SmartZone G5 Firmware Release Notes 3.3.2
Rev1.0

Contents

General

Tested Application Compatibility

Application	Support	Known Limitations
SmartZone Security Handle	V2.6, V4.1	
GUT	V2.2.1.0	
SmartZone	V9.7.0	
LBT	V3.3	Internal Tool
CICT	V3.2.4	Internal Tool

PDU Limitation

Feature	SKUs	Known Limitations

Released Production Files

Product Upgrade

Image Information

```
Filename: Panduit.fw
Version: 3.3.2
CRC32: 684F5B87
SHA256: 9585586364b7ab7c2aa0d62d47f5632860e2077c4ab40bb193b08248ac5da52d
Filesize: 3358770 bytes
```

Upgrade

Upgrading directly from 2.3.21 to 3.3.2 is not supported. You must complete an intermediator upgrade step to 2.3.27 first and clear file system.
Note: *User may opt use the G5 Upgrade Tool (GUT) Tool. This tool automates the firmware upgrade path from 2.x to 3.x and is included in the firmware release archive.*
Step 1: Upgrade the firmware to 2.3.27.
Step 2: Upgrade the firmware to 3.3.1
Step 3: Once on 3.3.1; 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.
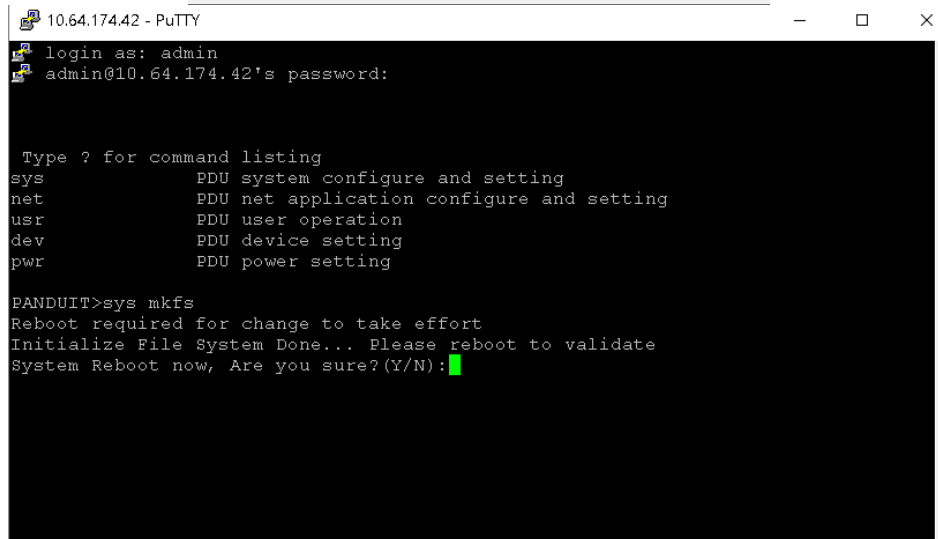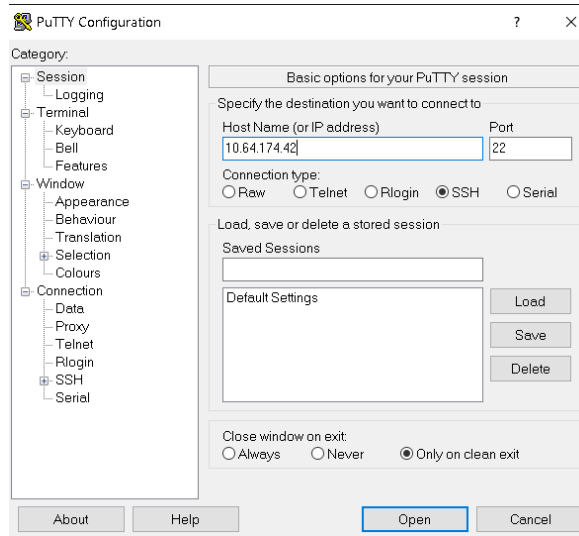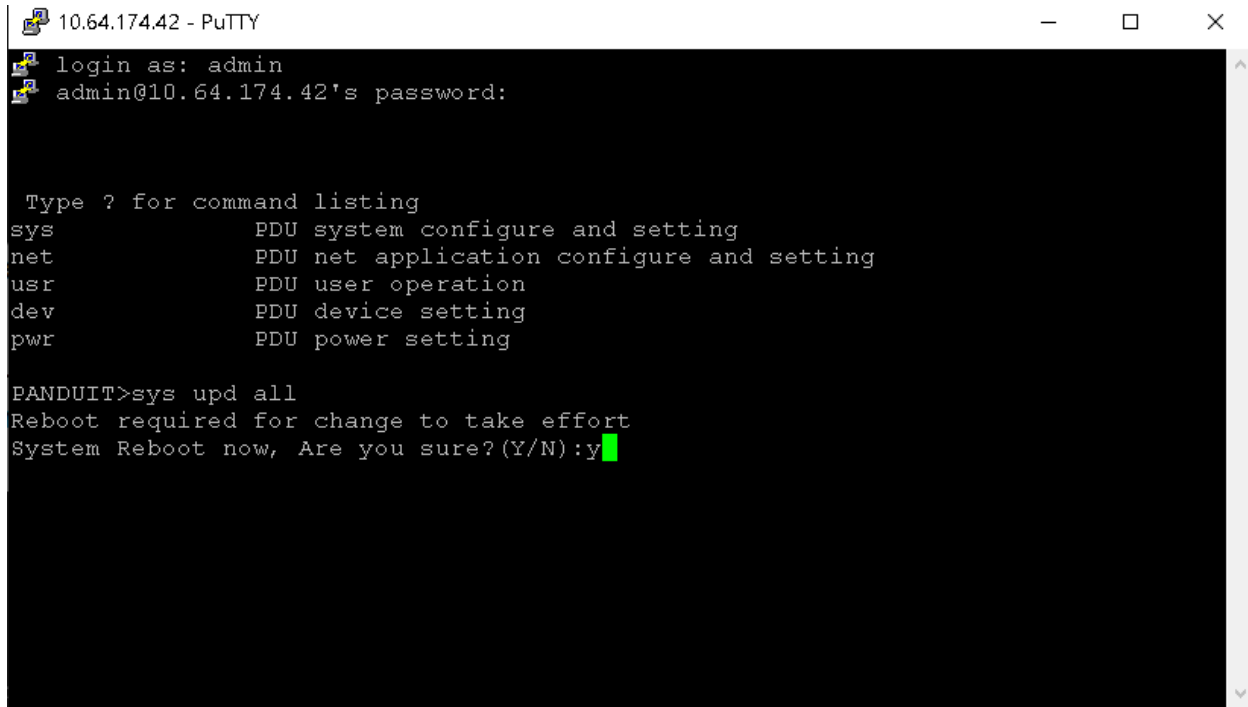
Step 4: Upgrade to Firmware v3.3.2 again. through FTPs (FileZilla) and CLI Command.
