

# Sentry Power Manager (SPM) Software Download Tool

## Purpose

This technical note provides instructions for Sentry Power Manager (SPM) customers – with active software support contracts – who want to use the SPM Software Download Tool to download the latest product release versions and also have access to SPM information and resources.

The Server Technology website is the entry to the SPM Software Download tool. Once you have registered and are logged into the website portal with an active account, you will have access to links for downloading the latest SPM software files, release notes, and other product information.

## How to Access the SPM Download Tool

Whether you are signing up for the first time to register for the SPM Download Tool or you are using your activated login to access the software files and resources anytime you want, the SPM Download Tool start page is available from the Server Technology website in any of the following ways:

### Using the Direct URL:

Click this link: <http://www.servertech.com/spmdownloads>

### Using the Website Support and Downloads Link:

Go to the Server Technology website at [www.servertech.com](http://www.servertech.com)



Point to the **SUPPORT & DOWNLOADS** tab near the top of the website page.

From the drop-down menu, select the SPM Download Center option, shown on the left.

### Using the Website Solutions Link:

Go to the Server Technology website at [www.servertech.com](http://www.servertech.com)



Point to the **SOLUTIONS** tab at the upper left of the website page.

From the drop-down menu, select the “SPM (Sentry Power Manager)” option, shown on the left.

The SPM product page displays. Then click the **Downloads** button you will see on the left of the SPM product page.

## How to Sign Up and Register

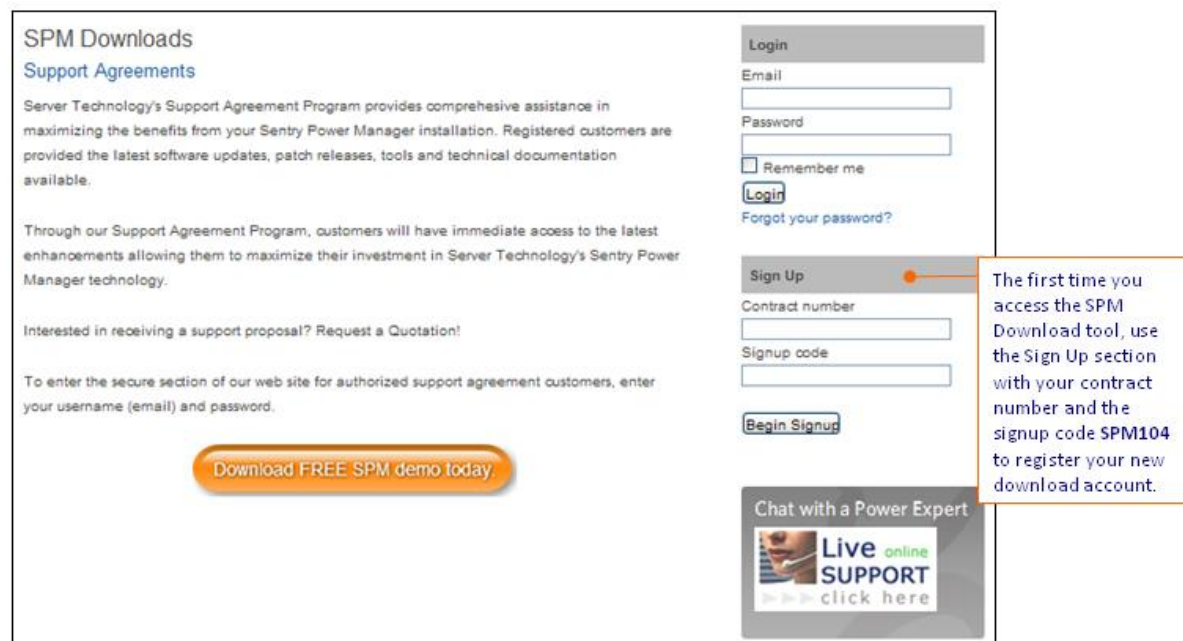
To get started, the SPM Software Download Tool requires the contract number from your Certificate of Entitlement document that ships with each purchased SPM system.

The following example of the certificate highlights the location of the contract number:



Access the SPM Downloads Tool through the Server Technology website in one of the ways described in the first section of this document.

