Server Technology SPM FAQ   February 2018

1) Q: What is the current released version of SPM?
   A: v6.2 is the latest release.

2) Q: What is SPM?
   A: SPM is the optimal power and energy monitoring and management tool for all Server Technology PRO2 and earlier PDUs. The PRO2 platform normalizes the terminology between all types of PDU inputs and outputs with items such as Cords, Lines, Phases, and Branches. SPM uses the PRO2 architecture to form a consistent view of power and environmental data from all PDUs within the data center. Built-in reporting and trending gives data center managers access to key data in a variety of formats. Finally, SPM is also a unique and powerful tool for mass configuration of PDUs through use of SNAP

3) Q: How do I get SPM configured for my network?
   A: See the Hyperfast Setup Guides for APPR, or APPV

4) Q: How do I access Help?
   A: In the upper right corner of the web GUI, you will find a blue circle with a '?'. If the browser window is small, you will find a '>>' which can be clicked on to access the '?' help.

5) Q: How do I setup NTP, Syslog, and port access?
   A: In the left menu of the GUI, select the "Admin Setup" menu and then the "System Setup" page. There you will find many configuration settings for access to and from SPM.

6) Q: How do I change my password?
   A: In the upper right corner of the web GUI, you will find an icon of a person. If the browser window is small, you will find a '>>' which can be clicked on to access the icon. Select the "Change Password" tab and then enter your old password and twice enter your new password.

7) Q: How do I change the automatic logout time?
   A: In the upper right corner of the web GUI, you will find an icon of a person. If the browser window is small, you will find a '>>' which can be clicked on to access the icon. On the "User Preference" tab, change the "Inactivity Timeout (Minute):" field to the desired automatic logout time.

8) Q: How do I add a license key?
   A: In the left menu of the GUI, select the "Admin Setup" menu and then the "Add License" page. There you will be able to enter a new license key. You will need to contact Server Technology Technical Support at 1-800-835-1515 and provide your Serial Number from that same page to get your license key.

9) Q: Where do I find SPM version?
   A: In the left menu of the GUI, select the "Application Help" menu and then the "About SPM" page. There you will find the full SPM version number.

10) Q: How do I create a backup of the system?
   A: Backups will run on a schedule that is user configurable. In the left menu of the GUI, select the "SPM Setup" menu and then the "Scheduled Tasks" page. Left click to select the "Backup" task, right click to bring up the menu, and select "Run Scheduled Task Now". It will take several minutes to run the backup, during which polling will cease. The new backup file can be found by going into the left menu of the GUI and selecting the "Admin Setup" menu and "Backup Files" page. Right click on the newly created file and select "Download" to save to your file system.

11) Q: How do I discover Server Technology PDUs to SPM?
   A: In the left menu of the GUI, select the "SPM Setup" menu and then the "Device Discovery" page. Right click on the "Device Discovery" in the menu, right click on an existing Discovery in the list, or left click on the binoculars icon toward the upper right of the window. Give the Discovery task a name, a beginning IP address, the number of IP addresses to query, and the SNMP information. Server Technology PDUs default to SNMPv2c enabled with Get community of 'public' and a blank Set community (which you can add later). Select 'Yes' from the "Run Discovery Now:" dropdown option and then click on the "Save" button. See the online help for more details.

12) Q: How do I add cabinet PDUs from other manufacturers?
   A: In the left menu of the GUI, select the "Devices Setup" menu, right click on the PDUs item, and then left click on the "New PDU" selection. Enter the IP address of the PDU, select the Enterprise type from the drop-down box, enter the SNMP information for that device, and click on the "Save" Button. See the online help for more details.

13) Q: How do I monitor a UPS or other power device?
   A: This feature requires an additional license key. In the left menu of the GUI, select the "SPM Setup" menu and then right click the "Custom Device Template" option. Enter a name for the template and the SNMP information for polling. See the online help for more details. This template will be saved as an "Enterprise" that will be used to add the UPS as if it were a PDU. See above for "How do I add cabinet PDUs from other manufacturers?"

14) Q: How do I build the cabinet and location hierarchy?
   A: In the left menu of the GUI, select the "Devices Setup" menu, right click on the "Locations" or "Cabinets" item as desired, and select "New" from the options. The Locations setup will let you browse for a file to upload, which must be .gif, .jpg, or .png. Give the Location or Cabinet a name, select the "Parent" and contents (PDUs, Cabinets, or Location) as applicable by dragging from right to left in the bottom panels of the configuration screen, and then click the "Save" button. See the online help for more details.

15) Q: How do I add cabinet devices such as servers?
   A: There are a couple ways. The most common way follows. In the left menu of the GUI, select the "Devices Setup" menu, left click on the "Cabinets" selection to bring up a list of existing cabinets. Double-click on the Cabinet in which devices are to be assigned.

16) Q: How do I configure the cabinet redundancy check?

A: When you create a cabinet and assign a PDU of Master-Expansion configuration, the system will automatically assign "A" power source to the Master and "B" power source to the expansion. Otherwise, during the assignment of the PDU(s) to the cabinet, the power source can be assigned manually on the same screen. Note: there are a few early designs that cannot be configured for this purpose and will show as "Cannot Determine" when viewing the Cabinet Details screen.

17) Q: How do I configure PDUs individually and en masse?

A: SPM has two configuration methods depending upon the items to be changed. The SNMP-based settings of names and thresholds are best set en masse by entering into the "Devices Setup" menu on the left side of the GUI. Click on the type of item to be configured, such as "Outlets" to bring up the list. By using the filters at top and the SHIFT or CTRL keys with left click of the mouse, you can select the particular items to be configured. Then, right click on one of the highlighted items and select "Configure Thresholds". In the popup window, you can select the columns to configure at the bottom. The second method, called SNAP, is used for sending more sensitive configuration settings through an encrypted channel to one or more PDUs. See the online help for full details.

18) Q: How do I upgrade my PDUs?

A: The optimal way to upgrade PDUs through the use of SPM is to upload the new firmware file in the "SPM Setup" menu on the left side of the GUI and selecting the "Firmware File" option. Using SNAP (see online help for details), you can send the FTP configuration settings to the group of PDUs in question. Either by command or by schedule the PDUs will be able to get the new firmware file from SPM or other FTP server.

19) Q: How do I add and configure system users?

A: In the left menu of the GUI, select the "Admin Setup" menu and then the "Manage Users" page. If you need a new "User Group" do so on the designated tab. The User Group is where the permissions are attached. Create new users on the "Users" tab and pre-assign a password and the User Group. For authentication control, LDAP and TACACS+ are available. See the online help for full details.

20) Q: How do I create custom Views?

A: In the left menu of the GUI, select the "Views" menu and then click the icon that looks like a magnifying glass with a '+' sign. You can rename the View as desired by clicking on the name. To add panels, use the two drop-down icon selectors toward the upper right of the window. For full details, see the online help.

21) Q: How do I change the legend colors in the different Location views?

A: You will notice that each location page has several tabs, including PDU Status, PDU Capacity, Power, Temperature, and Humidity. Each of these tabs has a legend with a particular range and color breakdown for visual clarity. If you find that you would like to change either the range or color, go to the left menu called "SPM Setup" and select the "Legend Colors" page. There you will see all values and colors used for the several tabs. In the drop-down box toward the upper right, select the legend you wish to edit. You can change the ranges by editing the "Start Value" fields. You can also change the color by entering the RGB hex value for the particular row. Hint:

the first pair of numerals are for Red, the second pair for Green, and the third pair for Blue. Click the "Save" button at the bottom of the screen to continue.