



SmartZone G5 Firmware Release Notes 3.1.10

Contents

- General 2
 - Tested Application Compatibility 2
 - Released Production Files 2
 - Product Upgrade 2
- New Features 5
 - New Features added in version 3.1.10 5
- Resolved Issues 6
 - Issues resolved by version 3.1.10 6
 - Issues resolved by version 3.1.1 7
 - Issues resolved by version 3.0.15 8
 - Issues resolved by version 3.0.11 9
- Outstanding Issues 10
 - New Issues 10
 - Existing Issues 13
- Document History 29

General

Tested Application Compatibility

<i>Application</i>	<i>Support</i>	<i>Known Limitations</i>
SmartZone Security Handle	V2.6, V1.9	

Released Production Files

Product Upgrade

Image Information

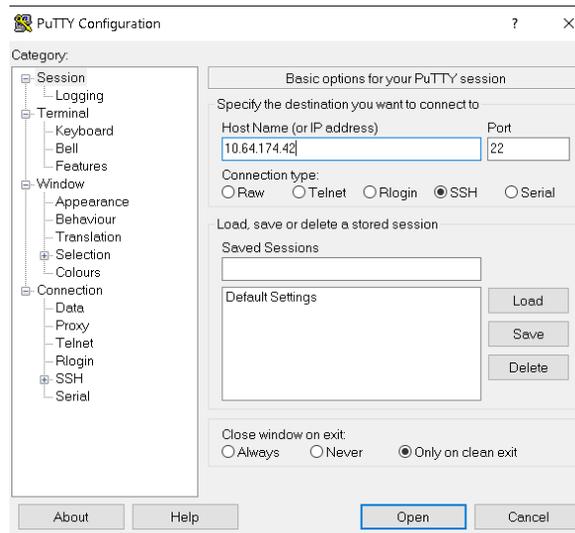
Filename: Panduit.fw
 Version: 3.1.10
 CRC32: 19CF8F18
 SHA256: 309304B8054A39F47B5152791AFE9F9E98DAEB58475C54D4B0743D1DA2C
 Filesize: 3322052 bytes

Upgrade

Upgrading directly from 2.3.21 to 3.1.10 is not supported. You must complete an intermediary upgrade step to 2.3.22 first and clear file system.

Step 1: Upgrade the firmware to 2.3.22.

Step 2: Once on 2.3.22; you must connect to the PDU via CLI interface and execute the “sys mkfs” command. This command will clear the filesystem optimizing the performance of the PDU.



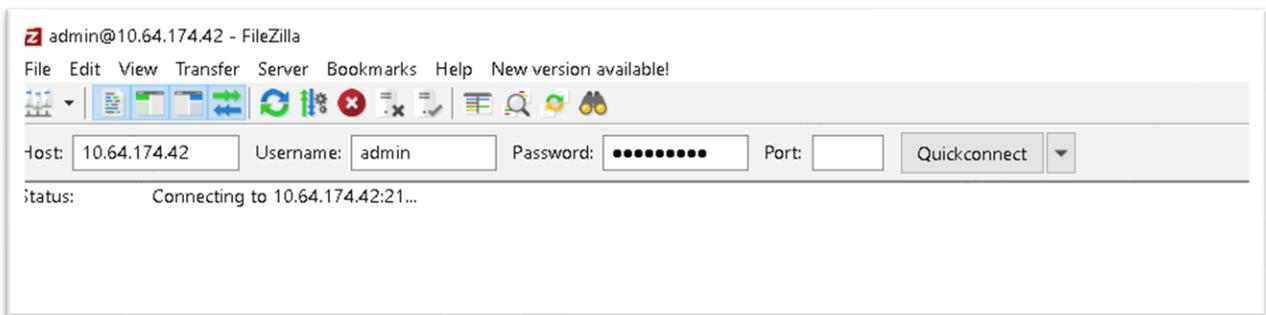
```

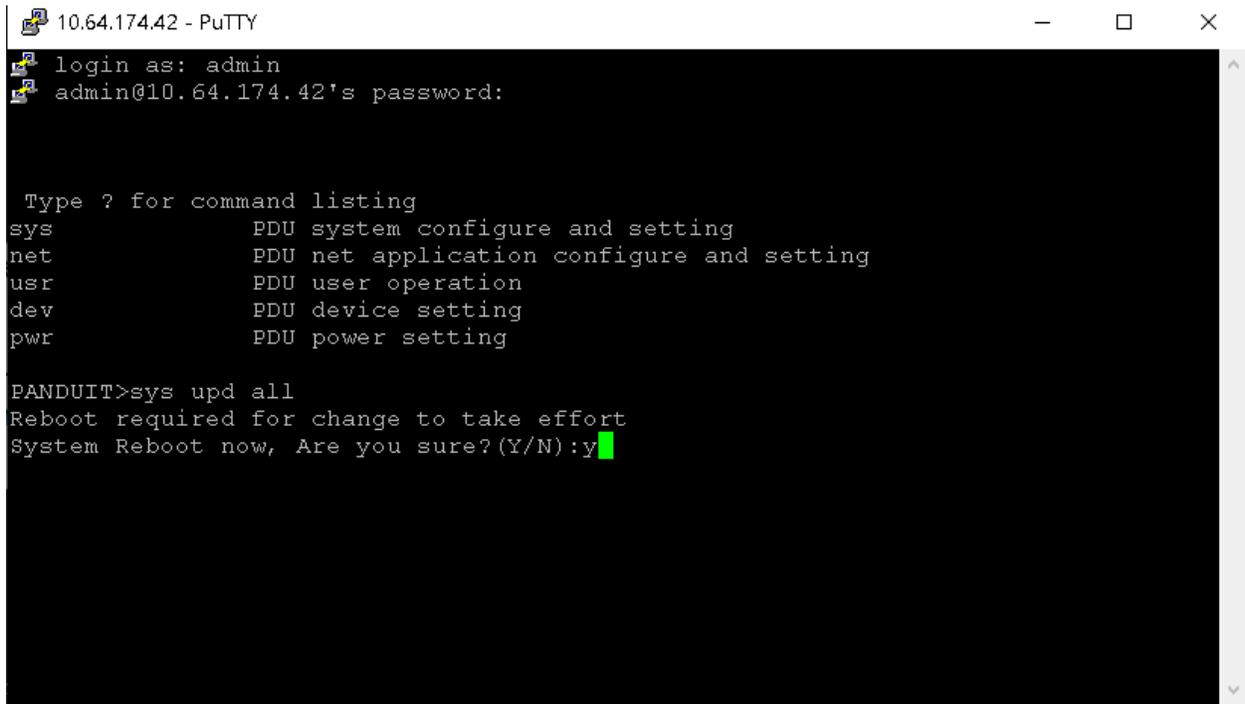
10.64.174.42 - PuTTY
login as: admin
admin@10.64.174.42's password:

Type ? for command listing
sys      PDU system configure and setting
net      PDU net application configure and setting
usr      PDU user operation
dev      PDU device setting
pwr      PDU power setting

PANDUIT>sys mkfs
Reboot required for change to take effort
Initialize File System Done... Please reboot to validate
System Reboot now, Are you sure?(Y/N): █
    
```