When the SPM Downloads page displays, you'll see the Sign Up section in the lower right:



In the Sign Up section, do the following:

1. In the Contract Number field, type the SPM software support contract number located in the Certificate of Entitlement.
2. In the Signup Code field, type **SPM104**.
3. Click the **Begin Signup** button.

The following Sign Up page displays:

4. Complete all information fields on the page and then click the **Sign Up** button.

When your contact information from the Sign Up page is processed, an email will be sent to the address you provided, and the message will look similar to the following example:

Welcome joe.smith@companyname.com!

You have registered with the [Server Technologies SPM Download Center](#).

Title: Data Center Administrator  
 Name: Joe Smith  
 Email: joe.smtih@companyname.com

To complete your registration, please visit the following url:

[Confirm my account](#)

5. **Important:** When you receive this confirmation email, be sure to click the “Confirm my account” link in the email to complete the registration process. The SPM Downloads page will then be redisplayed with the message:

Your account was successfully confirmed. You are now signed in.

You are now inside the secure SPM Downloads portal where you can click any button to access SPM download files and resources. After you logout, you can then log back into your account anytime by using your email/password in the Login area, as described in the following section, “How to Access Your Activated Account.”

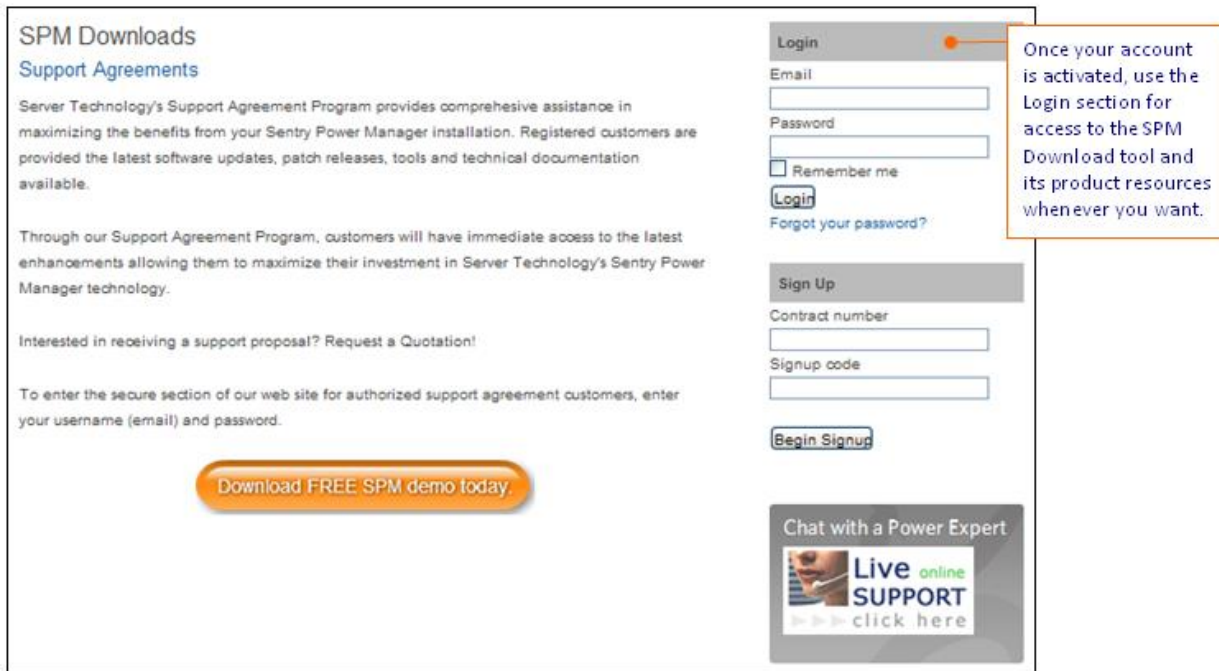
**Note:** The contact information provided will be used to notify you of future SPM releases and other important product information and resources. You will also receive email reminders about the upcoming expiration of your support contract.

## How to Access Your Activated Account

When you have signed up and confirmed registration, your account is activated. You can then log into directly the SPM Download page anytime.

