Panduit SiteCommand Utility

Device Management Utility Software for Panduit Devices

User Manual

Software Version: 1.0.1

Document Revision: Rev 2

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SiteCommand Utility Software

Panduit SiteCommand Utility is a web-based application designed to simplify monitoring and management of multiple network-connected Panduit PDUs.

Bulk Update helps keep your system secure by making firmware updates easy. The administrator can initiate a firmware update on all managed devices by uploading the firmware file to SiteCommand Utility and requesting the upload process with a simple click.

Bulk Configuration allows an administrator to create configuration using a CSV template file and upload the configuration to all devices through SiteCommand Utility with a few additional clicks.

System Requirements

Operating System:

- 64-bit Windows OS

Hardware Minimum Requirements:

- Dual Core processor 2 GHz or faster
- 4 GB RAM or higher
- 10 GB hard drive

Supported Web Browsers

SiteCommand Utility is tested with the most recent version of Microsoft Edge, Google Chrome, and Firefox at the time of release.

Supported Panduit Devices

For the latest list, go to Appendix F: Release Notes

Quick Start

1. Install SiteCommand Utility

    Appendix A: Install SiteCommand Utility

2. Connect & Login

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3. Bulk Upload Firmware

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    Bulk Upload Configuration

5. View Task status

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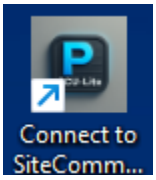
Section 2 – Web Graphical User Interface (GUI)

Connecting to SiteCommand Utility

SiteCommand Utility is accessed via a web browser. Click on the “Connect to SiteCommand Utility” icon that was added to your desktop.



Web Configuration

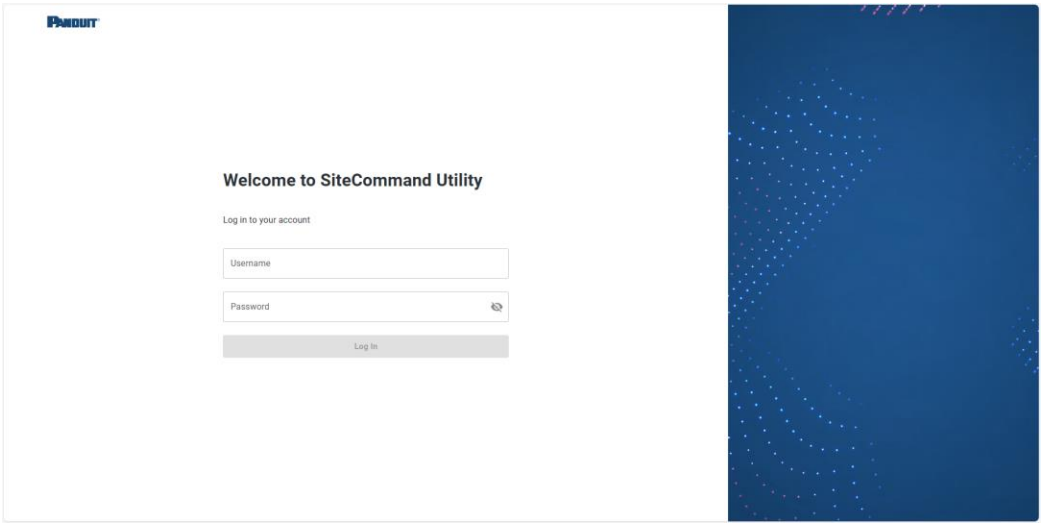


Figure 1: Login Page

To log in for the first time, type admin on both Username and Password fields.

You will then be prompted to change your password:

1. Type your current password first.
2. Type your new password. The new password must be from 8 to 40 characters, including 1 number, 1 letter, and 1 special character (e.g., !, @, #, $).
3. Type the new password again to confirm your selection.

4. Click on Submit to finish.

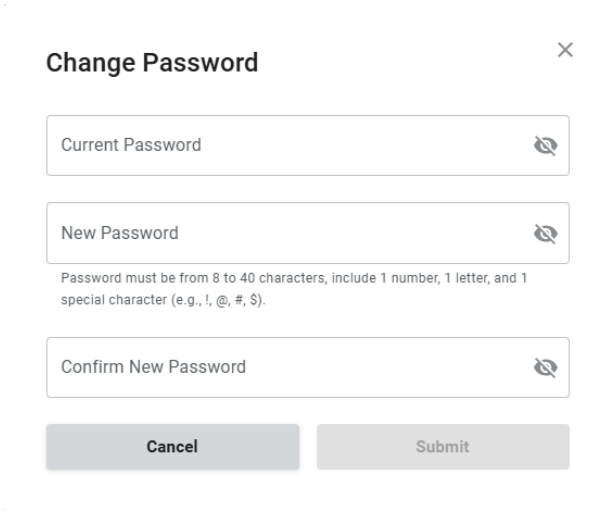


Figure 2: Change Password

Introduction to the Web GUI

The SiteCommand Utility interface comprises three areas, shown below.