Step 3: Upgrade to Firmware v3.1.x. through FTPs (FileZilla) and CLI Command.





```
10.64.174.42 - PuTTY
login as: admin
admin@10.64.174.42's password:

Type ? for command listing
sys      PDU system configure and setting
net      PDU net application configure and setting
usr      PDU user operation
dev      PDU device setting
pwr      PDU power setting

PANDUIT>sys upd all
Reboot required for change to take effort
System Reboot now, Are you sure?(Y/N):y
```

For additional support please request systemsupport@panduit.com

New Features

New Features added in version 3.1.10

- General Maintenance

Resolved Issues

Issues resolved by version 3.1.10

<i>Issue ID</i>	<i>Title</i>
G5-82	LOGS: Sorting log should be Time and Date, not time OR Date
G5-283	Data Log is unreadable when downloaded (no end of lines)
G5-340	No trap sent when USER ROLE changes. Email and Syslog sent.
G5-371	popup window not near outlet in control mänge page
G5-532	Daisy Chain reporting out of order.
G5-579	Upgrade of daisy chain PDUs can fail and leave both PDUs unreachable.
G5-764	Temperature event posting and clearing when there is no event.
G5-875	Web UI does not agree with SNMP set values for pduG5InputEnergyThreshold settings
G5-938	Disabling power share on causes alarms on the PDU
G5-946	The default settings for the temperature and humidity sensors are incorrect.
G5-991	dev powershare doesn't show where the power is coming from
G5-992	dev powershare fault doesn't show any faults, even when faults are present.
G5-1074	Door open too long state tied to "Max Door Open Time" and should be tied to "Door Open Time"
G5-1087	Missing phase voltage alarm events on slave PDU
G5-1097	With 200 users, When you go past the last page - User 200 shows up multiple times.
G5-1116	When disconnecting the "magic" cable. The PDU still shows everything is good. (WebUI, CLI, SNMP)
G5-1121	Door sensor alarm on open alternates between alarmed and normal continuously on slave PDU
G5-1129	CI:Vague error given when trying to enable power on non-power share PDU
G5-1144	pduG5OutletWh always reads 100 no matter what load is applied
G5-1157	CAS-1468275-M8X4J2 Email configuration forcing credentials
G5-1173	P24G07M does not process all outlets correctly
G5-1183	Circuit Breaker LC Current alarm did not clear on expansion PDU
G5-1217	iNC Status LED is RED with no alarms reported on a Power Share + Handle 2-PDU Daisy Chain Configuration
G5-1222	iNC Status LED turns RED when Door switch is set to trigger on CLOSED while switch is OPEN
G5-1223	iNC Status LED does not turn GREEN after Door Switch Alarm is DISABLED on iHandle
G5-1224	Second iHandle not communicating when two iHandles are connected to one PDU
G5-1235	MI units do not give valid frequency on serial link
G5-1244	'xhrgtledctrl' always returns "color : 0" (green) no matter the color of the beacon
G5-1248	CAS-1691804-H7X0Z6 Password field does not accept all characters. Characters commas (,) Periods (.) and question marks (?) are not accepted.
G5-1268	Web UI alarm count is broken. The number of the alarms is higher than the actual number of alarms.
G5-1270	Power Share setting not pushed to expansion PDU after configuration upload

<i>Issue ID</i>	<i>Title</i>
G5-1277	Web UI shows temperature in Fahrenheit but units still show 'C'
G5-1279	The configured alarm level not be reflected in WebUI.
G5-1280	When we configure the alarm level and the alarm drops, the traps should be clear trap - not the configured level.
G5-1281	When a critical alarm clears, the trap should be a clear level not information
G5-1282	No Lower Warning de-assert trap for Humidity Sensor on PDU #1
G5-1284	Web UI Environmental page is blank on 4-PDU Daisy Chain with 8 EC001 sensors, but SNMP works fine
G5-1292	False events and traps when SmartZone Security handle is connected to PDU
G5-1304	MIB walk stops on pdug5InputEnergyThresholdThCtrl.
G5-1305	User name is missing in the Rack Access event notifications.
G5-1306	Missing Outlet Power Threshold de-assert Events on Slave PDU
G5-1307	Locate function on Beacon doesn't always work.
G5-1309	Temporary users deleted an hour late with Day light saving time turned off.
G5-1311	Only first non-authorized card swipe events are reported. If different type of event, the next non-authorized card will come out.
G5-1312	Spanish update in WebUI from 2.3.21 not in the 3.x.x load line
G5-1324	The full serial number for the iHandle is not displayed in the WebUI and SNMP interface.
G5-1325	Changing temperature scale on Web UI could result in incorrect threshold values.
G5-1326	Date Log shows temperature in F on slave PDU when Web UI is set to C
G5-1328	Web page running slow.
G5-1329	Humidity sensor reporting 255
G5-1332	PDU Phases on Web UI reads ZERO phase current when it should read 11 amps
G5-1335	Phase voltage reads ZERO after power cycle with two ACF06 handles connected to one PDU
G5-1336	Temporary user never deleted