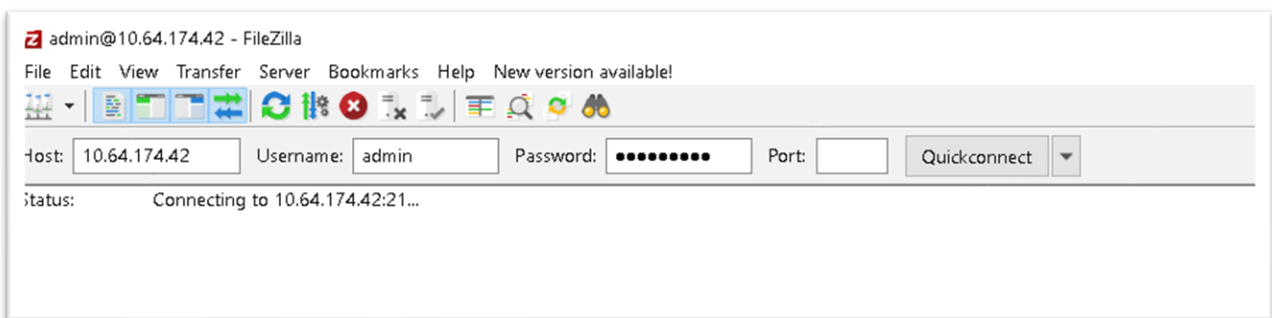
```
10.64.174.42 - PuTTY                                        —    □    ×

  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 3.3.2

- General Maintenance

Resolved Issues

Issues resolved by version 3.3.2

Issue ID	Title
G5-1567	Need to make sure pin 52 is not driven low.
G5-1601	Single Phase, no breakers, MS PDUs have the power fail issue when power share is enabled.
G5-1611	Whenever the customer goes to the control and manage tab, the PDU resets
G5-1618	G5 PDU resets when going in between menu's | CAS-2916900-Q9R4M6
G5-1646	Outlet boot time takes 4 minutes to load after CBs are in closed position

Issues resolved by version 3.3.1

Issue ID	Title
G5-75	Alarms:The threshold setting should include the type of setting
G5-84	LOGS: The default sorting of the log should be time sequence.
G5-100	Web server does not return error code 404 for "Not found"
G5-104	LDAP Config must be saved before testing.
G5-121	Load defaults does not properly reinitialize browser page.
G5-176	Total energy displayed in Web UI is truncated, instead of rounded
G5-181	Initial State of water sensors are "alarmed"
G5-209	On the event notification page, the check mark at the top of column is determined by "LDAP/Radius Error"
G5-232	NTP Test indicates both servers fail even if one works
G5-242	FW Upload failure message grammatically incorrect
G5-245	Inconsistent Use of "Rebooting..." Message on Web UI
G5-264	CLI and Web UI do not match for Total Energy in kWhrs
G5-278	Java Script Errors in Web UI
G5-282	Phone number should accept other some special characters. [(,),-,+]
G5-289	No user feedback during long Event and Data Log Downloads
G5-300	Watt-Hour OIDs are being returned as HEX STRING; an extra NULL character is incorrectly sent.
G5-308	Outlet Energy Since does not get reset through SNMP
G5-313	Line Frequency Below Critical Trap Generated when a Breaker is Turned OFF
G5-322	"Frequncy" misspelled in the event log
G5-352	Commanded On Delayed through WebUI for outlet control does not work.
G5-362	OLED screen show slave only has one level menu of menu
G5-368	Setting Threshold values through SNMP needs Validation
G5-381	Response misspelled in RESTAPI
G5-387	RESTApi reports Total watts/VA as zero on PDU#2
G5-528	RESTapi/REDFISH CircuitBreaker shows voltage=0
G5-537	PDU Reverts to English after a Power Cycle
G5-542	Circuit Breakers are called Load Segments on the Threshold page.
G5-547	pdug5GroupName returns an extra NULL character at the end of the string.

Issue ID	Title
G5-601	CAS-484451-X4K9M8 Login page takes 32-33 seconds to load (iOS issue)
G5-660	Alarm State Change Delay not translated
G5-674	"It's not a valid name" message not cleared in System Management configuration.
G5-677	pdug5IPv4Address returned as a "STRING" and not a "IpAddress" in SNMP traps.
G5-685	SNMP pdug5InputPhaseVoltageThChangeDelay has bad description in the MIB
G5-695	Lost Communications on DRY Contact Sensor
G5-722	Lost Communications on ROPE sensor
G5-752	G5 banner in the WEB GUI gets cropped when using Safari on an iPad
G5-881	Cannot select Italian language on the oLED display
G5-906	RADIUS login error trap when local user logs in.
G5-926	P36G18M : Outlet Indexing issue observed on traps from BANK 2 to 6
G5-930	First page of languages is always displayed in English on the oLED display
G5-972	Phase Voltage and Current Thresholds Getting Cleared
G5-978	After entering invalid NTP server, valid NTP servers fail still NTP test. Need to run multiple times
G5-1142	Slave PDU display rotates upside down after configuration upload from the web UI
G5-1146	Erroneous Outlet Energy appears on Web UI for slave PDU
G5-1149	Outlet current appears on wrong PDU in a 4-PDU daisy chain with 32 sensors connected
G5-1249	Phase/Breaker graphs not showing up on Web UI. Seems to be an Edge issue.
G5-1274	LDAP Settings Bind Password is a password entry field in the Editor, but it is not obscured on the config viewer page.
G5-1297	PDU Power Threshold settings are lost after configuration upload
G5-1300	Incorrect display of dry contact sensors on 2-PDU Power Share system
G5-1302	Naming the dry contact sensor through SNMP leaves and extra character in the name
G5-1321	Security Tab not refreshing. Environmental Tab does.
G5-1344	No change when setting month right after NTP is disabled
G5-1346	No energy alarms on slave
G5-1358	Expire Time is off by a couple of days. SNMP is correct
G5-1360	Beacon LED is not updated to the default state after the handle is re-inserted.
