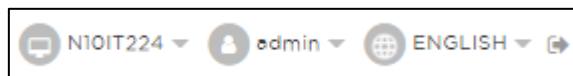
Users' software is up to date

### 3.7.3 Content

The **Content** page provides an overview which introduces the brief functions of what Local or Remote do and indicates how to get related online-help content for current function page. It indicates a button to access to online-help directly.

## 3.8 Web Browser Info

The top-right corner of PowerPanel Business user interface shows the installation location, account information and provides language selection.



Web browser info

### 3.8.1 PowerPanel Business Installation Location

The name and IP of the computer that is installed with the PowerPanel Business is displayed.

### 3.8.2 Account Information

The **Account Information** section is used to change the PowerPanel Business login account information, including account name, password, and the duration of login session.

A screenshot of a 'Change Password' dialog box. The box has a dark header bar with the title 'Change Password' and a close button. Below the header are five input fields: 'Account Name' (empty), 'Session Timeout' (set to 'Never'), 'Current Password' (empty), 'New Password' (empty), and 'Confirm Password' (empty). At the bottom of the dialog are two buttons: 'CANCEL' (gray) and 'SAVE' (red).

Account Information

#### Change Account Name or Password

- Enter the password in the **Current Password** field.
- Enter a new account name in the **Account Name** field if you want to change account name. Account name must be alphanumeric (0-9, A-Z and a-z).
- If you want to change password, enter a new password in the **New Password** field and enter the new password again in the **Confirm Password** field to confirm.
- Click **SAVE** to complete the change.

## **Session**

**Session Timeout** is the option which determines the duration of the session after the login. If the page isn't accessed during this period and remains inactive, users will be logged out automatically. Users will need to login again.

### **3.8.3 Language**

Choose the language in which PowerPanel Business is displayed.

## **4 Technical Support**

### **4.1 Troubleshooting**

#### **1. I cannot access the PowerPanel Business web interface after complete installation.**

Please follow the below steps resolve the problem:

- Make sure that there is no other application utilizing port 3052 (UDP/TCP) and port 53568 (TCP). Use a command prompt with the command “netstat -o” to obtain information about which ports are used by which programs.
- Ensure the **PowerPanel Business** service is running on the hosted computer. If the service is stopped, restart the service and then try again in the same way.
- Make sure the port 3052 (UDP/TCP) and port 53568 (TCP) on the hosted computer are not blocked by a firewall.
- Make sure the URL in the address field of the browser for a remote computer is correct.

#### **2. I have installed the PowerPanel Business Local on my computer, but the Local cannot establish communication with the UPS.**

- Make sure that no other application is using the serial port if the UPS is connected with a serial cable.
- Make sure the serial or USB cable is securely and properly connected to the UPS and computer.

### **3. The Remote cannot establish communication with the UPS/PDU/ATS.**

The lack of communication may be caused by the following conditions:

- The network communication between the Remote computer and the UPS/PDU/ATS is down.
- The device network address is configured improperly.
- The authentication settings are configured improperly.

Follow the steps below to resolve the problem:

- Verify the device network address is correct.
- Verify the network configuration in the device is correct. Use the **Power Device Network Utility** tool to configure the device network configuration.
- Verify the settings on the **SETTING/Security** page are correct and match the settings of the UPS/PDU/ATS. See **SETTING/Security** for more details.
- Verify the port on the **SETTING/Security** page is matched if establishing communication with Local.
- Check the network status of the UPS/PDU/ATS and Remotes.
- Verify firewall settings. Port 3052(UDP/TCP), port 53568(TCP), port 161(UDP), port 162(UDP) and port 53566(UDP) should be unblocked. The Remote communicates with UPS/PDU/ATS and Locals using these ports.

### **4. The battery test failed.**

- Replace the batteries if the batteries have used over 3 years.
- Contact **CyberPower** for assistance and replace the batteries if the battery test still fails.

### **5. The PowerPanel Business installation failed.**

If the installation file is from CyberPower web site, it may have downloaded incompletely or become corrupt. Download the installation file again.

### **6. I failed to extend the off-delay time of Necessary shutdown time option.**

- The communities on the **SETTING/Security** page in the Remote and on the **Network/Access of Control** page in the PDU may be not matched. Confirm that the communities with the write permission are matched.
- The Remote may use the community without write permission to access the PDU. Please promote the permission of the community which is used by the Remote to access the PDU.

## **7. The shutdown occurs earlier than expected time.**

It may be caused by the following conditions:

- When batteries have been used for a long time, they are unable to reach a full charge. Check to see if the output load is too high. A high load on the UPS will cause the batteries to discharge faster and the remaining runtime quickly decrease. Disconnect some load from the UPS to reduce the load in order to extend the runtime.
- Verify that the batteries are fully-charged. If the capacity is too low, please charge the batteries to full capacity.

## **8. Pages cannot be displayed after I set up another port number in the Security/Network page.**

The port that was set up in the **SETTING/Security** page may be occupied by other applications or services. This indicates that the pages can't be accessed through the assigned port.

## **9. The host name and IP address at the Local's banner on the vMA of the VMware ESXi host displays Unknown.**

Follow below steps to correct this condition:

- Run the command ‘`sudo vi /etc/hosts`’ with root permission.
- Add the below snippet with the IP address and hostname.

```
192.168.1.1 hostname
```

**Note:** IP address and host name can be inquired using the commands ‘ifconfig’ and ‘hostname’.

- Restart the service using the commands ‘`sudo service ppbed stop`’ and ‘`sudo ppbed service start`’
- Login the page again. The host name and IP address will be correct.

## **10. I have downloaded the Linux installer from the website. The installer cannot be launched.**

Before launching the PowerPanel Business installer, you must change its access permission on the installer. You must have executable permission on the PowerPanel Business installer; otherwise the message “**Permission Denied**” will be displayed.

Run the below example command to change its permission of the 32-bit installer on 32-bit Linux platform.

```
sudo chmod u+x ppb-XXX-linux-x86.sh (XXX is the version number of PowerPanel Business.)
```

Run the below example command to change its permission of the 64-bit installer on 64-bit Linux platform.

```
sudo chmod u+x ppb-XXX-linux-x86_64.sh (XXX is the version number of PowerPanel Business.)
```

After the permission of the PowerPanel Business installer is changed, the installation procedure will be allowed to launch.

## 11. Inability to Shutdown NAS during Power Failure.

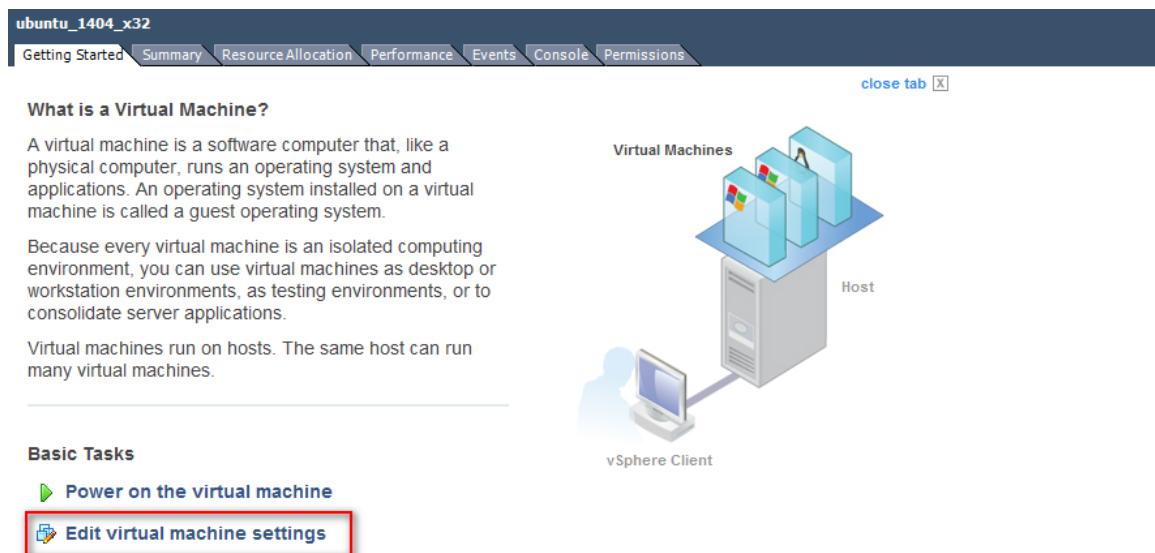
When using sshpass tool cannot shut the NAS down during power failure, the version of the sshpass tool may be 1.04.

The sshpass tool whose version is 1.04 will result in inability to shutdown NAS. You must check whether the version of the sshpass tool is 1.04. If the version is 1.04, you must change another version.

