

# SmartZone Gateway EPA126 Troubleshooting Guide

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## PDU's

### Lost Comms

There are two basic reasons why you may see 'Lost Comms' messages from PDU ports.

1. The PDU port is enabled, but does not have a PDU physically connected, in which case the port can be disabled.
2. The connection between the Gateway EPA126 PDU port and the PDU has become defective in some way.

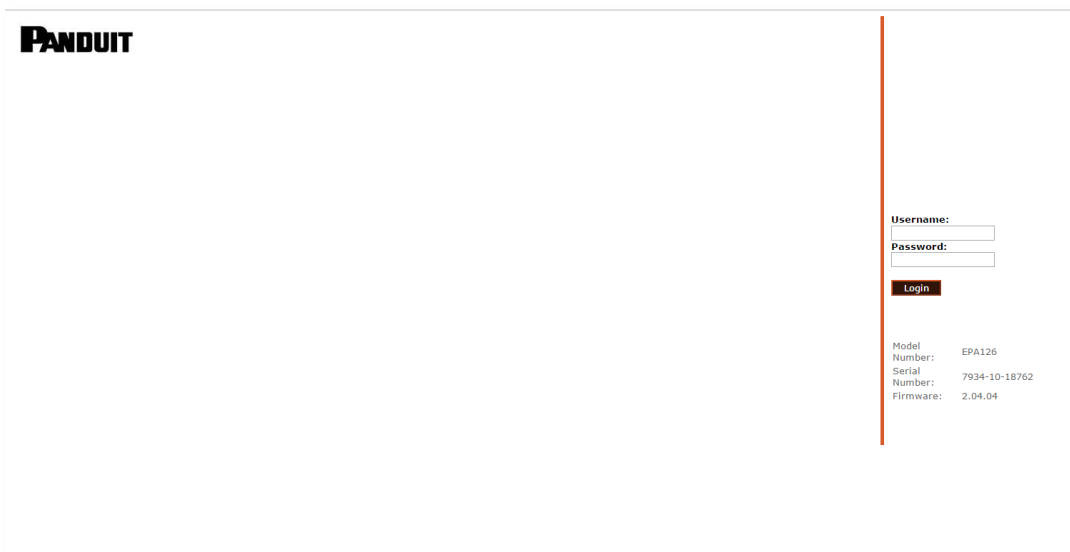
### Resolution

1. PDU Port Enabled but PDU not physically connected

In this situation, the unused PDU ports may be enabled, but not physically connected to a PDU.

Example: a cabinet may contain 2 PDU's, but all 6 PDU ports may be enabled in the Gateway EPA126, meaning that the 4 unconnected ports will generate 'Lost Comms' alerts.

- A. Point your browser at the IP address for the Gateway EPA126 to get to the Gateway EPA126 login page as follows:



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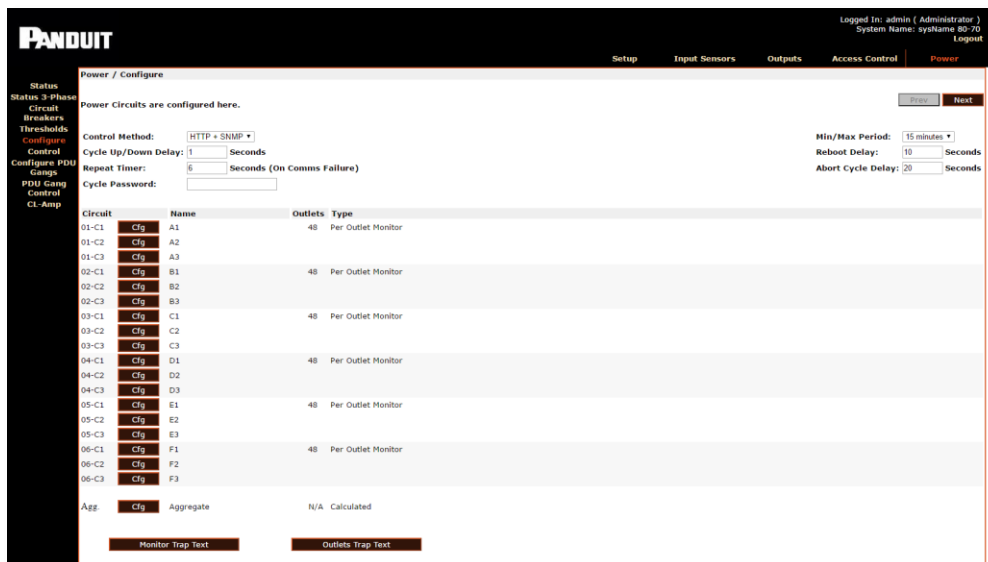
Username:

Password:

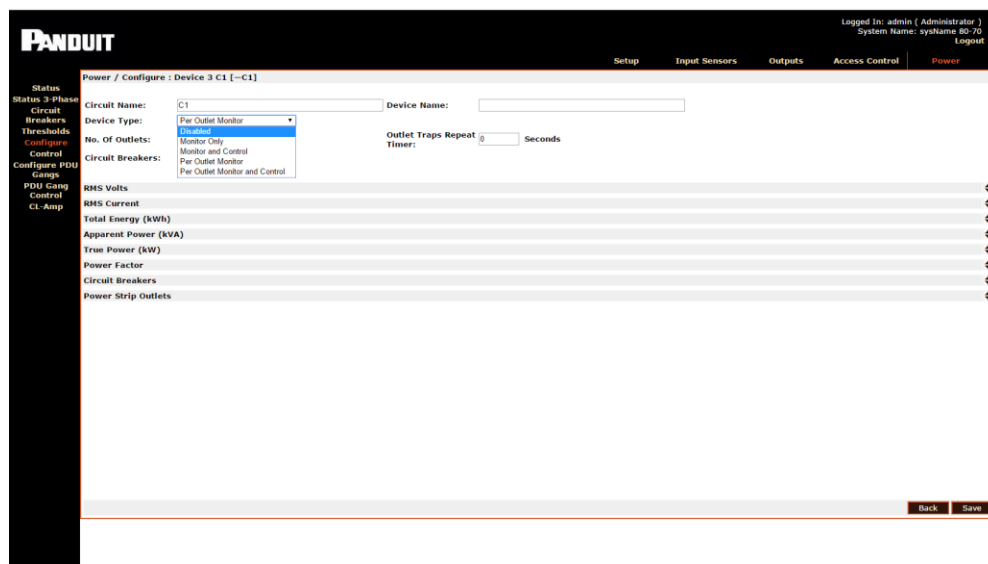
Login

Model Number: EPA126  
Serial Number: 7934-10-18762  
Firmware: 2.04.04

- B. Login with the relevant credentials
- C. Navigate to the Power>Configure screen as shown below:



- D. Then select the relevant CFG box next to the PDU port which needs to be disabled.
- E. NOTE – If only 2 POU’s are physically connected, to say ports 1 and 4 for example, then ports 2,3,5, and 6 need to be disabled to prevent ‘Lost Comms’ alerts from these ports.
- F. Selecting the port will take you to the screen shown below, Set the Device Type field to Disabled.



This should prevent any further “Lost Comms” alerts from the disabled ports.

- 2. Physical connection between Gateway EPA126 and PDU is defective

If there is a problem with the physical connection between the Gateway EPA126 PDU port and the physical PDU, you are likely to see ‘Lost Comms’ alerts from the Gateway EPA126.

If all unused ports have been disabled as described in *Resolution 1* above, then the next step is to check the physical connections.

- A. Firstly, check which port is generating the alert by examining the SNMP trap and/or email notification details. This will show which port is generating the alerts.
- B. At the Gateway EPA126 end, check that there is a patch cable connected to the PDU port that is generating the alert.
- C. If the Gateway EPA126 connection is present and is secure, make sure the relevant patch cable is connected to the PDU monitoring port on the PDU itself.



- D. If the above connection looks good, check that the LCD panel on the PDU is lit and displaying values. If it is not, replace the patch cable between the PDU and the Gateway EPA126.
- E. If replacing the cable does not resolve the issue, then there may be a more significant hardware issue. Report this to Panduit Technical Support at [systemsupport@panduit.com](mailto:systemsupport@panduit.com) to get advice regarding next steps.