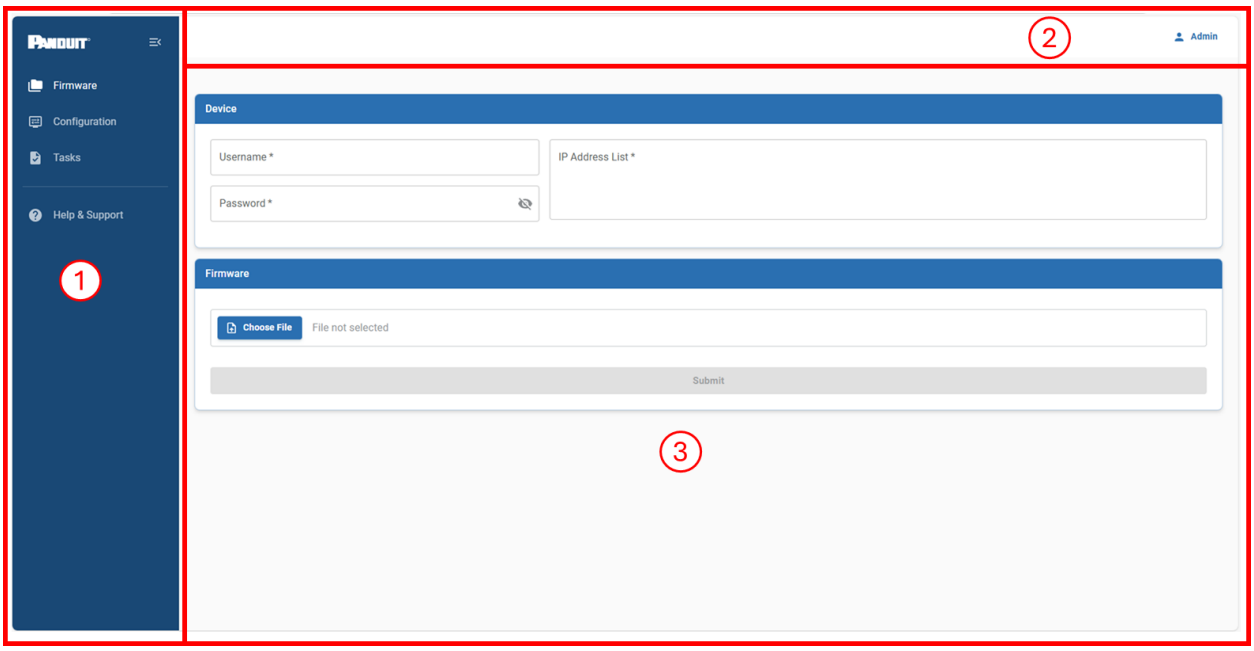


Figure 3: Web GUI Overview

1. Side Bar – Where the main menu is located.
2. Header – For admin tasks.
3. Workspace – Where users make changes / execute tasks.

Side Bar

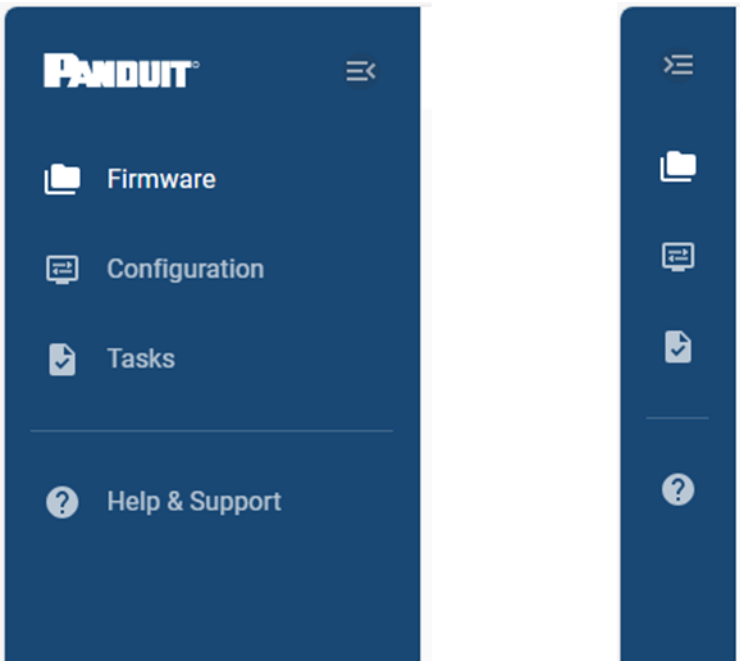


Figure 4: Expanded/Collapsed Side Bar

Option	Description
Firmware	Section where users can perform firmware updates to one or more managed devices
Configuration	Section where users can manage configuration updates to one or more managed devices
Tasks	Section where users can see the status of a task (Firmware or Configuration)
Help & Support	Section where users can find additional information about SiteCommand Utility

Header

Figure 5: Header

The Header is used to change the password or to log out.

Workspace

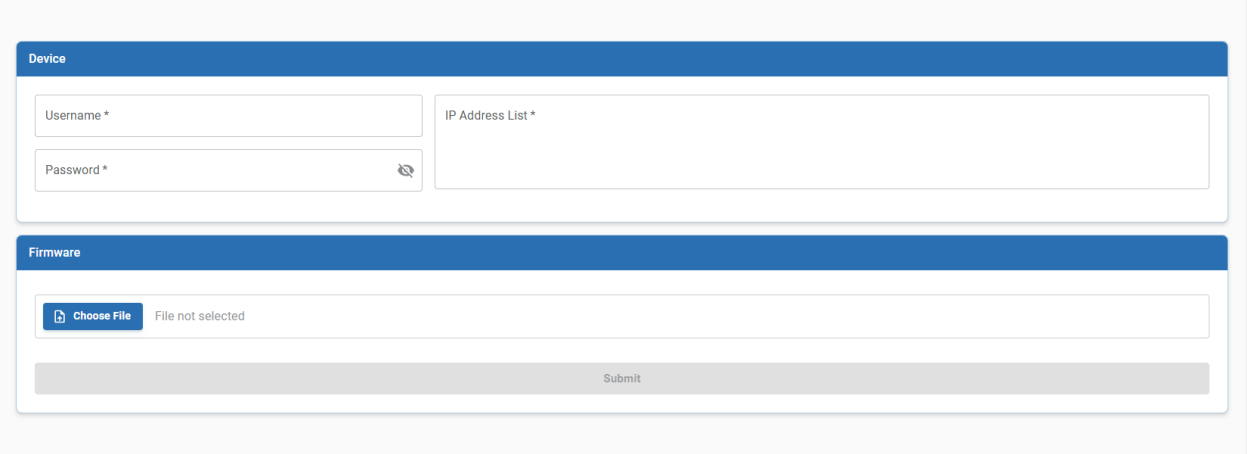


Figure 6: Workspace

The Workspace is where users will perform their tasks related to firmware updates or configuration changes, for example.