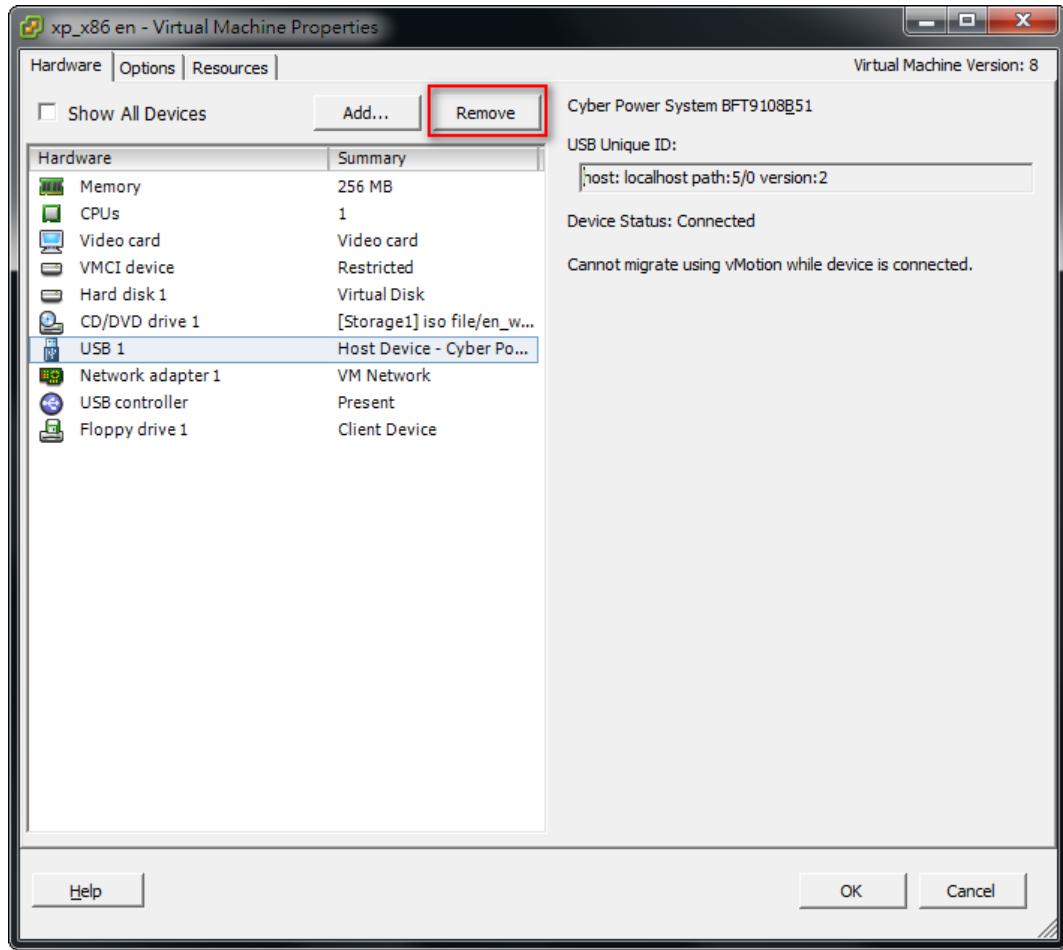
## 12. The Local UPS/Status page does not display the correct UPS status.

It may be caused when Local is installed on Linux which is a virtual machine on VMware ESXi. To resolve the problem, please follow the steps below to change the USB controller type of the virtual machine from **EHCI+UHCI to xHCI**:

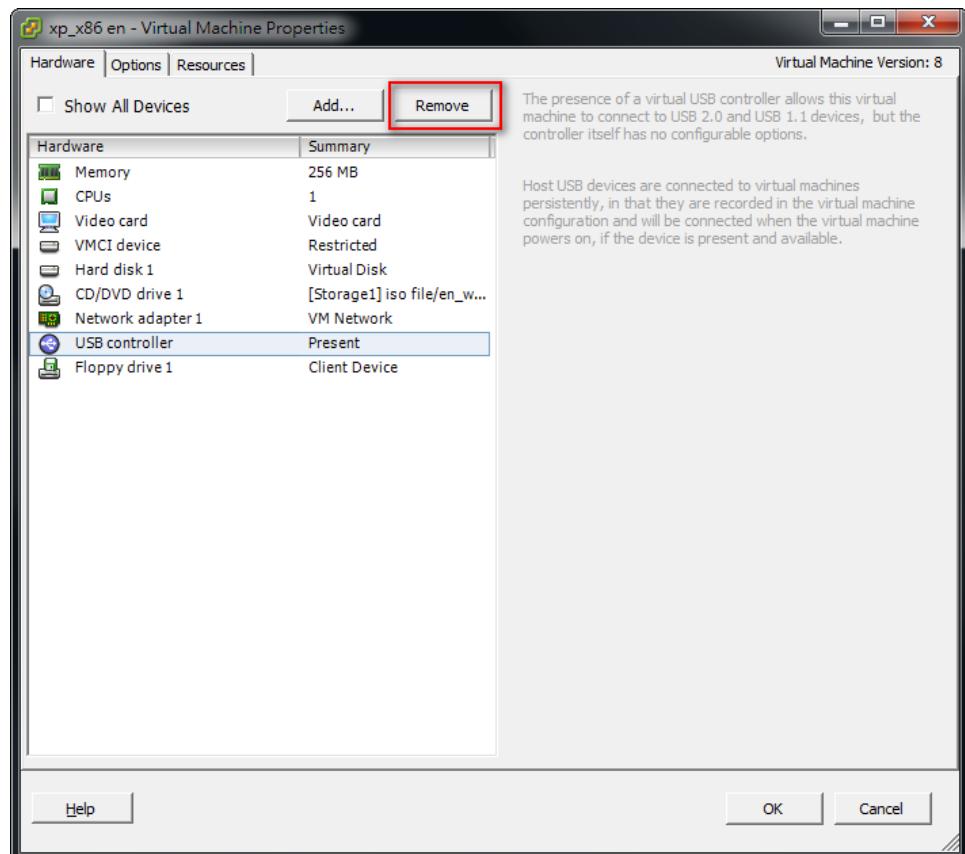
- Launch **vSphere Remote** to click **edit virtual machine settings** to the target Linux.



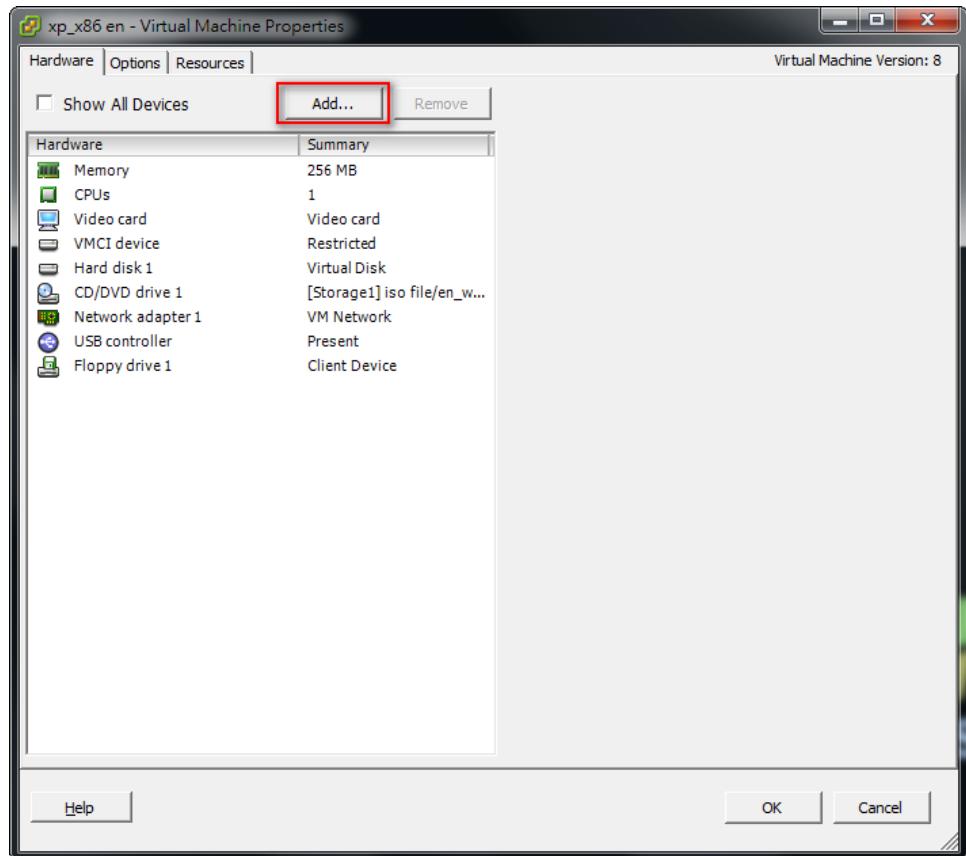
- Click **Remove** button of the **VMware Machine Properties** to remove the existing USB device.