Issues resolved by version 3.1.1

<i>Issue ID</i>	<i>Title</i>
G5-160	Upgrading an unit can cause the grommet.html (WebUI file) to be corrupted.
G5-240	snmp reads incorrect value for pdug5ConfigFtps (always reads on)
G5-356	IPv6 Access Checkbox on Web UI is really IPv4 Access
G5-483	Dry Contact sensor reports as a Door Switch on the alarm page.
G5-517	Master PDU with 3 Daisy Chain PDUs and 32 sensors lost its Web Page
G5-520	In the data log "PwrApp.kW" should be "PwrApp.kVA"
G5-524	Dry Contact sensor values are inconsistent through out the PDU. Sometimes Open/Closed, Sometimes Off/On, Sometimes 1/0
G5-527	SNMP set of breaker names can corrupt the name and inhibit viewing of outlets on Web UI
G5-531	Expansion Status LED flashes red when no network cable is present.

<i>Issue ID</i>	<i>Title</i>
G5-552	Password between FTP, CLI and WebUI got out of sync. FTPs and CLI password were incorrect, but the password for WebUI worked
G5-599	Password policy rules are not enforced when user must change password when they log in.
G5-619	Configuring SSH/FTPs port do not accept certain values.
G5-682	SNMP set of pdug5InputEnergyThresholdThCtrl does not work
G5-700	Dry Contact Alarms in the opposite state
G5-784	When a sensor alarm is Enable/Disable through SNMP, the value is not pushed to the sensor.
G5-886	Cannot see the state of the outlets when outlet switching is disabled.
G5-917	P10-194 SSH/CLI: Password policy is not affecting for new user
G5-924	When a new user is blocked and tries to login to SSH, the SSH still asks for Password change request
G5-942	Temperature Sensors and Door Sensors show up even when they are not connected to the handle.
G5-954	The handle only reads low frequency cards and Mifare 1K Classic cards.
G5-1073	The aisle control function combined mode does not always work.
G5-1143	pdug5OutletCurrentPercentLoad is incorrect and actually reads pdug5OutletCurrent
G5-1151	P10-229: Datalogs: Temperature Unit value is always in Fahrenheit for Slave PDU
G5-1152	Changing the temperature scale and then resetting system, leaves system with mismatch thresholds. Need to write threshold changes to the sensor.
G5-1169	Radius authentication needs to distinguish between admin users and read-only users.
G5-1176	Breaker Disappears From Web UI if name is too long
G5-1194	pdug5IdentEntry OID not responding
G5-1199	Hot Aisle iHandle connect to PDU 1 produces repeat connect events on T2/T3
G5-1202	Update panduit.mib to be SMI compliant
G5-1234	Upgrading from 2.3.x load line to 3.x.x load line should not need an eeprom default.
G5-1255	Connect iHandle to main PDU cause erroneous event. "Smart Cabinet PDU 2 Aisle door is left open for more than a configurable time 10 seconds"
G5-1256	Extra space between PDU number and 'Aisle' in "door is left open for more than a configurable" trap
G5-1261	Events missing or Incorrect events come out. There are cases where traps are missing and cases where I get 'wrong' or old traps.
G5-1266	Humidity sensor threshold alarm trap codes are off. Instead of being based at 148 they are based at 153

Issues resolved by version 3.0.15

<i>Issue ID</i>	<i>Title</i>
G5-1038	When alarm occurs in the system, only the beacon tied to the PDU starts flashing. Both PDUs should flash.

<i>Issue ID</i>	<i>Title</i>
G5-1128	Dry Contact Sensor does not appear in data log file
G5-1130	CI : Lock State not showing up in the data log. State should match OLED
G5-1133	CI: Duplicate trap codes when iHandle is unplugged from Main PDU
G5-1198	The trap code for the Communication OK of T3 and the Humidity were the same
G5-1204	Upload of invalid firmware file corrupts file system
G5-1205	Trap Code 1103 Unauthorized Access when connecting handle to Expansion PDU
G5-1211	Remote UNLOCK does not work on HOT Aisle for iHandle in 2-PDU System
G5-1215	Remote UNLOCK does not work on HOT Aisle for iHandle in a 4-PDU System
G5-1216	Beacons do not blink yellow during a WARNING alarm on PDU #1
G5-1218	iHandle Door Switch reads OPEN when CLOSED with no alarms on PDU#2 in 4-PDU Power Share configuration
G5-1226	Non-Stop Traps sent after an expired temporary user attempts to unlock cabinet
G5-1227	Beacon Locate function does not always work on two iHandles when one is on PDU1 and other is on PDU2
G5-1230	One trap missing when iHandle is removed from Master PDU.
G5-1231	Screen saver on OLED is not set correctly.
G5-1236	CLI: power outlet energy showing wrong value

Issues resolved by version 3.0.11

<i>Issue ID</i>	<i>Title</i>
G5-39	Phase data should be on the dashboard
G5-287	The languages were changed from their native languages to the language of the system.
G5-545	SNMP pdu5HidControlUserName is not terminated correctly. Changing a name to a shorter name will leave extra chars.
G5-974	No Voltage High Critical event, trap, syslog, or email on PDU #2 in QNA mode
G5-1065	Sometimes logging in hangs and need to refresh the page to log in.
G5-1206	Language file corrupted resulting in OLED screen scrambled.

