Server Technology

Solutions for the Data Center Equipment Cabinet

Sentry

Smart Cabinet Distribution Unit

- CS-12HDx
- CS-24Vx
- CS-42Vx
- CS-48VDx
- CS-54VDx
- CS-84VDx

Installation and Operations Manual

Instructions
This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

Dangerous Voltage
This symbol is intended to alert the user to the presence of un-insulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

Protective Grounding Terminal
This symbol indicates a terminal that must be connected to earth ground prior to making any other connections to the equipment.

Life-Support Policy

As a general policy, Server Technology does not recommend the use of any of its products in the following situations:

- life-support applications where failure or malfunction of the Server Technology product can be reasonably expected to cause failure of the life-support device or to significantly affect its safety or effectiveness.
- direct patient care.

Server Technology will not knowingly sell its products for use in such applications unless it receives in writing assurances satisfactory to Server Technology that:

- the risks of injury or damage have been minimized,
- the customer assumes all such risks, and
- the liability of Server Technology is adequately protected under the circumstances.

The term life-support device includes but is not limited to neonatal oxygen analyzers, nerve stimulators (whether used for anesthesia, pain relief or other purposes), auto-transfusion devices, blood pumps, defibrillators, arrhythmia detectors and alarms, pacemakers, hemodialysis systems, peritoneal dialysis systems, neonatal ventilator incubators, ventilators (for adults or infants), anesthesia ventilators, infusion pumps, and any other devices designated as "critical" by the U.S. FDA.

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Shipping materials are recyclable. Please save them for later use or dispose of them appropriately.

Notices

1040 Sandhill Drive
Reno, Nevada 89521 USA

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In the interest of continued product development, Server Technology reserves the right to make improvements in this document and the products it describes at any time, without notices or obligation.

Table of Contents

Chapter 1: Introduction

Quick Start Guide

The following instructions will help you quickly install and configure your Smart CDU for use in your data center equipment cabinet. For detailed information on each step, go to the page number listed to the right.

Technical Support

Server Technology understands that there are often questions when installing and/or using a new product. Free Technical Support is provided from 8:30 AM to 5:00 PM, Monday-Friday, Pacific Time.

Server Technology, Inc.
1040 Sandhill Drive
Reno, Nevada 89521 USA

Tel: 775.284.2000
Fax: 775.284.2065

Web: www.servertech.com
Email: support@servertech.com

Equipment Overview

1. The power inlet/cord(s) connects the CDU to the electrical power source.
2. The Input Current LED(s) displays the current load for each infeed or electrical phase per infeed.
3. Two RJ45 connectors for Serial (RS-232) and Ethernet connection
4. Two mini RJ11 connectors for Temperature/Humidity sensors.
5. Each Branch Circuit / electrical phase is color-coded for easy identification.

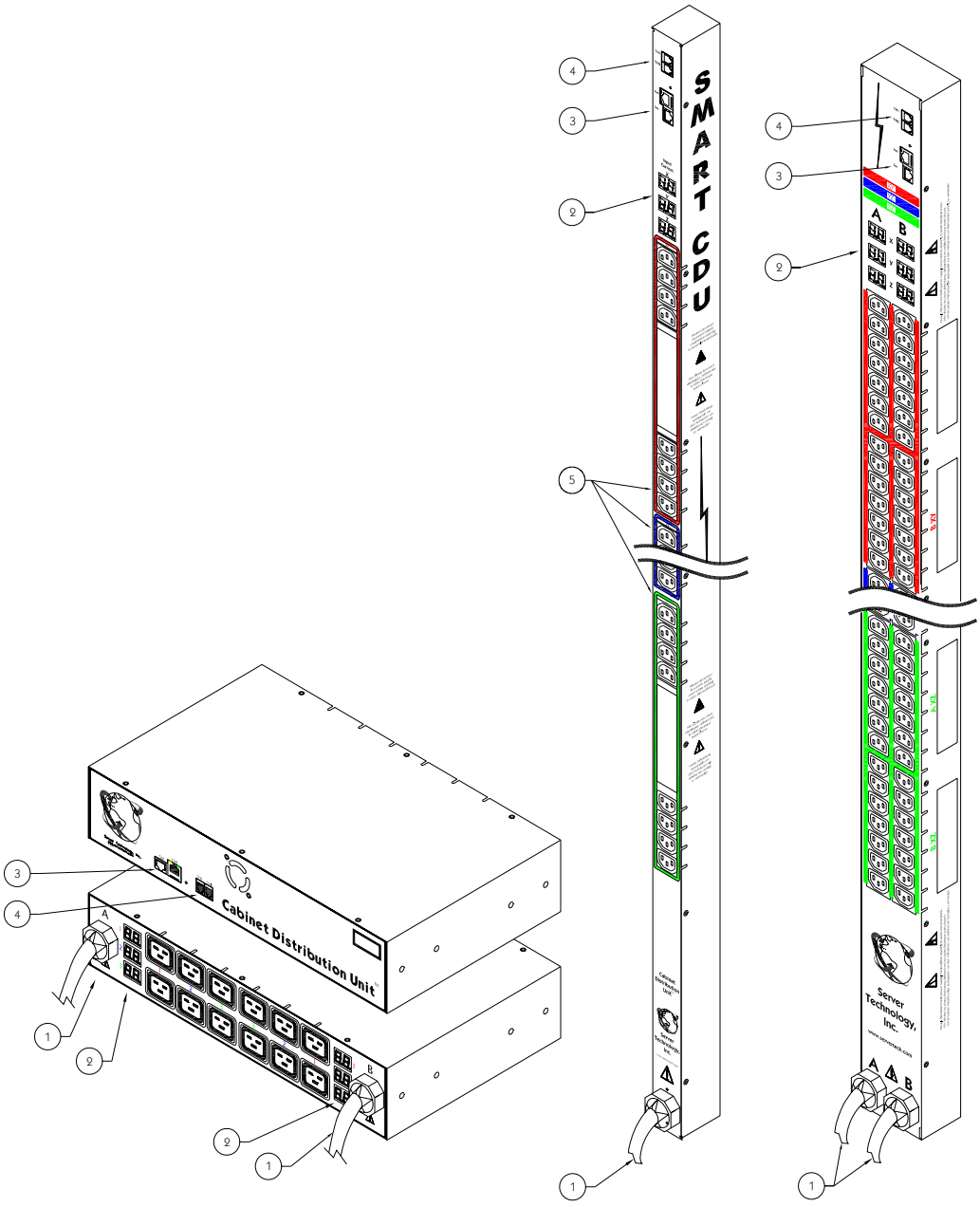


Figure 1.1 Cabinet Distribution Unit Views

Chapter 2: Installation

Before installing your Sentry Smart Cabinet Distribution Unit (CDU), refer to the following lists to ensure that you have all the items shipped with the unit as well as all other items required for proper installation.

Standard Accessories

- Mounting hardware:
  Vertical models - two removable flanges with four M4 screws and two mounting L-brackets with nut plates, four sets of screws and washers and optional button mounts.
  Horizontal models – two removable flanges with M4 screws.
- RJ45 to RJ45 crossover cable.
- RJ45 to DB9F serial port adapter (for connection to standard DB9M DTE serial port).
- Outlet retention clips (208-240V models).

Additional items for Cx-xxx-C20 models:

- Separate power input cord.
- Power input retention bracket hardware.
  Two removable T-brackets with two 40mm screws.

Optional Accessories

- Temperature/Humidity sensors.

Additional Required Items

- Flathead and Phillip screwdrivers.
- Screws, washers and nuts to attach the CDU to your rack.

Safety Precautions

This section contains important safety and regulatory information that should be reviewed before installing and using the Sentry Smart Cabinet Distribution Unit. For input and output current ratings, see *Power Ratings* in Appendix C: Technical Specifications.

	Only for installation and use in a Restricted Access Location in accordance with the following installation and use instructions.	*Seulement pour l'installation et l'utilisation dans une Zone Interdite conformément aux installations et l'utilisation des indications suivants.*	Nur zur Installation und Verwendung in einem Sicherheitsbereich gemäß den folgenden Installations- und Verwendungsanleitungen.
	This equipment is designed to be installed on a dedicated circuit.	*Cet équipement est conçu à être installé sur un circuit spécialisé.*	Diese Ausrüstung ist zur Installation in einem festen Stromkreis vorgesehen.
	Dedicated branch circuit must have circuit breaker or fuse protection; 3-phase/multi-pole dedicated branch circuits must have circuit breaker or fuse protection for each phase/pole located together. CDUs have been designed without a master circuit breaker or fuse to avoid becoming a single point of failure. It is the customer's responsibility to provide adequate protection for the dedicated branch power circuit. Protection should not exceed the Total Input Rating of the CDU and must meet all applicable local, state and federal codes and regulations.	*Le circuit de dérivation spécialisé doit être équipé de disjoncteurs ou de fusibles ; Lorsqu'ils sont triphasés ou multipolaires, ils doivent être équipés de disjoncteurs ou de fusibles sur chaque phase ou pôle. Les CDU ont été conçus sans disjoncteur ou fusible principal afin de ne pas constituer le seul point de rupture. Le client est seul responsable de la protection des circuits électriques de dérivation spécialisés. Cette protection ne doit pas excéder la consommation totale en entrée du CDU et doit être conforme aux normes et à la réglementation locales, d'état et fédérales.*	Der als Standleitung verwendete Zweigstromkreis muss mit einem Überlastschalter bzw. einer Sicherung ausgestattet sein; bei Standleitungs-Zweigstromkreisen mit 3 Phasen/mehreren Polen müssen zusammengehörige Phasen/Pole individuell durch einen Überlastschalter bzw. eine Sicherung geschützt sein. In CDUs ist kein Haupt-Überlastschalter bzw. keine Hauptsicherung installiert. Dadurch wird ausgeschlossen, dass die CDU als alleinige Schwachstelle in Frage kommt. Es liegt in der Verantwortung des Kunden, den als Standleitung verwendeten Zweigstromkreis durch entsprechende Schutzmaßnahmen vor Überlastung zu schützen. Der Wert für den Überlastschutz darf nicht über dem Wert für die Eingangsstromstärke der CDU liegen und muss geltenden örtlichen und staatlichen Bestimmungen entsprechen.
	The plug on the power supply cord shall be installed near the equipment and shall be easily accessible.	*La prise sur le cordon d'alimentation sera installée près de l'équipement et sera facilement disponible.*	Der Stecker des Netzkabels muss in der Nähe der Ausrüstung installiert werden und leicht zugänglich sein.
	Always disconnect the power supply cord before opening to avoid electrical shock.	*Toujours déconnecter le cordon d'alimentation avant d'ouvrir pour éviter un choque électrique.*	Ziehen Sie vor dem Öffnen immer das Netzkabel heraus, um die Gefahr eines elektrischen Schlags zu vermeiden.
	WARNING! High leakage current! Earth connection is essential before connecting supply!	*ATTENTION ! Haut fuite très possible ! Une connection de masse est essentielle avant de connecter l'alimentation !*	ACHTUNG! Hoher Ableitstrom! Ein Erdungsanschluss ist vor dem Einschalten der Stromzufuhr erforderlich!

Installing the Power Input Retention Bracket

For units with a total maximum output <30A, it may be necessary to install the power input retention bracket prior to mounting the unit within the rack.

To install the power input retention bracket:

1. Remove the two screws attaching the IEC 60320 C19 inlet to the enclosure.
2. Assemble and attach the retention bracket to the enclosure as shown.

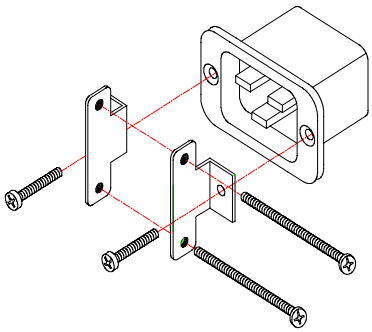


Figure 2.1 Retention Bracket assembly

Mounting

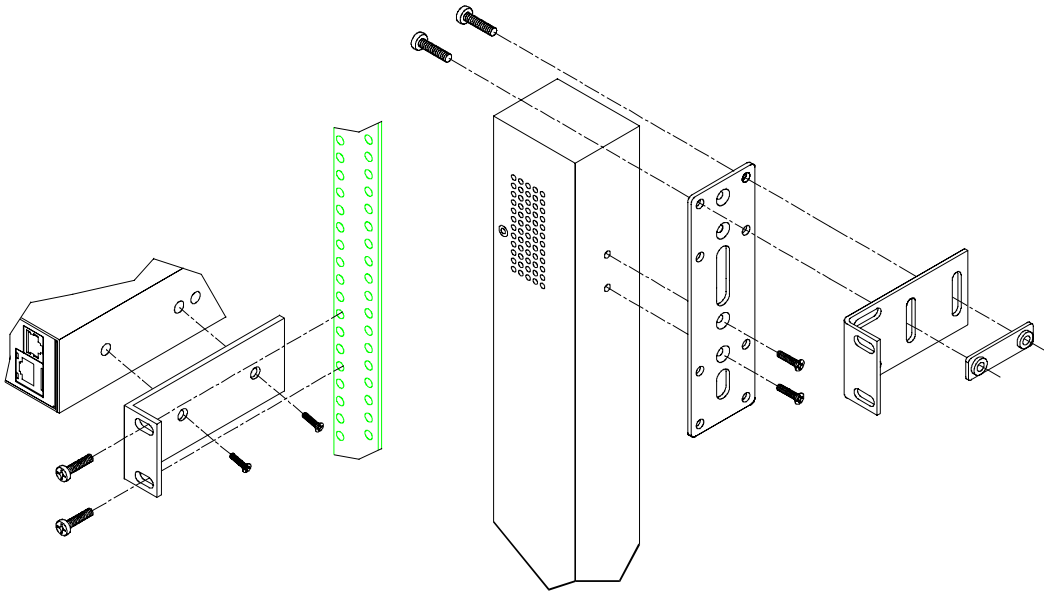


Figure 2.2 Mounting

Horizontal/Rack

1. Select the appropriate bracket mounting points for proper mounting depth within the rack.
2. Attach the brackets to these mounting points with two screws for each bracket.
3. Install the enclosure into your rack, using the slots in each bracket. The slots allow about ¼ inch of horizontal adaptability to align with the mounting holes of your rack.

NOTE: A mounting bracket kit for 23" wide racks or cabinets is available. Contact your Server Technology Sales Representative for more information.

Vertical

1. Attach the removable flanges to the mount points on the rear of the enclosure using M4 screws.
2. Attach the mounting L-brackets to the flanges with the supplied screws, washers and nut plates. The slots allow about 1½ inches of vertical adaptability.
3. Repeat with the other mounting bracket on the bottom flange.
4. Attach the top and bottom brackets to your rack.

NOTE: Contact your Server Technology Sales Representative for information regarding custom bracket design and fabrication services if you are unable to find a suitable manner for utilizing the included mounting brackets.

Optionally, the supplied button mounts may be used for mounting the CDU into cabinets supporting this method of equipment mounting.

Connecting to the Power Source

On 30A units, the input power cord is attached to the base of the unit. On units with a total maximum output <30A, you must first attach the power cord to the unit before connecting the unit to the power source.

To attach a power cord to the unit:

1. Plug the female end of the power cord firmly into its connector at the base.
2. Use a screwdriver to tighten the two screws on the retention bracket.

To connect to the power source:

Plug the male end of the power cord into the AC power source.

Connecting Devices

To avoid the possibility of noise due to arcing:

1. Keep the device's on/off switch in the off position until after it is plugged into the outlet.
2. Connect devices to the CDU outlets.

NOTE: Server Technology recommends even distribution of attached devices across all available outlets to avoid exceeding the outlet, branch or phase limitations. See *Power Ratings* on page 52 for more information.

Always disconnect both power supply cords before opening to avoid electrical shock.
Afin d'éviter les chocs électriques, débranchez les cables électrique avant d'ouvrir.
Immer beiden Netzleitungen auskuppeln vor den Aufmachen um elektrischen Schlag zu vermeiden.

Connecting the Sensors

The Smart CDU is equipped with two mini RJ11 T/H ports for attachment of Temperature/Humidity sensors. Attach the mini RJ11 plug of the sensor(s) to the appropriate T/H port.

Connecting to the Unit

Serial (RS232) port

The Smart Cabinet Distribution Unit is equipped with an RJ45 Serial RS-232 port for attachment to a PC or networked terminal server using the supplied RJ45 to RJ45 crossover cable and RJ45 to DB9F serial port adapter as required. See *Data Connections* in Appendix C: Technical Specifications for more information on the Serial RS-232 port.

Ethernet port

The Smart Cabinet Distribution Unit is equipped with an RJ45 10/100Base-T Ethernet port for attachment to an existing network. This connection allows access to the Smart CDU via Telnet or HTML.

The Smart Cabinet Distribution Unit is configured with the following network defaults to allow unit configuration out-of-the-box through either Telnet or HTML:

- IP address: 192.168.1.254
- Subnet Mask: 255.255.255.0
- Gateway: 192.168.1.1

The local PC network connection must be configured as noted below:

NOTE: Contact your system administrator for instructions in reconfiguring the network connection. Reconfiguration of your network connection may require a restart to take effect.