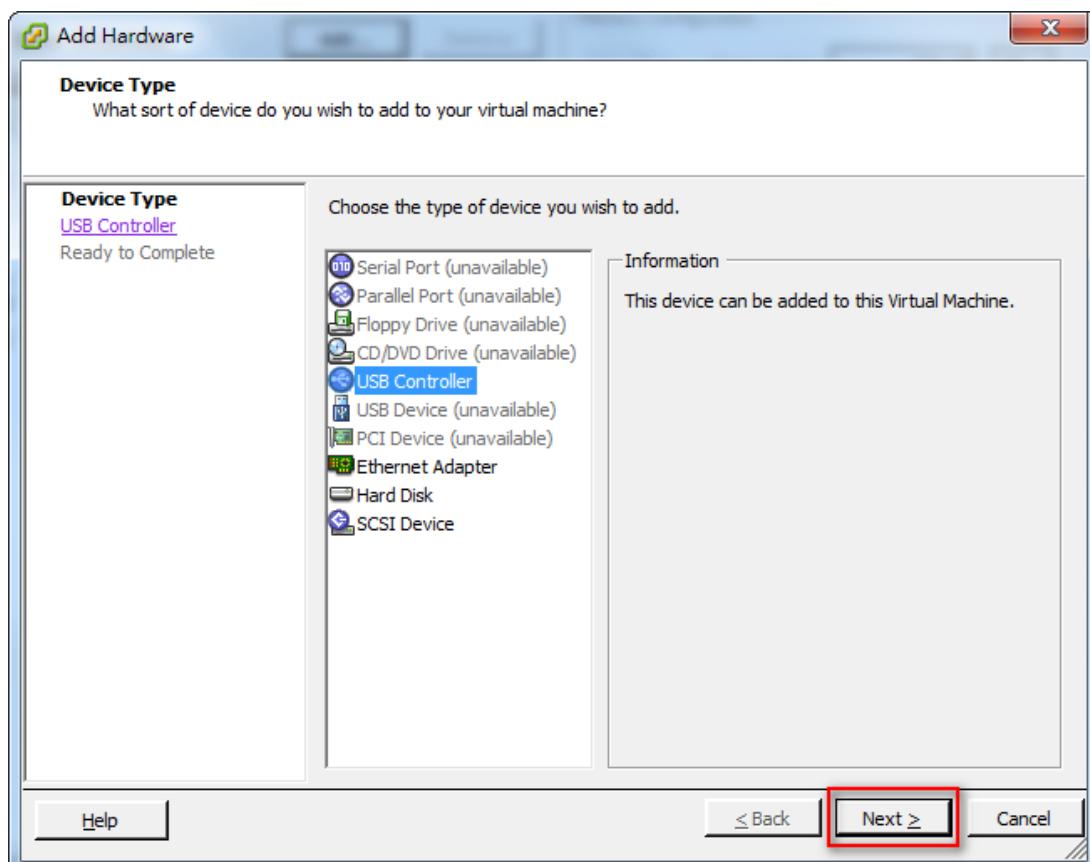
- Click **Remove** button of the **VMware Machine Properties** to remove the present USB controller.



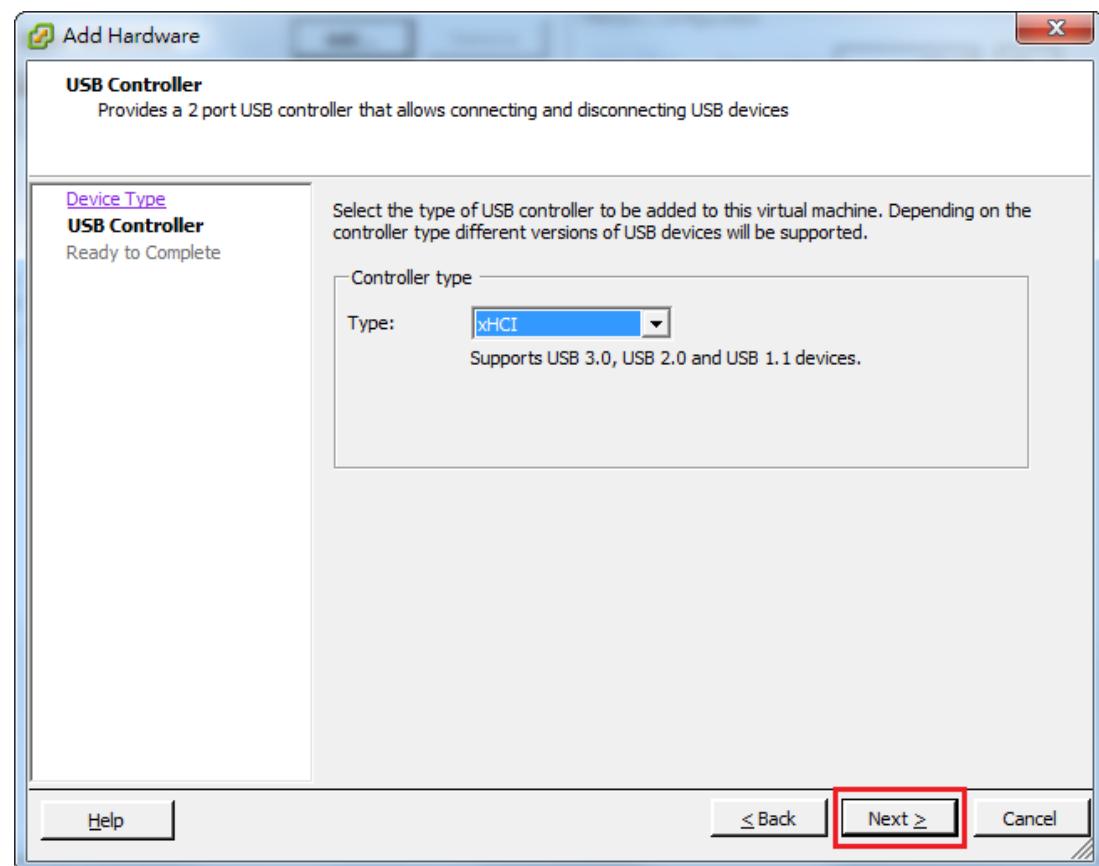
- Click **Add** button of the **VMware Machine Properties** to add a USB controller.



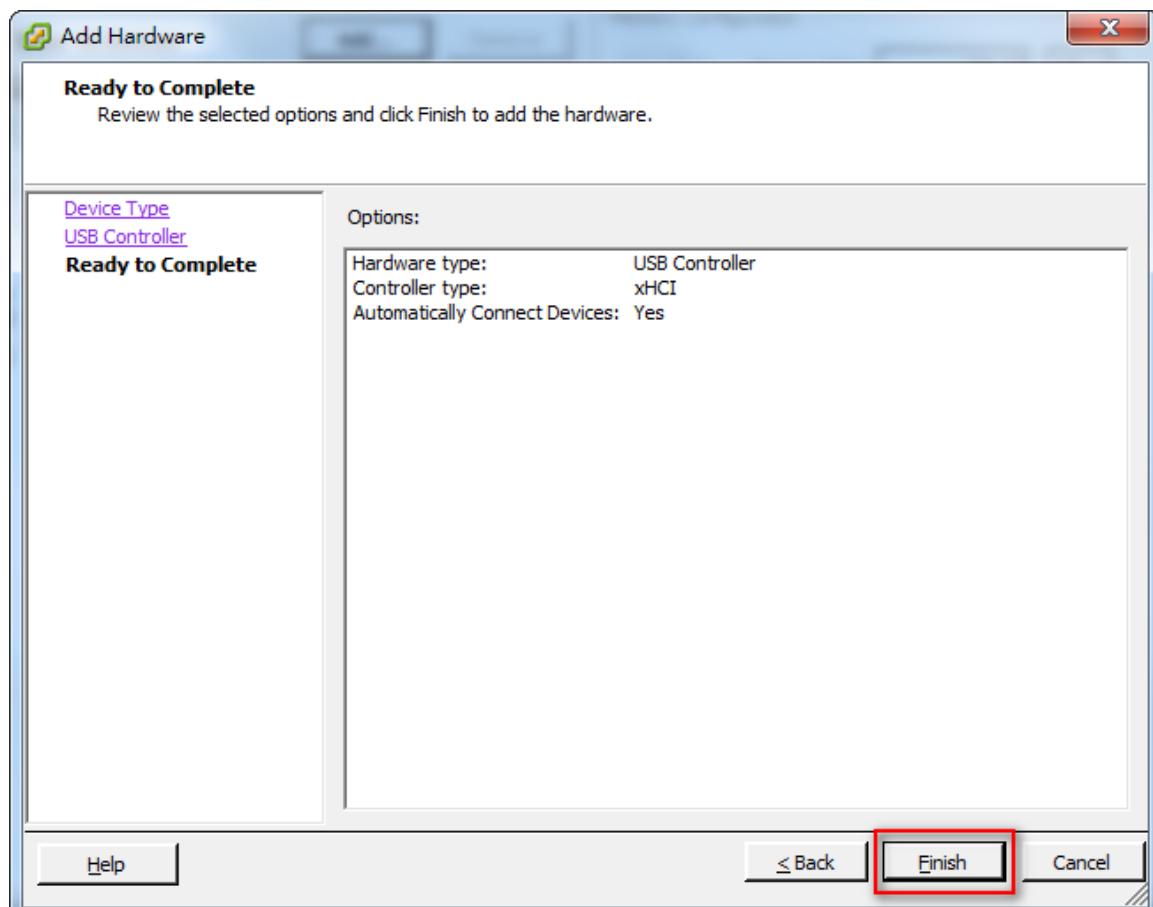
- Select **USB Controller** from the list and click the **Next**.