Section 3 – Firmware Management

Bulk Upload Firmware

To perform firmware updates, you have to be in the Firmware section, which is the default section after you log in.

1. Type the username and password of the managed device(s) that you want to connect to.

   Note: The username and password must be the same for all devices you want to upload the firmware
2. Enter the list of IP addresses separating them with a comma.
3. Click on Choose File to select the firmware file from your local computer.
4. Confirm that all information is correct and then click on Submit.
5. A pop-up window will show up confirming that a new task was created and that you can go to the Tasks section to view more details about the firmware upload process.

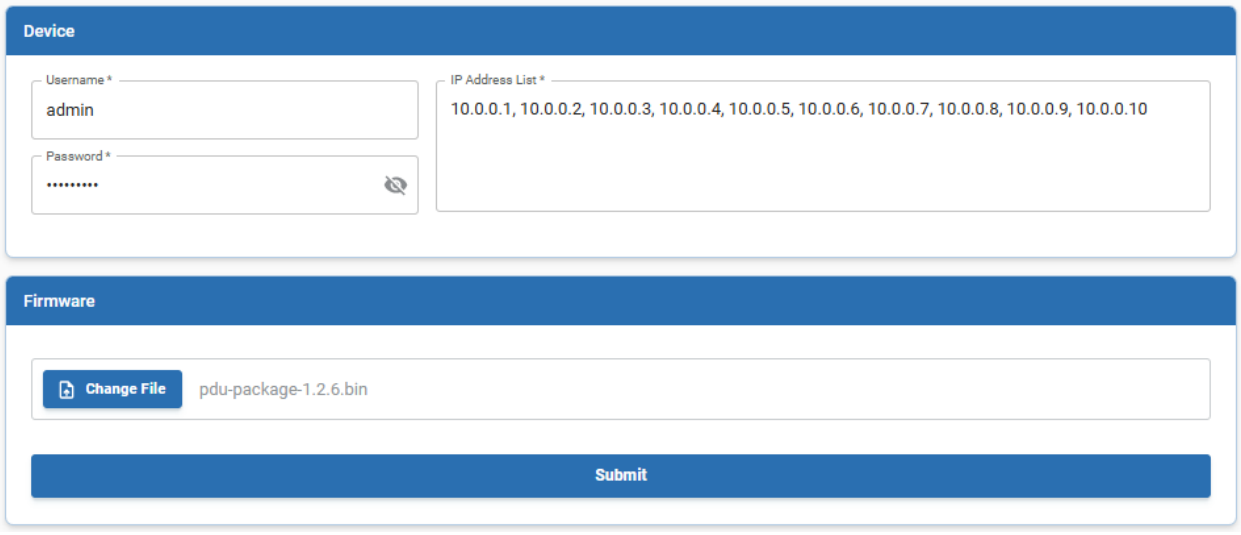


Figure 7: Firmware Upload

Section 4 – Configuration Management

Bulk Upload Configuration

To perform configuration updates, you have to be in the Configuration section.

1. Type the username and password of the managed device(s) that you want to connect to.
2. *Note: The username and password must be the same for all devices you want to upload the configuration file*
3. Enter the list of IP addresses separating them with a comma.
4. Click on Choose File to select the CSV template file from your local computer.
   Note: configuration changes are made by using the CSV template file. Instructions on how to use it are in the Appendix section, Appendix B: How to Use the CSV Template File.
5. Confirm all information is correct and then click on Submit.
6. A pop-up window will show up confirming that a new task was created and that you can go to the Tasks section to view more details about the configuration upload process.

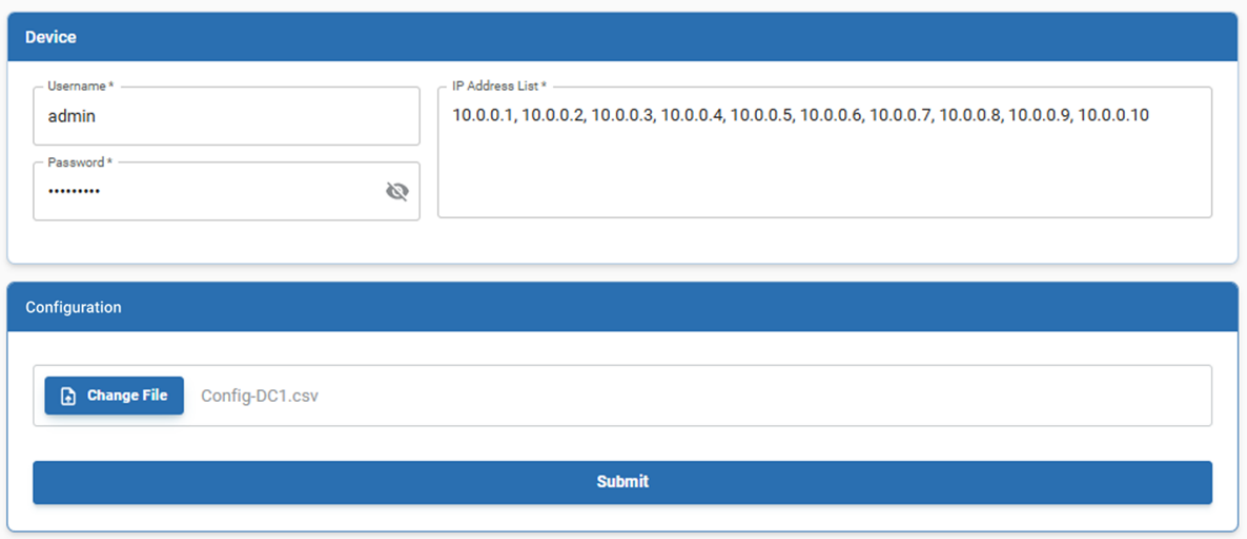


Figure 8: Configuration Upload

Section 5 – Task Overview

After a firmware upload or configuration upload is done, a task is created and can be viewed under the *Tasks* section.

