Server Technology
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PRO1/PRO2 FAQ

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1) Q: What is PRO2?
   A: PRO2 is Server Technology's newest platform for CDU products. It meets needs that the previous generation cannot. This includes a shallower POPS form-factor (2.18"W x 2.25"D) compared to (1.75"W x 3.5"D), 25% higher vertical density of outlets on Switched products, more processor power and memory to support new features, and monitoring of both branch current and input current for all models. Additionally, the PRO2 design has been put through more extensive design, test and validation procedures than any previous generation. This design review resulted in even more robust quality than our already best-in-class product. Improvements include locking cables for internal communication and low-voltage busses to prevent high-vibration connection loss, and higher noise immunity for the internal logic.
2) Q: What is PRO1?
   A: In short, it is a variable reduction of hardware features from PRO2. It uses the same network card so much of what follows applies to both. See the Technical Note for more details.
3) Q: Will PRO2 replace the previous generation of CDU products?
   A: Yes, the previous generation of CDU are mostly transitioned at time of this writing.
4) Q: What new features are added to the PRO2 line?
   A: Features include redundant network power with hot-swap network card, branch current monitoring, faster secure connections, PIPS standard, on-board file system, shallow form-factor for POPS, capability to link 3 expansion units, and additional alarms and alarm levels.
5) Q: What happens to communication if power is lost to the Master PRO2 unit?
   A: Network integrity is ensured when power is lost to the Master unit as power is fed back from the first link unit's cable to ensure uptime and manageability of the link PDU.
6) Q: Can the network interface card be hot-swap replaced in the field without special programming steps?
   A: Yes, the network interface card can be replaced by the user even with power applied. Factory programmed settings are maintained within the PRO2 unit and no additional programming is needed for the new card. User configurations will need to be reset.
7) Q: How is firmware upgraded?
   A: The firmware can be upgraded by an FTP server as before, but now it can also be directly uploaded through the web GUI or by an SFTP or FTP client.
8) Q: Is the firmware backward compatible with the previous generation of CDU products?
   A: No, the PRO2 firmware starting at v8.0 cannot be installed into the previous generation of CDU products with v7 FW and below.

9) Q: Is the SNMP MIB backward compatible with the previous generation of CDU products?
   A: No, the PRO2 has a new MIB based on a new hardware architecture that more accurately reflects all of the possible combinations of units, cords, lines, phases, over-current protectors, branches, outlets, and sensors. The MIB and OID are posted on our web site at ftp://ftp.servertech.com/pub/SNMP/sentry4/. Also, there is a technical note explaining the differences between our old MIB and the PRO2 for customers and solution partners that have integration questions.
10) Q: What files are available when logged into the PRO2 unit?
   A: The new on-board file system of the PRO2 series has the FTP.ini, SNTP.ini, Network.ini, and config.bak files as we are used to in the previous generation CDU. Additionally, the MIB and OID Tree files are downloadable from the PRO2 unit. All of these files are accessible through FTP as before, and now through the web GUI and SFTP.
11) Q: What is the benefit of Branch Current Monitoring?
   A: Branch Current Monitoring is now added to the PRO2 as a standard feature. This allows for thresholds to be configured on the branch circuit protection to alert before breaker/fuse trip.
12) Q: Are there alerts when breaker/fuse branch circuit protection trips?
   A: Yes, alerts via SNMP and email are sent when breaker/fuse trips on all PRO2 models.
13) Q: What are the additional alarms available in the PRO2 line?
   A: PRO2 adds a second (warning) level to the alarms. Now set thresholds on low and high branch load, low and high cord power, low and high cord apparent power, low cord power factor, high 3-phase out-of-balance, low and high line load, low and high outlet load, low and high outlet power, low outlet power factor, low and high phase voltage, low phase power factor, low and high temperature, and low and high humidity. All threshold setting now have finer resolution (e.g. 0.1A instead of 1A) and configurable hysteresis.
14) Q: How has outlet identification changed?
   A: Numbering is not tied to the branch or phase but is listed as 1 to n for outlets, branches, OCPD, etc. Each outlet has a unique number – for example, a 30-outlet PRO2 unit has outlets numbered 1 to 30 whether single-phase or three-phase. Additionally, every 3-phase PRO2 unit uses L1, L2, and L3 as the input line indicators instead of some using X, Y, and Z. Finally, branches are always called 1, 2, 3, etc. instead of some using XY, YZ, and ZX.
15) Q: Are the same temperature/humidity probes supported?
   A: Yes, the PRO2 series uses the same probes as the previous generation of products. All link/expansion units also provide ports for two probe sensors just as the master units do.
16) Q: Is an EMCU supported?
   A: Yes, the first link port on the master unit supports an EMCU. The redundant network power feature is supported through an EMCU.
17) Q: How does the new multi-linking feature work?
   A: The first expansion unit works as before. The second and third expansion units attach to an optional module which connects to the “Auxiliary/Bluetooth” port. This optional module provides two more link ports and a Bluetooth port.
18) Q: Will SPM fully integrate with the PRO2 line?
   A: Version 6.0 of SPM or greater supports PRO2 units.

19) Q: Are the same custom colors and cord lengths available for PRO2 products?
    A: Yes, custom colors and cord lengths follow the same rules as before.
20) Q: Is the PRO2 line ST Eye Bluetooth enabled?
    A: Yes, all PRO2 units are ST Eye Bluetooth enabled. Module sold separately.
21) Q: Will the existing bracket designs work with the PRO2 series products?
    A: Most of the existing bracket designs will continue to work with the 2.2” wide PRO2 series products, but each case should be analyzed by Server Technology Sales Engineers.
22) Q: Do the PRO2 series products support the P-Lock type cords and EZip products?
    A: Yes, PRO2 continues to support P-Lock type cords and EZip products as before.
23) Q: Are serial-port-connected integrations with Avocent and MRV products supported.
    A: No. Existing Avocent and MRV firmware only supports the version 7.0 product architecture.
24) Q: What is the operating temperature rating?
    A: The standard for PRO2 is 60C, and will be met whenever possible.
25) Q: Are RF Code sensors supported?
    A: Yes. RF Code has new sensors for these PDUs.
26) Q: Is Cisco EnergyWise supported?
    A: Yes, it is supported.
27) Q: Is the local LED display invertible?
    A: Yes, all PRO2 products have auto-flip invertible displays.