Outstanding Issues

New Issues

The following reported problems have been found since the previous release and are still outstanding in this release.

<i>Issue ID</i>	<i>Title</i>	<i>Version</i>	<i>Status</i>
G5-1315	When handle is configured for NO harness the status LED still goes red for door not being closed.	V3.1.10	Deferred
G5-1340	No trap when door open remotely through SNMP	V3.1.10	
G5-1345	PDU started rebooting continuously while changing NTP and Daylight Savings configuration	V3.1.10	Deferred
G5-1347	Group Current Low Critical Alarm would not clear on expansion PDU	V3.1.10	Deferred
G5-1357	Multiple unauthorized events can confuse the handle. Events can be delayed and show up out of order.	V3.1.10	Deferred
G5-1358	Expire Time is off by a couple of days. SNMP is correct	V3.1.10	Deferred
G5-1360	Beacon LED is not updated to the default state after the handle is re-inserted.	V3.1.10	Deferred
G5-1361	Role user trap (1153) is of type Clear, should be info	V3.1.10	Deferred
G5-1362	False Traps stating cabinet accessed by non-authorized PIN when handle inserted.	V3.1.10	Deferred
G5-1363	LED light strip does not turn OFF when door switch reads CLOSED	V3.1.10	Deferred
G5-1364	Alarm for door open more than max time sends a "Info" Trap and not at warning trap.	V3.1.10	Deferred
G5-1365	No clear event when door open past max configured time	V3.1.10	Deferred
G5-1366	Alarm for door open for max configured time is hard coded to 100, not configurable.	V3.1.10	Deferred
G5-1367	No event from post or clear of alarm for door open by key and reader. Alarm seems to work	V3.1.10	Deferred
G5-1368	Alarm for door open by key not RFID holder doesn't work when two handles connected to same PDU.	V3.1.10	Deferred
G5-1369	Alarm is supposed to appear when a door has been opened from the key and a valid pin code/card swipe. Not when mechanical lock is unlocked and electronic lock is locked.	V3.1.10	Deferred

- G5-1315** When handle is configured for NO harness the status LED still goes red for door not being closed.
- If the harness is configured for no harness, the status LED will be red, stating that the door is not close, even though no door sensor is connected.
- Workaround:* Ignore the status LED.
- G5-1345** PDU started rebooting continuously while changing NTP and Daylight Savings configuration
- Disabling NTP on the PDU can leave the PDU in a state when the PDU will reset after daylight saving time switch.
- Workaround:* To disable NTP, default the PDU.
- G5-1347** Group Current Low Critical Alarm would not clear on expansion PDU.
- The breaker alarm messages on the expansion PDU, sometimes do not clear.
- Workaround:* Reset the PDU.
- G5-1357** Multiple unauthorized events can confuse the handle. Events can be delayed and show up out of order.
- Multiple unauthorized events on the handle can cause the events to be transmitted out of order.
- Workaround:* Try and cause a different event, such as handle unlock.
- G5-1358** Expire Time is off by a couple of days. SNMP is correct
- The expire time for temporary users is displayed incorrectly.
- Workaround:* Use SNMP or the configured option on the WebUI to see the correct time.
- G5-1360** Beacon LED is not updated to the default state after the handle is re-inserted.
- The beacon on the SmartZone handle could be at the incorrect state if the handle is connected while the system is running.

Workaround: Manually set the beacon color.

G5-1361 Role user trap (1153) is of type Clear, should be info.

When the informational trap is sent for user role is changed, the trap type is "Clear" and should be informational.

Workaround: None

G5-1362 False traps stating cabinet accessed by non-authorized PIN when handle inserted.

Sometimes, when a keypad handle is powered on, the PDU will display false messages stating handle "accessed by non-authorized PIN."

Workaround: ignore the messages.

G5-1363 LED light strip does not turn OFF when door switch reads CLOSED.

The LED light strip will not turn off when the door is closed.

Workaround: unplug the light strip until issue is fixed in a later load.

G5-1364 Alarm for door open more than max time sends a "Info" Trap and not at warning trap.

Alarm for door open more than max time sends a "Info" Trap for a warning alarm.

Work around: none.

G5-1365 No clear event when door open past max configured time

When the condition clears for the "door open max configured time", there will be no notification the alarm cleared.

Workaround: None

G5-1366 Alarm for door open for max configured time is hard coded to 100, not configurable.

Alarm for door open for max configured time is hard coded to 100 seconds and is not configurable.

Work around : none

G5-1367 No event from post or clear of alarm for door open by key and reader. Alarm seems to work

No event from post or clear of alarm when cabinet was open by key instead of pin code or card reader.

Workaround : None

G5-1368 Alarm for door open by key not RFID holder doesn't work when two handles connected to same PDU.

Alarm for door open by key not RFID holder doesn't work when two handles connected to same PDU.

Workaround: Attach the handles to separate PDUs.

G5-1369 Alarm is supposed to appear when a door has been opened from the key and a valid pin code/card swipe. Not when mechanical lock is unlock and electronic lock is locked.

When a cabinet has the mechanical lock unlocked and the electronic lock locked, an alarm will appear on the system stating the door was opened by the key, when the cabinet may have been opened by a card swipe or pin code.

Workaround : After opening the handle and door, reset the handle into the cradle.