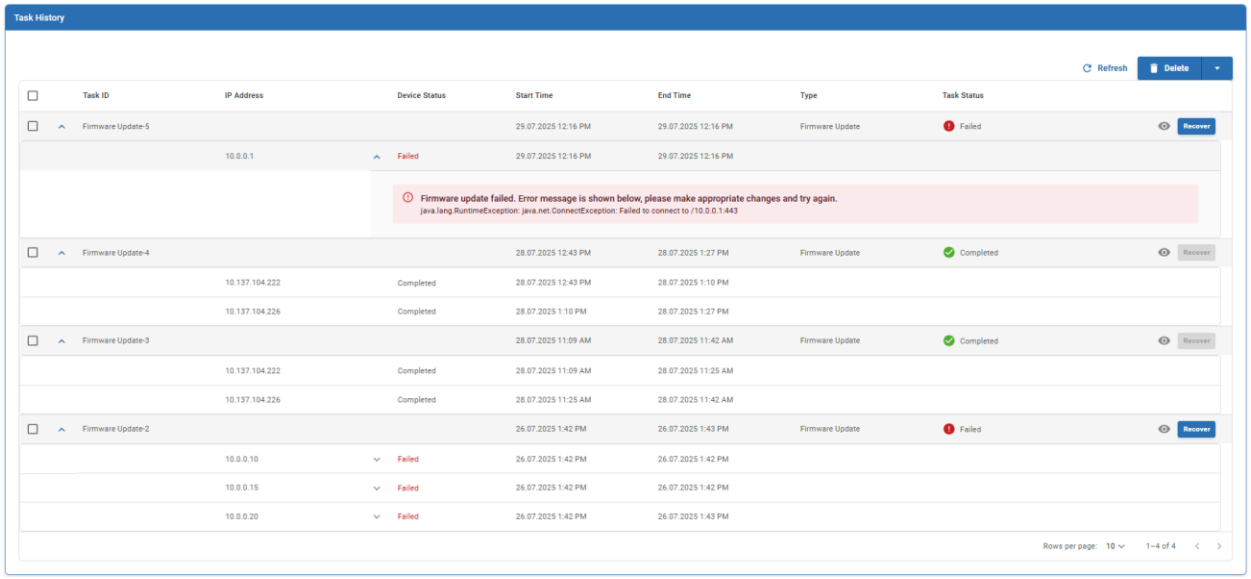


Figure 9: Task History

Option	Description
Task ID	Identifies the task for future reference
IP Address	Shows the IP address(es) related to a specific task
Device Status	Shows if the task for a managed device is running, was completed successfully or if it failed
Start Time	Informs the date/time when a task for a managed device started
End Time	Informs the date/time when a task for a managed device ended
Type	Informs if the task is related to firmware or configuration
Task Status	Shows if the task for all managed devices is running, completed successfully or if it failed

Managing Tasks

When a task is running, you can click on the **Refresh** icon to update information related to that task.

For tasks that are completed, you can delete them by clicking on the **Delete** button. Three options are available:

- Delete selected tasks: Click on the check box close to the Task ID you want to delete and then click on the Delete icon.
- Delete all completed tasks: Click on the arrow next to the **Delete** button and select Delete All Completed.
- Delete all failed tasks: Click on the arrow next to the **Delete** button and select Delete All Failed.

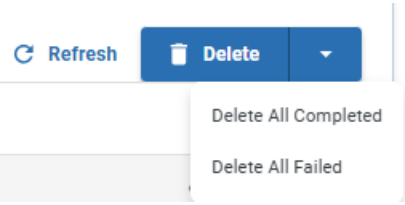


Figure 10: Task Options

When a task fails, you will see the Failed status on both the Task (Task Status) and the at the specific managed device (Device Status). Click on the arrow close to the Failed text under Device Status and a message box will show up providing information about the error. You can also click on the **Eye** icon (👁) next to the **Recover** button to get additional information.

A failed task can be recovered for retry. Click on the **Recover** button that corresponds to the failed task. A pop-up window will appear asking you to confirm that action. You will be redirected to the specific section (Firmware or Configuration) and the username, password and IP address(es) from the failed devices will be auto filled for you.

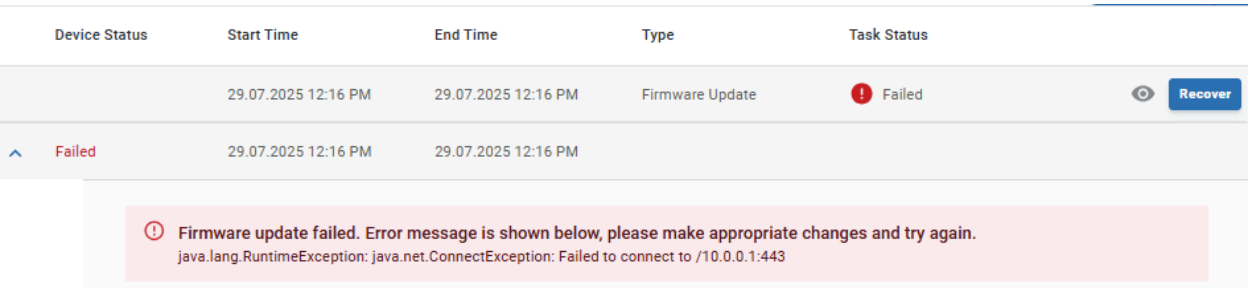


Figure 11: Failed Task

Section 6 – Help & Support

This section provides useful information about SiteCommand Utility.