G5-1373	P48FE4M manually turn off CB2/CB1, the voltage of some outlets belongs to CB4 and CB6/(CB3 and CB5) will be change to zero
G5-1376	Pincode cannot be set in SNMP
G5-1385	False temperature low warning alarm with temp=24C and low warning threshold set to 5C
G5-1402	Web UI says Data Not Saved when setting Alarm State, but it works anyway
G5-1409	4 PDU system spontaneously resets
G5-1416	CAS-2165110-S8P7Q3 - Frequency outside of thresholds alarms from some PDUs

Issue ID	Title
G5-1419	When system times out due to inactivity, the Webpage does not kick the user back to the log in screen.
G5-1421	Delayed Humidity sensor connect trap and event log when iHandle is plugged in to main PDU
G5-1424	Rack Access Controls in Web UI stop working after keypad pin code length is set to 16
G5-1426	Door alarm trap followed by Communication OK, followed by Door Normal trap when door sensor is connected to slave
G5-1427	Fourth PDU on 4-PDU daisy chain still appears on Web UI 30 minutes after cable is unplugged
G5-1428	First access card user does not appear on the list when keypad code is entered without a card ID
G5-1430	Infinite trap loop on contact sensor during loss of power on 2-PDU Power Share daisy chain
G5-1432	No power share alarm or event when PDU 2 lost its main power.
G5-1439	CAS-2543959-X7B1J4 System clock is off by an hour with NTP and DST configured.
G5-1441	iHandle disappeared from PDU 2 when PDU 2 was being powered from master PDU.
G5-1443	PDU loses Ethernet connection during alarms caused by phase voltage or phase current variation
G5-1446	HID names got corrupted on 4 PDU, 2 iHandle system. Names are T1 and door, instead of HID.
G5-1454	Track changes for P42E11M and P36EB1M
G5-1456	Search feature is not working on Web Interface
G5-1463	CAS-2661478-D9R8S3 - Daisy chained PDU's after 3.1.19 upgrade not showing on identification page.
G5-1468	CAS-2474576-G4N5W1 'Sleepy PDU' issue still happening in 3.1.19
G5-1484	CAS-2733182-C4P2W8 G5 PDU's Upper Outlet Banks Down

Issues resolved by version 3.1.19

Issue ID	Title
G5-88	NTP:The NTP server should not need a Primary and secondary server.
G5-532	Daisy Chain reporting out of order.
G5-1285	Request to make all items on the System Management Page optional. For example, enter a System Name and no Phone number. This includes the "System Information", "Rack Location" and Power Panel & Core Location" (This WebUI front end only change)
G5-1288	Need the ability to add an NTP server without the server being online. This is used for pre-provisioning.
G5-1289	The ability to remove a SNMP user. Right now you can modify a user, but you cannot blank it out.
G5-1412	PDU 3 and PDU 4 outlets have issues with SNMPSET
G5-1436	Identification page does not show all PDUs

Issues resolved by version 3.1.16

Issue ID	Title
G5-1345	PDU started rebooting continuously while changing NTP and Daylight Savings configuration
G5-1363	LED light strip does not turn OFF when door switch reads CLOSED
G5-1381	PDU reporting loss of sensors and PDU during high usage
G5-1382	PDU hangs during power outage.
G5-1405	PDU logs user out sporadically.

Issues resolved by version 3.1.10

Issue ID	Title
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 mange page
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	'xhrgetledctrl' 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.

Issue ID	Title
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
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

Issue ID	Title
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.
G5-552	Password between FTP, CLI and WebUI got out of sync. FTPs and CLI password were incorrect, but the password for WebUI worked

Issue ID	Title
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

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

Issue ID	Title
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 configu
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 PD
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

Issue ID	Title
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 pdug5HidControlUserName 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.

Issue ID	Title	Version	Status
G5-1643	Cannot set threshold values to zero through SNMP	3.3.2	Deferred
G5-1649	First letter of the SN is missing when dev handle is used, but dev sensor works correctly.	3.3.2	Deferred
G5-1650	Cannot Set / Edit sensor name through SNMP for a ACC01 Door sensor (iHandle Door sensor works correctly)	3.3.2	Deferred
G5-1652	G5 sends malformed V3 SNMP packet	3.3.2	Deferred
G5-1653	Occasionally, account is not locked out after "Number of Retries Allowed" is reached.	3.3.2	Deferred
G5-1654	User prematurely logged out when sitting idle.	3.3.2	Deferred
G5-1656	Breaker name "Breaker1" becomes "B1reaker1" after doing an SNMP set "B1" to the breaker name	3.3.2	Deferred
G5-1659	Sometimes, logging into the CLI logs off the user out of the WebUI	3.3.2	Deferred
G5-1666	No trap when in Dual Auth and invalid card swiped.	3.3.2	Deferred
G5-1667	Changing the keypad length may require the handle to be reset.	3.3.2	Deferred

G5-1643   Cannot set threshold values to zero through SNMP.

Cannot set threshold values to zero through SNMP.

Workaround: Use the WebUI.

G5-1649   First letter of the SN is missing when dev handle is used, but dev sensor works correctly.

The first letter of the serial number is missing in the "dev handle" command.

Workaround: Use the dev sensor command.

G5-1650   Cannot Set / Edit sensor name through SNMP for a ACC01 Door sensor (iHandle Door sensor works correctly).

You are unable to set the name of the door sensor connected to the ACC01 sensor.

Workaround: None

G5-1652   First letter of the SN is missing when dev handle is used, but dev sensor works correctly.

Sometimes the SNMPv3 traps become malformed.

Workaround: None

G5-1653   Occasionally, account is not locked out after "Number of Retries Allowed" is reached.

Occasionally, account is not locked out after "Number of Retries Allowed" is reached.
Workaround: None

G5-1654   User prematurely logged out when sitting idle.

Sometimes a user will be logged out prematurely while sitting idle before the "Session Timeout Value"
Workaround: None

G5-1656   Breaker name "Breaker1" becomes "B1reaker1" after doing an SNMP set "B1" to the breaker name.

Changing the breaker name from a long name to a short name leaves extra characters on the breaker name.

Workaround: Use the WebUI to change the breaker name.

G5-1659   Sometimes, logging into the CLI logs off the user out of the WebUI.