Existing Issues

The following reported problems were found prior to the previous release and are still outstanding.

<i>Issue ID</i>	<i>Title</i>	<i>Version</i>	<i>Status</i>
G5-55	The ifSpeed is always returned as 0	2.2.0	Deferred
G5-58	The delayed option of the outlet control is not working	2.2.0	Deferred
G5-118	Password error shows incorrect number of characters required	2.2.0	Deferred
G5-120	NTP Syncs only on boot or network status change.	2.2.0	Deferred
G5-153	Cannot change the state of an outlet on the second PDU through the CLI	2.2.0	Deferred
G5-173	DST Transitions do not work properly	2.2.0	Deferred

G5-174	pdug5InputFrequencyStatus not reporting out of range condition	2.2.0	Deferred
G5-181	Initial State of water sensors are "alarmed"	2.2.0	Deferred
G5-182	The number of sensors supported between the Web UI and SNMP need to be aligned.	2.2.0	Deferred
G5-186	Syslog message are coming out as a priority "Mail.info" for everything	2.2.0	Deferred
G5-191	Retries on the email setting does not seem to be working.	2.2.0	Deferred
G5-210	Incorrect error handling in USB Configuration	2.2.0	Deferred
G5-224	"dev sensor" through CLI does not work on daisy chain PDUs	2.2.0	Deferred
G5-231	NTP Settings will not save if server IP is not valid	2.2.0	Deferred
G5-232	NTP Test indicates both servers fail even if one works	2.2.0	Deferred
G5-233	CLI command pwr cb does not return error when breaker number is missing	2.2.0	Deferred
G5-244	Firmware upload shows completed too soon on Web UI	2.2.0	Deferred
G5-260	Outlet names not saved in conf.ini file.	2.2.2	Deferred
G5-264	CLI and Web UI do not match for Total Energy in kWhrs	2.2.2	Deferred
G5-273	Cannot set time and date on expansion PDU	2.2.2	Deferred
G5-275	Unexpected Error When Saving LDAP Configuration Settings	2.2.2	Deferred
G5-289	No user feedback during long Event and Data Log Downloads	2.3.0	Deferred
G5-297	Outlet pdug5OutletWhTimer and outlet energy readings do not get reset when energy is reset.	2.3.0	Deferred
G5-308	Outlet Energy Since does not get reset through SNMP	2.3.0	Deferred
G5-313	Line Frequency Below Critical Trap Generated when a Breaker is Turned OFF	2.3.0	Deferred
G5-318	Input Energy Alarm Thresholds are off by one kWh	2.3.0	Deferred
G5-323	USB light strip take TOO long to turn on (about 10 seconds)	2.3.2	Deferred
G5-326	No error given when 17th rack access user is added.	2.3.0	Deferred
G5-333	State of two state sensors do not always reflect the correct state of the sensor through SNMP.	2.3.2	Deferred
G5-341	Link up trap and email not sent. Syslog message is sent.	2.3.2	Deferred
G5-342	No Firmware upgrade messages in trap	2.3.3	Deferred
G5-343	No email notification for "Rack Access" events. (Traps and Syslog messages are received)	2.3.3	Deferred
G5-348	pdug5OutletControlCommand SNMP object is fully functional. Delay settings don't work	2.3.3	Deferred
G5-349	The temperature threshold values are list in Fahrenheit, but WebUI is in Celsius	2.3.1	Deferred
G5-352	Commanded On Delayed through WebUI for outlet control does not work.		Deferred
G5-359	All Alarm, Event Log, and Data Log messages remain in English regardless of language selected	2.3.3	Deferred
G5-361	Language selection is not retained after exiting browser	2.3.3	Deferred
G5-363	Alarm page cannot show all alarms; Shows first 30.	2.3.3	Deferred
G5-382	KVA rating under REST Power distribution is scaled incorrectly	2.3.4	Deferred
G5-383	TotalLoadPercentage reported as zero in RESTAPI	2.3.4	Deferred
G5-384	RESTApi reports max voltage instead of measured voltage	2.3.4	Deferred

G5-386	RESTApi reports Loadsegments/Circuit Breaker data incorrectly	2.3.4	Deferred
G5-387	RESTApi reports Total watts/VA as zero on PDU#2	2.3.4	Deferred
G5-473	Test Email works correctly but Event Log says it failed	2.3.4	Deferred
G5-475	"dev ledstrip off" does not leave the led strip on at all time	2.3.4	Deferred
G5-528	RESTapi/REDFISH CircuitBreaker shows voltage=0	2.3.5	Deferred
G5-548	Data Log configuration time is not saved in the conf.ini file.	2.3.10	Deferred
G5-616	Unloaded Outlet Names Displayed in BLACK on Web UI	2.3.10	Deferred
G5-648	Configuring the PDU to factory defaults does not default certificates	2.3.10	Deferred
G5-690	Cannot delete access user from web UI in IE11	2.3.11	Won't Do
G5-786	CAS-911310-V4T8T4 - Panduit SNMPv3 passwords are truncated after 19 chars when it should be 32	2.3.18	Deferred
G5-906	RADIUS login error trap when local user logs in.	2.3.19	Deferred
G5-924	When a new user is blocked and tries to login to SSH, the SSH still asks for Password change request	2.3.19	Deferred
G5-926	P36G18M: Outlet Indexing issue observed on traps from BANK 2 to 6	2.3.19	Deferred
G5-1146	Erroneous Outlet Energy appears on Web UI for slave PDU	V3.0.11	Deferred
G5-1197	Missing Trap Codes during iHandle Connect/Disconnect on expansion PDU	V3.0.11	Deferred
G5-1200	pdug5OutletControlPowerOnState response are off by one. The correct value is set	V3.0.11	Deferred
G5-1201	Cannot create rack access users with Internet Explorer	V3.0.11	Deferred
G5-1207	No Lost Communications trap when Door Switch Sensor is unplugged form expansion PDU	V3.0.11	Deferred
G5-1210	Data logging report the wrong date between 00:00 and 01:00 when DST is turned on	V3.0.11	Deferred
G5-1251	LCD Phase Current does not match Web UI on 3-phase Delta models	V3.0.15	Deferred
G5-1309	Temporary users deleted an hour late with Day light saving time turned off.	V3.1.1	Deferred

G5-55 The ifSpeed is always returned as 0

The SNMP oid IF-MIB::ifSpeed.1 is not updated with the operating speed of the Ethernet interface. It always returns zero.