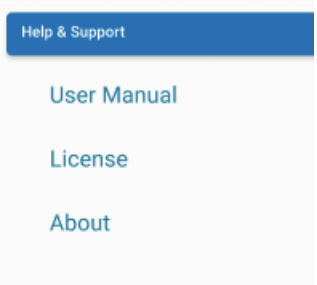


Figure 12: Help & Support Menu

Option	Description
User Manual	Link to the latest version of the user manual
License	Link to the End User License Agreement (EULA)
About	Provides information about the software and how to get support

Appendix A: Install SiteCommand Utility

Installing SiteCommand Utility

1. Double click / run the SiteCommand Utility installer file.
   Note: Latest version of SiteCommand Utility is available at Panduit.com located here:

   https://www.panduit.com/en/support/download-center/power-distribution-units.html
2. To start the Setup process, click on the **Next** button.
3. Review the license agreement and accept if you wish to continue.

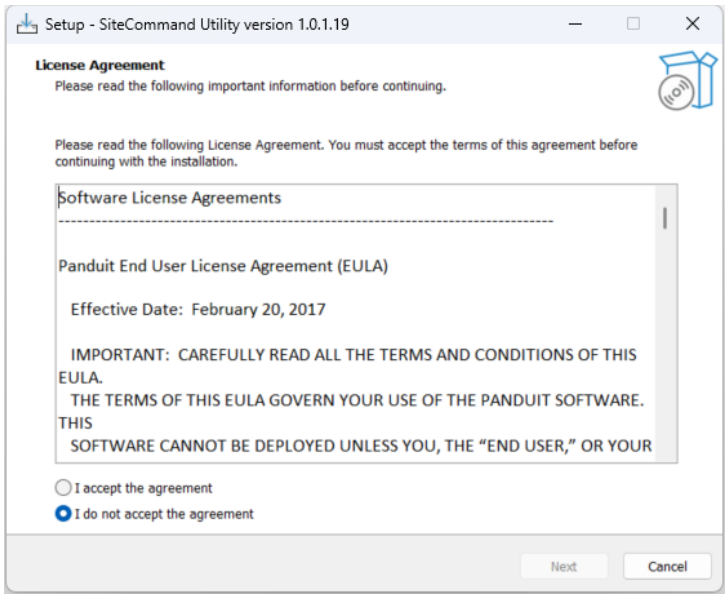


Figure 13: Accept Terms

4. After selecting the folder where you wish to install the software, click on the **Next** button to start the installation process.