Logging into the CLI interface sometime bumps the user out of the webui. This only happens the same user is used on the CLI and WebUI.

Workaround: Log back into the webUI.

G5-1666   No trap when in Dual Auth and invalid card swiped.

If the handle is in dual authentication mode and an user swipes an invalid card, no unauthorized card message is sent.

Workaround: None

G5-1659   Changing the keypad length may require the handle to be reset.

Changing the keypad length doesn't always get sent to the handle and users pins may not authorize correctly.

Workaround: After setting the pin code length, reset the handle.

Existing Issues

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

Issue ID	Title	Version	Status
G5-52	The snmpwalk seem to end incorrectly. The last item points to itself	2.2.0	Deferred
G5-55	ifSpeed does not return the correct speed.	2.2.0	Deferred
G5-58	The delayed option of the outlet control is not working	2.2.0	Deferred
G5-72	The date format in all the notification don't match the date format described in the system.	2.2.0	Deferred
G5-99	The Long Sensor Names don't align nicely in the CLI	2.2.0	Deferred
G5-120	NTP Syncs only on boot or network status change.	2.2.0	Deferred
G5-144	The SNMP interface does allow you configure the alarm state on two state sensors (Water, Door Contact)	2.2.0	Deferred
G5-147	net phy 10100mbps setting in CLI does not work at 10mbps	2.2.0	Deferred
G5-153	Cannot change the state of an outlet on the second PDU through the CLI	2.2.0	Deferred
G5-168	WebUI responsiveness/ page loading slow at times (Seconds to load pages)	2.2.0	Deferred
G5-173	DST Transitions do not work properly	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
G5-233	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
G5-275	Unexpected Error When Saving LDAP Configuration Settings	2.2.2	Deferred
G5-297	Outlet pdug5OutletWhTimer and outlet energy readings do not get reset when energy is reset.	2.3.0	Deferred
G5-323	USB light strip take TOO long to turn on (about 10 seconds)	2.3.2	Deferred
G5-333	State of two state sensors do not always reflect the correct state of the sensor through SNMP.	2.3.2	Deferred
G5-342	No Firmware upgrade messages in trap	2.3.3	Deferred
G5-348	pdug5OutletControlCommand SNMP object is fully functional. Delay settings don't work	2.3.3	Deferred
G5-361	Language selection is not retained after exiting browser	2.3.3	Deferred
G5-373	New variables in trap bindings are not in the MIB (trapCode, trapDescr and trapOID)	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

Issue ID	Title	Version	Status
G5-385	RESTAPI uses load segment term	2.3.4	Deferred
G5-386	RESTApi reports Loadsegments/Circuit Breaker data incorrectly	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
G5-526	Command Line Interpreter Handles Invalid Entry Poorly	2.3.5	Deferred
G5-551	MPO, MSPO and MS PDUs without circuit breakers do not have the PDU group information in the MIB updated correctly. (pdug5OutletBranch)	2.3.5	Deferred
G5-584	SNMPv3 time synchronization does not contain OID usmStatsNotIntimeWindows	2.3.5	Deferred
G5-616	Unloaded Outlet Names Displayed in BLACK on Web UI	2.3.10	Deferred
G5-617	CLI:"pwr cb 1" doesn't work on PDUs with 0 breakers, but the value for Breaker one shows up on the WebUI	2.3.10	Deferred
65-620	Threshold Settings for Energy Alarms are off	2.3.10	Deferred
G5-643	FW Upgrade Seems to Succeeds using fake Panduit.FW. Notification states upgrade succeeded, but it did not	2.3.10	Deferred
G5-734	Resetting Input Phase Energy doesn't work	2.3.10	Deferred
G5-739	Setting PDU to factory defaults incorrectly defaults the wattHourTimer's. It leaves the wattHour counts	2.3.10	Deferred
G5-786	CAS-911310-V4T8T4 - Panduit SNMPv3 passwords are truncated after 19 chars when it should be 32	2.3.18	Deferred
G5-900	Total Energy and Energy Since are not updating on the Web UI and SNMP	2.3.19	Deferred
G5-1045	Total Energy is incorrect	3.0.11	Deferred
G5-1069	The rack access timers are not accurate. These are Autolock Time and Door Open Time.	3.0.11	Deferred
G5-1147	Missing phase current events on daisy chained PDUs in the event log, traps, syslog, and email	3.0.11	Deferred
G5-1153	Change OLED sensor scale on daisy chain PDUs only changes scale the on the local PDU's LCD, not the system.	3.0.11	Deferred
G5-1155	Incorrect numbers appear under Phase peak current for daisy chain PDU in the data log	3.0.11	Deferred
G5-1200	pdug5OutletControlPowerOnState response are off by one. The correct value is set	3.0.11	Deferred
G5-1210	Data logging report the wrong date between 00:00 and 01:00 when DST is turned on	3.0.11	Deferred
G5-1238	OIDs of sensors changing after a reset causing confusion on 3rd party monitoring software	3.0.11	Deferred
G5-1240	Breaker names not being used on dashboard any more and always show L1, L2, L3.	3.0.11	Deferred
G5-1245	Updating the keypad setting doesn't refresh the rack access settings. Need to go back out of the rack access and back in.	3.0.11	Deferred
G5-1250	pdug5InputPhasePowerVAR reads same as pdug5GroupPowerVAR on 3-Phase Delta Models	3.0.11	Deferred
G5-1251	LCD Phase Current does not match Web UI on 3-phase Delta models	3.0.15	Deferred
G5-1272	In one rare instance, changing the upstream switch port Speed/Duplex from 100Mbps to Auto did not result in Gigabit auto negotiation	3.0.15	Deferred

Issue ID	Title	Version	Status
G5-1291	Radius "admin" user cannot use "User Accounts" page (unique Javascript exception: Uncaught TypeError: Cannot read property 'temperatureunit' of undefined)	3.0.15	Deffered
G5-1308	Start time does not work when adding a temporary Rack Access User. Temporary user never goes active.	3.1.1	Deferred
G5-1316	Extra space between PDU number and alarm identifier on most traps.	3.1.10	Deferred
G5-1340	No trap when door open remotely through SNMP	3.1.10	Deferred
G5-1342	Language File length check is not sufficient check for determining corrupted file.		