Workaround: Use equipment at other end of Ethernet connection to determine the negotiated interface speed.

G5-58 The delayed option of the outlet control is not working

Via SNMP the outlet control OIDs: pdug5OutletControlOffCmd, pdug5OutletControlOnCmd do not support delayed control of the outlets. When these OIDs are written the action to the outlet occurs immediately.

Workaround: None.

- G5-118** Password error shows incorrect number of characters required
- When changing a user's own password, the error message always indicates greater than 8 characters are needed, even if the setting has been changed to another number.
- Workaround:* None
- G5-120** NTP Syncs only on boot or network status change.
- When the system time is update through NTP, the NTP syncs only during boot up or a network status change. This could cause a timing to drift over time.
- Workaround:* Resetting to PDU will cause a re-sync
- G5-153** Cannot change the state of an outlet on the second PDU through the CLI
- Changing the state of an outlet on expansion PDUs does not work through the CLI. This is not an issue on the main PDU
- Workaround:* Use SNMP or the Web UI to update the state of the expansion PDUs.
- G5-173** DST Transitions are not working properly.
- Setting Daylight Saving Time, while in the month you are trying to set will not work
- Workaround:* Manually set the date to a different month. Then set the Daylight Saving Time setting, then set date back to the correct date.
- G5-174** pdug5InputFrequencyStatus not reporting out of range condition
- When querying the pdug5InputFrequencyStatus through SNMP, it will always return Good, even when the line is out of range.
- Workaround:* Use Web UI to get the information.
- G5-181** Initial State of water sensors are "alarmed"
- When a water sensor is inserted in the PDU, an ""alarm"" event will occur and then immediately clear.

Workaround: none

- G5-182** The number of sensors supported between the Web UI and SNMP need to be aligned.

Certain sensors types support different max sensor values on the Web UI vs SNMP. This could lead to issues where you could have more sensor on the Web UI than retrievable through SNMP.

The Web UI will support 8 sensors of each type. SNMP only supports 6 temperature sensors, 6 humidity sensors, 2 water sensors, 3 dry contact sensors and 2 door sensors

Workaround: none

- G5-186** Syslog messages are coming out as a priority "Mail.info" for everything

All syslog messages coming from the PDU are set with a priority of Mail.info.

Workaround: none

- G5-191** Retries on the email setting does not seem to be working.

The retries on the SMTP do not work. If an error occurs, the message will not be re-transmitted.

Workaround: none

- G5-210** Incorrect error handling in USB Configuration

If you try to do an "Up Config", through bootloader mode, and you do not have a config.ini file on the USB drive, the PDU will be placed in an odd state. Some examples of that state being off is you cannot do a "Down Config".

Workaround: The PDU's controller needs to be reset.

- G5-224** "dev sensor" through CLI does not work on daisy chain PDUs

In the CLI: The ""dev sensor"" command displays the sensors on the primary PDU. Information from the expansion PDUs is not shown.

Workaround: Use the WebUI to view these sensors.

- G5-231** NTP Settings will not save if server IP is not valid
- NTP Settings will not save unless the server IPs are set to a valid ntp server.
- Workaround:* Verify the both NTP servers are up and accessible when you are configuring NTP.
- G5-232** NTP Test indicates both servers fail even if one works
- The test of the NTP server is tested, it will show both servers have failed, when only one server has failed.
- Workaround:* none
- G5-233** CLI command pwr cb does not return error when breaker number is missing
- When the "pwr cb [x]" is ran from the CLI and no circuit breaker, cb, is entered, the command will return data that is not correct.
- Workaround:* Enter a valid value circuit breaker value in the command.
- G5-244** Firmware upload shows completed too soon on Web UI
- After the upgrade, the Web UI will bring you back to the main page. The system will look like it has finished the upgrade, but there is still items being upgraded in the back ground. If you power cycle the PDU during this time you may corrupt the configuration.
- Workaround:* Verify you can log into the Web UI before power cycling the PDU
- G5-260** Outlet names not saved in conf.ini file.
- When doing a configuration backup, the outlet name will not be saved
- Workaround:* Edit the names manually.
- G5-264** CLI and Web UI do not match for Total Energy in kWhrs
- The value read through the Web UI for Total Energy seems to lag behind the actual value.

Workaround: Use the value in the SNMP interface or through the CLI.

G5-273 Cannot set time and date on expansion PDU

The time on the expansion PDU cannot be set. Event notifications that occur on the expansion PDU time stamp could be incorrect.

Workaround: Connect expansion PDU to the network, configure time and date and then connect expansion PDU back to the daisy chain.

G5-275 Unexpected Error When Saving LDAP Configuration Settings

Before saving the LDAP settings, all settings are required to be filled in. If a field is not fill out correct, the error handling does not always highlight the correct field with the issue.

Workaround: When there is an error verify all settings.

G5-289 No user feedback during long Event and Data Log Downloads

When you download the event log or data log the download can take a couple of minutes to download. While the file is downloading, there is no user feedback the download is in progress.