Access the SPM Downloads Tool through the Server Technology website in one of the ways described in the first section of this document.

When the SPM Downloads page displays, you'll see the Login section in the upper right:



The screenshot shows the SPM Downloads page layout. On the left, there is a 'Support Agreements' section with text about the program and a 'Download FREE SPM demo today' button. On the right, there are two main sections: 'Login' and 'Sign Up'. The 'Login' section includes fields for 'Email' and 'Password', a 'Remember me' checkbox, a 'Login' button, and a 'Forgot your password?' link. The 'Sign Up' section includes fields for 'Contract number' and 'Signup code', and a 'Begin Signup' button. Below these is a 'Chat with a Power Expert' section with a 'Live online SUPPORT' button and a 'click here' link. A callout box with an orange border points to the 'Login' section, containing the text: 'Once your account is activated, use the Login section for access to the SPM Download tool and its product resources whenever you want.'

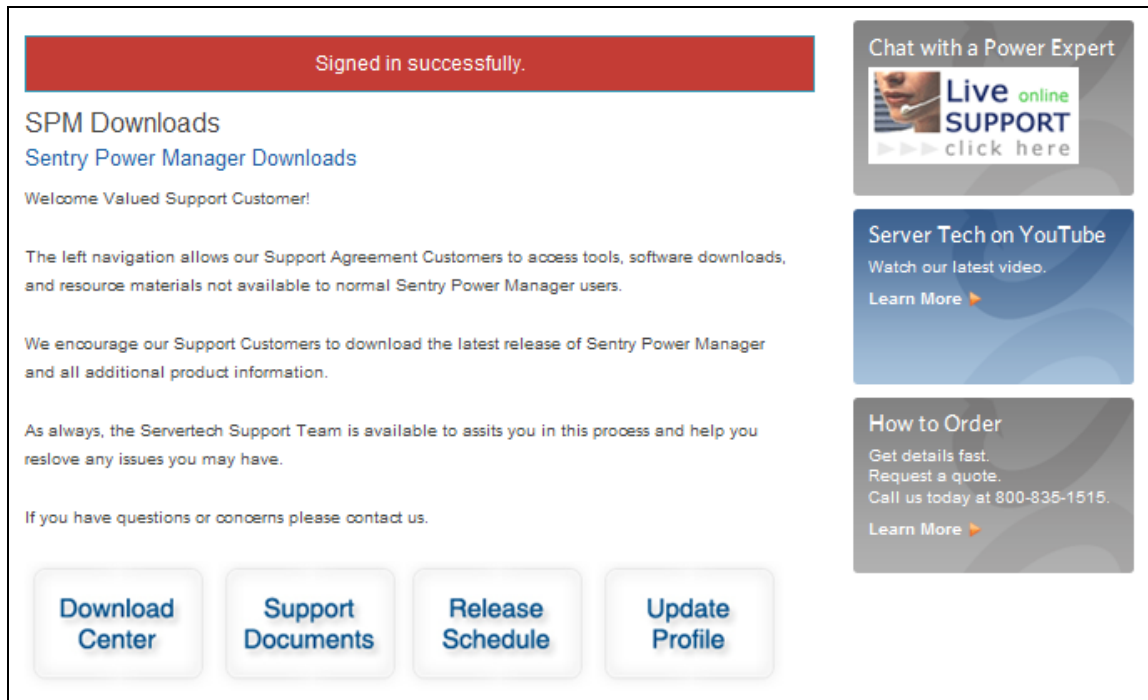
In the **Login** section, do the following:

1. Type the email address and password you provided during the initial signup process.
2. Click the **Login** button.

**Note:** If you are a Server Technology channel partner or integrator, please relay the login and download information to end users to help them avoid problems in the future when trying to update their SPM software version.