- Select **xHCI** of the USB Controller type and click the **Next**.



- Click **Finish** to complete add USB Controller.



### **13. The PowerPanel Business installation file's digital signature is not valid.**

It is caused because the operating system does not support the SHA-256 signature the installation file uses. Please follow the solutions below to resolve the problem for different versions of Windows:

- On Windows 8.1, Windows 8, Windows 7, Windows Server 2012 or Windows Server 2008 R2, please update the Windows via **Windows Update** to support SHA-256 signatures.
- On the version earlier than Windows 7 or Windows Server 2008 R2, please click **Allow** or **Run** when security warning dialog appeared after the installation file is opened.

## **4.2 FAQ**

### **1. If multiple computers are connected to a single UPS, how do I determine which computer to install the Local or the Remote on to ensure each computer can be shut down gracefully in event of power outage?**

The computer that is connected to the UPS with a serial or USB cable should install the Local, and the remaining ones should install the Remote.

### **2. After the PowerPanel Business installation is complete, how do I access the web interface?**

On Windows, you can select the **Start > All programs >PowerPanel Business >PowerPanel Business Local** (or **PowerPanel Business Remote/ PowerPanel Business Management**) for local use. You can also enter the URL, [http://hosted\\_computer\\_IP\\_address:3052/local](http://hosted_computer_IP_address:3052/local), [http://hosted\\_computer\\_IP\\_address:3052/remote](http://hosted_computer_IP_address:3052/remote), in the address field of the web browser from a remote computer.

On Linux, you only enter the URL, <http://localhost:3052/local>, <http://localhost:3052/remote>, the address field of the web browser from a remote computer for a local access. You can also enter the URL, [http://hosted\\_computer\\_IP\\_address:3052/local](http://hosted_computer_IP_address:3052/local), [http://hosted\\_computer\\_IP\\_address:3052/remote](http://hosted_computer_IP_address:3052/remote), in the address field of the web browser from a remote computer.

### **3. Which operation systems are supported by PowerPanel Business software? And which browser supports them?**

Refer to the **Getting Started/Prerequisites** for more details.

### **4. My Remote computer connects to a PDU. How do I ensure the IP address assigned on the Power/Configuration page matches the actual PDU IP address? How do I ensure the outlet configured on the Power/Configuration page matches with the actual connection?**

Click the **Identify** button at the **Outlet** block screen. The PDU LCD screen will blink the outlet number on the connected PDU. The PDU IP address can be verified by pressing the select button on the PDU until the IP address displays on the LCD.

**5. What is the difference of the NCL (Non-Critical Load) outlet and CL (Critical Load) outlet? Which equipment should connect to NCL outlet or CL outlets?**

The NCL outlets are only available on specific UPS models and are designed to be powered off early to maximize the battery runtime for the CL outlets. Non-critical equipment such as redundant equipment, monitors, or other non-critical equipment should be connect to the NCL outlets to be powered off early. This will maximize the battery runtime for critical equipment such as servers on the CL outlets.

**6. The UPS/Load page allows users to establish communication with the Remote by assigning the Remote's IP address. Are there other ways to establish communication?**

Communication can be established by assigning the Local's IP address on the **Device Network Address** section on the **POWER CONFIGURATION** page in the Remote.

**7. How can I make PowerPanel Business run a program when a particular event has occurred?**

Create a .cmd file and save it into the **extcmd** folder of PowerPanel Business installation folder. Then write a command to run your own programs into this script file. Please refer to the **default.cmd** in the **extcmd** folder to write your own script.

**8. I am not sure what the IP address of the UPS/PDU/ATS is. How can I obtain the correct IP address?**

Use the **Power Device Network Utility** tool to help you to find the correct IP address of UPS/PDU/ATS. This device list will list the all CyberPower device's IP address on the local network.

**9. How do I uninstall PowerPanel Business?**

On Windows, go to **Start > Control Panel > Add or Remove Programs**. Click the **Change/Remove** button of **PowerPanel Business** to uninstall the program.

On Linux and VMware ESXi, only PowerPanel Business Remote can be installed. The default installation directory is **/usr/local/PPB** on the Linux platforms and **/opt/PPB** on VMware ESXi. Execute the **uninstall.sh** command in the installation directory to uninstall the program.

**10. How can I get a notice when a power condition has cleared?**

When a power condition is clear, it will broadcast a notification and also run the command file. A custom script can be created for events. The script can utilize the environment variable **EVENT\_STAGE** to compare the key **OCCUR** to identify an event that has occurred or **FINISH** to identify an event that has cleared.

## **11. What network protocol is used in PowerPanel Business?**

**SNMP** is used on communications between Remote, Management, PDU or UPS with remote management card. **HTTP** and **HTTPS** are used between the Local and the Remote.

## **12. What the network ports are used by PowerPanel Business?**

Port 3052 (UDP/TCP), port 53568 (TCP), port 161(UDP), port 162 (UDP) and port 53566(UDP)

## **13. How do I ensure that the SNMP settings between the Remote and UPS/PDU/ATS are properly setup?**

To receive the trap notification from the UPS/PDU/ATS all the time, follow steps to verify the SNMP settings:

- Open the **Network/Trap Notification** page on the UPS/PDU/ATS web and the **SETTING/Security** page on the Remote.
- Confirm that the IP address of the Remote can be found on the **Network/Trap Notification** page of the UPS/PDU/ATS web. If the IP address can be searched, skip the step 3.
- If the IP address of the Remote could not be found, click the **Trap Receiver** shortcut of the **Network/Trap Notification** page to enter the **Trap Configuration** page. Enter the required data to add a new trap receiver.
- If the IP address of the Remote could be found, verify the SNMP settings are matched.

## **14. How do I determine that if my computer is using hibernation or not?**

If the operating system is Windows 7, Windows Server 2008, Windows 8, Windows 10, Windows Server 2012 or Windows Server 2016 please follow the below steps to enable the hibernation.

- Open the **Command Prompt** dialog box.
- Use the command **powercfg.exe -hibernate on** to enable the hibernation.

## **15. Which series does my UPS model belong to?**

Check the UPS model and determine to which series your UPS belongs:

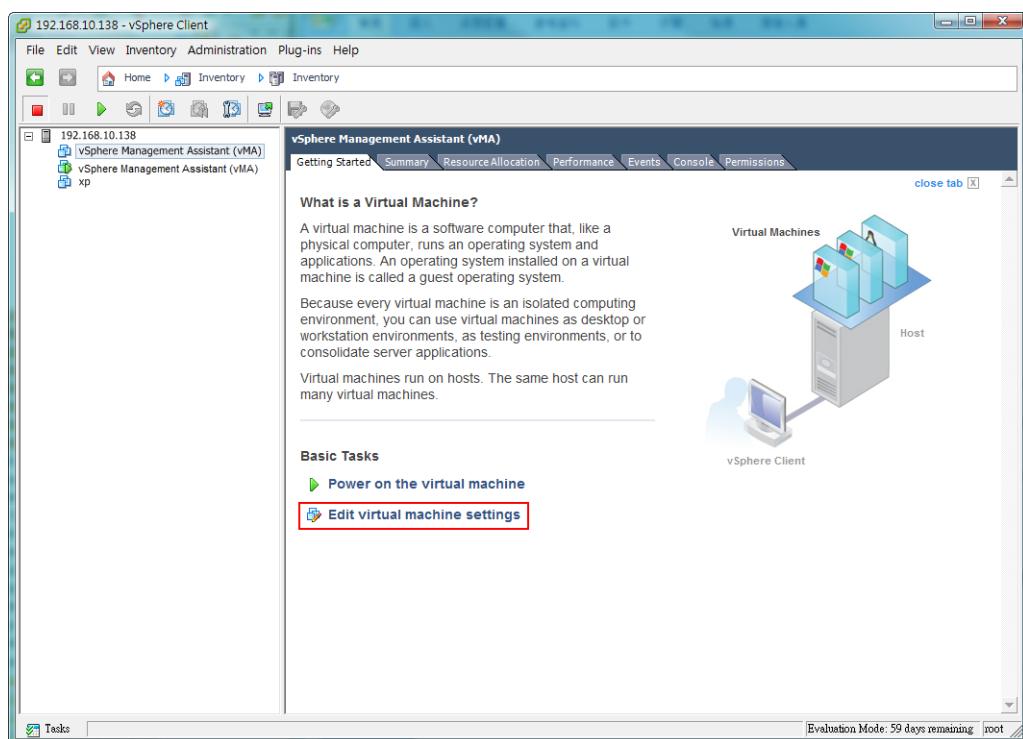
- If the model name conforms to the format of “OLxxxxRMXL”, “OLxxxx”, it belongs to *Smart App Online* series.
- If the model name conforms to the format of “PRxxxxLCDRM”, “PRxxxxLCDRT”, “PPxxxxSWRM” or “PPxxxxSW”, it belongs to *Smart App Sinewave* series.
- If the model name conforms to the format of “ORxxxxLCDRM” or “ORxxxxLCDRT”, it belongs to *Smart App Intelligent LCD* series.
- If the model name conforms to the format of “OPxxxx” or “CPSxxxxAVR”, it belongs to *Smart App AVR* series.