G5-1345	PDU started rebooting continuously while changing NTP and Daylight Savings configuration	3.1.10	Deferred
G5-1347	Group Current Low Critical Alarm would not clear on expansion PDU	3.1.10	Deferred
G5-1352	PDU allows pin codes less than the configured pin length	3.1.10	Deferred
G5-1356	A non-temporary user should not have a start time. They should have immediate access to the cabinet.	3.1.10	Deferred
G5-1357	Multiple unauthorized events can confuse the handle. Events can be delayed and show up out of order.	3.1.10	Deferred
G5-1358	Expire Time is off by a couple of days. SNMP is correct	3.1.10	Deferred
G5-1361	Role user trap (1153) is of type Clear, should be info	3.1.10	Deferred
G5-1362	False Traps stating cabinet accessed by non-authorized PIN when handle inserted.	3.1.10	Deferred
G5-1364	Alarm for door open more than max time sends a "Info" Trap and not at warning trap.	3.1.10	Deferred
G5-1365	No clear event when door open past max configured time	3.1.10	Deferred
G5-1366	Alarm for door open for max configured time is hard coded to 100, not configurable.	3.1.10	Deferred
G5-1367	No event from post or clear of alarm for door open by key and reader. Alarm seems to work	3.1.10	Deferred
G5-1368	Alarm for door open by key not RFID holder doesn't work when two handles connected to same PDU.	3.1.10	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.	3.1.10	Deferred
G5-1375	EngineBoot not incrementing. Should increment after each boot.	3.1.16	Deferred
G5-1380	Status LED not working after an upgrade	3.1.16	Deferred
G5-1413	PDU becomes slow and unusable when multiple people are logged into the PDU WebUI.	3.1.19	Deferred
G5-1420	PDU#1 does not show PDU#2 on the dashboard in a 2-PDU RNA Daisy Chain	3.1.19	Deferred
G5-1422	No Traps or Event Log from High Frequency cards during lock/unlock	3.1.19	Deferred
G5-1423	Critical alarm blinks red on only one of two iHandle beacons	3.1.19	Deferred
G5-1429	PDU #1 Alarm LED still Green after AC power loss while connected in a 2-PDU Power Share daisy chain	3.1.19	Deferred
G5-1430	Infinite trap loop on contact sensor during loss of power on 2-PDU Power Share daisy chain	3.1.19	Deferred
G5-1431	Unexpected Relay trap when PDU 1 power is restored on 2-PDU Power Share daisy chain	3.1.19	Deferred

Issue ID	Title	Version	Status
G5-1432	No power share alarm or event when PDU 2 lost its main power.	3.1.19	Deferred
G5-1434	Total energy and resettable energy are not incrementing	3.1.19	Deferred
G5-1447	Setting then getting pdug5HidControlUserName.1.1 sometimes returns extra data bytes	3.1.19	Deferred
G5-1448	Cannot create more than 195 access users via SNMP due to pdug5HidControlCardIdStr error on set	3.1.19	Deferred
G5-1449	Permanent access users added after a temporary user was added cannot gain door access	3.1.19	Deferred
G5-1452	INFO Level Traps are sent for binary sensor when Event Customization is set for WARNING.	3.1.19	Deferred
G5-1458	Additional characters when writing to pdug5HidControlCardIdStr via SNMP	3.1.19	Deferred
G5-1471	Access users added using SNMP appear correctly in the Web UI but show as "not authorized" in the Event Log	3.3.1	Deferred
G5-1480	Sensor Loss Communication alerts or Communication OK alerts don't always work correctly when connected to a daisy chain PDU.	3.3.1	Deferred
G5-1485	Only the first card works initially when 10 cards programmed.	3.3.1	Deferred
G5-1486	Temperature sensor on daisy chain PDU keeps asserting and de-asserting.	3.3.1	Deferred
G5-1492	CAS-2638346-D2Z8L9 PDU P24G06M Unresponsive Unless Pinging from Layer 3	3.3.1	Deferred
G5-1494	Syslog messages not terminated correctly. extra "\r" at end of message.	3.3.1	Deferred
G5-1495	When temporary user is added through the WebUI the pdug5HidControlExpireTime is incorrect in SNMP	3.3.1	Deferred
G5-1496	pdug5HidControlExpireTime and pdug5HidControlStartTime get corrupted when set through SNMP.	3.3.1	Deferred
G5-1497	Upgrade from v3.1.19 to v3.3.1 increased total energy from a few kWh to 4293395.34 on one PDU and 737411.17 on another	3.3.1	Deferred
G5-1498	Reset to factory default does not change IPv6 DHCP Mode setting	3.3.1	Deferred
G5-1500	Two SmartZone Security handles on the same PDU will show the status change of one door sensor on both door sensors	3.3.1	Deferred
G5-1501	SSH fails - user is presented immediately with a popup informing that the ssh connection was reset	3.3.1	Deferred
G5-1504	Setting temperature threshold values in Fahrenheit can lead to the values being bumped up by 1 unit on Saving	3.3.1	Deferred
G5-1508	FW upgrade and Configuration upgrade events may not be seen on remote systems (Traps, Syslog Email). There is a race condition between the network interface going up and the messages being sent.	3.1.19	Deferred
G5-1510	Removing door sensor on PDU caused false "communication OK" messages on other connected Dry contacted sensors.	3.3.1	Deferred
G5-1512	Extra chars in the 'Date' field on the Data log & Event log files copied from the G5 PDU through USB	3.3.1	Deferred
G5-1513	Initial State of binary sensors (door, rope, spot, dry contact) are "alarmed". This can cause a false alarm when sensor is plugged into the system, but will immediately clear.	3.1.19	Deferred

Issue ID	Title	Version	Status
G5-1514	Non-authorized PIN trap code 1103 is sent twice on PDU1 for invalid keypad entry	3.3.1	Deferred
G5-1515	Non-authorized pin trap 1103 is sent in place of 1102 for pin code length = 16 but handle unlocks correctly	3.3.1	Deferred
G5-1517	Incorrect RADIUS Secret causes a different error message than the test case requires	3.3.1	Deferred
G5-1518	MPO PDU may report wrong value for pdug5OutletControlStatus.	3.3.1	Deferred
G5-1521	PDU with two handles does not show swipe activity for one handle.	3.3.1	Deferred
G5-1523	Configuring LDAP with an OpenLDAP server that works with 3.1.18/3.1.19, does not work with 3.3.1	3.3.1	Deferred
G5-1525	Initial False temperature alarms when Smart Zone Security Handle is connected to the PDU. Alarms will then clear.	3.3.1	Deferred
G5-1527	Unexpected events logged when PDU 4 is unplugged from 4-PDU daisy chain	3.3.1	Deferred
G5-1528	Wrong outlets showing power and current on PDU 2 in the data log file	3.3.1	Deferred
G5-1529	Two PDU seen on System Management page when only one PDU present.	3.3.1	Deferred
G5-1531	Beacon transition from standby, off to location, red doesn't work.	3.3.1	Deferred

G5-52   The snmpwalk seem to end incorrectly. The last item points to itself

The last entry in the SNMP walk is incorrectly terminated. If the user performs a SNMP walk in the entire MIB, the last item will return an error or loop continuously, depending on the application to perform the walk.