Inside the SPM Download Center

When you are successfully logged into the SPM portal, the following SPM Downloads page displays:



The download and feature buttons (left to right) at the bottom of the page link to the following software version downloads and additional customer information about SPM:

This SPM download button...	gives you this information...
<b>Download Center</b>	Provides upgrade links for SPM software version releases; version release notes; instructions for a generic upgrade; setup instructions for APP, APPR, and APPV solutions; and links to the SPM Quick Start Guide and to Server Technology Technical Support.
<b>Support Documents</b>	Displays links for version release notes and setup instructions for APP, APPR, and APPV solutions.
<b>Release Schedule</b>	Lists the new features and benefits for each of the SPM releases, plus you can access the product release notes by version.
<b>Update Profile</b>	Allows you to edit the email address and/or password used for login to the SPM Download Tool.

Note that SPM offers three data center solutions:

**SPM APP** – Basic SPM appliance installation

**SPM APPR** – Redundant SPM appliance installation

**SPM APPV** – The SPM virtual system solution

For more information about these appliance and virtual solutions, see the *Hyperfast* setup instructions noted above that you can access from the **Download Center** button or the **Support Documents** button.



Download Center

## Getting SPM Installation Information

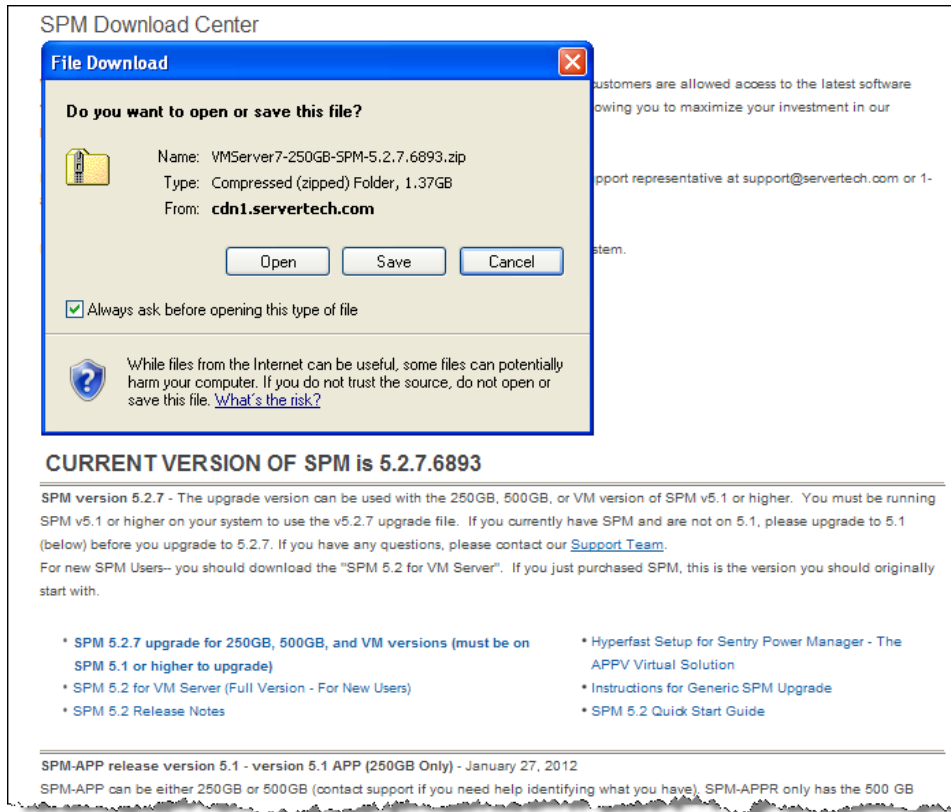
To install a new SPM version or to access support information, click **Download Center** to display the following page:

The screenshot shows the 'SPM Download Center' page. At the top, it says 'Sentry Power Manager - Download Center'. Below this, there is a paragraph about software updates and a note about contacting support if not updated to SPM Version 4.1. A list of links for generic upgrade and hyperfast setup instructions is provided. A callout box points to these links, stating: 'See the generic upgrade instructions and setup instructions for the APP, APPR, and APPV solutions.' Below this is the section 'CURRENT VERSION OF SPM is 5.2.7.6893'. The text explains the upgrade process and provides a link to the 'Support Team'. A callout box points to this link, stating: 'Click for the Contact Support online form to provide Server Technology Technical Support with a description of the issue.' Below this, there are two columns of links for SPM 5.2.7 upgrade and SPM 5.2 release notes. A callout box points to these links, stating: 'Specific SPM release upgrades are available in the links listed on this page for each product version.' Below this, there are sections for SPM-APP and SPM-APPR release version 5.1. A callout box points to the 'Installer' link for SPM-APP, stating: 'Note that GB requirements are listed for each upgrade.' At the bottom, there is a section for SPM-APPV release version 5.1.