- If the model name conforms to the format of “OLxxxxTEXL” or “OLxxxxEXL-M”, it belongs to *Paragon Tower* series.
- If the model name conforms to the format of “PRxxxxELCDRT” or “PRxxxxELCDRTXL”, it belongs to *Professional Rack Mount LCD* series.
- If the model name conforms to the format of “PRxxxxE”, it belongs to *Professional Rack Mount* series.
- If the model name conforms to the format of “PPxxxxE”, it belongs to *Professional Tower* series.
- If the model name conforms to the format of “ORxxxxELCD”, it belongs to *Office Rack Mount* series.
- If the model name conforms to the format of “OPxxxxE”, “OPxxxxTE”, “OPxxxxUE” and “OPxxxxUTE”, it belongs to *Office Tower* series.

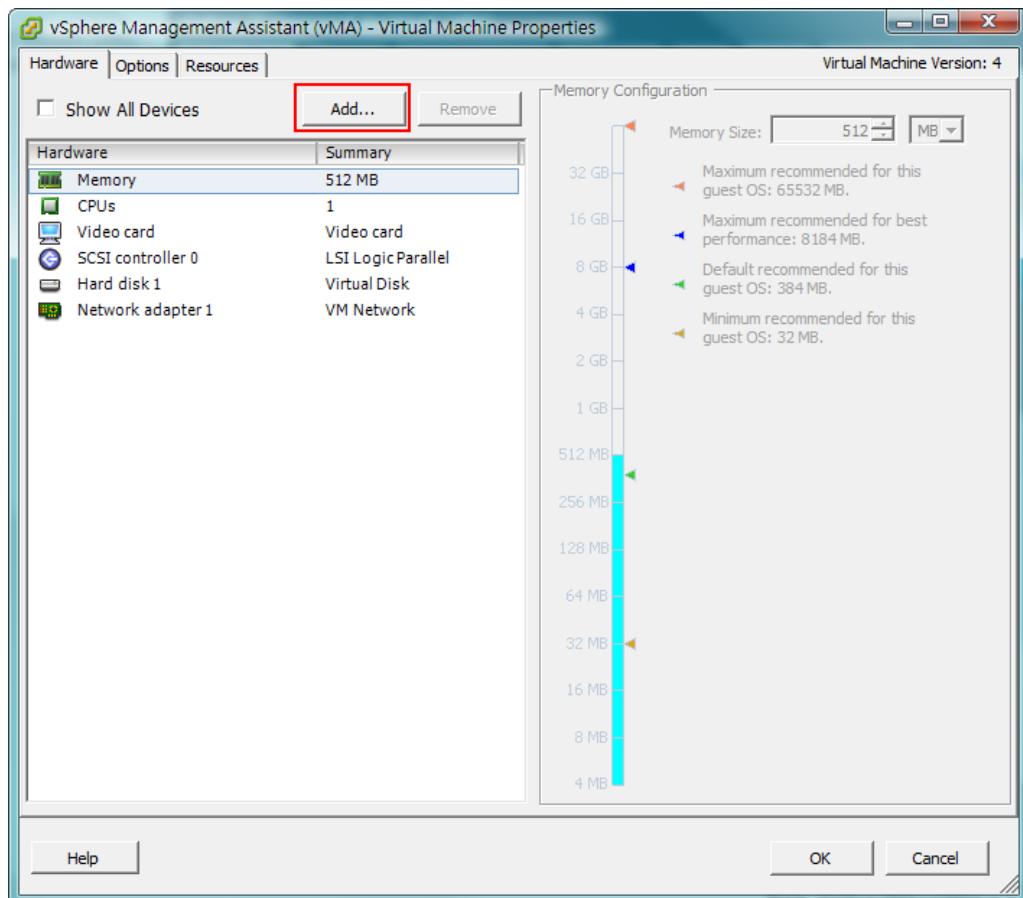
## 16. How do I add USB connection to vMA (vSphere Management Assistant) on VMware ESXi for Local to establish communication?

Follow these steps to add a USB connection:

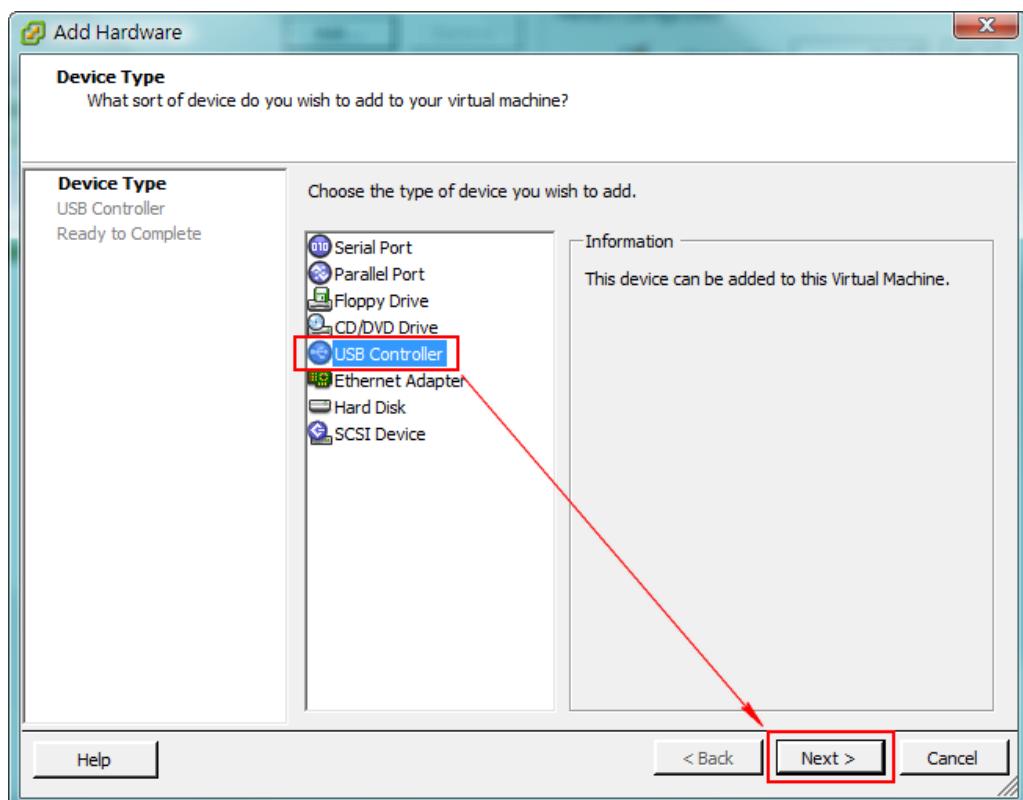
- Launch **vSphere Remote** to click **edit virtual machine settings** to the target vMA.