- IP address: 192.168.1.x (where x is 2-253)
- Subnet Mask: 255.255.255.0

Chapter 3: Operations

Interfaces

The Smart Cabinet Distribution Unit has two interfaces: the HTML interface accessed via the HTTP enabled Ethernet connections and the command line for serial and Telnet connections.

Usernames and Passwords

The Smart Cabinet Distribution Unit has one predefined administrative user account (username/password: admn/admn) and supports a maximum of 128 defined user accounts

NOTE: For security, Server Technology recommends removal of the predefined administrative user account after a new account with administrative rights has been created.

Only an administrative-level user may perform operations such as creating/removing user accounts and command privileges, changing passwords and displaying user information. An administrator may also view the status of all sensors and power inputs.

Usernames may contain from 1-16 characters and are not case sensitive; spaces are not allowed. Passwords may contain up to 16 characters, and are case sensitive.

HTML Interface

The HTML interface is constructed of three major components: the System Location bar, the User/Navigation bar and the Control Screen. The System Location bar displays the Sentry's location and IP address as well as the current Control Screen title. The User/Navigation bar displays the current user and privilege level and provides access to all HTML pages. And the Control Screen is used to display current data and allow changes to outlet states or system configuration.

The following sections describe each interface section/page and their use.

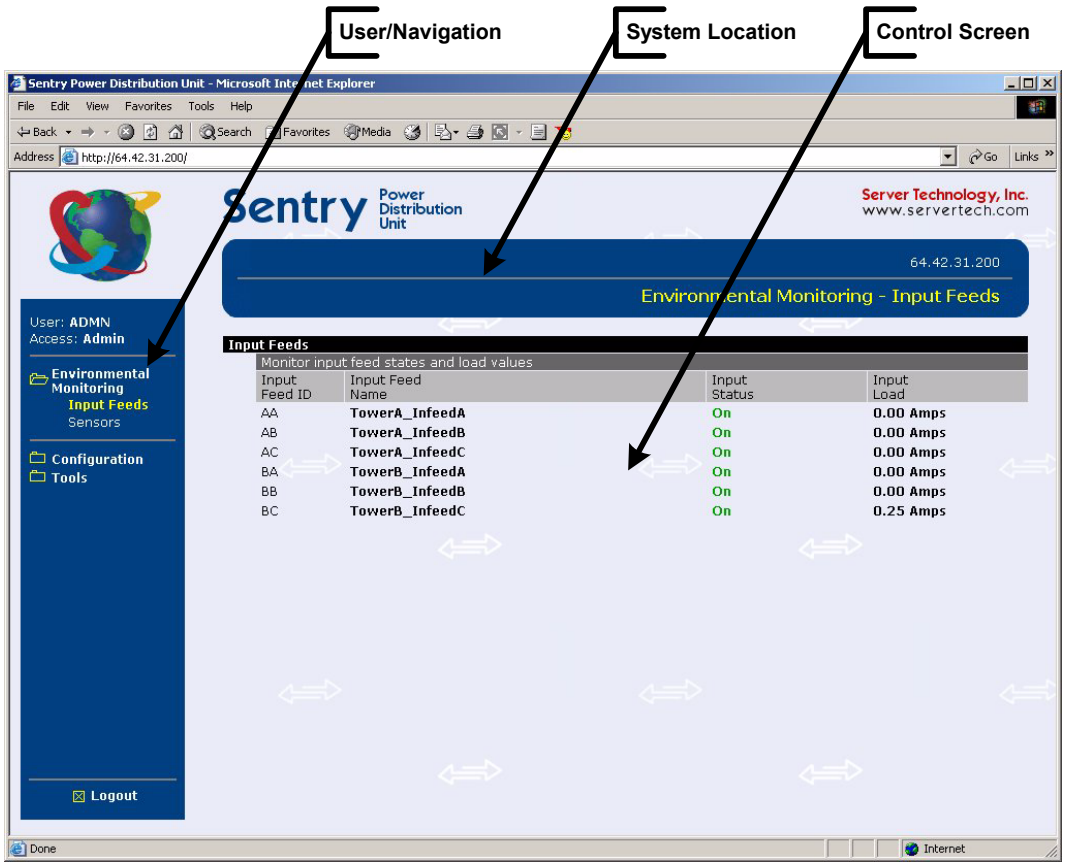


Figure 3.1 Example HTML page

Logging In

Logging in through HTML requires directing the HTML client to the configured IP address of the unit.

To log in by HTML:

In the login window, enter a valid username and password and press **OK**.

If you enter an invalid username or password, you will be prompted again.

You are given three attempts to enter a valid username and password combination. If all three fail, the session ends and a protected page will be displayed.

NOTE: The default Sentry username/password is admn/admn.

Environmental Monitoring

Input Feeds

The Input Load page displays the tower(s) absolute and descriptive name and the cumulative input load in amperes of all devices attached to the Sentry at the time the page was loaded. This page will refresh automatically every 10 seconds

Sensors

The Sensors page displays:

- Temperature/humidity sensor's absolute and descriptive names
- Temperature/humidity sensor readings in degrees Celsius and percent relative humidity

Configuration

The Configuration section offers access to all unit configuration options including Network, Telnet/SSH, HTTP/SSL, Serial Ports, Users, FTP, Proxy/SNTP and SNMP. This section is available to administrative level users only.

System

The System configuration page is used for reference of system information such as Ethernet NIC Serial Number, Ethernet MAC address and system firmware and hardware revisions as well as assignment and maintenance of the system location and tower descriptive names.

For description names, up to 24 alphanumeric and other typeable characters (ASCII 33 to 126 decimal – spaces and colon characters are not allowed) are allowed.

NOTE: Spaces may be used for the location description only.

Creating a descriptive system location name:

Enter a descriptive name and press **Apply**.

Configuring the Input Current LED display orientation:

Select **Normal** or **Inverted** from the drop-down menu and press **Apply**.

Creating a descriptive unit name:

Click on the **Tower Names** link.

On the subsequent Tower Names page, enter a descriptive name and press **Apply**.

Creating a descriptive input feed name:

Click on the **Input Feed Names** link.

On the subsequent Input Feed Names page, enter a descriptive name and press **Apply**.

Creating a descriptive Serial port name:

Click on the **Serial Port Names** link which will open the Serial Ports configuration page. See *Serial Ports* on page 11 for additional information on creating descriptive Serial port names.

Creating a descriptive Environmental Monitor name:

Click on the **Environmental Monitor Names** link.

On the subsequent Environmental Monitor Names page, enter a descriptive name and press **Apply**.

Creating descriptive sensor names:

Click on the **Sensor Names** link.

On the subsequent Sensor Names page, enter a descriptive name and press **Apply**.

Network

The Network configuration page is used for maintenance of the network interface. From this page an administrator may configure the IP address, subnet mask and gateway address as well as view the link status, speed and duplex value.

The Sentry is configured with the following network defaults to allow unit configuration out-of-the-box through either Telnet or HTML:

- IP address: 192.168.1.254
- Subnet Mask: 255.255.255.0
- Gateway: 192.168.1.1

The initial local PC network connection must be configured as noted below:

NOTE: Contact your system administrator for instructions in reconfiguring the network connection. Reconfiguration of your network connection may require a restart to take effect.

- IP address: 192.168.1.x (where x is 2-253)
- Subnet Mask: 255.255.255.0

NOTE: The unit must be restarted after network configuration changes. See *Performing a warm boot:* on page 15.

Setting the IP address, subnet mask, gateway or DNS address:

In the appropriate field, enter the IP address, subnet mask, gateway address or DNS address and press **Apply**.

Telnet/SSH

The Telnet/SSH configuration page used to enable or disable Telnet and SSH support and configure the port number that the Telnet or SSH server watches. For more information on SSH see page 33 in Chapter 4: Advanced Operations.

Enabling or disabling Telnet or SSH support:

Select **Enabled** or **Disabled** from the appropriate Server drop-down menu and press **Apply**.

Changing the Telnet or SSH server port number:

In the appropriate Port field, enter the port number and press **Apply**.

HTTP/SSL

The HTTP/SSL configuration page used to enable or disable HTTP and SSL support, configure the port number that the HTTP server watches and responds to, selection of the method of authentication used and SSL access level. For more information on SSL see page 31 in Chapter 4: Advanced Operations.

Enabling or disabling HTTP or SSL support:

Select **Enabled** or **Disabled** from the appropriate Server drop-down menu and press **Apply**.

Changing the HTTP server port number:

In the HTTP Port field, enter the port number and press **Apply**.

Setting the HTTP authentication method:

The Sentry HTTP server supports two authentication methods for security and validation of the username-password – Basic and MD5 digest.

The Basic method utilizes Base64 encoding to encode and deliver the username-password over the network to the HTTP server for decoding and authentication. This basic method is supported by all web browsers and offers a minimum level of security.

NOTE: The Base64 algorithm is widely-known and susceptible to packet-sniffer attack for acquisition of the encoded username-password string.

The MD5 digest method provides stronger protection utilizing one-way encoded hash numbers, never placing the username-password on the network. Instead, the sending browser creates a challenge code based on the hash algorithm, provided username-password and unique items such as the device IP address and timestamp, which is compared against the HTTP server internal user database of valid challenge codes. The MD5 digest method offers a higher level of security than the Basic method but at present is not supported by all browsers.

NOTE: MD5 is known to be fully supported by Internet Explorer 5.0+

Select **Basic** or **MD5** from the Authentication drop-down menu and press **Apply**.

Setting SSL access level

Sentry SSL supports configuration of SSL connections as being either optional or required. The default access level is set to optional.

- Optional –Both non-secure (HTTP) and SSL encrypted connections (HTTPS) are allowed access.
- Required – ONLY SSL encrypted connections (HTTPS) are allowed access.

Select **Optional** or **Required** from the Secure Access drop-down menu and press **Apply**.

Serial Ports

The Serial Ports configuration page is used for maintenance of the serial port.

NOTE: Pass-Thru connections may only be initiated from the command line interface via a Telnet/SSH session.

Setting the data-rate for all serial ports:

Select the serial port data-rate from the drop-down menu and press **Apply**.

Setting the serial port timeout value:

Enter the timeout value (in minutes) in the Connection Timeout field and press **Apply**.

Creating a descriptive serial port name:

Click on the **Edit** link in the Action column next to the port to be configured.

On the subsequent Serial Port Edit page, enter the descriptive name. Up to 24 alphanumeric and other typeable characters (ASCII 33 to 126 decimal, spaces are not allowed) are allowed. Press **Apply**.

Enabling or disabling serial port active signal checking:

Click on the **Edit** link in the Action column next to the port to be configured.

On the subsequent Serial Port Edit page, select **On** or **Off** from the DSR Check drop-down menu and press **Apply**.

Users

The Users configuration page is used for creation and removal of usernames, assignment of accessible outlets and group, assignment of privilege levels and the changing of user passwords.

Creating a new user:

Enter a user name in the Username field. Up to 24 alphanumeric and other typeable characters (ASCII 33 to 126 decimal, spaces and colon characters are not allowed) are allowed.

Enter a password for the new user and verify in the Password and Verify Password fields. For security, password characters are not displayed. Press **Apply**.

Removing a user:

Click on the **Remove** link in the Action column for the user to be removed and press **Yes** on the subsequent confirmation window.

Changing a user password:

Click on the **Edit** link in the Action column for the associated user.

On the subsequent User Edit page, enter a password and verify the new password for the new user in the Password and Verify Password fields. For security, password characters are not displayed. Press **Apply**.

Changing a user's access privilege level:

The Sentry has two defined access privilege levels; Admin and User:

- Admin: Full-access for all configuration, control (On, Off, Reboot), status and Pass-Thru.
- User: Partial-access for control (On, Off, Reboot), status and Pass-Thru of assigned outlets, groups and serial ports.

The administrator may also grant administrative privileges to other user accounts allowing the Sentry to have more than one administrative-level user.

NOTE: You cannot remove administrative privileges from the Admn user unless another user has already been given administrative access level privileges created.

Click on the **Edit** link in the Action column for the associated user.

On the subsequent User Edit page, select **Admin** or **User** from the Access Level drop-down menu and press **Apply**.

FTP

The FTP configuration page is used for setup and maintenance of all settings required to perform an FTP firmware upload. See Appendix B: Uploading Firmware for more information on uploading firmware.

Setting the FTP Host IP Address:

Enter the IP address in the Host IP Address field and press **Apply**.

Setting the FTP username:

Enter the FTP server username in the Username field, and press **Apply**.

Setting the FTP password:

Enter the FTP server password in the Password field, and press **Apply**.

Setting the filepath:

Enter the path of the file to be uploaded in the Directory field, and press **Apply**.

Setting the filename for upload:

Enter the filename of the file to be uploaded in the Filename field, and press **Apply**.

Testing the FTP upload configuration:

This test validates that the unit is able to contact and log onto the specified FTP server, download the firmware file and verify that the firmware file is valid for this unit.

Press **Test**.

SNTP

The SNTP configuration page is used for setup and maintenance of SNTP support.

Setting the SNTP Server Address:

Enter the IP address in the primary and/or secondary address field and press **Apply**.

SNMP

The SNMP configuration page is used for setup and maintenance of all settings required to enable SNMP support as well as access to the trap configuration pages. For additional information on SNMP support and detailed descriptions of available traps, see *SNMP* on page34.

NOTE: Traps are generated according to a hierarchical architecture; i.e. if a Tower Status enters a trap condition, only the Tower Status trap is generated. Infeed and Outlet Status traps are suppressed until the Tower Status returns to Normal.

Enabling or disabling SNMP support:

Select **Enabled** or **Disabled** from the drop-down menu and press **Apply**.

Setting the community strings:

Enter the community string in the appropriate field and press **Apply**.
Community strings may be 1 to 24 characters

Setting the trap timer:

Enter a trap timer value in the Error Trap Repeat Time field and press **Apply**.
The Error Trap Repeat Time value may be 1 to 65535 (in seconds).

Setting trap destinations:

Enter an IP address in the appropriate Trap Destination field and press **Apply**.

Enabling or disabling tower traps:

Click on the **Tower Traps** link.

On the subsequent Tower Traps page, select or deselect the desired traps and press **Apply**.

Configuring input feed traps:

Click on the **Input Feed Traps** link.

On the subsequent Input Feed Traps page, select or deselect the desired traps and press **Apply**.

For Load traps, enter a maximum load value for the infeed in the High Load Threshold field and press **Apply**.
The High Load Threshold value may be 0 to 255 (in amperes).

Enabling or disabling Environmental Monitor traps:

Click on the **Environmental Monitor Traps** link.

On the subsequent page, select or deselect the desired traps and press **Apply**.

Configuring the Temperature-Humidity sensor traps:

Click on the **Sensor Traps** link.

On the subsequent page, select or deselect the desired traps and press **Apply**.

For Temp traps, enter a minimum and maximum threshold value for the sensor in the appropriate field and press **Apply**.
The threshold value may be 0 to 127 (in degrees Celsius).

For Humid traps, enter a minimum and maximum threshold value for the sensor in the appropriate field and press **Apply**.
The threshold value may be 0 to 100 (in percent relative humidity).

LDAP

The LDAP configuration page is used for setup and maintenance of all settings required to enable LDAP support. For additional information and configuration requirements, see *LDAP* on page 40.

Enabling or disabling LDAP support:

Select **Enabled** or **Disabled** from the LDAP drop-down menu and press **Apply**.

Setting the LDAP server IP address:

Enter the IP address in the Host IP1 and/or Host IP2 address field and press **Apply**.

Changing the LDAP server port:

Enter the port number in the LDAP Port field and press **Apply**.

Setting the LDAP bind password type:

Select **Simple** or **MD5** from the drop-down menu and press **Apply**.

For more information on LDAP bind password types, see *Setting the LDAP bind password type* on page 41.

Setting the search bind Distinguished Name (DN):

Enter the fully-qualified distinguished name (FQDN) in the Search Bind field and press **Apply**.

Setting the search bind password for Distinguished Name (DN):

Enter the Search Bind Password in the Search Bind Password field and press **Apply**.

Setting the group membership attribute:

Enter the group membership attribute in the Group Membership Attribute Field and press **Apply**.

Setting the group membership value type:

Select the appropriate value from the drop-down menu and press **Apply**.

Setting the user search base Distinguished Name (DN):

Enter the User Search Base DN in the User Search Base DN field and press **Apply**.

Setting the user search filter:

Enter the User Search Filter in the User Search Filter field and press **Apply**.

Setting the DNS IP address:

See Setting the IP address, on page 10 for information on how to set the DNS IP address.

Configuring the authentication order:

Select **Remote -> Local** or **Remote Only** from the drop-down menu and press **Apply**.

For more information on remote authentication order, see *Setting the authentication order*44on page 43.

NOTE: Server Technology recommends NOT setting the authentication order to Remote Only until the LDAP has been fully configured and tested.

Configuring LDAP groups:

Click on the **LDAP Groups** link at the bottom of the page.