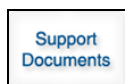
Click the installer link of your choice to install the latest version of SPM. The page shows the difference in GB sizes between the APP and APPR installations, and also provides links to setup instructions, generic upgrade instructions, and release notes.

If you need assistance with your SPM installation or upgrade, click the Support Team link noted above on the page example, or call Server Technology Technical Support at 1-800-835-1515.

When you click an installer link, the following download box displays so you can determine the final destination of the download file.

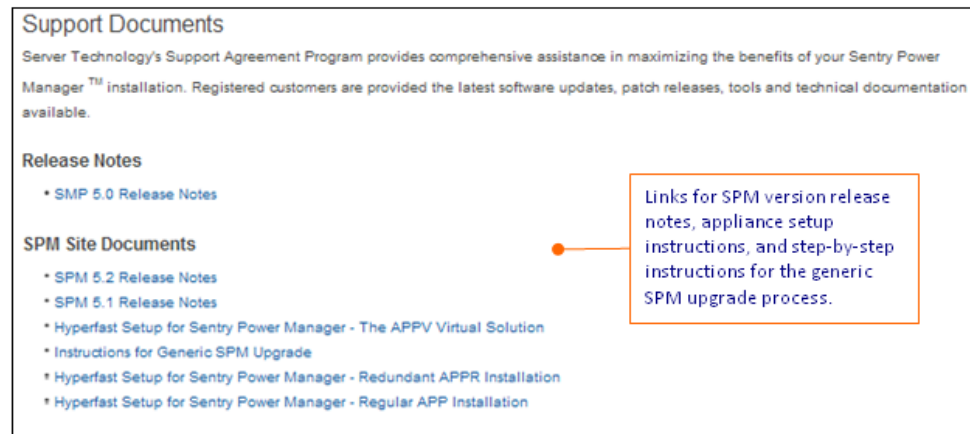


**Congratulations!** You have now downloaded the selected SPM product version.



## Getting More SPM Product Information

To get release notes and SPM appliance setup instructions, click **Support Documents** to display the following page:



Choose the document you want to view or download. Release notes for the latest SPM product versions are available, as well as the *Hyperfast* appliance setup instructions for the APP, APPR, and APPV solutions.

Release  
Schedule

## Find Out What's New in SPM Product Releases

To get release notes and SPM appliance setup instructions, click **Release Schedule** to display the following page:

**Release Schedule**

We are constantly working to improve the Sentry Power Manager product. We have two major releases each year along with incremental patch builds when required.

**CURRENT VERSION OF SPM is 5.2.7.6893**

Version 5.2-- Some of the exciting features and benefits are listed as follows:

- > Console command line enhancements
- > Enhanced the readability of log entries to make them more user friendly
- > Added STI CDU configuration options (GUI and API)
- > Added 2nd trap destination field in System Setup
- > Support Tools enhanced
- > Added the ability to manage backup and firmware files directly from the web interface
- > Added the ability to configure a remote mount point for backups via SAMBA
- > Added SNMPv3 support for both STI and competitive devices
- > Competitive Devices Enhancements (device dependent)
- > Added Cabinet Devices feature
- > Added Cabinet Redundancy feature
- > Trending enhancements/features
- > Commands will no longer reside in tables for extended periods of time
- > Both failed and successful SNMP & SNAP commands will be logged
- > Watchdog will restart backend daemons if they terminate for any reason
- > User interface will notify the user via a "NAG" screen if the backend daemons are not running

[View the SPM 5.2 Release Notes](#)

Version 5.1-- Some of the exciting features and benefits are listed as follows:

- > SPM now available as a VMWare Virtual Server
- > SNAP
- > Email can be enabled or disabled without deleting settings
- > Search now includes all system object types
- > Objects list now include: Contact Closures, Enclosures, Environmental Monitors, Infeeds, Lines, Outlets, & Sensors
- > User created views
- > Objects list now include: Contact Closures, Enclosures, Environmental Monitors, Infeeds, Lines, Outlets, & Sensors
- > TACACS+ is now supported

**Callouts:**

- Keeps you current with SPM releases by showing the latest product version. Major product release numbers (such as 5.2) and incremental (point) releases (such as 5.2.7.6893) are both provided on this page.
- The individual "what's new" features and benefits developed into each SPM product release are listed for your review.
- Click the links for fast access to the detailed SPM product release notes.