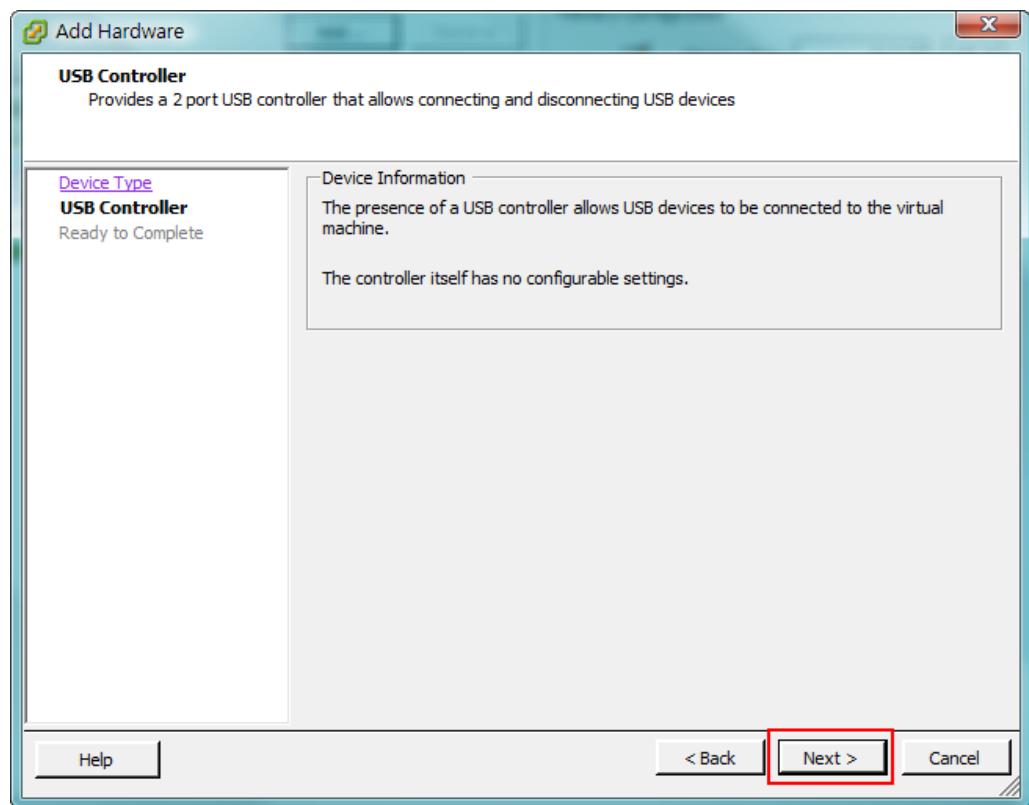
- Click **Add** button of the **VMware Machine Properties** to add a USB controller.



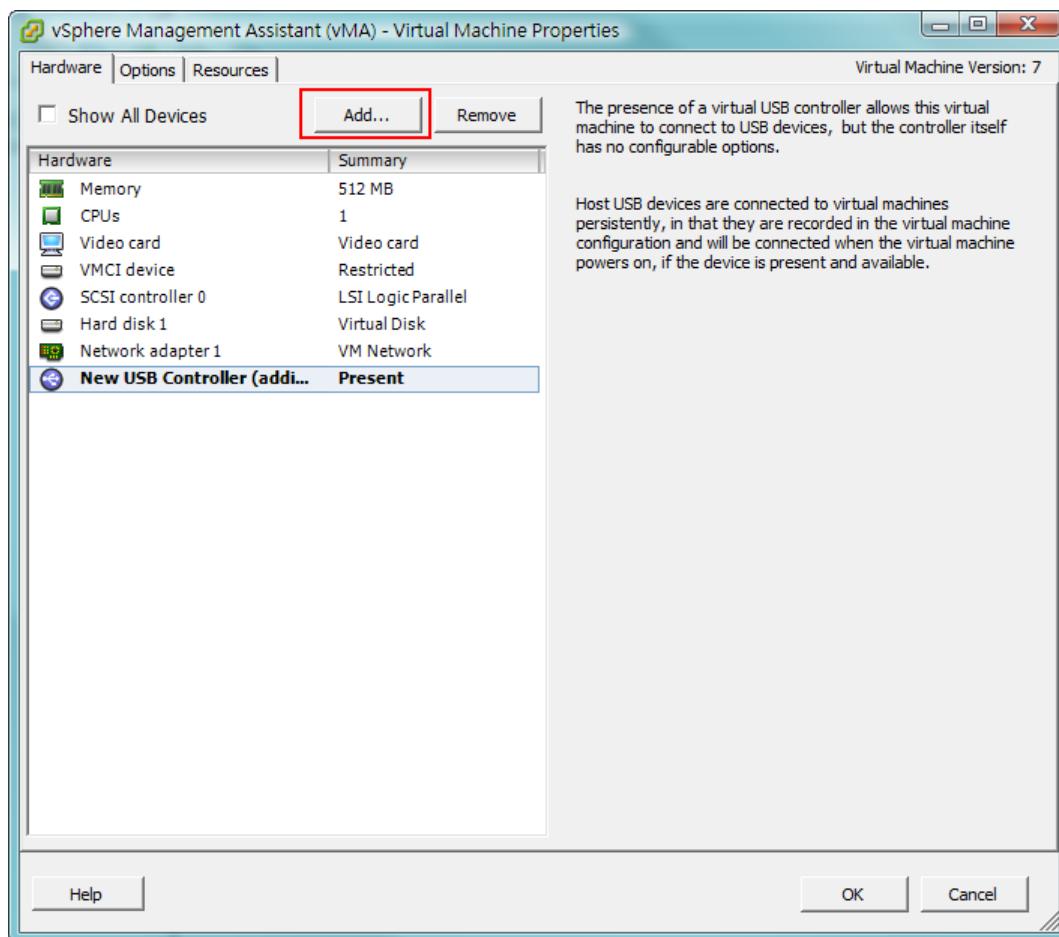
- Select **USB Controller** from the list and click the **Next**. (Select **Serial Port** if using serial connection.)



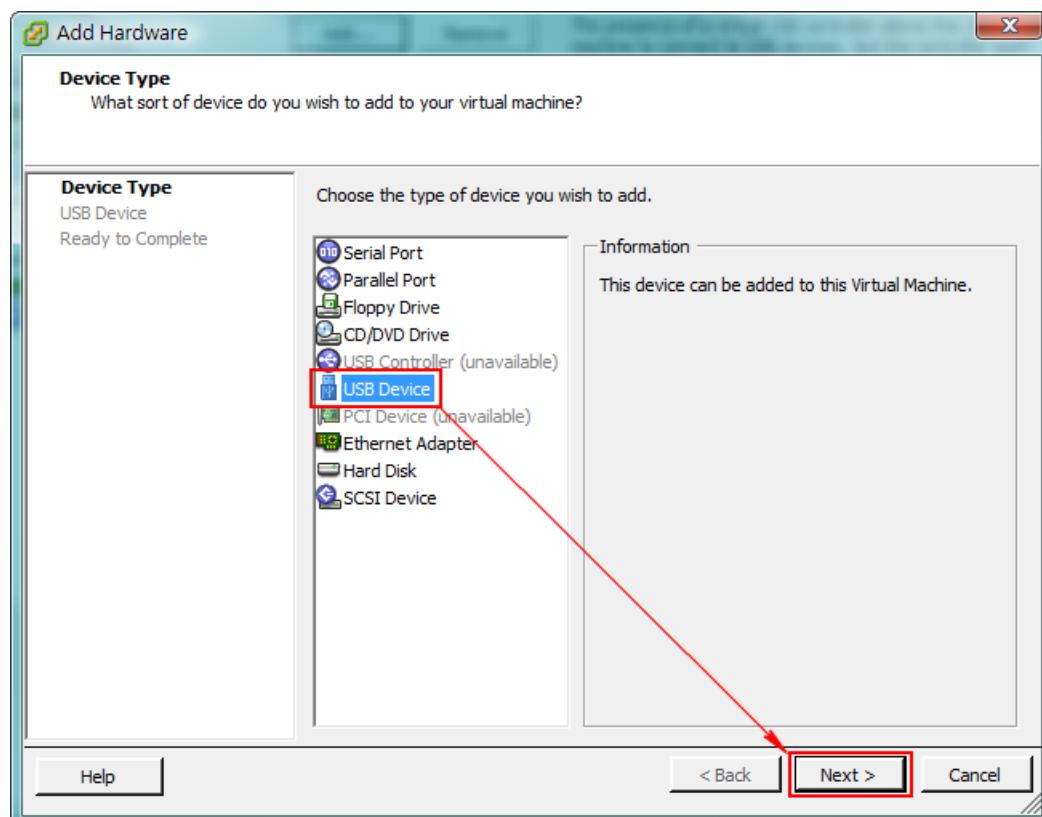
- This will add a **USB Controller**, click **Next** to add a **USB Device**.