Workaround: Wait till the download completes.

G5-297 Outlet pduG5OutletWhTimer and outlet energy readings do not get reset when energy is reset.

The outlet energy values do not get reset to zero when the energy values are reset.

Workaround: None

G5-308 Outlet Energy Since does not get reset through SNMP

The outlet energy values do not get reset to zero when the energy values are reset through SNMP.

Workaround: None

- G5-313** Line Frequency Below Critical Trap Generated when a Breaker is Turned OFF
- Turning a breaker off on models that detect the breaker ON/OFF state, generates a Line Frequency Below Low Critical Trap in addition to the expected breaker state change trap.
- Workaround:* Ignore the other trap
- G5-318** Input Energy Alarm Thresholds are off by one kWh
- Input Energy Alarm Thresholds are off by one kWh
- Workaround:* Input Energy Alarm Thresholds are off by one kWh
- G5-323** USB light strip takes TOO long to turn on (about 10 seconds)
- When opening the cabinet, the USB light strip can take up to 10 seconds to turn on.
- Workaround:* None
- G5-326** No error given when 17th rack access user is added.
- The max number of rack access users is 16. If you try and add a 17th, the operation will fail without giving a failure message. The user will not be added.
- Workaround:* None
- G5-333** State of two state sensors do not always reflect the correct state of the sensor through SNMP.
- The state of the two-state sensors (water, contact sensor) do not always reflect the current state of the sensor. If the alarm state of the sensor is disabled through the WebUI, the sensor will always return the none alarmed state.
- Workaround:* Leave the alarm state of the sensor enabled.
- G5-341** Link up trap and email not sent. Syslog message is sent.
- The event notification for the link up event will not send an email message or a SNMP trap. It will send a syslog message.

Workaround: None

G5-342 No Firmware upgrade messages in trap

The event notification for the firmware upgrade event will not send SNMP trap. It will send a syslog message and an email message.

Workaround: None

G5-343 No email notification for Rack Access events. (Traps and Syslog messages are received)

When a Smart Rack Access event happens, an email notification will not be sent. The SNMP traps and Syslog messages are sent.

Workaround: None

G5-348 pdug5OutletControlCommand SNMP object is fully functional. Delay settings don't work

The delay option in the SNMP outlet control command object, pdug5OutletControlCommand doesn't work.

Workaround: None

G5-349 The temperature threshold values are list in Fahrenheit, but WebUI is in Celsius

The temperature ranges on the WebUI are labeled 15F-150F. The values are in Celsius.

Workaround: Enter the values in Celsius.

G5-352 Commanded On Delayed through WebUI for outlet control does not work.

The "On Delay" through the WebUI of an outlet will no wait the "On Delay" before the outlet is turned on. It will turn the outlet on immediately.

Workaround: None

- G5-359** All Alarm, Event Log, and Data Log messages remain in English regardless of language selected
- All Alarm, Event Log, and Data Log messages remain in English regardless of language selected
- Workaround:* None
- G5-361** Language selection is not retained after exiting browser
- The language of the WebUI will always fall back to English after the user logs out of the PDU.
- Workaround:* None
- G5-363** Alarm page cannot show all alarms; Shows first 30.
- The alarm page will only show 30 of the active alarms on the PDU.
- Workaround:* None
- G5-382** KVA rating under REST Power distribution is scaled incorrectly
- The KVA rating under `/redfish/v1/PowerDistribution/1` appears to be reported in VA instead of KVA
- Workaround:* Use the SNMP interface or the WebUI to retrieve this information
- G5-383** TotalLoadPercentage reported as zero in RESTAPI "The total load percentage reads ""0.0"" when read via
- `/redfish/v1/PowerDistribution/1/PowerMeasurement/LoadsegmentMeasurement`
- Workaround:* Use the SNMP interface or the WebUI to retrieve this information
- G5-384** RESTApi reports max voltage instead of measured voltage
- When `/redfish/v1/PowerDistribution/1` is read, the Voltage is reported as what appears to be the max voltage rather than the measured voltage.

Workaround: Use the SNMP interface or the WebUI to retrieve this information

G5-386 RESTApi reports Loadsegments/Circuit Breaker data incorrectly

When reading
/redfish/v1/PowerDistribution/PowerMeasurement/LoadsegmentMeasurement the values are mostly incorrect.

Workaround: Use the SNMP interface or the WebUI to retrieve this information"

G5-387 RESTApi reports Total watts/VA as zero on PDU#2

When reading /redfish/v1/PowerDistribution/2 the total watts and VA are read as zero even though voltage/current are applied.

Workaround: Use SNMP or the WebUI to retrieve these values

G5-473 Test Email works correctly but Event Log says it failed

When sending a test SMS message through the email settings, you will sometimes get an SNMP traps stating the message failed to send. However, the SMS message was sent correctly.

Workaround: Ignore the trap.

G5-475 "dev ledstrip off" does not leave the led strip on at all time

The LED strip will always turn on and off based on the state of the door. The ""dev ledstrip off"" not set the LED strip to an always on state.