The Release Schedule page lists the new features and benefits for each of the SPM software releases, plus links to the latest release notes.

Update  
Profile

## Edit Your SPM Download User Login

**Edit Spm user**

Email

Password (leave blank if you don't want to change it)

Password confirmation

Current password (we need your current password to confirm your changes)

Unhappy? [Cancel my account](#)

To edit the email address and/or password associated with you SPM Download user login, click **Update Profile** to display the following page:

The Edit SPM User page lets you change your email address, change your password, or cancel your SPM Download account. Your login information is for accessing the SPM Download Tool account only, not for accessing the SPM product.

The original email address/password combination was provided during the initial Sign Up and registration process. You can use this page whenever you want to edit login information. Type your changes, confirm password changes where indicated, and click **Update**.

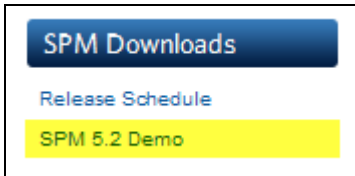
Note that clicking the "Cancel my account" link will require confirmation of the cancellation.



## SPM Demo: Test Drive the Complimentary 5-Node SPM Demo System

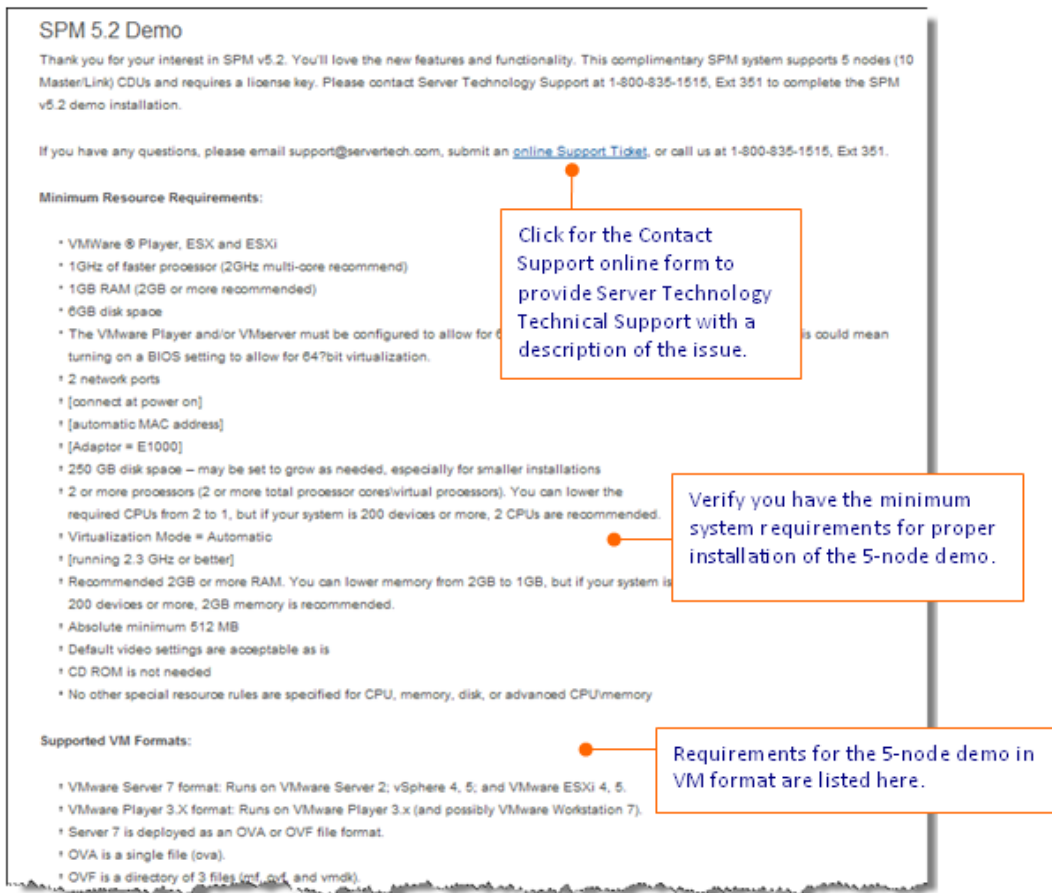
**Note:** The SPM Demo is not part of the secure SPM Downloads center; login is not required to use the demo.