Creating an LDAP group:

Enter a descriptive group name in the LDAP Group Name field. Up to 24 alphanumeric and other typeable character (ASCII 33 to 126 decimal, spaces are not allowed) are allowed. Press **Apply**.

Removing an LDAP group:

Click on the **Remove** link in the Action column for the group to be removed and press **OK** on the subsequent confirmation window.

Changing an LDAP group's access privilege level:

Click on the **Edit** link in the Action column for the associated LDAP Group.

On the subsequent LDAP Group - Edit page, select **Admin** or **User** from the Access Level drop-down menu and press **Apply**.

For more information on access privilege levels, see *Changing a user's access privilege level:* on page 12.

Adding and Deleting serial port access:

Click on the **Ports** link in the Access column for the associated LDAP Group.

On the subsequent LDAP Group - Ports page, select or deselect ports to be accessed by the LDAP Group and press **Apply**.

TACACS+

The TACACS+ configuration page is used for setup and maintenance of all settings required to enable TACACS+ support. For additional information and configuration requirements, see *TACACS+* on page 47.

Enabling or disabling TACACS+ support:

Select **Enabled** or **Disabled** from the TACACS+ drop-down menu and press **Apply**.

Setting the TACACS+ server IP address:

Enter the IP address in the Host IP1 and/or Host IP2 address field and press **Apply**.

Setting the TACACS+ encryption key:

Enter a key and verify the new key the Encryption Key and Verify Encryption Key fields. Press **Apply**.

For security, key characters are not displayed.

Configuring the authentication order:

Select **Remote -> Local** or **Remote Only** from the drop-down menu and press **Apply**.

For more information on remote authentication order, see *Setting the authentication order* on page 48.

NOTE: Server Technology recommends NOT setting the authentication order to Remote Only until the LDAP has been fully configured and tested.

Configuring TACACS+ privilege levels:

Click on the **TACACS+ Privilege Levels** link at the bottom of the page.

Changing an TACACS+ Privilege Level's access privilege level:

Click on the **Edit** link in the Action column for the associated TACACS+ Privilege Level.

On the subsequent TACACS+ Privilege Level - Edit page, select **Admin** or **User** from the Access Level drop-down menu and press **Apply**.

For more information on access levels, see *Changing a user's access privilege level:* on page 12.

Adding and Deleting serial port access:

Click on the **Ports** link in the Access column for the associated TACACS+ Privilege Level.

On the subsequent LDAP Group - Ports page, select or deselect ports to be accessed by the TACACS+ Privilege Level and press **Apply**.

Tools

The Tools section contains access to rebooting the unit, uploading new firmware as well as resetting the unit to factory defaults. This section is available to administrative level users only.

Restart

Performing a warm boot:

Select the **Restart** from the Action drop-down menu and press **Apply**.

Note: System user/outlet/group configuration or outlet states are NOT changed or reset with this command.

Resetting to factory defaults:

See Chapter 5: for more information on resetting a Sentry to factory defaults from the HTML interface.

Uploading new firmware:

See Appendix B: for more information on uploading new firmware from the HTML interface

Ping

The Ping feature may be used to test the Sentry's ability to contact another Ethernet enabled device's IP address. For LDAP support, it may also be used to test the configuration of the Domain Name server IP address by testing for proper name resolution.

Command Line Interface

Logging In

Logging in through Telnet requires directing the Telnet client to the configured IP address of the unit.

Logging in through the Console (RS232) port requires the use of a terminal or terminal emulation software configured to support ANSI or VT100 and a supported data rate (300, 1200, 2400, 4800, 9600, 19200, 38400, 57600, or 115200 BPS) - 8 data bits-no parity-one stop bit and Device Ready output signal (DTR or DSR).

To log in by RS-232 or Telnet:

1. Press **Enter**. The following appears, where **x.xx** is the firmware version:

```
Sentry Version x.xx
Username:
```

NOTE: Logging in by Telnet will automatically open a session. It is not necessary to press Enter.

2. At the Username: and Password: prompts, enter a valid username and password. And press **Enter**.

   You are given three attempts to enter a valid username and password combination. If all three fail, the session ends.

NOTE: The default Sentry username/password is admn/admn.

When you enter a valid username and password, the command prompt (Smart CDU:) appears. If a location identifier was defined, it will be displayed before the Smart CDU: prompt. See *Creating a location description* on page 24 for more information.

You may enter commands in any combination of uppercase and lowercase. You must enter all command characters correctly; there are no command abbreviations. There are two types of commands: operations and administration. A user must have administrative privileges to use the administration commands. The following tables list and briefly describe each command.

Operations Command Summary

Command	Description
Connect	Connects to a serial port
Envmon	Displays the status of Environmental Monitor sensors
ILoad	Displays the total cumulative input load
Istat	Displays the status of the infeeds
List Ports	Lists all accessible serial ports for the current user
Login	Ends the current session and brings up the Username: prompt
Logout	Ends a session
Quit	Ends a session

Administrative Command Summary

Add Porttouser	Grants a user access to one or all serial ports
Create User	Adds a user account
Delete Portfromuser	Removes access to one or all serial ports
List User	Displays all accessible outlets/groups/ports for a user
List Users	Displays privilege levels for all users
Remove User	Deletes a user account
Restart	Performs a warm boot
Set DNS	Sets the IP address of the Domain Name server
Set Display	Sets the LED orientation for external Current displays
Set Envmon Name	Specifies a descriptive field for the integrated Environmental Monitor
Set Envmon THS Name	Specifies a descriptive field for a temperature-humidity sensor
Set FTP Filename	Specifies the file to be uploaded via FTP
Set FTP Filepath	Specifies the filepath for the file to be uploaded
Set FTP Host	Sets the FTP Host IP address
Set FTP Password	Sets the password for the FTP Host

Administrative Command Summary (continued)

Set FTP Username	Sets the username for the FTP Host
Set Gateway	Sets the Gateway
Set Infeed Name	Specifies a descriptive field for the infeed
Set Ipaddress	Sets the IP address
Set Location	Specifies a descriptive field for the HTML control screen and login banner
Set SNTP	Sets the IP address of the primary and secondary SNTP servers
Set Subnet Mask	Sets the Subnet Mask
Set Telnet Port	Sets the Telnet server port number
Set Telnet	Enables or disables Telnet access
Set Tower Name	Specifies a descriptive field for the Sentry
Set User Access	Sets the access level for a user
Set User Envmon	Grants or removes privileges to view input and environmental monitoring status
Set User Password	Changes the password for a user
Set Port Name	Specifies a descriptive field for a serial port
Set Port Dsrchk	Sets the DSR active signal checking for a serial port
Set Port Speed	Set the connection speed for all serial ports
Set Port Timeout	Sets the inactivity timer for Pass-Thru sessions
Show FTP	Displays FTP configuration information
Show Infeeds	Displays infeed configuration information
Show Network	Display network configuration information
Show Ports	Displays serial port configuration information
Show System	Displays system configuration information
Show Towers	Displays tower configuration information
Version	Displays the Sentry firmware version

To display the names of commands that you may execute:

At the command prompt, press **Enter**. A list of valid commands for the current user appears.

Operations Commands

Operations commands manage outlet states, provide information about the Sentry environment and control session operations.

Displaying accessible serial ports

The List Ports command displays accessible serial ports for the current user.

To display accessible serial ports:

At the Smart CDU: prompt, type **list ports** and press **Enter**.

Example

The follow command displays all accessible serial ports for the current user:

```
Smart CDU: list ports<Enter>
   Port      Port
   ID        Name
   Console   Console
```

Displaying infeed status

The Istat or Iload command displays the status of one or more infeed.

This display includes the infeed absolute and descriptive names and the Input Status and current Load reported to the Sentry by the infeed.

To display status of one or more infeeds:

Type **istat** and press **Enter**, or

Type **iload** and press **Enter**.

Examples

The following command displays the infeed status:

```
Smart CDU: istat
   Input    Input                    Input      Input
   Feed ID  Feed Name                Status     Load
   .AA      HQ_1_Infeed_A            On         10.5 Amps
```

Connecting to a serial device

The Connect command allows Pass-Thru serial connection to devices attached to the standard serial port (Console).

To connect to a serial device:

At the Smart CDU: prompt, type **connect console** and press **Enter**.

To disconnect from a serial device:

Type **!*break** and press **Enter**.

Displaying the status of the Environmental Monitor

The Envmon command displays the status of the integrated Environmental Monitor.

By default, only administrative user accounts are allowed access to the Envmon command. An administrator may user the Set User Envmon command to enable and disable access for other user accounts.

To display the status of the Environmental Monitor:

At the Smart CDU: prompt, type **envmon** and press **Enter**.

Example

The following command displays the status of the Environmental Monitor.

```
Smart CDU: envmon<Enter>
Environmental Monitor .A
   Name: Florida_HQ_1                  Status: Normal
   Temperature/Humidity Sensors
      ID    Name                       Temperature    Humidity
      .A1   Temp_Humid_Sensor_A1       Not Found      Not Found
      .A2   T/H2_Florida_HQ_1          23.5 Deg. C    22 % RH
```

Starting a new session

The Login command activates the Username: prompt. The current session ends, allowing a user to log in and start a new session under a different username.

To start a new session:

At the Smart CDU: prompt, type **login** and press **Enter**. The Username: prompt appears.

Ending a session

The Quit or Logout commands ends a session. A session ends automatically when no activity is detected for five minutes, or upon loss of connection.

To end a session:

At the Smart CDU: prompt, type **quit** and press **Enter**, or

Type **logout** and press **Enter**.

Administration Commands

Administration commands may only be issued by a user with administrative privileges, such as the predefined Admn user or another user who has been granted administrative privileges with the Set User Admnpriv command.

User Administration

Creating a user account

The Create User command creates a user account with the specified username and password. See *Usernames and Passwords* in this chapter for more information.

To create a user account:

At the Smart CDU: prompt, type **create user**, optionally followed by a 1-16 character username (Spaces are not allowed, and usernames are not case sensitive). Press **Enter**.

At the Password: prompt, type a password of 1-16 alphanumeric and other typeable characters (ASCII 32 to 126 decimal). Passwords are case sensitive. Press **Enter**.

At the Verify Password: prompt, retype the password. Press **Enter**.

Example

The following command creates the user account JaneDoe:

```
Smart CDU: create user JaneDoe<Enter>
Password: <Enter>
Verify New Password: <Enter>
```

For security, password characters are not displayed.

Removing a user account

The Remove User command removes a user account.

NOTE: You may remove the predefined user account Admn only if another user account has been granted administrative privileges using the Set User Admnpriv command.

To remove a user account:

At the Smart CDU: prompt, type **remove user**, optionally followed by a username. Press **Enter**.

Changing a password

The Set User Password command changes a user's password. For security, when you type a password, the characters are not displayed on the screen. See *Usernames and Passwords* for more information.

To change a password:

At the Smart CDU: prompt, type **set user password**, followed by a username and press **Enter**.

At the Password: prompt, type the new password and press **Enter**. Passwords may contain 1-16 characters.

At the Verify Password: prompt, retype the new password and press **Enter**.

Example

The following command changes the password for the user JohnDoe:

```
Smart CDU: set user password johndoe<Enter>
   Password: <Enter>
   Verify Password: <Enter>
```

For security, password characters are not displayed.

Setting user access level privileges

The Set User Access command sets the access level privileges for a user. The Sentry has four defined access privilege levels; Admin, User, On-Only and View-Only. For more information on user access levels, see *Changing a user's access privilege level:* on page 12.

The administrator may also grant administrative privileges to other user accounts allowing the Sentry to have more than one administrative-level user.

NOTE: You cannot remove administrative privileges from the Admn user unless another user has already been given administrative access level privileges created.

To set the access level privilege for a user:

At the Smart CDU: prompt, type **set user access**, followed by **admin** or **user,** optionally followed by a username and press **Enter**.

Examples

The following command sets the user access level for JohnDoe to Admin:

```
Smart CDU: set user access admin johndoe<Enter>
```

The following command sets the user access level for JaneDoe to User:

```
Smart CDU: set user access user janedoe<Enter>
```

Displaying the access privilege levels

The List Users command displays all defined users with their access privilege level.

To display user access privilege levels:

At the Smart CDU: prompt, type **list users** and press **Enter**.

Example

The following command displays all users with their access privilege level:

```
Smart CDU: list users<Enter>
   User              Privilege     Environmental
   Name              Level         Monitoring
   JOHNDOE           Admin         Allowed
   JANEDOE           User          Allowed
```

Adding serial port access to a user

The Add PortToUser command grants a user access to the serial port.

To grant serial port access to a user:

At the Smart CDU: prompt, type **add porttouser console** and a username. Press **Enter**.

Deleting serial port access for a user

The Delete PortFromUser command removes a user's access to the serial port. You cannot remove access to the serial port for an administrative level user.

To delete serial port access for a user:

At the Smart CDU: prompt, type **delete portfromuser console** and a username. Press **Enter**.

Displaying user serial port access

The List User command displays all accessible serial ports for a user.

To display user serial port access:

At the Smart CDU: prompt, type **list user**, optionally followed by a username. Press **Enter**.

Example

The following command displays information about the user JaneDoe:

```
Smart CDU: list user janedoe<Enter>
   Username: JANEDOE
      Ports:
         Port      Port
         ID        Name
         Console   Console
```

Environmental Monitor Administration

Creating a descriptive Environmental Monitor name

The Set Envmon Name command assigns a descriptive name to the integrated Environmental Monitor. This descriptive name is displayed when the Evnmon command is issued.

To create an Environmental Monitor name:

At the Smart CDU: prompt, type **set envmon name**, followed by the absolute Environmental Monitor name, then the descriptive name of up to 24 alphanumeric and other typeable characters (ASCII 33 to 126 decimal – spaces are not allowed). Press **Enter**.

Example

The following command adds the descriptive name Florida_HQ_1to the Environmental Monitor:

```
Smart CDU: set envmon name .a Florida_HQ_1<Enter>
```

Creating a descriptive temperature/humidity sensor name

The Set Envmon THS Name command assigns a descriptive name to a temperature/humidity sensor. This descriptive name is displayed when the Evnmon command is issued.

To create an temperature/humidity sensor name:

At the Smart CDU: prompt, type **set envmon ths name**, followed by the absolute name of the temperature/humidity sensor, then the descriptive name of up to 24 alphanumeric and other typeable characters (ASCII 33 to 126 decimal – spaces are not allowed). Press **Enter**.

Example

The following command adds the descriptive name T/H2_Florida_HQ_1 to the second temperature/humidity sensor:

```
Smart CDU: set envmon ths name .a2 T/H2_Florida_HQ_1<Enter>
```

Serial Port Administration

Creating a descriptive serial port name

The Set Port Name command assigns a descriptive name to a serial port. You may use this name in commands that require a port name as an alternative to using the port's absolute name.

To create an port name:

At the Smart CDU: prompt, type **set port name**, followed by the absolute outlet name and a descriptive name of up to 24 alphanumeric and other typeable characters (ASCII 33 to 126 decimal - spaces are not allowed). Port names are not case sensitive. Press **Enter**.

Example

The following command adds the descriptive name Rack1 to Console port:

```
Smart CDU: set port name console Rack1<Enter>
```

Setting the serial ports data-rate

The Set Port Speed command sets the default data-rate for the serial port.
Valid data-rates are 1200, 2400, 4800, 9600, 19200, 38400, 57600 and 115200.

To set the serial port data-rate:

At the Smart CDU: prompt, type **set port speed**, follow by the data-rate and press **Enter**.

Example

The following command sets the serial ports data-rate to 38400 BPS:

```
Smart CDU: set port speed 38400<Enter>
```

Enabling or disabling active signal checking for serial connections

The Set Port Dsrchk command enables or disables active signal checking for serial connections to devices attached to any of the available serial ports.

To enable or disable active signal checking for serial connections:

At the Smart CDU: prompt, type **set port dsrchk console**, **on** or **off,** and press **Enter**.

Setting the serial port timeout value

The Set Port Timeout command is used to set the serial port inactivity timeout period. The timeout period defines the maximum period of inactivity before automatically closing the Pass-Thru session. The valid range for the period parameter is 0 to 5 (in minutes). The default period is 5.

NOTE: Setting the timeout to '0' disables the timer.

To set the serial port timeout value:

At the Smart CDU: prompt, type **set port timeout**, followed by a value from 0 to 5 (in minutes) and press **Enter.**

Displaying serial port information

The Show Ports command displays information about all serial ports. This information includes:

- Serial port data rate
- Descriptive port name, if applicable
- DSR signal checking settings

To display serial port information:

At the Smart CDU: prompt, type **show ports** and press **Enter**.

Example

The following command displays all serial port information:

```
Smart CDU: show ports<Enter>
   Serial Port Configuration
      ALL Ports:
         Baud Rate: 38400      Connection Timeout: 5 minutes
      Port ID: Console         Port Name: CONSOLE
         DSR Check: ON
```

System Administration

Creating a location description

The Set Location command specifies text that appears in the HTML control screen's Location field. The text is also appended to a Welcome to banner that appears when a user successfully logs in serially or through a Telnet session.