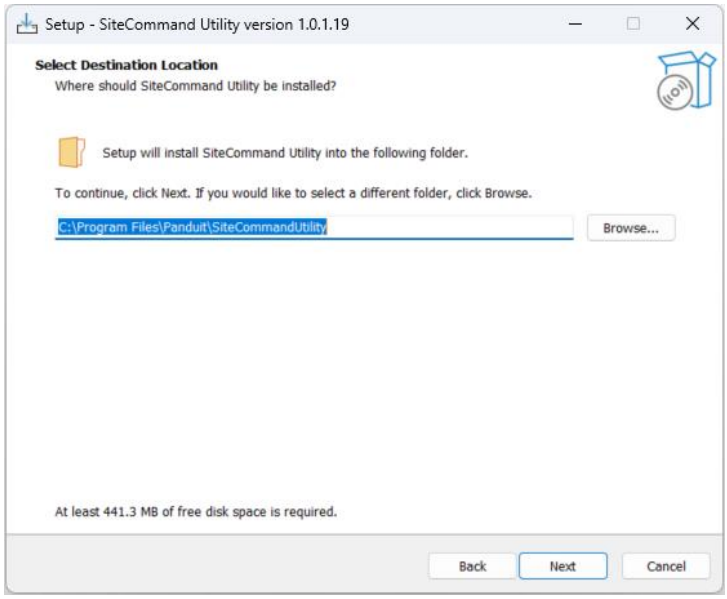


Figure 14: Folder location

5. You will be prompt with the option **Create a Desktop shortcut** to make it easier to launch the application.

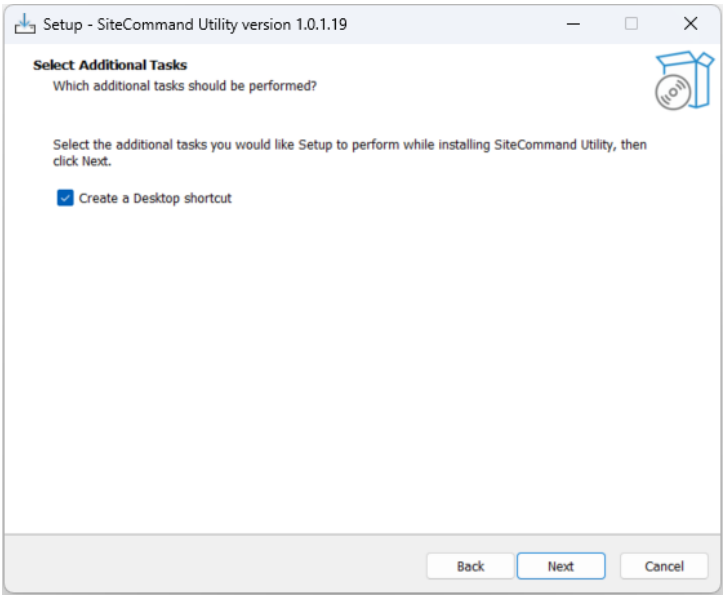


Figure 15: Desktop icon

6. Confirm options and click on the **Install** button to start the installation process.

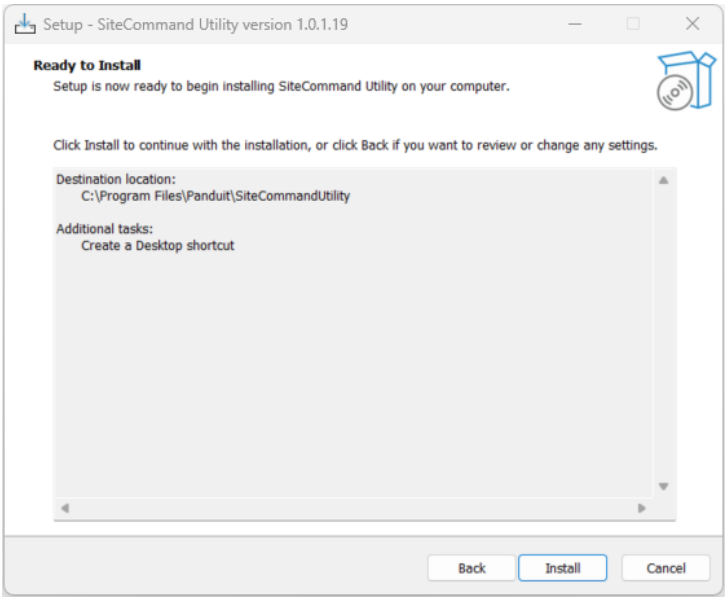


Figure 16: Ready to install

7. After the installation is completed, click on the **Finish** button.

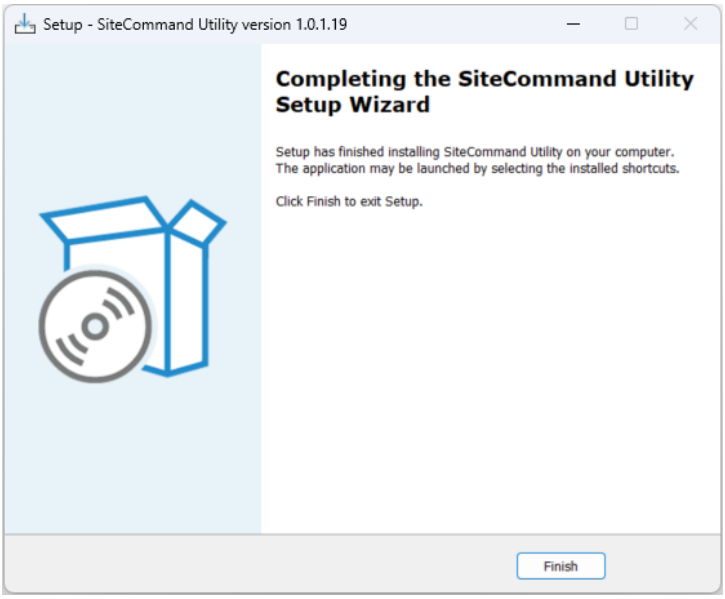


Figure 17: Installation Completed

Appendix B: How to Use the CSV Template File

Locating the CSV Template File

The CSV template file is part of the .zip file when you download the application from panduit.com.

Structure of the CSV Template File

The CSV file is comprised of 5 Columns:

Columns A, B & C are related to specific sections of the PDU, which are non-editable reference columns.

ATTENTION: Do not edit the content in these columns, as it will cause the configuration to fail.

Column D provides information on how you should enter the data.

- String Fields: Alphanumeric fields are used to enter data such as System Name, Contact Name, IP Address, Password, etc.
- Integer Fields: Numeric fields are used to enter data such as TCP Port, power values, time values.
- Selectable Fields: Provide options on how the data should be entered on Column E. Options are separated by a pipe symbol (|).

Column E contains the actual data that will be uploaded to the PDU based on the user's custom configuration.

ATTENTION: Most of the fields on column E are prefilled. You must replace the content with your valid custom configuration. Empty fields will erase any data on the PDU once the CSV file is uploaded. If you do not want to change specific field(s) already configured in the PDU, delete the corresponding row(s) from the template file. Remember to save the file when you are done editing it.

Column D	Column E
Integer	514
Integer - Amps	30
String	time.google.com
String	192.0.2.1
String	pdu1@panduit.com
String	Outlet R1
String - YYYY-MM-DD	2025-06-20
String - HH:MM:SS	16:00:00
String - YYYY-MM-DDTHH:MM:SS	2025-07-18T09:29:00
Celsius | Fahrenheit	Celsius
Checked - Yes | Checked - No	Checked - Yes

Figure 18: Columns D & E

Customizing the CSV Template File

When filling out the template, ensure that you add rows in the CSV file based on your specific PDU model. The total number of rows should be accounted for the following components:

- Number of PDUs in the daisy-chain
- Number of phases per PDU
- Number of breakers per PDU
- Number of outlets per PDU

This ensures that all components in your setup are accurately represented in the CSV file before uploading to the PDU.

Note: In each table below, you will see on Column B a reference of number of components represented as N.

Column A: System Management

Column B	Column C
PDU 1-to-N Rack Location	• Room Name • Row Name • Row Position • Rack Name

	• Rack ID • Rack Height
PDU 1-to-N Power Panel	• Name • Core Location • RU Position

Column A: Control & Management

Column B	Column C
PDU 1-to-N Name	• Name
PDU 1-to-N Breaker	• Name
PDU 1-to-N Outlet 1-to-N Control	• Name • On Delay • Off Delay • State on Startup • Reboot Delay • Sequence On Delay • Sequence Number

Column A: Threshold

Column B	Column C
PDU 1-to-N Power Threshold	• Upper Critical Limit • UCL Enabled • Upper Warning Limit • UWL Enabled • Lower Warning Limit • LWL Enabled • Lower Critical Limit • LCL Enabled
PDU 1-to-N Unbalance Current Threshold	• Upper Critical Limit • Upper Warning Limit • UCL Enabled • UWL Enabled
PDU 1-to-N Phase 1 (or 1, 2, 3) Current Threshold	• Upper Critical Limit • UCL Enabled • Upper Warning Limit • UWL Enabled • Lower Warning Limit • LWL Enabled • Lower Critical Limit