To install the free 5-node (10 master/link CDUs) SPM demo system, click the “SPM 5.5 Demo link” from the SPM Downloads menu located to the left of the SPM Download pages.



The SPM release number in the demo link changes to show the latest product version, such as the SPM 5.2 demo system is shown in this example:

The following SPM Demo page displays:

A screenshot of the 'SPM 5.2 Demo' page. The page title is 'SPM 5.2 Demo'. Below the title is a paragraph of introductory text. Then, there is a line of text: 'If you have any questions, please email support@servertech.com, submit an online Support Ticket, or call us at 1-800-835-1515, Ext 351.' Below this is a section titled 'Minimum Resource Requirements:' followed by a list of requirements. At the bottom is a section titled 'Supported VM Formats:' followed by a list of supported formats. Three callout boxes with orange borders and blue text are overlaid on the page: 1. One points to the 'online Support Ticket' link with the text: 'Click for the Contact Support online form to provide Server Technology Technical Support with a description of the issue.' 2. Another points to the 'Minimum Resource Requirements:' section with the text: 'Verify you have the minimum system requirements for proper installation of the 5-node demo.' 3. The third points to the 'Supported VM Formats:' section with the text: 'Requirements for the 5-node demo in VM format are listed here.'

The top section of the page (above) lists the requirements for demo installation and the Technical Support contact link.

The bottom section of the page (below) provides the demo links for the VMWare formats and access to the setup documents for APP, APPR, and APPV solutions.

This lower section also shows a link to the SPM Quick Start Guide, as well as a link to Technical Support for assistance with the software license key needed for SPM.

**Supported VM Formats:**

- \* VMware Server 7 format: Runs on VMware Server 2; vSphere 4, 5; and VMware ESXi 4, 5.
- \* VMware Player 3.X format: Runs on VMware Player 3.x (and possibly VMware Workstation 7).
- \* Server 7 is deployed as an OVA or OVF file format.
- \* OVA is a single file (ova).
- \* OVF is a directory of 3 files (mf, ovf, and vmdk).
- \* VMware Player is deployed as a directory of 2 files (vmdk and vmx file).

[Download the complete SPM Hyperfast Setup Guide - APP](#)  
[Download the complete SPM Hyperfast Setup Guide - APPR](#)  
[Download the complete SPM Hyperfast Setup Guide - APPV Virtual Solution](#)

Download the SPM v5.2 Demo - [VMWare Player Version](#)  
Download the SPM v5.2 Demo - [VMWare ESX and ESXi](#)

get your license key. <http://www.servertech.com/support/contact-support/>

**Callout 1:** Download appliance setup instructions for APP and APPR solutions, and the requirements for the virtual APPV solutions.

**Callout 2:** Download the 5-node demo system in either VMWare Player or VMWare ESX/ESXi formats.

## Contact Technical Support



### Experience Server Technology's FREE Technical Support

Server Technology understands that there are often questions when installing and/or using a new product. Free Technical Support is provided from 8 a.m. to 5 p.m. PST, Monday through Friday. After-hours service is provided to ensure your requests are handled quickly no matter what time zone or country you are located in.

Server Technology, Inc.

1040 Sandhill Drive

Tel: 1-800-835-1515

Web: [www.servertech.com](http://www.servertech.com)

Reno, Nevada 89521 USA

Fax: 775-284-2065

Email: [support@servertech.com](mailto:support@servertech.com)

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