If you do not issue this command, or if you issue this command without specifying any text, the control screen 's Location field will be blank and no Welcome to banner will be displayed.

To create a location description:

At the Smart CDU: prompt, type **set location**, followed by a descriptive name of up to 24 alphanumeric and other typeable characters (ASCII 32 to 126 decimal - spaces are allowed). Press **Enter**.

Omitting any characters after typing 'set location' deletes any previously specified text.

Examples

The following command specifies Florida HQ as the descriptive location for the control screen and the login banner:

```
Smart CDU: set location Florida HQ<Enter>
```

The following command deletes any previously specified location description:

```
Smart CDU: set location<Enter>
```

In this case, the control screen's Location field will be blank, and no welcome banner will be displayed after a successful login.

Setting the LED display orientation

The Set Display command is used to configure the Current LED(s) display orientation.

To set the LED display orientation:

At the Smart CDU: prompt, type **set display**, followed by **normal** or **inverted** and press **Enter**.

Example

The following set the LED display orientation to Inverted:

```
Smart CDU: set display inverted<Enter>
```

NOTE: When set to Inverted, the load will be reported in whole ampere increments

Displaying system configuration information

The Show System command displays all system configuration information.

- Firmware version
- NIC module serial number and MAC address
- Hardware revision code and Flash size
- Uptime since last system restart
- System location description

See Chapter 4: Advanced Operations on page 31 for more information on SNMP.

To display system configuration information:

At the Smart CDU: prompt, type **show system** and press **Enter**.

Example

```
System Information
   F/W Version:   Sentry Version 5.2b
   NIC S/N:       1600001
   MAC Address:   00-0a-9c-10-00-01
   H/W Rev Code:  0
   Flash Size:    1 MB
   Uptime:        0 days 6 hours 14 minutes 1 second
   Location:      Florida HQ
```

Creating a descriptive tower name

The Set Tower Name command assigns a descriptive name to a tower. This descriptive name is displayed when the Show Traps command is issued. See ***Displaying trap configuration information*** on page 25 for more information on the Show Traps command.

To create a tower name:

At the Smart CDU: prompt, type **set tower name**, followed by the absolute tower name, then the descriptive name of up to 24 alphanumeric and other typeable characters (ASCII 33 to 126 decimal - spaces are not allowed). Press **Enter**.

Examples

The following command adds the descriptive name Florida_HQ_1 to tower .a:

```
Smart CDU: set tower name .a Florida_HQ_1<Enter>
```

Displaying tower information

The Show Towers command displays information about the Sentry. This information includes the absolute and descriptive Sentry names.

To display tower information:

At the Smart CDU: prompt, type **show towers** and press **Enter**.

Example

```
Smart CDU: show towers<Enter>
   Tower   Tower
   ID      Name
   .A      Florida_HQ_1
```

Creating a descriptive infeed name

The Set Infeed Name command assigns a descriptive name to an infeed. This descriptive name is displayed when the Show Traps command is issued. See ***Displaying trap configuration information*** on page 25 for more information on the Show Traps command.

To create a infeed name:

At the Smart CDU: prompt, type **set infeed name**, followed by the absolute infeed name, then the descriptive name of up to 24 alphanumeric and other typeable characters (ASCII 33 to 126 decimal - spaces are not allowed). Press **Enter**.

Example

The following command adds the descriptive name HQ_1_Infeed_A to the infeed on the Smart CDU:

```
Smart CDU: set infeed name .aa HQ_1_Infeed_A<Enter>
```

Displaying Infeed information

The Show Infeeds command displays information about all infeeds. This information includes the absolute and descriptive infeed names.

To display tower information:

At the Smart CDU: prompt, type **show infeeds** and press **Enter**.

Example

```
Smart CDU: show infeeds<Enter>
   Input    Input
   Feed ID  Feed Name
   .AA      HQ_1_Infeed_A
   .AB      HQ_1_Infeed_B
   .BA      HQ_2_Infeed_A
   .BB      HQ_2_Infeed_B
```

Displaying the Sentry firmware version

The Version command displays the Sentry firmware version.

To display the firmware version:

At the Smart CDU: prompt, type **version** and press **Enter**.

Performing a warm boot

The Restart command performs a warm boot of the Sentry.

NOTE: System user/outlet/group/port configuration or outlet states are NOT changed or reset with this command.

To perform a warm boot:

At the Smart CDU: prompt, type **restart** and press **Enter**.

TCP/IP Administration

NOTE: A restart of the Sentry is required after setting or changing ANY TCP/IP configurations. See *Performing a warm boot* on page 26 for more information.

Setting the IP address

The Set Ipaddress command sets the TCP/IP address of the network interface controller.

To set the IP address:

At the Smart CDU: prompt, type **set ipaddress**, followed by the IP address and press **Enter**.

Example

The following command sets the IP address to 12.34.56.78:

```
Smart CDU: set ipaddress 12.34.56.78<Enter>
```

Setting the subnet mask

The Set Subnet command sets the subnet mask for the network the PT40 will be attached to.

To set the subnet mask:

At the Smart CDU: prompt, type **set subnet**, followed by the subnet mask and press **Enter**.

Example

The following command sets the subnet mask to 255.0.0.0

```
Smart CDU: set subnet 255.0.0.0<Enter>
```

Setting the gateway

The Set Gateway command sets the IP address of the default gateway the Sentry uses to access external networks.

To set the gateway IP address:

At the Smart CDU: prompt, type **set gateway**, followed by the gateway IP address and press **Enter**.

Example

The following command set the gateway IP address to 12.34.56.1:

```
Smart CDU: set gateway 12.34.56.1<Enter>
```

Setting the DNS IP address

The Set DNS command sets the TCP/IP address of the Domain Name server (DNS).

To set the DNS IP address:

At the Smart CDU: prompt, type **set**, followed by **dns1** or **dns2** and the Domain Name server's IP address. Press **Enter**.

Example

The following command sets the primary Domain Name server IP address to 98.76.54.254:

```
Smart CDU: set dns1 98.76.54.254<Enter>
```

Displaying network configuration information

The Show Network command displays TCP/IP, Telnet, SSH, Web, SSL and SNMP configuration information.

- IP address, subnet mask, gateway and DNS IP addresses
- Enabled-disabled status and port numbers for Telnet, SSH, HTTP,SSL and SNMP support
- HTTP authentication method and SSL access setting
- Network status

See Chapter 4: Advanced Operations on page 31 for more information on SNMP and Remote Authentication

To display network configuration information:

At the Smart CDU: prompt, type **show network** and press **Enter**.

Example

The following command displays the network configuration information:

```
Smart CDU: show network<Enter>
   Network Configuration
      IP Address:    12.34.56.78                  DNS1: 98.76.54.254
      Subnet Mask:   255.0.0.0                    DNS2: 0.0.0.0
      Gateway:       12.34.56.1
      Telnet:        Enabled       Port:    23
      SSH:           Enabled       Port: 65535
      HTTP:          Enabled       Port:    80     Security: BASIC
      SSL:           Enabled                       Access:   Required
      SNMP:          Enabled
   Network Status
      Link:          Up
      Speed:         100 Mbps
      Duplex:        Full
      Negotiation:   Auto
```

HTTP Administration

NOTE: A restart is required after setting or changing ANY Telnet/Web configurations. See *Performing a warm boot* on page 26 for more information.

Enabling and disabling HTTP support

The Set HTTP command is used to enable or disable HTTP support.

To enable or disable HTTP support:

At the Smart CDU: prompt, type **set http**, followed by **enabled** or **disabled** and press **Enter**.

Changing the HTTP server port

With HTTP support enabled, the HTTP server watches and responds to requests on the default HTTP port number 80. This port number may be changed using the Set HTTP Port command.

To change the HTTP port:

At the Smart CDU: prompt, type **set http port**, followed by the port number and press **Enter**.

Example

The following changes the HTTP port number to 2048:

```
Smart CDU: set HTTP port 2048<Enter>
```

Setting the HTTP authentication method

The Set HTTP Security command is used to set the method of authentication. The Sentry HTTP server supports two authentication methods for security and validation of the username-password – Basic and MD5 digest.

For more information on authentication methods, see *Setting the HTTP authentication method:* on page 11.

To set the HTTP authentication method:

At the Smart CDU: prompt, type **set http security**, followed by **basic** or **md5** and press **Enter**.

Telnet Administration

NOTE: A restart of the Sentry is required after setting or changing ANY Telnet/Web configurations. See *Performing a warm boot* on page 26 for more information.

Enabling and disabling Telnet support

The Set Telnet command is used to enable or disable Telnet support.

To enable or disable Telnet support:

At the Smart CDU: prompt, type **set telnet**, followed by **enabled** or **disabled** and press **Enter**.

Changing the Telnet port

With Telnet support enabled, the Telnet server watches and responds to requests on the default Telnet port number 23. This port number may be changed using the Set Telnet Port command.

To change the Telnet socket:

At the Smart CDU: prompt, type **set telnet port**, followed by the port number and press **Enter**.

Example

The following changes the Telnet port number to 7001:

```
Smart CDU: set telnet port 7001<Enter>
```

FTP Administration

You may upload new versions of firmware into the Sentry using File Transfer Protocol (FTP). This allows access to new firmware releases for firmware improvements and new features additions. The following commands are used to configure the Sentry for an FTP firmware upload. See Appendix B: Uploading Firmware for more information on initiating a FTP firmware upload.

Setting the FTP Host IP address

The Set FTP Host command sets the FTP host IP address allowing for firmware file uploads.

To set the FTP Host IP address:

At the Smart CDU: prompt, type **set ftp host**, followed by the Host IP address and press **Enter**.

Example

The following command sets the FTP Host IP address to 12.34.56.99:

```
Smart CDU: set ftp host 12.34.56.99<Enter>
```

Setting the FTP username

The FTP Username command sets the username as required by the FTP Host.

To set the FTP username:

At the Smart CDU: prompt, type **set ftp username**, followed by the FTP username and press **Enter**.

Example

The following command sets the FTP username to Guest:

```
Smart CDU: set ftp username guest<Enter>
```

Setting the FTP Password

The FTP Password command sets the password as required by the FTP Host.

To set the FTP password:

At the Smart CDU: prompt, type **set ftp password**, followed by the FTP password and press **Enter**.

Example

The following command sets the FTP password to OpenSesame:

```
Smart CDU: set ftp password OpenSesame<Enter>
```

Setting the filename to be uploaded

The FTP Filename command sets the filename of the firmware file to be uploaded.

To set the FTP filename:

At the Smart CDU: prompt, type **set ftp filename**, followed by the firmware filename and press **Enter**.

Example

The following command sets the FTP filename to snb_s50a.bin:

```
Smart CDU: set ftp filename snb_s50a.bin<Enter>
```

Setting the filepath for the file to be uploaded

The FTP Filepath command sets the filepath for the firmware file to be uploaded.

To set the FTP filepath:

At the Smart CDU: prompt, type **set ftp filepath**, followed by the filepath and press **Enter**.

Example

The following command sets the FTP filepath to ftp://Smart CDU:

```
Smart CDU: set ftp filepath ftp://sentry<Enter>
```

Displaying FTP configuration information

The Show FTP command displays all FTP configuration information.

- FTP Host IP address
- FTP Host username and password
- Firmware filepath and filename

To display FTP configuration information:

At the Smart CDU: prompt, type **show ftp** and press **Enter**.

Example

The following command displays the FTP configuration information:

```
Smart CDU: show ftp<Enter>
   FTP Configuration
      Host IP Address: 12.34.56.99
      Username:        guest
      Password:        OpenSesame
      Directory:       ftp://sentry
      Filename:        snb_s52a.bin
```

SNTP Administration

Sentry supports the use of a network time service to provide a synchronized time reference.

Setting the SNTP server address

The Set SNTP command is used to set the primary and secondary SNTP server addresses.

To set the SNTP server address:

At the Smart CDU: prompt, type **set sntp**, followed by **primary** or **secondary**, and the SNTP server IP address. Press **Enter**.

Example

The following command set the primary SNTP server address to 204.152.184.72:

```
Smart CDU: set sntp primary 204.152.184.72<Enter>
```

Displaying SNTP configuration information

The Show SNTP command displays all SNTP configuration information.

To display SNTP configuration information

At the Smart CDU: prompt, type **show sntp** and press **Enter**.

Example

The following command displays the SNTP configuration information:

```
Smart CDU: show sntp <Enter>
   SNTP Date/Time (GMT): 2003-02-21  21:32:48
      SNTP Primary IP Address:    204.152.184.72
      SNTP Secondary IP Address:  0.0.0.0
```

Chapter 4: Advanced Operations

SSL

Secure Socket Layers (SSL) version 3 enables secure HTML sessions between a Sentry Remote Power Manager and a remote user. SSL provides two chief features designed to make TCP/IP (Internet) transmitted data more secure:

- Authentication – The connecting client is assured of the identity of the server.
- Encryption – All data transmitted between the client and the server is encrypted rendering any intercepted data unintelligible to any third party.

SSL uses the public-and-private key encryption system by RSA, which also requires the use of digital certificates. An SSL Certificate is an electronic file uniquely identifying individuals or websites and enables encrypted communication; SSL Certificates serve as a kind of digital passport or credential. The Sentry product's SSL Certificate enables the client to verify the Sentry's authenticity and to communicate with the Sentry securely via an encrypted session, protecting confidential information from interception and hacking.

SSL Command Summary

Command	Description
Set SSL	Enables/disables SSL support
Set SSL access	Sets SSL access as optional or required

Enabling and Setting up SSL Support

NOTE: A restart of the Sentry is required after setting or changing ANY SSL configurations. See *Performing a warm boot* on page 26 for more information.

Enabling or disabling SSL support

The Set SSL command is used to enable or disable SSL support.

To enable or disable SSL support:

At the Smart CDU: prompt, type **set ssl**, followed by **enabled** or **disabled** and press **Enter**.

Setting SSL access level

The Set SSL Access command is used to assign use of SSL as optional or required. The default access level is set to optional.

To change the access level:

At the Smart CDU: prompt, type **set ssl access**, followed **optional** or **required**, and press **Enter**.

Example

The following changes the access level to required:

```
Smart CDU: set ssl access required<Enter>
```

SSL Technical Specifications

Secure Socket Layer (SSL) version 3

Transport Layer Security (TLS) version 1 (RFC 2246)

SSL/TLS-enabled HTTPS server (RFC 2818)

Self-Signed X.509 Certificate version 3 (RFC 2459)

Asymmetric Cryptography:
1024-bit RSA Key Exchange

Symmetric Cryptography Ciphers:

TLS_RSA_WITH_AES_256_CBC_SHA	TLS_RSA_WITH_3DES_EDE_CBC_SHA
TLS_RSA_WITH_AES_128_CBC_SHA	TLS_RSA_WITH_DES_CBC_SHA

SSH

Secure Shell (SSH) version 2 enables secure network terminal sessions between a Sentry Remote Power Manager and a remote user over insecure network. SSH provides encrypted terminal sessions with strong authentication of both the server and client, using public-key cryptography and is typically used as a replacement for unencrypted Telnet. In addition to enabling secure network terminal sessions to the Sentry for configuration and power management, the SSH session may be used for secure Pass-Thru connections to attached devices.

SSH requires the configuration and use of a client agent on the client PC. There are many freeware, shareware or for-purchase SSH clients available. Two examples are the freeware client PuTTY and the for-purchase client SecureCRT® by VanDyke® Software. For configuration and use of these clients, please refer to the applicable software documentation.

SSH Command Summary

Command	Description
Set SSH	Enables/disables SSH support
Set SSH port	Sets the SSH server port number

Enabling and Setting up SSH Support

NOTE: A restart of the Sentry is required after setting or changing ANY SSH configurations. See *Performing a warm boot* on page 26 for more information.

Enabling or disabling SSH support

The Set SSH command is used to enable or disable SSH support.

To enable or disable SSH support:

At the Smart CDU: prompt, type **set ssh**, followed by **enabled** or **disabled** and press **Enter**.

Changing the SSH server port

With SSH support enabled, the SSH server watches and responds to requests on the default SSH port number 22. This port number may be changed using the Set SSH Port command.

To change the SSH port:

At the Smart CDU: prompt, type **set ssh port**, followed by the port number and press **Enter**.

Example

The following changes the SSH port number to 65535:

```
Smart CDU: set ssh port 65535<Enter>
```

SSH Technical Specifications

Secure Shell (SSH) version 2

Asymmetric Cryptography:
Diffie-Hellman DSA/DSS 512-1024 (random) bits per NIST specification

Symmetric Cryptography:

AES256-CBC	RIJNDAEL256-CBC	3DES-192-CBC
AES192-CBC	RIJNDAEL192-CBC	BLOWFISH-128-CBC
AES128-CBC	RIJNDAEL128-CBC	ARCFOUR-128

Message Integrity:

HMAC-SHA1-160	HMAC-SHA1-96
HMAC-MD5-128	HMAC-MD5-96

Authentication:
Username/Password

Session Channel Break Extension (for RS232 Break)

SNMP

The Sentry family of products supports the Simple Network Management Protocol (SNMP). This allows network management systems to use SNMP requests to retrieve information and control power for the individual outlets.