Workaround: none.

G5-55   ifSpeed does not return the correct speed.

The SNMP oid IF-MIB::ifSpeed.1 is not updated with the operating speed of the Ethernet interface. It always returns 1000.

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.

G5-72   The date format in all the notification don't match the date format
            described in the system.

            The date format in all the notification don't match the date format
            described in the system. The described format is YYYY/MM/DD, but the
            format in the event messages is MM/DD/YYYY

            Workaround: None.

G5-99   The Long Sensor Names don't align nicely in the CLI

            The sensor name field in the "dev sensor" command is only 7 characters.
            When a sensor is named longer than seven characters, the columns in the
            command will not align nicely.

            Workaround: Keep sensor names to less than 8 characters.

G5-120   PDU time skews due to 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

G5-144   The SNMP interface does allow you configure the alarm state on two state
            sensors (Water, Door Contact)

            SNMP does not report the alarm state of the two state sensors.

            Workaround: None

G5-147   net phy 10100mbps setting in CLI does not work at 10mbps.

            The system will not work if the PDU is configured for 10100mbps and the
            network switch is configured for 10mbps.

            Workaround: Configure the PDU to be in auto negotiation.

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.

G5-168   WebUI responsiveness/ page loading slow at times (Seconds to load pages)

The WebUI can get slow or sluggish. Usually, this is an indication the PDU is performing a task in the background, such as updating the event log.

Workaround: Let the PDU finish its task and then continuing the PDU.

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.

G5-182   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. The 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 an config.ini file on the USB drive, the PDU will be placed in an odd state. Some of the 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.

G5-233   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.

G5-275   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.

G5-297   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

G5-323   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

G5-333   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.

G5-348   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

G5-361   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

G5-373   New variables in trap bindings are not in the MIB (trapCode, trapDescr and trapOID)

The MIB OIDs trapCode, trapDescr and trapOID are not accessible from the SNMP interface.

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

G5-385   RESTAPI uses load segment term

The RESTApi uses the load segment term, rather than circuit breakers as on all other interfaces.

Workaround: None

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"

G5-473   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

G5-526   Command Line Interpreter Handles Invalid Entry Poorly

The pwr commands take an value for the phase, circuit breaker or outlet. If this value is not entered, the command the command will complete and use a value of zero. This will result in invalid being returned.

Workaround: Always enter a valid value.

G5-584   SNMPv3 time synchronization does not contain OID usmStatsNotIntimeWindows.

SNMPv3 time synchronization does not contain OID usmStatsNotIntimeWindows. This could cause synchronizations issues with third party SNMP software.

Workaround: None.

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.

G5-617   CLI:"pwr cb 1" doesn't work on PDUs with 0 breakers, but the value for Breaker one shows up on the WebUI

The CLI command "pwr cb 1" doesn't work on PDUs without any circuit breakers

Workaround: Use the WebUI to see the breaker current.

G5-620   Threshold Settings for Energy Alarms are off

Input Energy Alarm Thresholds are off and do not work consistently.

Workaround: None.

G5-643   FW Upgrade seems to succeed using fake Panduit.FW. Notification states upgrade succeeded, but it did not

Supplying and invalid "PANDUIT.FW" will result with the PDU saying the upgrade completed. However, the system will not upgrade to a fake "Panduit.fw".

Workaround: none.

G5-734   Resetting Input Phase Energy doesn't work

Resetting the energy does not reset the input phase energy..

Workaround: None

G5-739   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.

G5-900   Total Energy and Energy Since are not updating on the Web UI and
               SNMP.

               Total Energy and Energy Since are not updating on the Web UI and
               SNMP

               Workaround: None.

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.

G5-1069   The rack access timers are not accurate. These are Autolock Time and
               Door Open Time.

               The rack access timers, Autolock Time and Door Open Time, are not
               accurate.

               Workaround: None

G5-1147   Missing phase current events on daisy chained PDUs in the event log,
               traps, syslog, and email

               The phase traps do not work on the daisy chained PDU. If an event
               occurs, you will not receive any trap.

               Workaround: Poll the PDU for voltage levels on the daisy chain PDU

G5-1153   Change OLED sensor scale on daisy chain PDUs only changes scale the
               on the local PDU's LCD, not the system.

               Change the temperature scale on the daisy chained PDUs will not update
               the temperature scale on any other PDUs

               Workaround: To update temperature scale of the whole system, you need
               to change the scale through the WebUI, SNMP or on the main PDU.

G5-1155   Incorrect numbers appear under Phase peak current for daisy chain PDU
               in the data log

Occasionally, the peak value for the current value will get corrupted in the data log.

Workaround: None

G5-1200   pdug5OutletControlPowerOnState 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

G5-1210   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.

G5-1238   OIDs of sensors changing after a reset causing confusion on 3rd party monitoring software

When a sensor is discovered by the system, it will be assigned the first open sensor index. When the system resets, the order of the discovery maybe be in a different order.

Workaround: None

G5-1240   Total Energy Per Phase does not add up to Total Energy on the Summary page

Total Energy Per Phase does not add up to Total Energy on the Summary page. This is due to rounding errors when summing up the data.

Workaround: None

G5-1245   Breaker names not being used on dashboard anymore and always show L1, L2, L3.

PDUs without breakers store the breaker names as L1, L2 and L2. These names cannot be edited.

Workaround: None

G5-1246 Updating the keypad setting doesn't refresh the rack access settings. Need to go back out of the rack access and back in.

After updating the keypad setting, under the rack access settings page, you need to go back to the dashboard and back to the rack access settings pages, for the settings to take place.