	• LCL Enabled
PDU 1-to-N Phase 1 (or 1, 2, 3) Voltage Threshold	• Upper Critical Limit • UCL Enabled • Upper Warning Limit • UWL Enabled • Lower Warning Limit • LWL Enabled • Lower Critical Limit • LCL Enabled
PDU 1-to-N Phase 1 (or 1, 2, 3) Active Power Threshold	• Upper Critical Limit • UCL Enabled • Upper Warning Limit • UWL Enabled • Lower Warning Limit • LWL Enabled • Lower Critical Limit • LCL Enabled
PDU 1-to-N Phase 1 (or 1, 2, 3) Apparent Power Threshold	• Upper Critical Limit • UCL Enabled • Upper Warning Limit • UWL Enabled • Lower Warning Limit • LWL Enabled • Lower Critical Limit • LCL Enabled
PDU 1-to-N Breaker 1-to-N Current Threshold	• Upper Critical Limit • UCL Enabled • Upper Warning Limit • UWL Enabled • Lower Warning Limit • LWL Enabled • Lower Critical Limit • LCL Enabled
PDU 1-to-N Outlet 1-to-N Power Threshold	• Upper Critical Limit • UCL Enabled • Upper Warning Limit • UWL Enabled • Lower Warning Limit • LWL Enabled • Lower Critical Limit • LCL Enabled

Column A: Sensor

Column B	Column C
PDU 1-to-N HANDLE COLD	• HARNESS
PDU 1-to-N HANDLE HOT	• HARNESS
PDU 1-to-N Temperature Sensor 1-to-N	• Default Name • Configure Name • Upper Critical Limit • UCL Enabled • Upper Warning Limit • UWL Enabled • Lower Warning Limit • LWL Enabled • Lower Critical Limit • LCL Enabled
PDU 1-to-N Humidity Sensor 1-to-N	• Default Name • Configure Name • Upper Critical Limit • UCL Enabled • Upper Warning Limit • UWL Enabled • Lower Warning Limit • LWL Enabled • Lower Critical Limit • LCL Enabled
PDU 1-to-N Door Sensor 1-to-N	• Name • Alarm State • Alarm Enabled • Alarm Level
PDU 1-to-N Handle Sensor 1-to-N	• Name • Alarm State • Alarm Enabled • Alarm Level

Column A: Rack Access Control

Column B	Column C
Card 01-to-N	• Card ID • Username • Pin • Temp User • Start Time

	• Expire Time • Card Aisle

Editing the CSV Template File

Now that you understand how the template file works, let us use PDU model E36G19L as an example in a daisy-chain configuration with a total of 4 PDUs. With this model you will have to adjust rows for the following parameters.

- Number of daisy-chained PDUs: 4
- Number of phases: 3
- Number of breakers: 3
- Number of outlets: 36

Example of renaming 36 outlets

Control & Management	PDU 1 Outlet 1 Control	Name
	.	
	.	
	.	
Control & Management	PDU 1 Outlet 36 Control	Name
Control & Management	PDU 2 Outlet 1 Control	Name
	.	
	.	
	.	
Control & Management	PDU 2 Outlet 36 Control	Name
Control & Management	PDU 3 Outlet 1 Control	Name
	.	
	.	
	.	
Control & Management	PDU 3 Outlet 36 Control	Name
Control & Management	PDU 4 Outlet 1 Control	Name
	.	
	.	
	.	
Control & Management	PDU 4 Outlet 36 Control	Name

Example of setting up current threshold for upper critical limit on 3 phases

Threshold	PDU 1 Phase 1 Current Threshold	Upper Critical Limit
Threshold	PDU 1 Phase 2 Current Threshold	Upper Critical Limit
Threshold	PDU 1 Phase 3 Current Threshold	Upper Critical Limit
Threshold	PDU 2 Phase 1 Current Threshold	Upper Critical Limit
Threshold	PDU 2 Phase 2 Current Threshold	Upper Critical Limit
Threshold	PDU 2 Phase 3 Current Threshold	Upper Critical Limit
Threshold	PDU 3 Phase 1 Current Threshold	Upper Critical Limit
Threshold	PDU 3 Phase 2 Current Threshold	Upper Critical Limit
Threshold	PDU 3 Phase 3 Current Threshold	Upper Critical Limit
Threshold	PDU 4 Phase 1 Current Threshold	Upper Critical Limit
Threshold	PDU 4 Phase 2 Current Threshold	Upper Critical Limit
Threshold	PDU 4 Phase 3 Current Threshold	Upper Critical Limit

Example of setting up temperature sensor threshold for upper critical limit on 2 sensors per PDU

Sensor	PDU 1 Temperature Sensor 1	Upper Critical Limit
Sensor	PDU 1 Temperature Sensor 2	Upper Critical Limit
Sensor	PDU 2 Temperature Sensor 1	Upper Critical Limit
Sensor	PDU 2 Temperature Sensor 2	Upper Critical Limit
Sensor	PDU 3 Temperature Sensor 1	Upper Critical Limit
Sensor	PDU 3 Temperature Sensor 2	Upper Critical Limit
Sensor	PDU 4 Temperature Sensor 1	Upper Critical Limit
Sensor	PDU 4 Temperature Sensor 2	Upper Critical Limit

Appendix C: Uninstall SiteCommand Utility

Uninstalling SiteCommand Utility

If you no longer need SiteCommand Utility, you can safely uninstall it from your Windows system. The following steps are for Windows 11.

Note: You need enough admin privileges in your computer to proceed with these instructions.

1. Click on the Windows search option located on the taskbar.
2. Type "apps" in the search box.
3. Select the **Installed apps** from the search results.
4. Scroll through the list or use the search bar to find **SiteCommand Utility**.