The Sentry includes an SNMP v2c agent supporting standard MIB I and MIB II objects. A private enterprise MIB extension (Sentry3 MIB) is also supported to provide remote power control.

See *SNMP* on page 12, for information on enabling and configuring SNMP.

NOTE: For security, SNMP support is disabled by default.

SNMP Command Summary

Command	Description
Set snmp	Enables or disables SNMP support
Set snmp getcomm	Sets the 'get' community string
Set snmp setcomm	Sets the 'set' community string
Set snmp trapdest1	Sets a destination IP addresses for traps
Set snmp trapdest2	Sets a destination IP addresses for traps
Set snmp traptime	Sets the delay for steady state condition traps
Show snmp	Displays all SNMP configuration information

MIB, OID and Support

The Sentry SNMP MIB and OID are available on the Server Technology website:

ftp://ftp.servertech.com/pub/SNMP/sentry3

Technical support is available 8:30AM to 5:00 PM Pacific Time, Monday-Friday.

For SNMP Support, email: mibmaster@servertech.com

SNMP Traps

The Smart CDU supports four types of SNMP traps. Traps are enabled at the Tower (T), Infeed (I), Environmental Monitor (E) or sensor (S) level.

Trap Summary

Name	Level(s)	Description
Status	T, I, E, S	Operational status change
Load	I, S	Input load out of limit
Temp	S	Temperature is out of range
Humid	S	Relative Humidity is out of range

All traps include the Location of the Sentry as defined with the Set Location command.

Status trap

A Status trap is generated when an error condition occurs on a tower, infeed, Environmental Monitor or individual sensor. Status traps include the reported Status, the Location of the Sentry and identifier and name of the affected tower, infeed, outlet, environmental monitor or sensor.

Any error state generates a Status trap and triggers the trap timer. A new trap is generated at the end of every timer period until the Status returns to a non-error status. All status traps are enabled by default.

Tower Status traps

Status	Error	Description
Normal		Tower is working correctly
NoComm	x	Communication to the tower has been lost

Infeed Status traps

Status	Error	Description
On		Infeed is on
OffError	x	Infeed should be on but no current is sensed at the infeed
NoComm	x	Communication to the infeed has been lost

Environmental Monitor Status traps

Status	Error	Description
Normal		Environmental Monitor is working correctly
NoComm	x	Communication to the Environmental Monitor has been lost

Temperature/Humidity Sensor Status traps

Status	Error	Description
Found		The sensor has been detected
NotFound		No sensor has been detected
Lost	x	Sensor initially detected but communication to the sensor has been lost
NoComm	x	Communication to the sensor has been lost

NOTE: Traps are generated according to a hierarchical architecture; i.e. if a Tower Status enters a trap condition, only the Tower Status trap will be generated. Infeed, Environmental Monitor or Sensor Status and Temp and Humid traps will be suppressed until the Tower Status returns to Normal.

Load Trap

The Load trap is generated whenever the total input load on an infeed exceeds a preset threshold. Load traps include the reported input load, load status, Location of the Sentry, and identifier and name of the affected infeed.

Any error state generates a Load trap and triggers the trap timer. A new trap is generated at the end of every timer period until the Load returns to a non-error status.

Load traps

Status	Error	Description
Normal		Infeed is on and within preset thresholds
NotOn		Infeed is off
Reading		Non-error state – Load status currently being read
LoadHigh	x	Infeed current load exceeds preset threshold
OverLoad	x	Infeed current load exceeds the measurable range for the infeed
ReadError	x	Unable to read Load status
NoComm	x	Communication to the infeed has been lost

Temp Trap

The Temp trap is generated whenever the temperature on a temperature/humidity sensor is beyond preset thresholds. Temp traps include the reported temperature, temp status, Location of the Sentry, and identifier and name of the affected sensor.

Any error state generates a Temp trap and triggers the trap timer. A new trap is generated at the end of every timer period until the Temp returns to a non-error status.

Temp traps

Status	Error	Description
Normal		The sensor is working correctly and the temperature is within preset thresholds
NotFound		No sensor has been detected
Reading		Temp status currently being read
TempLow	x	Temperature at the sensor below preset low threshold
TempHigh	x	Temperature at the sensor exceeds preset high threshold
ReadError	x	Unable to read Temp status
Lost	x	Sensor initially detected but communication to the sensor has been lost
NoComm	x	Communication to the sensor has been lost

Humidity Trap

The Humidity trap is generated whenever the humidity on a temperature/humidity sensor is beyond preset thresholds. Humidity traps include the reported relative humidity, humidity status, Location of the Sentry, and identifier and name of the affected sensor.

Any error state generates a Humidity trap and triggers the trap timer. A new trap is generated at the end of every timer period until the Humidity returns to a non-error status.

Humidity traps

Status	Error	Description
Normal		The sensor is working correctly and the relative humidity is within preset thresholds
NotFound		No sensor has been detected
Reading		Humidity status currently being read
HumidLow	x	Relative humidity at the sensor below preset low threshold
HumidHigh	x	Relative humidity at the sensor exceeds preset high threshold
ReadError	x	Unable to read Humidity status
Lost	x	Sensor initially detected but communication to the sensor has been lost
NoComm	x	Communication to the sensor has been lost

Configuring Traps

SNMP Trap Command Summary

Command	Description
Set Trap Tower Status	Enables or disables the Tower Status trap
Set Trap Infeed Status	Enables or disables the Infeed Status trap off
Set Trap Infeed Load	Enables or disables the Infeed Load trap
Set Trap Infeed HighThresh	Sets the Infeed Load trap high limit
Set Trap EM Status	Enables or disables the Environmental Monitor Status trap
Set Trap THS Status	Enables or disables a temperature/humidity sensor Status trap
Set Trap THS Temp	Enables or disables a temperature/humidity sensor Temp trap
Set Trap THS Temphigh	Sets a temperature/humidity sensor Temp trap high limit
Set Trap THS Templow	Sets a temperature/humidity sensor Temp trap low limit
Set Trap THS Humid	Enables or disables a temperature/humidity sensor Humid trap
Set Trap THS Humidhigh	Sets a temperature/humidity sensor Humid trap high limit
Set Trap THS Humidlow	Sets a temperature/humidity sensor Humid trap low limit
Show Traps	Displays trap configurations

Enabling or Disabling a Status trap

The Set Trap … Status command is used to enable or disable Status traps for a Tower, Infeed or Outlet.

To Enable or Disable a Status trap:

At the Smart CDU: prompt, type **set trap** (**tower**, **infeed, outlet**, **em** or **ths**) **status**, followed by the tower, infeed or outlet name, and **on** or **off**. Press **Enter**, or\

Type **set trap** (**tower**, **infeed, outlet**, **em** or **ths**) **Status all**, followed by **on** or **off** and press **Enter**.

Examples

The following command enables the Status trap for the first tower, using the tower's absolute name:

```
Smart CDU: set trap tower status .a on<Enter>
```

The following command enables the Status trap for the tower named Florida_HQ_1:

```
Smart CDU: set trap tower status Florida_HQ_1 on<Enter>
```

NOTE: Enabling lower hierarchical traps automatically enables traps of higher hierarchical value: i.e. enabling an Outlet Status trap automatically enables the Infeed and Tower Status traps for that outlet. Conversely, if a Tower Status trap is disabled, all associated Infeed Status & Load and Outlet Status traps will be disabled.

Enabling or Disabling a Load trap

The Set Trap Infeed Load command is used to enable or disable an Infeed Load trap.

To Enable or Disable a Load trap:

At the Smart CDU: prompt, type **set trap infeed load**, followed by the infeed name, and **on** or **off**. Press **Enter**, or

Type **set trap infeed load all**, followed by **on** or **off** and press **Enter**.

Examples

The following command enables the Load trap for second infeed on the first tower, using the infeed's absolute name:

```
Smart CDU: set trap infeed load .AB on<Enter>
```

The following command disables the Load trap for all infeeds:

```
Smart CDU: set trap infeed load all off<Enter>
```

NOTE: Enabling lower hierarchical traps automatically enables traps of higher hierarchical value: i.e. enabling an Infeed Load trap automatically enables the Infeed and Tower Status traps for that infeed.

Setting the Infeed Load limit

The Set Trap Infeed Loadhigh command is used to set the upper load limits for an input feed.

To set the infeed load limit:

At the Smart CDU: prompt, type **set trap infeed loadhigh**, followed by the infeed name, and a value from 0 to 255 in amperes. Press **Enter**.

Example

The following command sets the infeed load limit for the second infeed on the first tower to 25 amperes, using the infeed's absolute name:

```
Smart CDU: set trap infeed loadhigh .ab 25<Enter>
```

Enabling or Disabling the Temp trap

The Set Trap THS Temp command is used to enable or disable the Temp trap.

To Enable or Disable the Temp trap:

At the Smart CDU: prompt, type **set trap ths temp**, followed by the sensor name and **on** or **off**. Press **Enter**.

Example

The following command enables the Temp trap for the first temperature-humidity sensor:

```
Smart CDU: set trap ths temp .a1 on<Enter>
```

Setting the Temperature sensor threshold limits

The Set Trap THS Templow and Set Trap THS Temphigh commands are used to set the lower and upper threshold limits for the Temperature sensor.

To set the Temperature threshold limits:

At the Smart CDU: prompt, type **set trap ths**, **templow** or **temphigh**, followed by the sensor name and a value from 0 to 127 in degrees Celsius. Press **Enter**.

Example

The following command sets the second temperature high threshold limit to 95:

```
Smart CDU: set trap ths temphigh .a2 95<Enter>
```

Enabling or Disabling the Humid trap

The Set Trap THS Humid command is used to enable or disable the Humid trap.

To Enable or Disable the Humid trap:

At the Smart CDU: prompt, type **set trap ths humid**, followed by the sensor name and **on** or **off**. Press **Enter**.

Example

The following command enables the Humid trap for the first temperature-humidity sensor:

```
Smart CDU: set traps ths humid .a1 on<Enter>
```

Setting the Humidity sensor threshold limits

The Set Trap THS Humidlow and Set Trap THS Humidhigh commands are used to set the lower and upper threshold limits for the Humidity sensor.

To set the Humidity threshold limits:

At the Smart CDU: prompt, type **set trap ths**, **humidlow** or **humidhigh**, followed by the sensor name and a value from 0 to 100 in percent relative humidity. Press **Enter**.

Example

The following command sets the first humidity sensor low threshold limit to 5:

```
Smart CDU: set trap ths humidlow .a1 5<Enter>
```

Displaying trap configuration information

The Show Traps command displays information about all traps.

To display trap information:

At the Smart CDU: prompt, type **show traps** and press **Enter**.

Example

The following command requests trap configuration information:

```
Smart CDU: show traps <Enter>
Tower trap configuration:
   Tower    Tower                Status
   ID       Name                 Trap
   .A       Florida_HQ_1         ON
   .B       Florida_HQ_2         ON
   More (Y/es N/o): y
Input feed trap configuration:
   Input    Input                Status   Load     High
   Feed ID  Feed Name            Trap     Trap   Thresh
   .AA      HQ_1_Infeed_A        ON       ON      255 A
   .BA      HQ_2_Infeed_A        ON       ON      255 A
   More (Y/es N/o): y
Environmental Monitor .A trap configuration:
   Name: Florida_HQ_1
   Status Trap: ON
   Temperature/Humidity Sensor .A1    Temperature/Humidity Sensor .A2
      Name: Temp_Humid_Sensor_A1          Name: T/H2_Florida_HQ_1
      Status Trap: ON                     Status Trap: ON
        Temp Trap: ON                       Temp Trap: ON
              Low: 0   Deg.C                      Low: 0   Deg.C
             High: 127 Deg.C                     High: 95  Deg.C
       Humid Trap: ON                      Humid Trap: ON
              Low: 5   % RH                       Low: 0   % RH
             High: 100 % RH                      High: 100 % RH
```

LDAP

The Sentry family of products supports Lightweight Directory Access Protocol (LDAP) Version 3. This support enables authentication with Active Directory, a network Directory Service; user accounts do not need to be individually created locally on each Sentry device.

This allows administrators to pre-define and configure (in each Sentry product, and in the LDAP server) a set of necessary LDAP Groups, and access rights for each. User's access rights can then be assigned or revoked simply by making the user a member of one-or-more pre-defined Sentry LDAP Groups. User accounts can be added, deleted, or changed in the LDAP server without any changes needed on individual Sentry products.

Sentry 5.3b LDAP support has been tested in the following environments:

- Microsoft Active Directory (MSAD)
- Novell eDirectory (eDir)
- OpenLDAP

LDAP Command Summary

Command	Description
Set Authorder	Specifies the authentication order for each new session attempt
Set LDAP	Enables/disables LDAP support
Set LDAP HostIP	Sets the IP address of the Directory Services server
Set LDAP Port	Sets the LDAP server port number
Set LDAP Bind	Specifies the LDAP bind request password type
Set LDAP BindDN	Specifies the user account Fully-Qualified Distinquished Name (FQDN) for binds
Set LDAP BindPW	Specifies the user account password for binds
Set LDAP GroupAttr	Specifies the user class distinguished name (DN) or names of groups a user is a member of
Set LDAP GroupType	Specifies the data type for the Set LDAP GroupAttr command
Set LDAP UserBaseDN	Sets the base distinguished name (DN) for the username search at login
Set LDAP UserFilter	Sets the filter used for the username search at login
Show LDAP	Displays LDAP configurations
Set DNS	Sets the IP address of the Domain Name server
Ping	Verifies proper DNS configuration by name resolution
Show Network	Displays network configuration information
Create LDAPGroup	Adds an LDAP group name
Remove LDAPGroup	Deletes an LDAP group name
Add PorttoLDAP	Grants an LDAP group access to one or serial ports
Delete PortfromLDAP	Removes access to one or more serial ports for an LDAP group
Set LDAPGroup Access	Sets the access level for an LDAP group
List LDAPGroup	Displays all accessible outlet/groups/ports for an LDAP group
List LDAPGroups	Displays privilege levels for all LDAP groups

Enabling and Setting up LDAP Support

There are a few configuration requirements for properly enabling and setting up LDAP support. Below is an overview of the minimum requirements.

Directory Services server configuration requirements:

1. Define at least one LDAP group.
2. Assign users to that LDAP group.

Sentry configuration requirements:

1. Enable LDAP support.
2. Define the IP address and domain component of at least one Directory Services server.
3. Set the LDAP bind request method being utilized by the Directory Services server.
4. Define the IP address of at least one DNS server.
5. Test DNS server configuration using Sentry 'ping' support.
6. Define at least one LDAP group and assign access rights for that group.

NOTE: LDAP group names on the Directory Service server and the Sentry must match.

Enabling and disabling LDAP support

The Set LDAP command is used to enable or disable LDAP support.

To enable or disable LDAP support:

At the Smart CDU: prompt, type **set ldap**, followed by **enabled** or **disabled** and press **Enter**.

Setting the LDAP host IP address

The Set LDAP HostIP command sets the TCP/IP address of the Directory Services server.

To set the LDAP host IP address:

At the Smart CDU: prompt, type **set ldap**, followed by **hostip1** or **hostip2** and the Directory Services server's IP address. Press **Enter**.

Example

The following command sets the primary Directory Services server IP address to 98.76.54.32:

```
Smart CDU: set ldap hostip1 98.76.54.32<Enter>
```

Changing the LDAP server port

The Set LDAP port command sets the port to which the Sentry sends LDAP requests to on the previously defined LDAP server. The default port is 389.

To change the LDAP server port:

At the Smart CDU: prompt, type **set ldap port**, followed by the port number and press **Enter**.

Example

The following command sets the LDAP server port number to 8888:

```
Smart CDU: set ldap port 8888<Enter>
```

Setting the LDAP bind password type

The Set LDAP Bind command sets the password type used in the bind requests. The Sentry supports two LDAP bind methods – Simple and MD5.

The Simple method utilizes unencrypted delivery of a username-password over the network to the Active Directory server for authentication.

The MD5 digest method provides much stronger protection utilizing one-way encoded hash numbers, never placing the username-password on the network. For more information on MD5, see *Setting the HTTP authentication method:* on page 11.

NOTE: Windows 2000 is known only to support Simple binding. Windows 2003 supports both Simple and MD5 binding.

To set the bind password type:

At the Smart CDU: prompt, type **set ldap bind**, followed by **simple** or **md5** and press **Enter**.

Setting the search bind Distinguished Name (DN)

The Set LDAP BindDN command is used to set the fully-qualified distinguished name (FQDN) for user accounts to bind with. This is required for directory services that do not support anonymous binds. This field is used ONLY with Simple Binds.
Maximum string length is 124 characters.

NOTE: If left blank, then an anonymous bind will be attempted. This field is used ONLY with Simple binds.

To set the search bind DN:

At the Smart CDU: prompt, type **set ldap binddn**, and press **Enter**. At the following prompt, type the FQDN and press **Enter**.

