SUPPORT NOTE SN-3002 | August 2015

Overview

This Note provides instructions for generating Support Packs and Database Backups for v5.4x and v6.x SPM systems.

SPM: Version 5.4x

A. Support Pack:

1. Go to Application Help->Support Tools->Support Package

Applications	30	View 1016 * 🔊 Suppo	ort Tools *					
C Views	+	System Info Communica	tion Tests Support Package					
Device Selection		Attach Additional CDU Information						
E Setup Items			I					
Reports Menu		CDU IP Addresses:						
🕃 System Setup	+							
Application Help	=							
About SPM		SNPP						
Technical Support		Version:	SNMP v2c	~				
Product License		Get Community:	orbete					
Support Tools		out community	Printer					
End User License Agreemen	vt.							
Third Party Disolosure		1						
On-Line Help System		Run On						
		Date:		🖪 Hou	r: 00 ¥	Minute: 00 Y		
		Email Setup						
		Also Cand by Emails	Dirabled	~				

2. From the lower-right-hand corner, select 'Run Now'



3. Go to System Setup -> Backup Files

Server Technology	Sentr	ry Power Manager	
Applications	(x)	🕼 View 1016 📧 🐔	Support Tools 🕷 🕸 Backup Files 🖉
🔂 Vievos	+		
E Device Selection		File Name	Clear All
I Setup Items	Ŧ		
Reports Menu	+	-	File Name
System Setup	=	-	SPMSupport eti_10.1.2.147_5.4.4.11005_20150830_130922
System Setup		-	SPMD8Beckup.stj_10.1.2.147_5.4.4.11005_20150020
Gustom Device Templates			
E Zone Managers			
Manage Users			
Firmware Files	_		
Hubad - Eackupillograde	Cila		
Add License			

4. You will see the newly generated Support Package here – Download the file by selecting the download button 🤤 and place it in an appropriate file folder.

B. Database Backup:

1. Go to Setup Items -> Scheduled Tasks



- 2. Highlight the record titled 'Backup' and using the 🧹 button, Run Scheduled Task Now
- 3. Go to System Setup -> Backup Files

Server Technolog	Sentry	Power Manager	
Applications	(×)	🕼 View 1016 🛎 🔓	Support Tools * 🖶 Backup Files *
Views	+	-	
Device Selection	+	File Name	Clear All
I Setup Items	+		
Reports Menu	+	-	Fie Name
System Setup	=	-	SPMSupport eti_10.1.2.147_5.4.4.11005_20150830_130922
System Setup		-	SPMD8Backup.stj_10.1.2.147_5.4.4.11005_20150020
Gustom Device Template			
2 Zone Managers			
Emware Files			
Backup Files			
Upload - Backup/Upgrad	e File		
Add License			

4. You will see the newly generated Backup Database here – Download the file by selecting the download button 🤤 and place it in an appropriate file folder.

SPM: Version 6.x A. Support Pack:

1. Go to SPM Setup -> Support Tools -> System Information

plications	46	Support Tool 🙁
Views	۲	System Info Communication Tests
Device Selection	۰	- Network
Devices Setup		Host Name:
SPM Setup		IP Addresses:
Device Discovery Scheduled Tasks SNAP Setup Custom Device Templ Device	lates	Disk Space Used: Free: Memory Used: Free: RAID RAID:

2. From the lower-right-hand corner, select the 'Generate Support Pack' button



Applications		Backup Files	×
C Views	٠	Backup Files	
Device Selection	Đ	Backup Files	
Devices Setup	•	-	Name
SPM Setup	٠		
Admin Setup		SPMSupport.sti	10.1.2.147_5.4.4.11005_20150630_130922
System Setup Solution Manage Users Add License Advanced Settings			
Backup Files			
1 Upload - Backup/Upgra	de File		

4. You will see the newly generated Support Package here – Download the file by selecting the download button 🤤 and place it in an appropriate file folder.

B. Database Backup:

1. Go to SPM Setup -> Scheduled Tasks

Applications	🔍 💮 Scher	duled Tasks 🛞		
付 Views	+ Schedul	led Tasks Task Overview		
Device Selection	+ Scheduled	Scheduled Tasks		
Devices Setup	+ •	Name		
SPM Setup				
A Device Discovery	5	Backup		
💮 Scheduled Tasks	S	DB Full Maintenance		
 SNAP Setup Custom Device Templ Firmware Files Legend Colors Predictive Analysis Support Tools Z Zone Managers Zone Manager Rea 	ates 4	DB Maintenance		

- 2. Highlight the record titled 'Backup' and using the 🥪 button, Run Scheduled Task Now
- 3. Go to Admin Setup -> Backup Files

Applications		Backup Files	e]
🖞 Views	•	Backup Files	
Device Selection	(±	Backup Files	
Devices Setup	•	-	Name
E SPM Setup	(±		
🕒 Admin Setup		1	SPMDBBackup.sti_Beta15_6.0.0.12090_20150727
System Setup System Setup Manage Users Add License Manage Add License		- Dy	SPMDBBackup.sti_Beta15_6.0.0.12090_20150720
🚳 Backup Files			
👷 Upload - Backup/Upgra	de File		

4. You will see the newly generated Backup Database here – Download the file by selecting the download button 🤤 and place it in an appropriate file folder.

Contact Server Technology Technical Support at 1-800-835-1515 or support@servertech.com for additional assistance.







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