

# 7 Troubleshooting

## 7.1 Action not allowed in Control/Schedule/Power outage policy

### 7.1.1 Symptom

Below message is displayed when you access the Control, Schedule or Power outage policy page.

This action is not allowed by the UPS.

To enable it, please refer to the user manual of the UPS and its instructions on how to configure the UPS settings and allow remote commands.

### 7.1.2 Possible Cause

1- Remote commands are not allowed due to the UPS configuration (see the action below)

2- The UPS does not support remote commands.

### 7.1.3 Action

Refer to the UPS user manual and its instruction on how to configure the UPS settings and allow remote commands.

Example: UPS menu Settings>>>ON/OFF settings>>>Remote command>>>Enable.

## 7.2 Client server is not restarting

### 7.2.1 Symptom

Utility power has been restored, the UPS and its load segments are powered on, but the Client server does not restart.

### 7.2.2 Possible Cause

The "Automatic Power ON" server setup setting might be disabled.

### 7.2.3 Action

In the server system BIOS, change the setting for Automatic Power ON to "Enabled".

## 7.3 EMP detection fails at discovery stage

In the Network Module, in Card>>>Commissioning, EMPs are missing in the Sensor commissioning table.

### 7.3.1 Symptom #1

The EMPs green RJ45 LED (FROM DEVICE) is not ON.

#### 7.3.1.1 Possible causes

The EMPs are not powered by the Network module.

### 7.3.1.2 Action #1-1

Launch again the discovery, if it is still not ok, go to Action #1-2.

### 7.3.1.3 Action #1-2

1- Check the EMPs connection and cables.

Refer to the sections [Servicing the EMP>>>Installing the EMP>>>Cabling the first EMP to the device](#) and [Servicing the EMP>>>Installing the EMP>>>Daisy chaining 3 EMPs](#).

2- Disconnect and reconnect the USB to RS485 cable.

3- Launch the discovery, if it is still not ok, go to Action #1-3.

### 7.3.1.4 Action #1-3

1- Reboot the Network module.

2- Launch the discovery.

## 7.3.2 Symptom #2

The EMPs orange RJ45 LEDs are not blinking.

### 7.3.2.1 Possible causes

C#1: the EMP address switches are all set to 0.

C#2: the EMPs are daisy chained, the Modbus address is the same on the missing EMPs.

### 7.3.2.2 Action #2-1

1- Change the address of the EMPs to have different address and avoid all switches to 0.

Refer to the section [Servicing the EMP>>>Defining EMPs address and termination>>>Manual addressing](#).

2- Disconnect and reconnect the USB to RS485 cable. The address change is only taken into account after an EMP power-up.

3- Launch the discovery, if it is still not ok, go to Action #2-2.

### 7.3.2.3 Action #2-2

1- Reboot the Network module.

Refer to the section [Card>>>Administration>>>Reboot](#).

2- Launch the discovery.

## 7.4 How do I log in if I forgot my password?

### 7.4.1 Action

- Ask your administrator for password initialization.
- If you are the main administrator, your password can be reset manually by following steps described in the [Recovering main administrator password](#).

## 7.5 Card wrong timestamp leads to "Full acquisition has failed" error message on IPM/IPP

### 7.5.1 Symptoms:

IPM/IPP shows the error message "The full data acquisition has failed" even if the credentials are correct.

### 7.5.2 Possible cause:

The Network module timestamp is not correct.  
Probably the MQTT certificate is not valid at Network-M2 date.

### 7.5.3 Action:

Set the right date, time and timezone. If possible, use a NTP server

## 7.6 IPP/IPM is not able to communicate with the Network module

### 7.6.1 Symptoms

- In the Network Module, in Protection>>>Agents list>>>Agents list, agent is showing "**Lost**" as a status.
- In the Network Module, in Settings>>>Certificates>>>Trusted remote certificates, the status of the Protected applications (MQTT) is showing "**Not valid yet**".
- IPP/IPM shows "The authentication has failed", "The notifications reception encountered error".

### 7.6.2 Possible cause

The IPP/IPM certificate is not yet valid for the Network Module.

Certificates of IPP/IPM and the Network Module are not matching so that authentication and encryption of connections between the Network Module and the shutdown agents is not working.

### 7.6.3 Setup

IPP/IPM is started.

Network module is connected to the UPS and to the network.

### 7.6.4 Action #1

Check if the IPP/IPM certificate validity for the Network Module.

**STEP 1:** Connect to the Network Module

- On a network computer, launch a supported web browser. The browser window appears.
- In the Address/Location field, enter: <https://xxx.xxx.xxx.xxx/> where xxx.xxx.xxx.xxx is the static IP address of the Network Module.
- The log in screen appears.
- Enter the user name in the User Name field.
- Enter the password in the Password field.
- Click **Sign In**. The Network Module web interface appears.