Example

The following sets the FQDN for MSAD to 'cn=guest,cn=Users,dc=servertech,dc=com':

```
Smart CDU: set ldap binddn<Enter>
Enter Search Bind DN (Max characters 124):
cn=guest,cn=Users,dc=servertech,dc=com<Enter>
```

Setting the search bind Distinguished Name (DN) password

The Set LDAP BindPW command is used to set the password for the user account specified in the Search Bind DN.
Maximum password size is 20 characters.

To set the Bind Password DN:

At the Smart CDU: prompt, type **set ldap bindpw** and press **Enter**. At the following prompt, type the bind password and press **Enter**.

Setting the group membership attribute.

The Set LDAP GroupAttr command is used to specify the name of user class attributes that lists distinguished names (DN), or names of groups that a user is a member of. Maximum string length is 30 characters.

To set Group Membership Attribute:

At the Smart CDU: promp, type **set ldap groupattr** and press **Enter**. At the following prompt, type the group membership attribute and press **Enter**.

Example

The following sets the group membership attribute for MSAD to 'memberof':

```
Smart CDU:  set ldap groupattr<Enter>
Enter Group Member Attr (Max character 30):
memberof<Enter>
```

Setting the group membership value type:

The Set LDAP GroupType command is used to specify whether the values of Group Membership Attribute represent the Distinguished Name (DN) of a group or just the name of the group.

To set group membership value type:

At the Smart CDU: prompt, type **set ldap grouptype** followed by **DN** or **Name** and press **Enter**.

Example

The following sets group membership value to DN

```
Smart CDU:  set ldap grouptype DN<Enter>
```

Setting the user search base Distinguished Name (DN)

The Set LDAP UserBaseDN command is used to set the base (DN) for the login username search. This is where the search will start, and will include all subtrees. Maximum size is 100 characters.

To set the user search base DN:

At the Smart CDU: prompt, type **set ldap userbasedn** and press **Enter**. At the following prompt, type the search base DN and press E**nter.**

Example

The following sets the DN user search base for MSAD to 'cn=Users,dc=servertech,dc=com':

```
Smart CDU: set ldap userbasedn<Enter>
Enter User Search Base DN (Max characters 100):
cn=Users,dc=servertech,dc=com<Enter>
```

Setting the user search filter

The Set LDAP UserFilter command is used to set the search filter for the username entered at the login prompt.

The search filter must be entered within parenthesis and adhere to the following format:

(searchfilter**=%s)**

where 'searchfilter' is the name of the attribute in the user class which has a value that represents the user's login name. In this string, the '%s' will be replaced by the entered username. Maximum string length is 100 characters.

To set the user search filter:

At the Smart CDU: prompt, type **set ldap userfilter** and press **Enter**. At the following prompt, type the User Search Filter and press **Enter**.

Example

The following sets the user search filter for MSAD to 'samaccountname':

```
Smart CDU:  set ldap userfilter<Enter>
Enter User Search Filter (Max characters 100):
(samaccountname=%s)<Enter>
```

Setting the authentication order

The Set Authorder command sets the authentication order for remote authentication sessions. The Sentry supports two methods for authentication order - Remote -> Local and Remote Only.

The Remote -> Local method first attempts authentication with the Active Directory server and if unsuccessful with the local user database on the Sentry device.

The Remote Only method attempts authentication only with the Active Directory server and if unsuccessful, access is denied.

NOTE: With the Remote Only method, if authentication fails due to a communication failure with the Active Directory server automatic authentication fallback will occur to authenticate with the local user data base on the Sentry device.

To set the authentication order:

At the Smart CDU: prompt, type **set authorder**, followed by **remotelocal** or **remoteonly** and press **Enter**.

NOTE: Server Technology recommends NOT setting the authentication order to Remote Only until the LDAP has been fully configured and tested.

Displaying LDAP configuration information

The Show LDAP command displays LDAP configuration information.

- Enabled-disabled status of LDAP support
- Directory Services server IP address and port
- Bind request password type and remote authentication order
- Search bind distinguished name and password
- User search base distinguished name and filter
- Group membership attribute and type

To display the LDAP configuration information:

At the Smart CDU: prompt, type **show ldap** and press **Enter**.

Example

The following command displays the LDAP configuration information:

```
Smart CDU: show ldap
   LDAP Configuration
      LDAP:         Enabled
      Host IP1:     98.76.54.32
      Host IP2:     0.0.0.0
      Port:         8888
      Bind Type:    MD5
      Auth Order:   Remote->Local
      Search Bind
         DN: cd=guest,cn=Users,dc=servertech,dc=com
         Password: OpenSesame
      User Search
         Base DN: cn=Users,dc=servertech,dc=com
         Filter: (samaccountname=%s)
      Group Membership
         Attribute: memberof
         Value Type: DN
```

Setting the DNS IP address

The Set DNS command sets the TCP/IP address of the Domain Name server (DNS).

NOTE: LDAP requires the definition of at least one Domain Name server.

To display the DNS configuration information, use the Show Network command as described on page 26.

To set the DNS IP address:

At the Smart CDU: prompt, type **set**, followed by **dns1** or **dns2** and the Domain Name server's IP address. Press **Enter**.

Example

The following command sets the primary Domain Name server IP address to 98.76.54.254:

```
Smart CDU: set dns1 98.76.54.254<Enter>
```

Verifying the DNS configuration

The Ping command may be used to verify the configuration of the DNS IP address.

To verify the DNS configuration:

At the Smart CDU: prompt, type **ping**, followed by the domain component of the Directory Services server previously configured and press **Enter**.

Example

The following command verifies the DNS configuration:

```
Smart CDU:  ping servertech.com
   Pinging servertech.com [98.76.54.32] with 64 bytes of data:
   Reply from 98.76.54.32: bytes=64 pseq=0 triptime=0
   Reply from 98.76.54.32: bytes=64 pseq=1 triptime=0
   Reply from 98.76.54.32: bytes=64 pseq=2 triptime=0
   Reply from 98.76.54.32: bytes=64 pseq=3 triptime=0
   Reply from 98.76.54.32: bytes=64 pseq=4 triptime=0
```

Configuring LDAP Groups

Creating an LDAP group

The Create LDAPGroup command creates an LDAP group.

To create an LDAP group:

At the Smart CDU: prompt, type **create ldapgroup**, optionally followed by a 1-16 character group name (Spaces are not allowed, and LDAP group names are not case sensitive). Press **Enter**.

Example

The following command creates the LDAP group PowerUser:

```
Smart CDU: create ldapgroup PowerUser<Enter>
```

Removing an LDAP group

The Remove LDAPGroup command removes an LDAP group.

To remove an LDAP group:

At the Smart CDU: prompt, type **remove ldapgroup**, optionally followed by a group name. Press **Enter**.

Setting LDAP group access level privileges

The Set LDAPGroup Access command sets the access level privileges for an LDAP group. The Sentry has four defined access privilege levels; Admin, User, On-Only and View-Only. For more information on user access levels, see *Changing a user's access privilege level:* on page 12.

To set the access level privilege for an LDAP group:

At the Smart CDU: prompt, type **set ldapgroup access**, followed by **admin**, **user**, **ononly** or **viewonly,** optionally followed by a LDAP group name and press **Enter**.

Examples

The following command sets the LDAP group access level for LDAPAdmin to Admin:

```
Smart CDU: set ldapgroup access admin ldapadmin<Enter>
```

The following command sets the LDAP group access level for PowerUser to User:

```
Smart CDU: set ldapgroup access user poweruser<Enter>
```

Displaying the LDAP access privilege levels

The List LDAPGroups command displays all defined LDAP group with their access privilege level.

To display LDAP group access privilege levels:

At the Smart CDU: prompt, type **list ldapgroups** and press **Enter**.

Example

The following command displays all LDAP groups with their access privilege level:

```
Smart CDU: list ldapgroups<Enter>
   LDAP               Access        Environmental
   Group Name         Level         Monitoring
   LDAPAdmin          Admin         Allowed
   PowerUser          User          Allowed
   User               On-Only       Not Allowed
   Guest              View-Only     Not Allowed
```

Adding serial port access to an LDAP group

The Add PortToLDAP command grants an LDAP group access to the serial port.

To grant serial port access to an LDAP group:

At the Smart CDU: prompt, type **add porttoldap console** and a group name. Press **Enter**.

Deleting serial port access for an LDAP group

The Delete PortFromLDAP command removes an LDAP group's access to the serial port. You cannot remove access to the serial port for an administrative level group.

To delete serial port access for a user:

At the Smart CDU: prompt, type **delete portfromldap console** and a group name. Press **Enter**.

Displaying LDAP Group access

The List LDAPGroup command displays all accessible serial ports for an LDAP group.

To display LDAP Group access:

At the Smart CDU: prompt, type **list ldapgroup**, optionally followed by a group name. Press **Enter**.

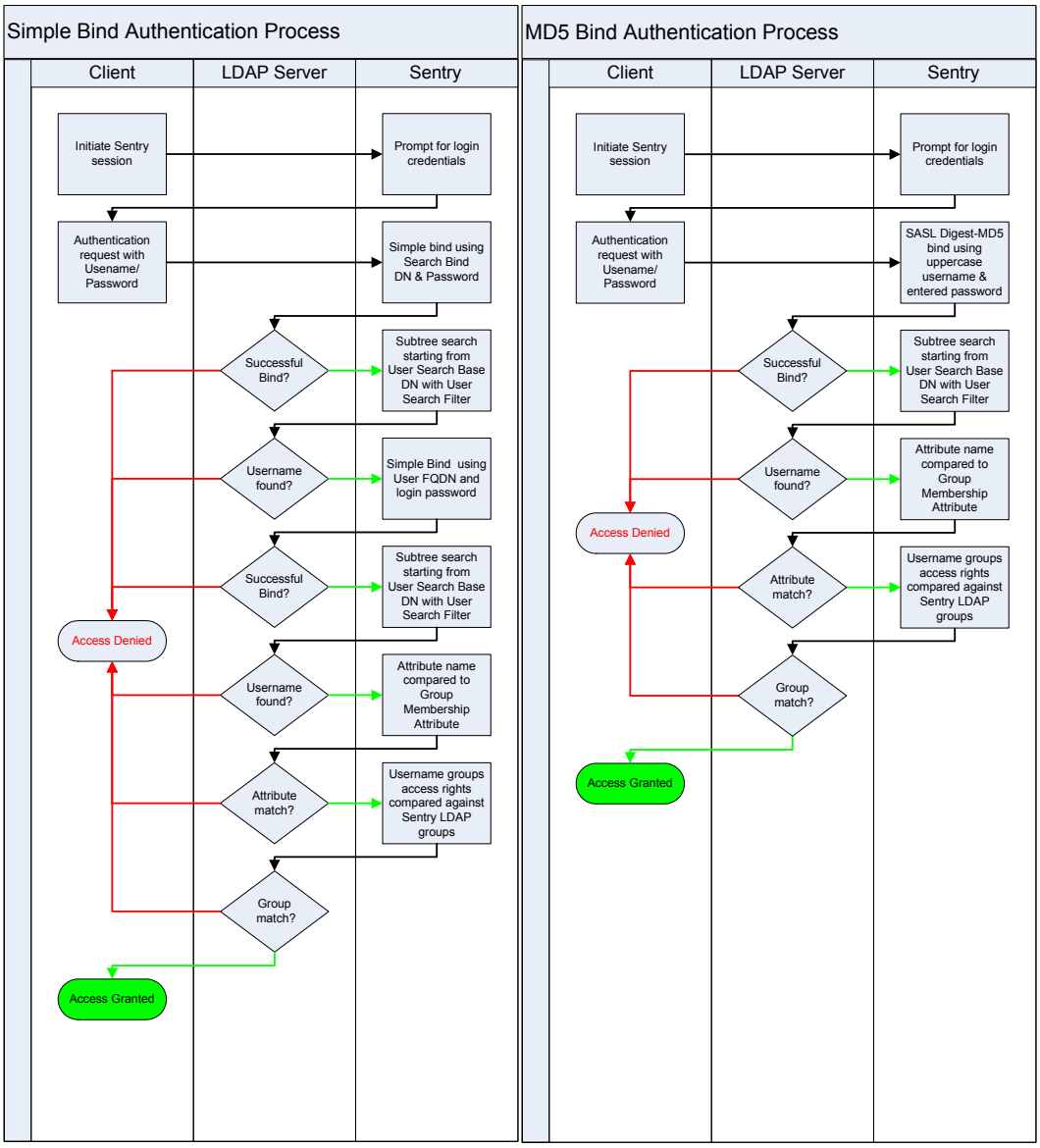
Example

The following command displays information about the LDAP group PowerUser:

```
Smart CDU: list ldapgroup poweruser<Enter>
   Username: PowerUser
      Ports:
         Port      Port
         ID        Name
         Console   Console
```

Members of the PowerUser LDAP group may access the Console serial port.

LDAP Technical Specifications



TACACS+

The Sentry family of products supports the Terminal Access Controller Access Control System (TACACS+) protocol. This enables authentication and authorization with a central TACACS+ server; user accounts do not need to be individually created locally on each Sentry device.

This allows administrators to pre-define and configure (in each Sentry product, and in the TACACS+ server) a set of necessary TACACS+ privilege levels, and user's access rights for each. User's access rights can then be assigned or revoked simply by making the user a member of one-or-more pre-defined Sentry TACACS+ privilege levels. User account rights can be added, deleted, or changed within TACACS+ without any changes needed on individual Sentry products.

The Sentry supports 16 different TACACS+ privilege levels; 15 are entirely configurable by the system administrator (1 is reserved for default Admin level access to all Sentry resources).

TACAC+ Command Summary

Command	Description
Set Authorder	Specifies the authentication order for each new session attempt
Set TACACS	Enables/disables SSL support
Set TACACS HostIP	Sets the IP address of the TACACS server
Set TACACS Key	Sets the TACACS encryption key
Show TACACS	Displays TACACS configurations
Add PorttoTACACS	Grants a TACACS account access to one or serial ports
Delete PortfromTACACS	Removes access to one or more serial ports for a TACACS account
Set TacPriv Access	Sets the access level for a TACACS account
List TacPrivs	Displays access levels for all TACACS accounts
List TacPriv	Displays all accessible outlet/groups/ports for a TACACS account

Enabling and Setting up TACACS+ Support

There are a few configuration requirements for properly enabling and setting up TACACS+ support. Below is an overview of the minimum requirements:

1. Enable TACACS+ support.
2. Define the IP address and domain component of at least one TACACS+ server.
3. Set the TACACS+ key configured on the supporting TACACS+ server.

Enabling and disabling TACACS+ support

The Set TACACS command is used to enable or disable TACACS+ support.

To enable or disable TACACS+ support:

At the Smart CDU: prompt, type **set tacacs**, followed by **enabled** or **disabled** and press **Enter**.

Setting the TACACS+ server IP address

The Set TACACS HostIP command sets the TCP/IP address of the TACACS+ server.

To set the TACACS+ server IP address:

At the Smart CDU: prompt, type **set tacacs**, followed by **hostip1** or **hostip2** and the TACACS+ server's IP address. Press **Enter**.

Example

The following command sets the primary TACACS+ server IP address to 98.76.54.32:

```
Smart CDU: set tacacs hostip1 98.76.54.32<Enter>
```

Setting the TACACS+ encryption key

The Set TACACS Key command sets the encryption key used to encrypt all data packets between the Sentry and the TACACS+ server. This key must match the key configured on the TACACS+ server.

To set the encryption key:

At the Smart CDU: prompt, type **set tacacs key** and press **Enter**.

At the TACACS+ Key: prompt, type a key of up to 60 alphanumeric and other typeable characters (ASCII 32 to 126 decimal). Keys are case sensitive. Press **Enter**. To specify no password, press **Enter** at the prompt.

At the Verify TACACS+ Key: prompt, retype the key. Press **Enter**. To verify no password, press **Enter** at the prompt.

Example

```
Smart CDU: set tacacs key<Enter>
   TACACS+ Key: <Enter>
   Verify TACACS+ Key: <Enter>
```

For security, key characters are not displayed.

NOTE: A key size of zero results in no encryption being applied which may not be supported by the TACACS+ server and is not recommended for a production environment.

Setting the authentication order

The Set Authorder command sets the authentication order for remote authentication sessions. The Sentry supports two methods for authentication order - Remote -> Local and Remote Only.

The Remote -> Local method first attempts authentication with the TACACS+ server and if unsuccessful with the local user database on the Sentry device.

The Remote Only method attempts authentication only with the TACACS+ server and if unsuccessful, access is denied.

NOTE: With the Remote Only method, if authentication fails due to a communication failure with the TACACS+ server automatic authentication fallback will occur to authenticate with the local user data base on the Sentry device.

To set the authentication order:

At the Smart CDU: prompt, type **set authorder**, followed by **remotelocal** or **remoteonly** and press **Enter**.

NOTE: Server Technology recommends NOT setting the authentication order to Remote Only until the TACACS+ has been fully configured and tested.

Displaying TACACS+ configuration information

The Show TACACS command displays TACACS+ configuration information.