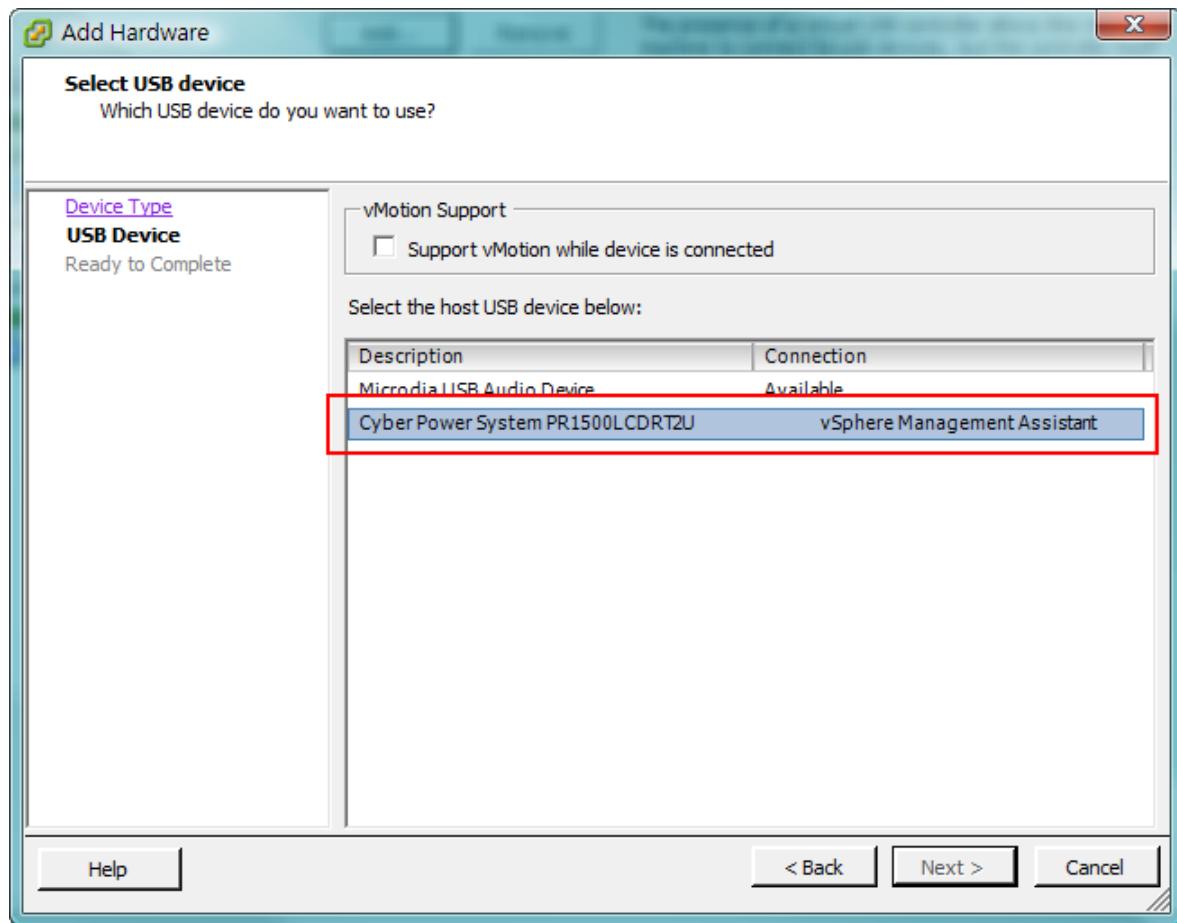
- Select **New USB Controller** and click **Add** to add a USB device.



- Select **USB Device** item and click **Next** to proceed.



- Select the USB Device of the target UPS which is connected with vMA. Click the **Next** button to finish.



**Note:** In order to make sure that USB device of the target UPS can connect to vMA after a USB controller is added, it is strongly recommended to upgrade the virtual hardware to the latest version prior to adding a USB controller and a USB device. See [How do I upgrade the virtual hardware version of vMA](#) for details.

## 17. How do I upload the installer to vMA?

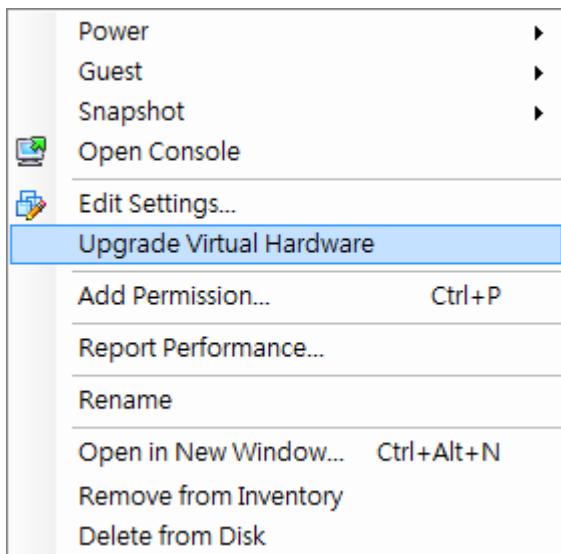
- Login the **vSphere Client**.
- Select the VMware host.
- Click **Configuration**.
- Select the target datastore from the right hand side.
- Right click the target datastore and click **Browse Datastore**.
- Click **Upload** button on the toolbar and select the file you want to upload.
- Click **OK** button to continue with the upload files into the target datastore.

## 18. How do I upgrade the virtual hardware version of vMA?

For vMA running on ESXi 5.x, it is recommended to upgrade the virtual hardware to version 8. To upgrade the virtual hardware version of VMA as below steps:

- Start the vSphere Remote and power off the target vMA.

- Right-click the virtual machine and select the **Upgrade Virtual Hardware** menu option to upgrade virtual hardware.



- Click **Yes** to continue with the vMA upgrade.



- Power on the vMA to make the changes take effect.

## 19. How do I restart the PowerPanel Business service?

For windows, restart the service from the **PowerPanel Business Service > Services > Administrative Tools > Control Panel**.

For Linux, run the commands in order to restart the service: `sudo service ppbed stop` and `sudo service ppbed start`.

## 20. I cannot add the new SSL certificate into the trust list.

Due the duplicate alias name is available in the trust list, the certificate cannot be added. In order to add the new certificate into the list, the certificate which has the duplicate alias name should be removed from the list. Follow the steps to remove the certificate:

- Switch to the `<Local_installation_directory>/jre/lib/security` directory in the command prompt.  
`cd <Local_installation_directory>/jre/lib/security`
- Run the below command to remove the certificate from the trust list.  
`<Local_installation_directory>/jre/bin/keytool.exe -delete -alias <alias_name> -keystore cacerts`
- Enter “*changeit*” as the password for the certificate removal.

- Enter “y” to apply the certificate removal.
- Restart the Local service to reload the trust list and take effect. Refer to [\*\*How to restart PowerPanel Business service\*\*](#) of **FAQ** chapter for more details.

## **21. I cannot successfully upload the profiles of PowerPanel Business Edition to PowerPanel Business.**

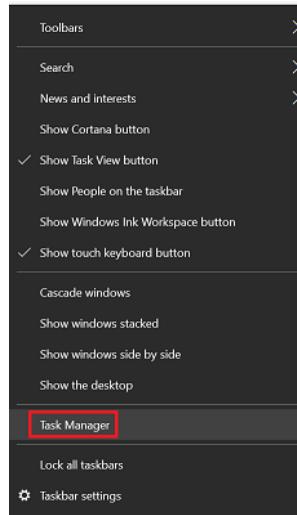
Please compress the etc and extcmd folders in the PowerPanel Business Edition installation directory into a zip file as the file to be imported to the PowerPanel Business.

PowerPanel Business Edition Agent corresponds to PowerPanel Business Local.

PowerPanel Business Edition Client corresponds to PowerPanel Business Remote.

## **22. How do I restore PowerPanel Business Local/Remote/Management to default setting?**

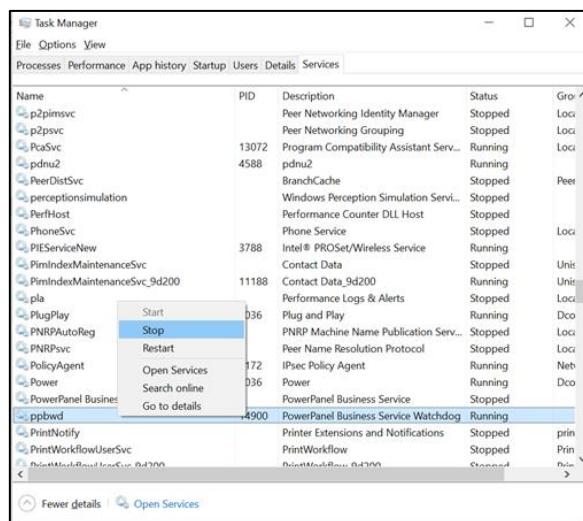
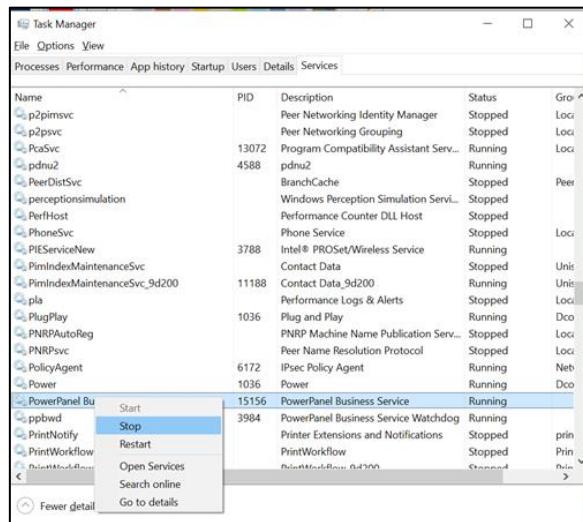
- Right-click the tool bar and select Task Manager.