Workaround: Go back to the dashboard and back to the rack access settings pages, for the settings to take place

G5-1250 pdug5InputPhasePowerVAR reads same as pdug5GroupPowerVAR on 3-Phase Delta Models

The VAR on 3-phase Delta models, is incorrect.

Workaround: None

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.

G5-1272 In one rare instance, changing the upstream switch port Speed/Duplex from 100Mbps to Auto did not result in Gigabit auto negotiation

Sometimes, switching port speeds may leave the device or switch in a confused state and the device will auto negotiate to 100Mps

Workaround: Switch port to disabled for a few seconds before switch to the desired end Speed/Duplex setting.

G5-1291 Radius "admin" user cannot use "User Accounts" page (unique Javascript exception: Uncaught TypeError: Cannot read property 'temperatureunit' of undefined)

Users logged in as admins through RADIUS cannot access the user account page.

Workaround: Log in with the admin account to update the user settings.

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 in 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.

G5-1316   Extra space between PDU number and alarm identifier on most traps..

There is an extra space in most of the traps.

Workaround: None.

G5-1340   No trap when door open remotely through SNMP

When a handle is opened remotely through SNMP, no event notification event is created.

Workaround: None.

G5-1342   Language File length check is not sufficient check for determining corrupted file.

In rare occurrences, the file system can become corrupted. If the file system becomes corrupt, the OLED screen can become garbled.

Workaround: Connect Panduit system support for help on fixing the file system.

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: Disable the alarm and re-enable the alarm.

G5-1352   PDU allows pin codes less than the configured pin length.

The PDU will allow you to configure a pin code less than the pin code length.

Workaround: Ensure all pin codes are the correct length.

G5-1356   A non-temporary user should not have a start time. They should have immediate access to the cabinet.

When a non-temporary user is added to the PDU, the time of the PC entering the user is added as start time. This can cause some confusion is the PC and the PDU are in different time zones or are not synced.

Workaround: Verify the time of the PC, matches 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.

G5-1361   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.

Workaround: 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.

Workaround: 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.

G5-1375   EngineBoot not incrementing. Should increment after each boot.

The SNMPv3 EngineBoot counter is not incrementing.

Workaround: None

G5-1380   Status LED not working after an upgrade to 3.1.10

The status led can be stuck off after an upgrade.

Workaround: Run "dev statusled 1 on" from the CLI.

G5-1413   PDU becomes slow and unusable when multiple people are logged into the PDU WebUI.

When multiple people are logged into the customer Web Interface, the interface may become sluggish and respond slowly.

Workaround: Limit access to the web interface

G5-1420   PDU#1 does not show PDU#2 on the dashboard in a 2-PDU RNA Daisy Chain

When configuring the system in RNA mode, sometimes the initial state on show one of the two PDUs.

Workaround: Power cycle both PDUs.

G5-1422   No Traps or Event Log from High Frequency cards during lock/unlock

The use of the hi frequency cards will not produce unlock or lock events.

Workaround: None

G5-1423   Critical alarm blinks red on only one of two iHandle beacons

Sometimes the handle beacons will miss an update and will not show the correct state.

Workaround: Update the state manually through the WebUI

G5-1429   PDU #1 Alarm LED still Green after AC power loss while connected in a 2-PDU Power Share daisy chain

The PDU's status LED will indicated there is an alarm if there is a power share alarm. The LED will stay green instead of turning red.

Workaround: None

G5-1431   Unexpected Relay trap when PDU 1 power is restored on 2-PDU Power Share daisy chain

When power is restored to a PDU the system may report loss of relay board, then alarm will clear.

Workaround: The trap can be ignored.

G5-1447 Setting then getting pdug5HidControlUserName.1.1 sometimes returns extra data bytes

SNMP Get of pdug5HidControlUserName may return extra, non-printable character.

Workaround: Ignore the non-printable characters.

G5-1448 Cannot create more than 195 access users via SNMP due to pdug5HidControlCardIdStr error on set

You can only add the first 195 uses of the complete 200 to the system when configuring the system through SNMP.

Workaround: Use the web interface.

G5-1452 INFO Level Traps are sent for binary sensor when Event Customization is set for WARNING.

When the level of a state transition of a binary sensor is customized to level of warning, the trap event message will of level INFO and not warning.

Workaround: None.

G5-1458 Additional characters when writing to pdug5HidControlCardIdStr via SNMP

When using SNMP to add a new access user, an extra character can be added to the card string.   This doesn't impact the functionality of the card id.

Workaround: Use the Web interface to add or edit the card ID.

G5-1508 FW upgrade and Configuration upgrade events may not be seen on remote systems (Traps, Syslog Email). There is a race condition between the network interface going up and the messages being sent.

Some of the early events on the PDU occur before the network interface has been established. This can lead to certain traps being lost. Traps like firmware upgrade and configuration upgrade.

Workaround: Check the event log for completion.

G5-1458   Initial State of binary sensors (door, rope, spot, dry contact) are "alarmed". This can cause a false alarm when sensor is plugged into the system, but will immediately clear.

When a binary sensor is inserted in the PDU, an "alarm" event will occur and then immediately clear.

Workaround: None.

G5-1471   Access users added using SNMP appear correctly in the Web UI but show as "not authorized" in the Event Log

Adding a rack access user to the PDU over SNMP, sometimes does not provision the SmartZone Security handle correctly.

Workaround: Reset the PDU after adding the user..

G5-1480   Sensor Loss Communication alerts or Communication OK alerts don't always work correctly when connected to a daisy chain PDU.

The Loss Comm event maybe me loss when a sensor is removed from the PDU. This is more common when a sensor with multiple sense points is removed.

Workaround: Poll the state of the PDU over SNMP to get the accurate sensor count.

G5-1485   Only the first card works initially when 10 cards programmed.

When adding a rack access user, the PDU may not transfer the information to the SmartZone security handle correctly. This could be because the system time does not match the time on the PC entering the user. The start time of the user is based off the system time of the computer. The time the user gains access to the cabinet is based on the time of the system. If the time of the computer and the time of the PDU do

not match, the user will not gain access until the time of the PDU is later than the configured time.

Workaround: Enable NTP on both the PDU and the provision PC. If this does not work, reset the PDU after adding the user.

G5-1486   Temperature sensor on daisy chain PDU keeps asserting and de-asserting.