- Remote authentication order
- Enabled-disabled status of LDAP support
- Directory Services server IP address and domain components
- Bind request password type

To display the LDAP configuration information:

At the Smart CDU: prompt, type **show ldap** and press **Enter**.

Example

The following command displays the LDAP configuration information:

```
TACACS+ Configuration
   TACACS+:        Disabled
   Host IP1:       98.76.54.32
   Host IP2:       0.0.0.0
   TACACS+ Key:    (Set)
   Auth Order:     Remote->Local
```

Configuring TACACS+ Privilege Levels

Setting TACACS+ account access level privileges

The Set TacPriv Access command sets the access level privileges for a TACACS+ account. The Sentry has four defined access privilege levels; Admin, User, On-Only and View-Only. For more information on user access levels, see *Changing a user's access privilege level:* on page 12.

To set the access level privilege for a TACACS+ account:

At the Smart CDU: prompt, type **set tacpriv access**, followed by **admin** or **user**, optionally followed by a TACACS+ account number and press **Enter**.

Examples

The following command sets the TACACS+ account access level for account 14 to Admin:

```
Smart CDU: set tacpriv access admin 14<Enter>
```

The following command sets the TACACS+ account access level for account 5 to User:

```
Smart CDU: set tacpriv access user 5<Enter>
```

Displaying the TACACS+ access privilege levels

The List TacPrivs command displays all TACACS+ accounts with their access privilege levels.

To display TACACS+ account access privilege levels:

At the Smart CDU: prompt, type **list tacprivs** and press **Enter**.

Example

The following command displays all TACACS+ account with their access privilege level:

```
Smart CDU: list tacprivs<Enter>
   TACACS             Access        Environmental
   Account Name       Level         Monitoring
   TACAdmin           Admin         Allowed
   PowerUser          User          Allowed
```

Adding serial port access to a TACACS+ account

The Add PortToTACACS command grants a TACACS+ account access to the serial port.

To grant serial port access to a TACACS+ account:

At the Smart CDU: prompt, type **add porttotacacs console** and a TACACS+ account number. Press **Enter**.

Deleting serial port access for a TACACS+ account

The Delete PortFromTACACS command removes a TACACS+ account's access to the serial port. You cannot remove access to the serial port for an administrative level account.

To delete serial port access for a TACACS+ account:

At the Smart CDU: prompt, type **delete portfromtacacs console** and a TACACS+ account number. Press **Enter**.

Displaying TACACS+ privilege level access

The List TacPriv command displays assigned access for a TACACS+ privilege level.

To display TACACS+ privilege level access:

At the Smart CDU: prompt, type **list tacpriv**, optionally followed by a TACACS+ account. Press **Enter**.

Example

The following command displays information about the TACACS+ account 1:

```
Smart CDU: list tacpriv 1<Enter>
   TACACS+ Privilege Level: 1
      Ports:
         Port ID   Port Name
         Console   Console
```

Members of PowerUser TACACS+ account members may access the Console serial port.

TACACS+ Technical Specifications

Authentication START Packet includes:

action = 1 (TAC_PLUS_AUTHEN_LOGIN)
priv_lvl = 0 (TAC_PLUS_PRIV_LVL_MIN)
authen_type = 1 (TAC_PLUS_AUTHEN_TYPE_ASCII)
service = 1 (TAC_PLUS_AUTHEN_SVC_LOGIN)
user = (entered username)
port = (access path into the Sentry)
rem_addr = 'Sentry3_xxxxxx' (xxxxxx is last six digits of MAC address)
data = '' (null)

NOTE: The password is sent in a CONTINUE packet.

Authorization REQUEST Packet includes:

authen_method = 6 (TAC_PLUS_AUTHEN_METH_TACACSPLUS)
priv_lvl = 0 (TAC_PLUS_PRIV_LVL_MIN)
authen_type = 1 (TAC_PLUS_AUTHEN_TYPE_ASCII)
authen_service = 1 (TAC_PLUS_AUTHEN_SVC_LOGIN)
user = (entered username)
port = (access path into the Sentry)
rem_addr = 'Sentry3_*xxxxxx*' (xxxxxx is last six digits of Ethernet MAC address)
service = 'shell' (for exec)
cmd = '' (null)

NOTE: The access paths into the Sentry which support TACACS+ are 'Console', 'Telnet', 'SSH', 'HTTP' and 'HTTPS'. In the case of 'Console' and 'Modem', an administrator is allowed to rename these ports in which case the assigned name is used.

Chapter 5: Appendices

Appendix A: Resetting to Factory Defaults

You may reset the non-volatile RAM that stores all configurable options. This clears all administrator-editable fields and resets all command line configurable options to their default values, including all user accounts.

You may reset the unit to factory defaults from the command line or the HTML interface, or by pressing the reset button. You must have administrator-level privileges to issue the command. Using the reset button may be necessary when a forgotten password prevents administrator login. Each of the methods updates the current working configuration to the factory defaults.

NOTE: Resetting the unit resets all TCP/IP and Telnet/Web configurations. Reconfiguring the TCP/IP and Telnet/web settings will be required.

To reset to factory defaults from the HTML interface

On the Restart page in the Tools section of the HTML interface, select **Restart and reset to factory defaults** from the drop-down menu and press **Apply**.

To reset to factory defaults from the command line

At the Smart CDU: prompt, type **restart factory** and press **Enter**.

To reset to factory defaults using the reset button

Locate the recessed reset button directly beside the Serial & Ethernet ports. You will need a non-conductive, non-metallic tool that fits inside the recess.

Insert the tool in the recess, then depress and hold the reset button for at least ten seconds.

NOTE: If the reset button is depressed and held for more than 15 seconds, the reset will abort.

Appendix B: Uploading Firmware

You may upload new versions of firmware using File Transfer Protocol (FTP). This allows access to new firmware releases for firmware improvements and new features additions.

NOTE: To begin an FTP upload session, you must first configure the FTP Host address, username/password, filename and filepath. For information on configuring the FTP settings required for firmware upload see Chapter 3: Operations.

You may initiate an FTP upload session by issuing a command or from the HTML interface. You must have administrator-level privileges to initiate an upload.

To initiate an FTP upload session from the HTML interface

On the Restart page in the Tools section of the HTML interface, select **Restart and upload firmware via FTP** from the drop-down menu and press **Apply**.

Upon issuing this command the unit will restart and upload the firmware file specified with the FTP Filename command from the previously configured FTP Host. See *FTP Administration* in Chapter 3: for more information.

To initiate an FTP upload session from the command line

The Restart FTPLoad command initiates an upload of firmware. Upon issuing this command the unit will restart and upload the firmware file specified with the FTP Filename command from the previously configured FTP Host. See *FTP Administration* in Chapter 3: for more information.

To initiate an FTP firmware upload session:

At the Smart CDU: prompt, type **restart ftpload** and press **Enter**.

Appendix C: Technical Specifications

Domestic Models

Model	Rated Voltage	Input Cordset and Plug (10')	Outlets
CS-12HD2-L630	208-240V 60Hz	NEMA L6-30P, 30A/208V locking	12 IEC 60320 C19
CS-12HDD-L1530	3/PE 240V 60Hz	NEMA L15-30P, 30A/240V locking	12 IEC 60320 C19
CS-12HDY-L2130	3/N/PE 208V 60Hz	NEMA L21-30P, 30A/208V locking	12 IEC 60320 C19
CS-24V1-C20	100-120V 50/60Hz	IEC 60320 C20[1]	24 NEMA 5-20R
CS-24V1-L530	100-120V 50/60Hz	NEMA L5-30P, 30A/120V locking	24 NEMA 5-20R
CS-24V2-C20	208-240V 60Hz	IEC 60320 C20[1]	24 IEC 60320 C13
CS-24V2-L630	208-240V 60Hz	NEMA L6-30P, 30A/230V locking	24 IEC 60320 C13
CS-24VD-L1520	3/PE 240V 60Hz	NEMA L1520, 20A/240V locking	24 IEC 60320 C13
CS-24VD-L1530	3/PE 240V 60Hz	NEMA L1530, 30A/240V locking	24 IEC 60320 C13
CS-24VY-L2120	3/N/PE 208V 60Hz	NEMA L2120, 20A/208V locking	24 IEC 60320 C13
CS-24VY-L2130	3/N/PE 208V 60Hz	NEMA L2130, 30A/208V locking	24 IEC 60320 C13
CS-42V1-L520/1	100-120V 50/60Hz	NEMA L5-20P, 20A/120V locking	42 IEC 60320 C13
CS-42V1-L530/1	100-120V 50/60Hz	NEMA L5-30P, 30A/120V locking	42 IEC 60320 C13
CS-42V2-L620	208-240V 60Hz	NEMA L6-20P, 20A/230V locking	42 IEC 60320 C13
CS-42V2-L630	208-240V 60Hz	NEMA L6-30P, 30A/230V locking	42 IEC 60320 C13
CS-42VD-L1520	3/PE 240V 60Hz	NEMA L1520, 20A/240V locking	42 IEC 60320 C13
CS-42VD-L1530	3/PE 240V 60Hz	NEMA L1530, 30A/240V locking	42 IEC 60320 C13
CS-42VY-L2120	3/N/PE 208V 60Hz	NEMA L2120, 20A/208V locking	42 IEC 60320 C13
CS-42VY-L2130	3/N/PE 208V 60Hz	NEMA L2130, 30A/208V locking	42 IEC 60320 C13
CS-48V1-C20	100-120V 50/60Hz	IEC 60320 C20[1]	48 NEMA 5-20R
CS-48V1-L530	100-120V 50/60Hz	NEMA L5-30P, 30A/120V locking	48 NEMA 5-20R
CS-48V2-C20	208-240V 60Hz	IEC 60320 C20[1]	48 IEC 60320 C13
CS-48V2-L630	208-240V 60Hz	NEMA L6-30P, 30A/230V locking	48 IEC 60320 C13
CS-48VDD-L1520	3/PE 240V 60Hz	NEMA L1520, 20A/240V locking	48 IEC 60320 C13
CS-48VDD-L1530	3/PE 240V 60Hz	NEMA L1530, 30A/240V locking	48 IEC 60320 C13
CS-48VDY-L2120	3/N/PE 208V 60Hz	NEMA L2120, 20A/208V locking	48 IEC 60320 C13
CS-48VDY-L2130	3/N/PE 208V 60Hz	NEMA L2130, 30A/208V locking	48 IEC 60320 C13
CS-54VDY-L2120	3/N/PE 208V 60Hz	NEMA L2120, 20A/208V locking	12 / 42[2]
CS-54VDY-L2130	3/N/PE 208V 60Hz	NEMA L2130, 23A/208V locking	12 / 42[2]
CS-54VDY-30916A	3/N/PE 208V 60Hz	IEC 60309, 16A 3-pin 6Hr Blue	12 / 42[2]
CS-54VDY-30916A	3/N/PE 208V 60Hz	IEC 60309, 32A 3-pin 6Hr Blue	12 / 42[2]
CS-84V1-L520/1	100-120V 50/60Hz	NEMA L5-20P, 20A/120V locking	84 IEC 60320 C13
CS-84V1-L530/1	100-120V 50/60Hz	NEMA L5-30P, 30A/120V locking	84 IEC 60320 C13
CS-84V2-L620	208-240V 60Hz	NEMA L6-20P, 20A/230V locking	84 IEC 60320 C13
CS-84V2-L630	208-240V 60Hz	NEMA L6-30P, 30A/230V locking	84 IEC 60320 C13
CS-84VDD-L1520	3/PE 240V 60Hz	NEMA L1520, 20A/240V locking	84 IEC 60320 C13
CS-84VDD-L1530	3/PE 240V 60Hz	NEMA L1530, 30A/240V locking	84 IEC 60320 C13
CS-84VDY-L2120	3/N/PE 208V 60Hz	NEMA L2120, 20A/208V locking	84 IEC 60320 C13
CS-84VDY-L2130	3/N/PE 208V 60Hz	NEMA L2130, 30A/208V locking	84 IEC 60320 C13

[1] Input cordset selected at time of purchase

[2] 120V / 208V, 120V outlets are NEMA 5-20R and 208V outlets are IEC 60320 C13

International Models

Model	Rated Voltage	Input Cordset and Plug (10')	Outlets
CS-12HDE-30932E	230V 50/60Hz	IEC 60309, 32A 3-pin 6Hr Blue	12 IEC 60320 C19
CS-12V2-C20	230V 50/60Hz	IEC 60320 C20[1]	12 IEC 60320 C13
CS-24VE-30932E	230V 50/60Hz	IEC 60309, 32A 3-pin 6Hr Blue	24 IEC 60320 C13
CS-42VE-30916E	230V 50/60Hz	IEC 60309, 16A 3-pin 6Hr Blue	42 IEC 60320 C13
CS-42VE-30932E	230V 50/60Hz	IEC 60309, 32A 3-pin 6Hr Blue	42 IEC 60320 C13
CS-48VD2-C20	230V 50/60Hz	IEC 60320 C20[1]	48 IEC 60320 C13
CS-48VDE-30932E	230V 50/60Hz	IEC 60309, 32A 3-pin 6Hr Blue	48 IEC 60320 C13
CS-84VDE-30916E	230V 50/60Hz	IEC 60309, 16A 3-pin 6Hr Blue	84 IEC 60320 C13
CS-84VDE-30932E	230V 50/60Hz	IEC 60309, 32A 3-pin 6Hr Blue	84 IEC 60320 C13

[1] Input cordset selected at time of purchase

Power Ratings

Domestic Models

	Input Current Ratings [1] *L'indice du courant d'entrée* Eingangsstromstärke		Output Current Ratings *L'indice du courant de sortie* Ausgangsstromstärke					
Model *Modele* Modell	**Voltage** *Tension* Spannung	**Current** *Courrant* Strom	**Voltage** *Tension* Spannung	**Outlet** *Prise* Anschlussstelle	**Branch Circuit** *Circuit de la Branche* Zweigstromkreis		**Phase** [2] 	**Total** *Total* Insgesamt
100-120V 50/60Hz								
CS-24V1-C20	100-120V 50/60Hz	16	100-120V 50/60Hz	16	16			16
CS-24V1-L630	100-120V 50/60Hz	24	100-120V 50/60Hz	16	16			24
CS-42V1-L520/1	100-120V 50/60Hz	16	100-120V 50/60Hz	16	16			16
CS-42V1-L530/1	100-120V 50/60Hz	24	100-120V 50/60Hz	16	16			24
CS-48VD1-C20	100-120V 50/60Hz	A: 16 B: 16	100-120V 50/60Hz	16	16			A: 16 B: 16
CS-48VD1-L630	100-120V 50/60Hz	A: 24 B: 24	100-120V 50/60Hz	16	16			A: 24 B: 24
CS-84V1-L520/1	100-120V 50/60Hz	A: 16 B: 16	100-120V 50/60Hz	16	16			A: 16 B: 16
CS-84V1-L530/1	100-120V 50/60Hz	A: 24 B: 24	100-120V 50/60Hz	16	16			A: 24 B: 24
208-240 60Hz								
CS-12HD2-L630	208-240V 60Hz	A: 24 B: 24	208-240V 60Hz	16	16			A: 24 B: 24
CS-24V2-C20	208-240V 60Hz	16	208-240V 60Hz	12	16			16
CS-24V2-L630	208-240V 60Hz	24	208-240V 60Hz	12	16			24
CS-42V2-L620	208-240V 60Hz	16	208-240V 60Hz	12	16			16
CS-42V2-L630	208-240V 60Hz	24	208-240V 60Hz	12	16			24
CS-48VD2-C20	208-240V 60Hz	A: 16 B: 16	208-240V 60Hz	12	16			A: 16 B: 16
CS-48VD2-L630	208-240V 60Hz	A: 24 B: 24	208-240V 60Hz	12	16			A: 24 B: 24
CS-84VD2-L620	208-240V 60Hz	A: 16 B: 16	208-240V 60Hz	12	16			A: 16 B: 16
CS-84VD2-L630	208-240V 60Hz	A: 24 B: 24	208-240V 60Hz	12	16			A: 24 B: 24

[1] All current ratings are in amperes. *Tous les indices de courant sont en ampères.* Alle Angaben der Stromstärke erfolgen in Ampere.