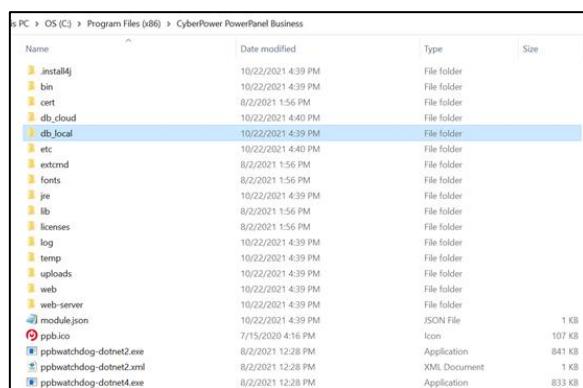
- Go to Services and find the programs “PowerPanel Business Services” and “ppbwd.”

Task Manager						
File Options View						
Processes Performance App history Startup Users Details Services						
Name	PID	Description	Status	Group	Locality	Owner
p2pimsvc		Peer Networking Identity Manager	Stopped	Local	Local	
p2psvc		Peer Networking Grouping	Stopped	Local	Local	
PcaSvc	13072	Program Compatibility Assistant Serv...	Running	Local	Local	
pdnu2	4588	pdnu2	Running			
PeerDistSvc		BranchCache	Stopped			
perceptionsimulation		Windows Perception Simulation Serv...	Stopped			
PerfHost		Performance Counter DLL Host	Stopped			
PhoneSvc		Phone Service	Stopped		Local	
PIEServiceNew	3788	Intel® PROSet/Wireless Service	Running			
PimIndexMaintenanceSvc		Contact Data	Stopped		Universal	
PimIndexMaintenanceSvc_9d200	11188	Contact Data_9d200	Running		Universal	
pla		Performance Logs & Alerts	Stopped		Local	
PlugPlay	1036	Plug and Play	Running		Local	
PNRPAutoReg		PNRP Machine Name Publication Serv...	Stopped		Local	
PNRPSvc		Peer Name Resolution Protocol	Stopped		Local	
PolicyAgent	6172	IPsec Policy Agent	Running		Network	
Power	1036	Power	Running		Local	
PowerPanel Business Service	10452	PowerPanel Business Service	Running			
ppbwd	1928	PowerPanel Business Service Watchdog	Running			
PrintNotify		Printer Extensions and Notifications	Stopped		Print	
PrintWorkflowUserService		PrintWorkflow	Stopped		Print	
PrintWorkflowUserSvc	0-200	PrintWorkflowUserSvc_0-200	Stopped		Print	

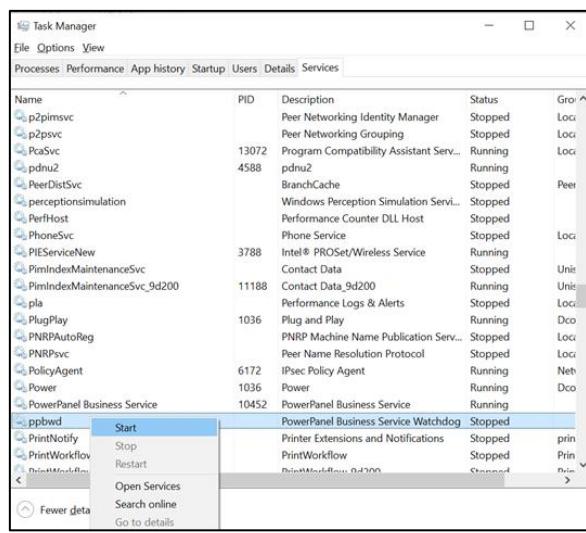
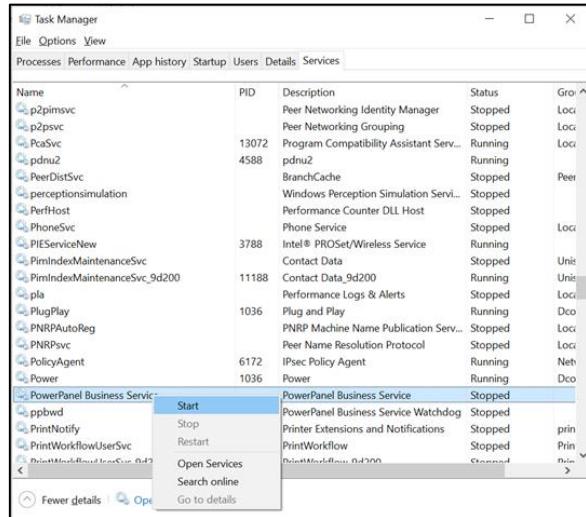
- Right-click “PowerPanel Business Services” and select Stop. Repeat the same procedure to stop the service of “ppbwd.”



- Go to **C:\Program Files (x86)\CyberPower PowerPanel Business**, and delete **db\_local** (or **db\_remote / db\_management**).



- Go back to Task Manager, right-click “PowerPanel Business Services” and select Start. Repeat the same procedure to start the service of “ppbwd.”



## 5 Glossary

- **Citrix XenServer:** A virtual-machine monitor allows several guest operating systems to execute on the same computer hardware concurrently. XenServer is supported by Citrix systems, Inc.
- **IP address:** An IP address is a series of numbers that identifies a particular computer or NIC on a network. IP is an abbreviation for Internet Protocol.
- **HTTPS:** Abbreviation for HTTP Secure. It provides encryption and secure identification of servers by using HTTP with SSL/TLS protocol. HTTPS connection is usually used for the sensitive transaction.
- **Power Device Network Utility:** Is an easy to use tool to setup network configurations of the UPS RMCARD/PDU/ATS. This includes setting the IP address, subnet mask, or gateway of UPS RMCARD/PDU/ATS.
- **PDU:** A PDU is a device which provides power output controls for individual outlets and connected equipment. PDU is an abbreviation for Power Distribution Unit.
- **SNMP:** The simple network management protocol. It is used by network management systems for monitoring network-attached devices for conditions that warrant administrative attention.
- **SSL:** Abbreviation for Secure Sockets Layer. SSL is a transaction security standard that provides data encryption, server authentication, and message integrity.
- **TCP/UDP:** Family of protocols for the transport and network layers.
- **TLS:** Abbreviation for Transport Layer Security. TLS is a cryptographic protocol which provides communication security over the internet. TLS and SSL provide data encryption and server authentication for message reliability.
- **vMA:** Abbreviation for vSphere Management Assistant. A virtual machine that includes prepackaged software and supported by the VMware, Inc. allows administrators to run scripts and Locals to manage ESXi hosts.
- **VMware ESXi:** An enterprise-level computer virtualization product offered by VMware, Inc. It is a component of VMware's larger offering, VMware Infrastructure, and adds management and reliability services to the core server products.
- **Virtual Appliance:** A virtual machine image is designed to run on a virtualization platform developed by VMware, Inc. It is intended to eliminate the installation, configuration and maintenance costs associated with running complex stacks of software.
- **VMware vCenter:** A vSphere's centralized tool that allows for the management of multiple ESXi servers and virtual machines from different ESXi servers through a single console application.
- **Microsoft Hyper-V Server:** A native hypervisor-based server virtualization product being offered by Microsoft Corporation.

- **ATS:** ATS is an electrical switch that switches a load between two sources. It can switch power automatically to a generator or other standby power source after a power outage. ATS is an abbreviation for Automatic Transfer Switch.
- **Environment Sensor:** A sensor accessory that can be installed on UPS/PDU/ATS for monitoring environment condition and obtaining information about the temperature and humidity.



**Cyber Power Systems, Inc.**

[www.cyberpower.com](http://www.cyberpower.com)

**For USA and Canada:**

4241 12th Ave East, Suite 400  
Shakopee, MN 55379  
Toll-free: (877) 297-6937

**For all other regions:**

Please visit our website for local contact information.

CyberPower and the CyberPower logo are trademarks of Cyber Power Systems, Inc., and/or affiliates, which are registered in many countries and regions. All other trademarks are the property of their respective owners.