Workaround: None

G5-528 RESTapi/REDFISH CircuitBreaker shows voltage=0

When reading
/redfish/v1/PowerDistribution/1/PowerMeasurement/LoadsegmentMeasurement shows that voltage of breaker1 is zero

Workaround: Use SNMP or the WebUI to retrieve these values

- G5-548** Data Log configuration time is not saved in the conf.ini file.
- The data log polling time is not in stored in the conf.ini file. This means this parameter cannot be restored through a configuration upgrade.
- Work around: This value must be set manually.
- G5-616** Unloaded Outlet Names Displayed in BLACK on Web UI
- The color of the outlet number on "Control & Manage" Page will not reflect the current on the PDU. In other words, a black outlet will not always mean there is current on the outlet and a grey outlet will not always mean there is no current on the outlet. This only impact MSPO and MPO units.
- Workaround:* Check current on the dashboard before turning off the outlet.
- G5-648** Configuring the PDU to factory defaults does not default certificates
- Doing a "Default Settings" on the PDU will not delete any certificates from the PDU.
- Workaround:* Log into the CLI and run the command "net cert def".
- G5-690** Cannot delete access user from web UI in IE11
- Deleting a Smart Rack access user through the WebUI does not work with IE11.
- Workaround:* Use a different browser, like Chrome.
- G5-700** Dry Contact Alarms in the opposite state.
- When a dry contact sensor's end is touching, the sensor will report "Open". When the ends are apart they it will report "Closed".
- Workaround:* None.
- G5-728** No trap after uploading config file using CLI.
- There is no configuration trap after uploading conf.ini file through FTP and initialing the configuration upgrade through CLI.
- Workaround:* None.

- G5-739** Setting PDU to factory defaults incorrectly defaults the wattHourTimer's. It leaves the wattHour counts
- Doing a system default will set the "Energy Since" time to the time of the default. However, it will not reset the energy.
- Workaround:* Use the WebUI, the CLI or SNMP to get the correct value of the HID.
- G5-744** No Loss Comm traps from sensors when sensor is removed.
- The Loss Comm trap is not seen when a sensor is removed from the PDU.
- Workaround:* None.
- G5-786** CAS-911310-V4T8T4 - Panduit SNMPv3 passwords are truncated after 19 chars when it should be 32.
- SNMP v3 authorization password and privacy key are truncated to 19 characters when entered into the WebUI.
- Workaround:* The user must have a password less than 19 characters.
- G5-906** RADIUS login error trap when local user logs in.
- When RADIUS is configured on the PDU and a user stored locally on the PDU logs in, a RADIUS login event will post.
- Workaround:* None. The trap can be ignored.
- G5-924** When a new user is blocked and tries to login to SSH, the SSH still asks for Password change request.
- If a block user tries to log into the CLI for the first time, the PDU will ask the user to enter a new password before checking if the user is blocked.
- Workaround:* None. The PDU will check if the user is blocked after the new password is entered and will take the appropriate actions.

- G5-926** P36G18M: Outlet Indexing issue observed on traps from BANK 2 to 6.
- Outlet traps on P36G18M will report the incorrect trap code for outlets 7-36.
- Workaround:* The outlet number in the trap description is correct.
- G5-984** On Power Up, PDU report "Breaker Off Alarm" and then the alarm goes away
- An erroneous breaker off alarm can occur at power up when the power up state of outlet 1 is set to off.
- Workaround:* The alarm will self-clear in a couple of seconds.
- G5-1045** Total Energy is incorrect
- The total energy of the system maybe inaccurate. Some PDUs have left the factory with the initial value higher than 0. This will lead to the total energy count to be high.
- Workaround:* While the initial count seems to be off, incremental values seem to be correct.
- G5-1076** The "Electronic Unlock" state is tied to the "autolock" setting and not the state of the electronic lock. "
- The green status LED will blink for "Autolock Time" even is the handle is manually locked.
- Workaround:* None
- G5-1108** Defaulting the system does not default the settings on the secondary PDUs.
- Then user settings are not being sent to handles on secondary PDUs with the system default command is sent.
- Workaround:* Power down the handle and power it backup to default the configuration.

- G5-1146** Erroneous Outlet Energy appears on Web UI for slave PDU.
- The outlet energy values do not go to zero when the Reset PDU Energy is selected. The values read a large number.
- G5-1197** Missing Trap Codes during iHandle Connect/Disconnect on expansion PDU
- Sometimes the trap codes on the expansion PDU are missing when a sensor is removed from the PDU.
- Workaround:* The PDU needs to be polled to see if the sensors are missing.
- G5-1200** pdu5OutletControlPowerOnState response are off by one. The correct value is set
- Setting the power on state of an outlet through SNMP responds with a value that is off by one. If the value 2 is sent to the PDU, the PDU will respond with 3. However, the value 2 is properly set.
- Workaround:* none
- G5-1201** Cannot create rack access users with Internet Explorer
- Creating a rack access user with Internet Explorer does not work.
- Workaround:* Use Chrome or Firefox.
- G5-1207** No Lost Communications trap when Door Switch Sensor is unplugged from expansion PDU
- Disconnecting sensors for the expansion PDU may not cause an alert.
- Workaround:* The sensors need to be polled.
- G5-1210** Data logging report the wrong date between 00:00 and 01:00 when DST is turned on
- Data logging report the wrong date between 00:00 and 01:00 when DST is turned on
- Workaround:* None.

G5-1217 iNC Status LED is RED with no alarms reported on a Power Share + Handle 2-PDU Daisy Chain Configuration

The status LED on the iNC can get stuck in an alarm state, even when an alarm is not present.

Workaround: Reboot the iNC.

G5-1249 Phase/Breaker graphs not showing up on Web UI. Seems to be an Edge issue.

The phase and breaker bar graphs do not work on Microsoft Edge.

Workaround: Use Google Chrome.

G5-1251 LCD Phase Current does not match Web UI on 3-phase Delta models

The current on the OLED for 3 phase delta is incorrect.

Workaround: Use the WebUI or SNMP.

G5-1308 Start time does not work when adding a temporary Rack Access User. Temporary user never goes active.

If the start time for a temporary user is in the future, the user will never be granted access to the cabinet.

Workaround: If you are creating a temporary user, verify the start time is set to a time before the current operating time of the system.

Document History

Revision	Date	Reason for Change
1	Apr 1, 2021	Initial Release