**STEP 2:** Navigate to **Settings/Certificates** page

**STEP 3:** In the **Trusted remote certificates** section, check the status of the **Protected applications (MQTT)**.

If it is **"Valid"** go to Action#2 STEP 2, if it is **"Not yet valid"**, time of the need to be synchronized with IPP/IPM.

**STEP 4:** Synchronize the time of the Network Module with IPP/IPM and check that the status of the **Protected applications (MQTT)** is now valid.

Communication will then recover, if not go to Action#2 STEP 2.

## 7.6.5 Action #2

Pair agent to the Network Module with automatic acceptance (recommended in case the installation is done in a secure and trusted network).



For manual pairing (maximum security), go to [Servicing the Network Management Module>>>Pairing agent to the Network Module](#) section and then go to STEP 2, item 1.

**STEP 1:** Connect to the Network Module.

- On a network computer, launch a supported web browser. The browser window appears.
- In the Address/Location field, enter: `https://xxx.xxx.xxx.xxx/` where `xxx.xxx.xxx.xxx` is the static IP address of the Network Module.
- The log in screen appears.
- Enter the user name in the User Name field.
- Enter the password in the Password field.
- Click **Sign In**. The Network Module web interface appears.

**STEP 2:** Navigate to **Protection/Agents list** page.

**STEP 3:** In the **Pairing with shutdown agents** section, select the time to accept new agents and press the **Start** button and **Continue**. During the selected timeframe, new agent connections to the Network Module are automatically trusted and accepted.

**STEP 4: Action on the agent (IPP/IPM)** while the time to accepts new agents is running on the Network Module

Remove the Network module certificate file(s) `*.0` that is (are) located in the folder `Eaton\IntelligentPowerProtector\configs\tls`.

## 7.7 LDAP configuration/commissioning is not working

Refer to the section [Servicing the Network Management Module>>>Commissioning/Testing LDAP](#).

## 7.8 Modbus communication doesn't work

### 7.8.1 Symptoms

- Communication doesn't work



Refer to the section [Servicing the Network Management Module>>>Configuring/testing Modbus TCP and RTU](#) to get configuration and testings information.

### 7.8.2 Possible cause

- Incorrect communication parameters.

Verify that the communication parameters are set to the desired settings.

For Modbus RTU configuration refer to the section [Contextual help>>>Settings>>>Modbus RTU](#).

For Modbus TCP configuration refer to the section [Contextual help>>>Settings>>>Modbus TCP](#).

- RS-485 communication lines are reversed

For two-wire networks refer to the section [Installing the Network Module>>>Wiring the RS-485 Modbus RTU terminal>>>Two-wire networks](#).

For four-wire networks refer to the section [Installing the Network Module>>>Wiring the RS-485 Modbus RTU terminal>>>Four-wire networks](#).

- If the Modbus Card is the last device installed in the network chain or the length of the network cable is excessive, termination needs to be enabled. Verify the termination settings and refer to the section [Installing the Network Module>>>Wiring the RS-485 Modbus RTU terminal>>>Configuring the termination](#).

## 7.9 Password change in My preferences is not working

### 7.9.1 Symptoms

The password change shows "*Invalid credentials*" when I try to change my password in My preferences menu.

### 7.9.2 Possible cause

The password has already been changed once within a day period.

### 7.9.3 Action

Let one day between your last password change and retry.

## 7.10 SNMPv3 password management issue with Save and Restore

### 7.10.1 Affected FW versions

This issue affects SNMP **configuration** done on versions prior to 1.7.0 when applied to versions 1.7.0 or above.

### 7.10.2 Symptom

SNMPv3 connectivity is not properly working after a restore settings on a 1.7.0 version or above.

### 7.10.3 Cause

The SNMPv3 was **configured** prior to 1.7.0.

In that case, SNMPv3 configuration is not well managed by the Save and by the Restore settings.

### 7.10.4 Action

**Reconfigure** your SNMPv3 users and passwords on versions 1.7.0 or above and Save the settings.

The SNMPv3 configuration can then be Restored.

## 7.11 The Network Module fails to boot after upgrading the firmware

### 7.11.1 Possible Cause

The IP address has changed.

**Note:** If the application is corrupt, due to an interruption while flashing the firmware for example, the boot will be done on previous firmware.

### 7.11.2 Action

Recover the IP address and connect to the card.

## 7.12 Web user interface is not up to date after a FW upgrade

### 7.12.1 Symptom

After an upgrade:

- The Web interface is not up to date
- New features of the new FW are not displayed

#### 7.12.1.1 Possible causes

The browser is displaying the Web interface through the cache that contains previous FW data.

#### 7.12.1.2 Action

Empty the cache of your browser using F5 or CTRL+F5.