The daisy chain PDU will assert and de-assert critical low events on temperature and humidity sensors.

Workaround: Disable the low threshold alarms for the temperature and humidity sensors.

G5-1492   CAS-2638346-D2Z8L9 PDU P24G06M Unresponsive Unless Pinging from Layer 3

A PDU may become unresponsive when accessed outside the subnet the PDU is connected to.

Workaround: Send a layer 3 ping to the PDU to establish communication.

G5-1494   Syslog messages not terminated correctly. extra "\r" at end of message.

The remote syslog messages have an extra "\r" at the end of the messages.

Workaround: This can be ignored.

G5-1495   When temporary user is added through the WebUI the pdug5HidControlExpireTime is incorrect in SNMP

When a temporary rack access user is added to the PDU via the Web interface, the pdug5HidControlExpireTime is correct on the WebUI, however, the information in the SNMP data will be off by a couple of hours.

Workaround: Use the web page to read access control data

G5-1496   pdug5HidControlExpireTime and pdug5HidControlStartTime get corrupted when set through SNMP.

Setting the expire time and start time of temporary users through SNMP does not work.

Workaround: use the web UI to add temporary users.

G5-1497   Upgrade from v3.1.19 to v3.3.1 increased total energy from a few kWh to 4293395.34 on one PDU and 737411.17 on another

Upgrade the system to v3.3.1 could increase the corrupt the total energy in the PDU.

Workaround: Contact Panduit system support with information to reset the energy values.

G5-1498   Reset to factory default does not change IPv6 DHCP Mode setting

Resetting the PDU to factory defaults, does not reset the DHCP mode setting.

Workaround: None

G5-1500   Two SmartZone Security handles on the same PDU will show the status change of one door sensor on both door sensors

If a single PDU has two SmartZone Security handles connected to it and the door sensor on one of the handles changes, the PDU will report both door sensors changed states.

Workaround: Connect the handles to separate PDUs.

G5-1501   SSH fails - user is presented immediately with a popup informing that the ssh connection was reset

Due to an incapatabilty with newer terminal emulators deeming some ciphers new weak, newer versions of terminal servers will not work with the G5 and SSH communication.

Workaround: Use version .74 of Putty.

G5-1504   Setting temperature threshold values in Fahrenheit can lead to the values being bumped up by 1 unit on Saving

Setting temperature threshold values in Fahrenheit can lead to the values being bumped up by 1 unit on Saving.

Workaround: None

G5-1510   Removing door sensor on PDU caused false "communication OK" messages on other connected Dry contacted sensors.

Removing sensors from a PDU can cause false "communication OK" messages on other sensors.

Workaround: Ignore the messages..

G5-1512   Extra chars in the 'Date' field on the Data log & Event log files copied from the G5 PDU through USB

When the date log is download through the USB interface, extra characters are added to the output.

Workaround: None

G5-1514   Non-authorized PIN trap code 1103 is sent twice on PDU1 for invalid keypad entry

Sometimes, when someone tries and access the cabinet with an incorrect pin, the event for the non-authorized pin will be sent twice.

Workaround: Ignore the second message..

G5-1515   Non-authorized pin trap 1103 is sent in place of 1102 for pin code length = 16 but handle unlocks correctly

Will long pin codes, there are times with the trap event sent is a "Non-authorized trap" event instead of the "system unlocked" event

Workaround: None.

G5-1517   Incorrect RADIUS Secret causes a different error message than the test case requires

Incorrect RADIUS Secret can cause a different error message. When a user tries and log in, they may get the "Something went wrong, Please try again!!" instead of the "Invalid Username or Password" message.

Workaround: None. This will only happen if the PDU has the incorrect radius secret.

G5-1518   MPO PDU may report wrong value for pdug5OutletControlStatus.

MPO PDU may report wrong value for pdug5OutletControlStatus

Workaround: None. MPO outlets can be assumed on.

G5-1521   PDU with two handles does not show swipe activity for one handle.

PDU system with two handles connect to the same PDU may miss event from one of the handles could be lost.

Workaround: Separate the handles onto two PDUs.

G5-1523   Configuring LDAP with an OpenLDAP server that works with 3.1.18/3.1.19, does not work with 3.3.1

LDAP does not work with the v3.3.1 release.

Workaround: None.

G5-1525   Initial False temperature alarms when Smart Zone Security Handle is connected to the PDU. Alarms will then clear.

Initial False temperature alarms when Smart Zone Security Handle is connected to the PDU. Alarms will then clear.

Workaround: None.

G5-1527   Unexpected events logged when PDU 4 is unplugged from 4-PDU daisy chain

When unplugging a PDU on a 4 PDU system, you may receive extra trap notifications stating other PDUs went lost COMM.

Workaround: None. The message will clear in a couple of seconds.

G5-1528   Wrong outlets showing power and current on PDU 2 in the data log file

The current in the data log does not show up on the correct outlet for daisy chain PDUs.

Workaround: None.

G5-1529   Two PDU seen on System Management page when only one PDU present.

When a PDU is disconnected from a system, there may be a delay where the WebUI will still show two PDUs.

Workaround: Wait till the PDU ages out or reset the system to clear out stall data.

G5-1531   Beacon transition from standby, off to location, red doesn't work.

If the beacon is in the function of Standby and a color of "Beacon Off" and the user tries to go to the function of "Locate" and color of "Red" the beacon will not flash.

Workaround: Switch to a different color besides red and then switch to red.

Release History

Revision	Date	Reason for Change
2.2.0	November 11, 2017	Preliminary Release
2.2.2	December 4, 2017	Added MS support
2.3.3	February 2, 2018	Added MPO and MSPO
2.3.4	March 22, 2018	General Maintenance
2.3.5	May 23, 2018	Added Access Control
2.3.11	March 11, 2019	General Maintenance
2.3.16	May 30, 2019	Initial Release of 415V PDUs
2.3.19	December 18, 2019	Full Support of 415V PDUs
2.3.21	May 4, 2020	Support of Fahrenheit and Radius Enhancements
3.1.1	December 14, 2020	First Release supporting G5 Security Handle
3.1.10	April 1, 2021	General Maintenance
3.1.16	September 30, 2021	General Maintenance
3.1.19	February 25, 2022	General Maintenance
3.3.1	July 28, 2022	General Maintenance
3.3.2	September 9, 2022	General Maintenance