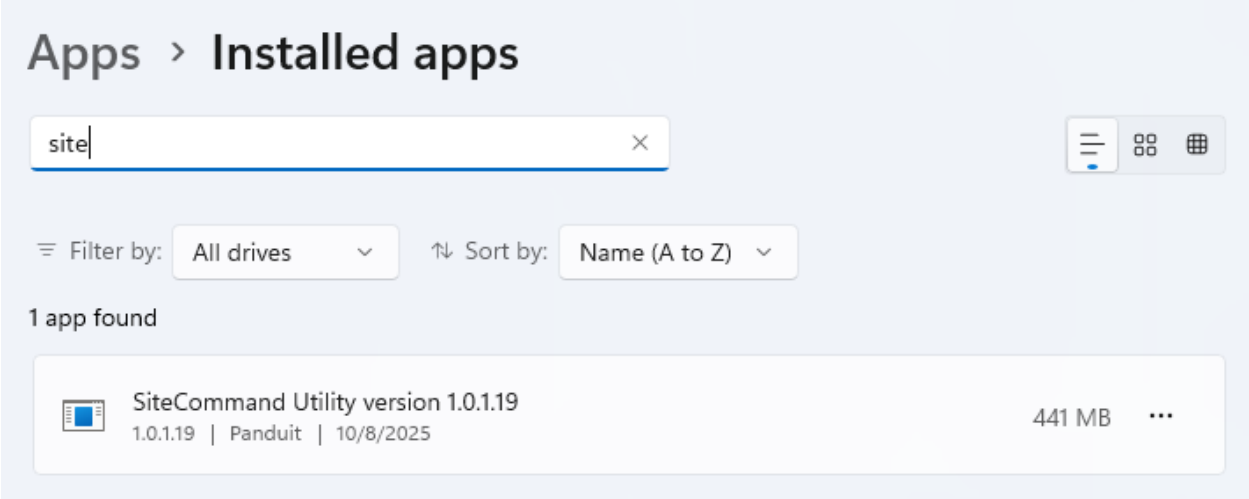


Figure 19: Installed App

5. Click on **SiteCommand Utility**, then click the **Uninstall** button, click the three-dot menu (...) and choose **Uninstall**.
6. Click on **Yes** when you are prompted with a message to confirm the uninstall process.

   Note: Some uninstallations may require you to restart your computer. If prompted, save your work and proceed with a system reboot.

Appendix D: Password Reset

If you have changed the default password and cannot remember the current one, the steps below will reset the password to its default.

Note: If you don't have enough admin privileges in your computer, you might have to follow the instructions to uninstall SiteCommand Utility (Appendix C: Uninstall SiteCommand Utility) and install it again (Appendix A: Install SiteCommand Utility) in order to reset the password.

1. Using File Explorer, navigate to the directory where SiteCommand Utility was installed, (the default location is in `C:\Program Files\Panduit\SiteCommandUtility`).
2. Create a folder called "config".
3. Create a file called `additional.properties` inside the folder "config".
4. Open the file with a notepad application and add the following entry: `reset.password=true`
5. Go to the Services app and restart SiteCommand Utility service (Right-click on its line and select **Restart** to restart the service or click on the **Restart** link located at the top left corner of the window).
6. Open SiteCommand Utility to login with the default password.
7. You will be prompted to change the password.
8. Go back to the directory where SiteCommand Utility was installed and delete the folder "config" that includes the file you created.
9. Go to the Services app and restart SiteCommand Utility service one last time (Right-click on its line and select **Restart** to restart the service or click on the **Restart** link located at the top left corner of the window).

Appendix E: System Restart

If your browser cannot load SiteCommand Utility login page, check if its service is running on your computer.

1. Click on the Windows search option located on the taskbar.
2. Type "services" in the search box.
3. Select the **Services** app from the search results.
4. Search for the service named SiteCommand Utility in the list.
5. Click on the service to view its status.
6. If the service is running, right-click on its line and select **Restart** to restart the service or click on the **Restart** link located at the top left corner of the window.

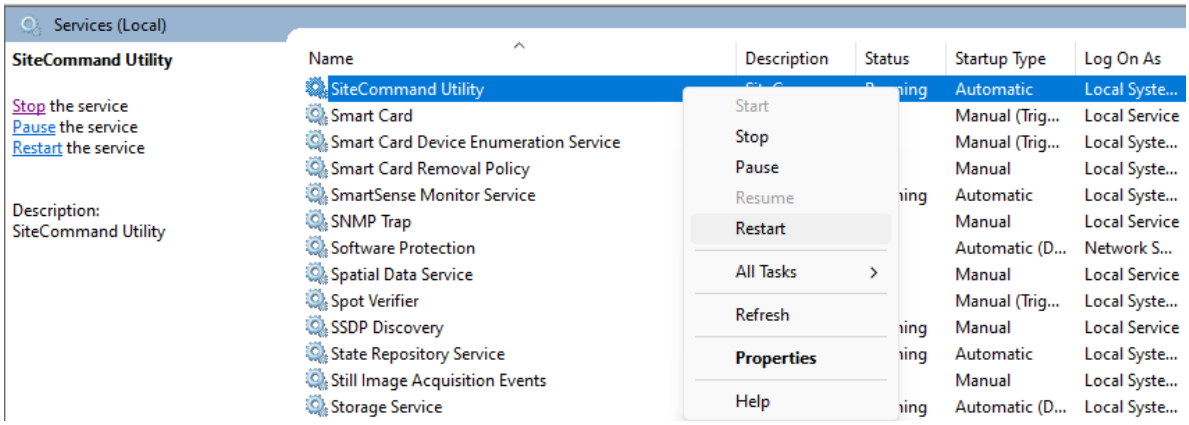


Figure 20: Restart Service

7. If the service is not running, right-click on its line and select **Start**, or click on the **Start** link located at the top left corner of the window.
   Note: If you still cannot see SiteCommand Utility login page, you might have to uninstall it (Appendix C: Uninstall SiteCommand Utility) and install it again (Appendix A: Install SiteCommand Utility)