

Frequently Asked Questions

Q: What if the unit immediately shows an alarm condition once powered up?

A: Verify that the limits are set correctly for voltage and current. Ask an electrician to check the wiring.

Q: Why does the audible alarm remain on and LED(s) remain red once an alarm condition has occurred and then cleared?

A: The audible alarm and red LED(s) will remain on to notify the user that an alarm condition has occurred, even if not presently occurring. The “alarm acknowledge” button must be pushed, or the Telnet command @AACK must be sent to silence the buzzer.

Q: Why is the display text rotated?

A: Check the PDU's rack unit configuration. The configuration may have been changed which causes the text to be displayed rotated and changes the button function.

Q: Why does the unit display voltage with the breakers off?

A: The unit displays input voltages and not output voltages.

Q: How do I find the IP address of the unit?

A: Use the Discovery tool to find and change the units IP address, gateway, and subnet mask.

Q: How do I restore the peak and min readings?

A: There are several methods that can be used to restore the units peak measurement values. Using an SNMP manager tool, the web interface, or telnet; set the MAX value to 0 and set the MIN value to 999.9.

Q: What is the first step in setting up the PDU on my network?

A: Use the Device Discovery tool to configure network settings.

Q: How do I change the way the PDU displays measurements?

A: Use the buttons on the PDU, select menu, arrow over to config, press Return, press Return to highlight display mode, and scroll to desired setting.

Q: Why can I not connect to the PDU using my SNMP manager?

A: Verify that you are using the correct IP address and that the Read and Write community names match that of the PDU in Telnet options 1 and 2. Verify that you are using a functioning LAN cable.

Q: Why can I not connect to the PDU using the Web interface?

A: Verify that you are using the correct IP address. Verify that the PDU is connected to the network with a functioning LAN cable.

Q: What version of SNMP does the PDU use?

A: The PDU uses SNMPv2c.