[2] Each branch circuit or phase consists of: *Chaque circuit de la branche comporte:* Jeder Zweigstromkreis besteht aus:

12HDx - 2 outlets, *prises,* Anschlüsse. Input, *Entrée*, Eingang A, B: 1+2, 3+4, 5+6

24Vx, 48VDx Two 6-outlet modules; 12 outlets. 2 *série de 6 prises de courants, soit au total 12 prises.*
2 gekuppelten Modulen mit je 6 Anschlüssen: 12 Anschlüsse. Input, *Entrée*, Eingang A, B: 1a+1b, 2a+2b, 3a+3b

42Vx, 84VDx Three 7-outlet modules; 21 outlets. 3 *série de 7 prises de courants, soit au total 21 prises.*
3 gekuppelten Modulen mit je 7 Anschlüssen: 21 Anschlüsse. Input, *Entrée*, Eingang A, B: 1a+1b+1c, 2a+2b+2c

Domestic Models (continued)

	Input Current Ratings[1] *L'indice du courant d'entrée* Eingangsstromstärke		Output Current Ratings *L'indice du courant de sortie* Ausgangsstromstärke					
Model *Modele* Modell	**Voltage** *Tension* Spannung	**Current** *Courrant* Strom	**Voltage** *Tension* Spannung	**Outlet** *Prise* Anschlussstelle	**Branch Circuit** *Circuit de la Branche* Zweigstromkreis		**Phase[2]**	**Total** *Total* Insgesamt
3/PE 240V 60Hz								
CS-12HDD-L1530	3/PE 240V 60 Hz	A: 24 B: 24	240V 60Hz	13.9	13.9 13.9 13.9	xy yz xz	13.9 13.9 13.9	A: 41.6 B: 41.6
CS-24VD-L1520	3/PE 240V 60 Hz	16	240V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	27.6
CS-24VD-L1530	3/PE 240V 60 Hz	24	240V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	41.6
CS-42VD-L1520	3/PE 240V 60 Hz	16	240V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	27.6
CS-42VD-L1530	3/PE 240V 60 Hz	24	240V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	41.6
CS-48VDD-L1520	3/PE 240V 60 Hz	A: 16 B: 16	240V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	A: 27.6 B: 27.6
CS-48VDD-L1530	3/PE 240V 60 Hz	A: 24 B: 24	240V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	A: 41.6 B: 41.6
CS-84VDD-L1520	3/PE 240V 60 Hz	A: 16 B: 16	240V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	A: 27.6 B: 27.6
CS-84VDD-L1530	3/PE 240V 60 Hz	A: 24 B: 24	240V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	A: 41.6 B: 41.6
3/N/PE 240V 60Hz								
CS-12HDY-L3230	3/N/PE 208V 60 Hz	A: 24 B: 24	208V 60Hz	13.9	13.9 13.9 13.9	xy yz xz	13.9 13.9 13.9	A: 41.6 B: 41.6
CS-24VY-L2120	3/N/PE 208V 60 Hz	16	208V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	27.6
CS-24VY-L2130	3/N/PE 208V 60 Hz	24	208V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	41.6
CS-42VY-L2120	3/N/PE 208V 60 Hz	16	208V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	27.6
CS-42VY-L2130	3/N/PE 208V 60 Hz	24	208V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	41.6
CS-48VDY-L2120	3/N/PE 208V 60 Hz	A: 16 B: 16	208V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	A: 27.6 B: 27.6
CS-48VDY-L2130	3/N/PE 208V 60 Hz	A: 24 B: 24	208V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	A: 41.6 B: 41.6

[1] All current ratings are in amperes. *Tous les indices de courant sont en ampères*. Alle Angaben der Stromstärke erfolgen in Ampere.

[2] Each branch circuit or phase consists of: *Chaque circuit de la branche comporte:* Jeder Zweigstromkreis besteht aus:

12HDx - 2 outlets, *prises,* Anschlüsse. Input, *Entrée*, Eingang A, B: 1+2, 3+4, 5+6

24Vx, 48VDx Two 6-outlet modules; 12 outlets. 2 *série de 6 prises de courants, soit au total 12 prises.*
2 gekuppelten Modulen mit je 6 Anschlüssen: 12 Anschlüsse. Input, *Entrée*, Eingang A, B: 1a+1b, 2a+2b, 3a+3b

42Vx, 84VDx Three 7-outlet modules; 21 outlets. 3 *série de 7 prises de courants, soit au total 21 prises.*
3 gekuppelten Modulen mit je 7 Anschlüssen: 21 Anschlüsse. Input, *Entrée*, Eingang A, B: 1a+1b+1c, 2a+2b+2c

Domestic Models (continued)

	Input Current Ratings[1] *L'indice du courant d'entrée* Eingangsstromstärke		Output Current Ratings *L'indice du courant de sortie* Ausgangsstromstärke					
Model *Modele* Modell	**Voltage** *Tension* Spannung	**Current** *Courrant* Strom	**Voltage** *Tension* Spannung	**Outlet** *Prise* Anschlussstelle	**Branch Circuit** *Circuit de la Branche* Zweigstromkreis		**Phase[2]**	**Total** *Total* Insgesamt
3/N/PE 240V 60Hz (continued)								
CS-54VDY-L2120	3/N/PE 208V 60 Hz	A: 16 B: 16	100-120V 50/60Hz 208V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	A: 27.6 B: 27.6
CS-54VDY-L2130	3/N/PE 208V 60 Hz	A: 24 B: 24	100-120V 50/60Hz 208V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	A: 41.6 B: 41.6
CS-54VDY-30916A	3/N/PE 208V 60 Hz	A: 16 B: 16	100-120V 50/60Hz 208V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	A: 27.6 B: 27.6
CS-54VDY-30932A	3/N/PE 208V 60 Hz	A: 24 B: 24	100-120V 50/60Hz 208V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	A: 41.6 B: 41.6
CS-84VDY-L2120	3/N/PE 208V 60 Hz	A: 16 B: 16	208V 60Hz	9.2	9.2 9.2 9.2	xy yz xz	9.2 9.2 9.2	A: 27.6 B: 27.6
CS-84VDY-L2130	3/N/PE 208V 60 Hz	A: 24 B: 24	208V 60Hz	12	12 12 12	xy yz xz	13.9 13.9 13.9	A: 41.6 B: 41.6

International Models

	Input Current Ratings[1] *L'indice du courant d'entrée* Eingangsstromstärke		Output Current Ratings *L'indice du courant de sortie* Ausgangsstromstärke					
Model *Modele* Modell	**Voltage** *Tension* Spannung	**Current** *Courrant* Strom	**Voltage** *Tension* Spannung	**Outlet** *Prise* Anschlussstelle	**Branch Circuit** *Circuit de la Branche* Zweigstromkreis		**Phase[2]**	**Total** *Total* Insgesamt
230V 50/60Hz								
CS-12HD2-30932E	230V 50/60Hz	A: 32 B: 32	230V 50/60Hz	10	20			A: 32 B: 32
CS-24V2-C20	230V 50/60Hz	16	230V 50/60Hz	10	16			16
CS-24V2-30932E	230V 50/60Hz	32	230V 50/60Hz	10	20			32
CS-42V2-30916E	230V 50/60Hz	16	230V 50/60Hz	10	16			16
CS-42V2-30932E	230V 50/60Hz	32	230V 50/60Hz	10	20			32
CS-48VD2-C20	230V 50/60Hz	A: 16 B: 16	230V 50/60Hz	10	16			A: 16 B: 16
CS-84VD2-30916E	230V 50/60Hz	A: 16 B: 16	230V 50/60Hz	10	16			A: 16 B: 16
CS-84VD2-30932E	230V 50/60Hz	A: 32 B: 32	230V 50/60Hz	10	20			A: 32 B: 32

[1] All current ratings are in amperes. *Tous les indices de courant sont en ampères.* Alle Angaben der Stromstärke erfolgen in Ampere.

[2] Each branch circuit or phase consists of: *Chaque circuit de la branche comporte:* Jeder Zweigstromkreis besteht aus:

12HDx - 2 outlets, *prises,* Anschlüsse. Input, *Entrée*, Eingang A, B: 1+2, 3+4, 5+6

24Vx, 48VDx Two 6-outlet modules; 12 outlets. 2 *série de 6 prises de courants, soit au total 12 prises.* 2 gekuppelten Modulen mit je 6 Anschlüssen: 12 Anschlüsse. Input, *Entrée*, Eingang A, B: 1a+1b, 2a+2b, 3a+3b

54VDx Two 120V outlets and one 7-outlet gang module; 9 outlets. *2 120V prises de courants y 1 série de 7 prises de courants, soit au total 9 prises.* 120V Anschlüsse und eine gekuppelten Modulen mit je 7 Anschlüssen: 9 Anschlüsse. Input, *Entrée*, Eingang A, B: xy, yz, xz

42Vx, 84VDx Three 7-outlet modules; 21 outlets. 3 *série de 7 prises de courants, soit au total 21 prises.* 3 gekuppelten Modulen mit je 7 Anschlüssen: 21 Anschlüsse. Input, *Entrée*, Eingang A, B: 1a+1b+1c, 2a+2b+2c

Physical Specifications

	Operating	Storage
Temperature	32° to 122° F (0° to 50° C)	-40° to 185° F (-40° to 85° C)
Elevation(above MSL)	0 to 10,000 ft (0 to 3000m)	0 to 50,000 ft (0 to 15000m)
Relative Humidity	10 to 90%, non-condensing	10 to 90%, non-condensing

	Dimensions (H x W x D)		**Weight**	
CS-12HDx	3.5 x 17.0 x 10.0 in.	(89 x 437 x 178 mm)	17.1 lbs	(7.8 kg)
CS-24Vx	63.5 x 1.75 x 2.25 in.	(1617 x 45 x 57 mm)	10.1 lbs	(4.6 kg)
CS-42Vx	66.0 x 1.75 x 2.25 in.	(1678 x 45 x 57 mm)	14 lbs	(6.4 kg)
CS-48VDx	63.5 x 3.5 x 2.25 in.	(1617 x 89 x 57 mm)	17.5 lbs	(8 kg)
CS-54VDx	66.0 x 3.5 x 2.25 in.	(1678 x 89 x 57 mm)	24 lbs	(10.9 kg)
CS-84VDx	66.0 x 3.5 x 2.25 in.	(1678 x 89 x 57 mm)	24 lbs	(10.9 kg)

Branch Circuit Protection

Always disconnect both power supply cords before opening to avoid electrical shock.
Afin d'éviter les chocs électriques, débranchez les cables électrique avant d'ouvrir.
Immer beiden Netzleitungen auskuppeln vor den Aufmachen um elektrischen Schlag zu vermeiden.

Smart CDUs feature Branch Circuit protection on all outlets in the form of internal fuses. These fuses meet the strict safety requirements of UL/CSA 60950-1 for Branch Circuit Protection.

Time-Delay Fuses – Class G

Amperes	Bussman Part Number
20	SC-20

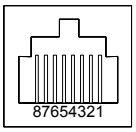
CooperBussman product data-sheet #1024

Data Connections

RS-232 port

Smart CDUs are equipped standard with an RJ45 DTE RS-232c serial port. This connector may be used for direct local access or from other serial devices such as a terminal server. An RJ45 crossover cable is provided for connection to an RJ45 DCE serial port.

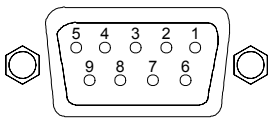
Pin	DTE Signal Name		Input/Output
1	Request to Send	RTS	Output
2	Data Terminal Ready	DTR	Output
3	Transmit Data	TD	Output
4	Signal Ground		
5	Signal Ground		
6	Receive Data	RD	Input
7	Data Set Ready	DSR	Input
8	Clear to Send	CTS	Input



RJ45 to DB9F serial port adapter

Additionally, an RJ45 to DB9F serial port adapter is provided for use in conjunction with the RJ45 crossover cable to connect to a PC DB9M DCE serial port. The adapter pinouts below reflect use of the adapter with the provided RJ45 crossover cable.

Pin	DCE Signal Name		Input/Output
1			
2	Receive Data	RD	Output
3	Transmit Data	TD	Input
4	Data Terminal Ready	DTR	Input
5	Signal Ground		
6	Data Set Ready	DSR	Output
7	Request to Send	RTS	Input
8	Clear to Send	CTS	Output



Regulatory Compliance

Product Safety

Units have been safety tested and certified to the following standards:

- USA/Canada UL 60950:2003 and CAN/CSA 22.2 No. 60950-1-03
- European Union EN60950-1:2001

This product is also designed for Norwegian IT power system with phase-to phase voltage 230V

USA Notification

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment under FCC rules.

Canadian Notification

This Class A digital apparatus complies meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigencies du Règlement sur le matériel brouilleur du Canada.

European Union Notification

Products with the CE Marking comply with both the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community.

Compliance with these directives implies conformity to the following European Norms:

- EN55022 Electromagnetic Interference
- EN55024 Electromagnetic Immunity
- EN60950-1 Product Safety
- EN61000-3 Harmonics and Flicker

Japanese Notification

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

Recycling

Server Technology Inc. encourages the recycling of its products. Disposal facilities, environmental conditions and regulations vary across local, state and country jurisdictions, so Server Technology encourages consultation with qualified professional and applicable regulations and authorities within your region to ensure proper disposal.

Waste Electrical and Electronic Equipment (WEEE)

In the European Union, this label indicates that this product should not be disposed of with household waste. It should be deposited at an appropriate facility to enable recovery and recycling.

For information on how to recycle this product responsibly in your country, please visit: www.servertech.com/support/recycling.

Appendix D: Warranty, Product Registration and Support

Warranty and Limitation of Liability

Server Technology, Inc. agrees to repair or replace Products that fail due to a defect within twelve (12) months after the shipment date of each Product unit to Buyer ("Warranty Period"). For purposes of this Agreement the term "defect" shall mean the Product fails to operate or fails to conform to its applicable specifications. Any claim made pursuant to this Agreement shall be asserted or made in writing only by Buyer. Buyer shall comply with Server Technology's Standard Return Merchandise Authorization ("RMA") procedure for all warranty claims as set forth in Server Technology's operation manual. **Buyer must return Products in original packaging and in good condition.** This limited warranty does not include labor, transportation, or other expenses to repair or reinstall warranted Products on site or at Buyer's premises.

Server Technology reserves the right to investigate any warranty claims to promptly resolve the problem or to determine whether such claims are proper. In the event that after repeated efforts Server Technology is unable to repair or replace a defective Product, then Buyer's exclusive remedy and Server Technology's entire liability in contract, tort, or otherwise shall be the payment by Server Technology of Buyer's actual damages after mitigation, but shall not exceed the purchase price actually paid by Buyer for the defective Product.

Server Technology shall have no responsibility or liability for any Product, or part thereof, that (a) has had the Serial Number, Model Number, or other identification markings altered, removed or rendered illegible; (b) has been damaged by or subject to improper installation or operation, misuse, accident, neglect and/or has been used in any way other than in strict compliance with Server Technology's operation and installation manual; (c) has become defective or inoperative due to its integration or assembly with any equipment or products not supplied by Server Technology; (d) has been repaired, modified or otherwise altered by anyone other than Server Technology and/or has been subject to the opening of any sealed cabinet boxes without Server Technology's prior written consent. If any warranty claim by Buyer falls within any of the foregoing exceptions, Buyer shall pay Server Technology its then current rates and charges for such services.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. SERVER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR EXEMPLARY DAMAGES; EVEN OF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

For warranty issues, contact the Product Support Department at the number listed above. All repair and return shipments must be approved by Server and must be accompanied by a RMA (Return Merchandise Authorization) number and dated proof of purchase.

Product Registration

Registration is your key to special offers and services reserved for Registered Users.

- Excellent Technical Support Services
- Special Update and Upgrade Programs
- Warranty Protection
- Extended Warranty Service
- New Product Information

Register your products online today!

www.servertech.com

Technical Support

Server Technology understands that there are often questions when installing and/or using a new product. Free Technical Support is provided from 8:30 AM to 5:00 PM, Monday-Friday, Pacific Time.

Server Technology, Inc.
1040 Sandhill Drive — Tel: 775.284.2000 — Web: www.servertech.com
Reno, Nevada 89521 USA — Fax: 775.284.2065 — Email: support@servertech.com

Return Merchandise Authorization

If you have a unit that is not functioning properly and is in need of technical assistance or repair:

Submit a request for support by phone at the above number, or via the web at www.servertech.com/support

Be ready to provide:
- Company Name
- Contact Name, Phone Number, and Email address
- Model or Part Number (from the label on the equipment)
- Server Technology Serial Number
- Version of firmware
- Description of problem

1. Technical Support will work to diagnose/resolve the problem remotely, if possible. If the problem cannot be resolved, Technical Support will then issue an RMA# for the return/repair of the equipment in question. RMA#'s are valid for 30 days only from the issue date.
2. Shipping charges for the return of the equipment to Server Technology shall be the responsibility of the customer. For warranty repairs, Server Technology shall assume return shipping charges but for non-warranty repairs, the shipping charges shall be billed.
3. The RMA# shall be placed conspicuously on all shipping documentation, associated correspondence, and the shipping container.
4. Equipment must be returned in proper/original packaging to protect the equipment in transit. The customer shall be financially responsible for any damage/destruction of the equipment due to improper packaging.
5. Equipment shall typically be turned around within 48-72 hours of receipt at Server Technology. Equipment under warranty shall be repaired at no cost. Equipment NOT under warranty shall be repaired at the standard labor rate plus parts. Upon diagnosis of the equipment, the customer shall be notified of estimated charges prior to repair.
6. For non-warranty repairs, return of the equipment will be expedited with the inclusion of a Purchase Order or credit card number for incurred charges.

Server Technology

Solutions for the Data Center Equipment Cabinet

Server Technology, Inc. **+1.800.835.1515 TF**
1040 Sandhill Drive +1.775.284.2000 Tel
Reno, NV 89521 +1.775.284.2065 Fax

www.servertech.com
sales@servertech.com

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