## Sensors

### “Lost Comms”

There are two basic reasons why you may see “Lost Comms” messages from Sensor ports.

1. The Sensor port is enabled but does not have a Sensor physically connected, in which case the port can be disabled.
2. The connection between the Gateway EPA126 Sensor port and the Sensor has become defective in some way.

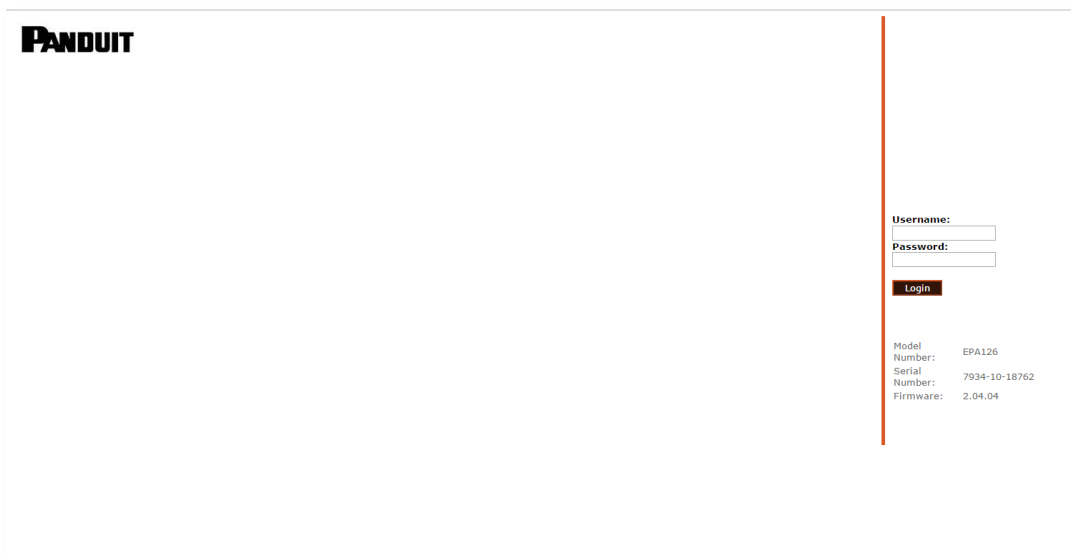
### Resolution

1. Sensor Port Enabled but Sensor not physically connected

In this situation, the unused Sensor ports may be enabled but not physically connected to a Sensor.

Example: a cabinet may contain 3 Temperature Sensors, but all 6 Sensor ports may be enabled in the Gateway EPA126 for Temperature Sensors, meaning that the 3 unconnected ports will generate ‘Lost Comms’ alerts.

- A. point your browser at the IP address for the Gateway EPA126 to get to the Gateway EPA126 login page as follows:



**PANDUIT**

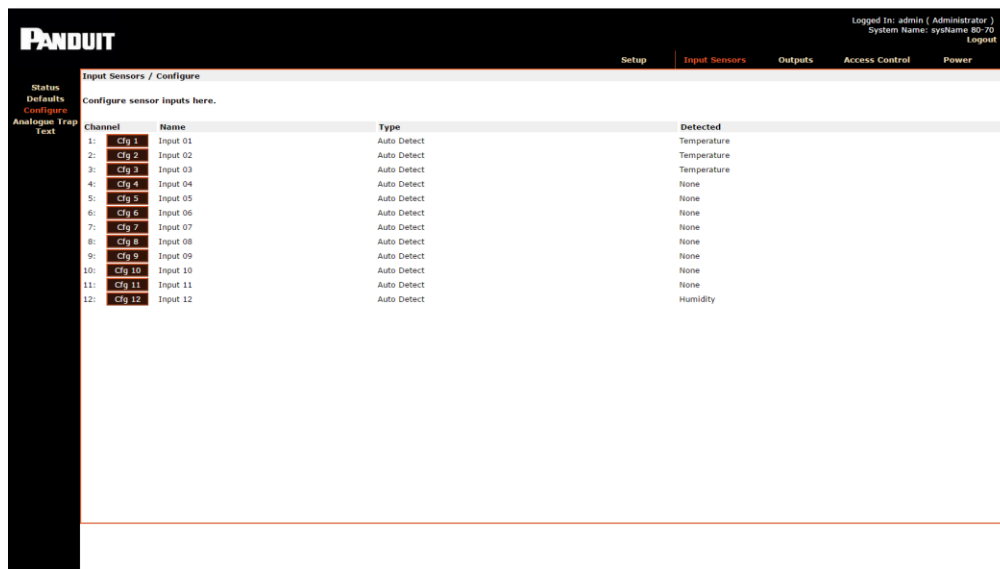
Username:

Password:

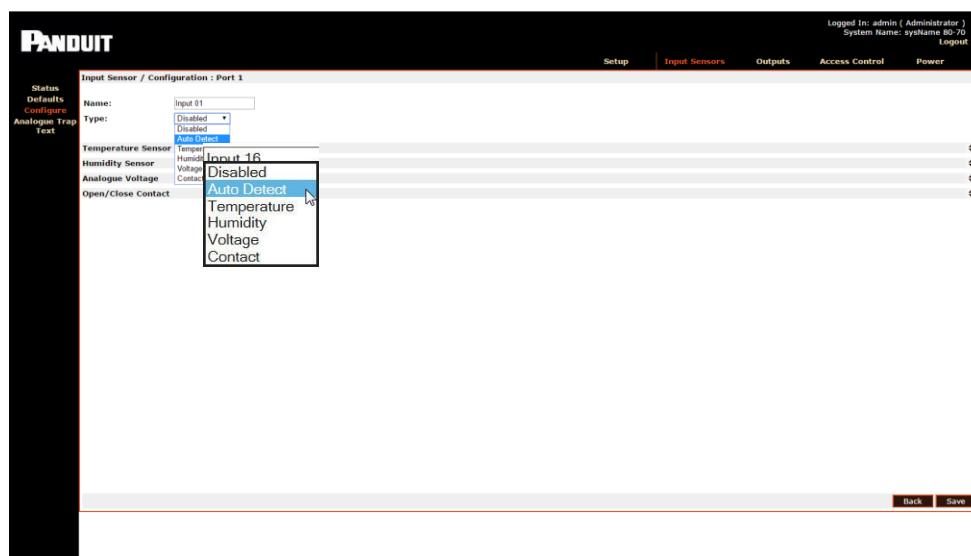
**Login**

Model: EPA126  
Number: 7934-10-18762  
Firmware: 2.04.04

- B. Login with the relevant credentials
- C. Navigate to the Input Sensors>Configure screen as shown below:



- D. Select the relevant CFG box next to the Sensor port which needs to be disabled.
- E. Selecting the port will take you to the screen shown below. Set the Device Type field to **Auto Detect**.



This should prevent any further “Lost Comms” alerts from the Unused ports.

## SmartZone DCIM not receiving Traps



— Symptoms:

SmartZone DCIM is not receiving events/alarms or health status from Gateway EPA126

- Action:
  - Check if Gateway EPA126 has any active events
  - Check if the Enable flag has been turned off in Input Sensors>Configure screen
  - Check Gateway EPA126 SNMP Rec'rs tab and verify IP, Community strings, and Access
  - Send a test alarm to the SNMP receiver

## Temperature sensor reporting an alarm

- Symptoms:
 

A red icon  or amber  icon or is **missing** for a sensor
- Action:
  - Check thresholds setting for the specific sensor to make sure it is in range of Panduit specs
  - Ensure that sensor patch cord is connected properly
  - Verify that sensor is detected by Gateway EPA126 as a temperature type
  - Check if sensor name 'Channel' matches with sensor type
  - Ensure sensor is in Enabled state
  - Switch the sensor to an empty port, 11 or 12 on Gateway EPA126, and check if the problem persists
  - Sensor may have been damaged/malfunctioning. Contact Panduit System Support

## Ping works but cannot get into web-interface

– Symptoms:

Gateway EPA126 can be pinged but cannot access web interface

– Action:

- Usually a transitional state
- Soft reset the Gateway EPA126 via reset button on the Gateway EPA126 front or rear
- Wait for 1-1.5min for web interface to initialize
- Check firewall settings on the browser
- If problem persists, contact Panduit System Support as a hard-reset may be required due to a firmware fault

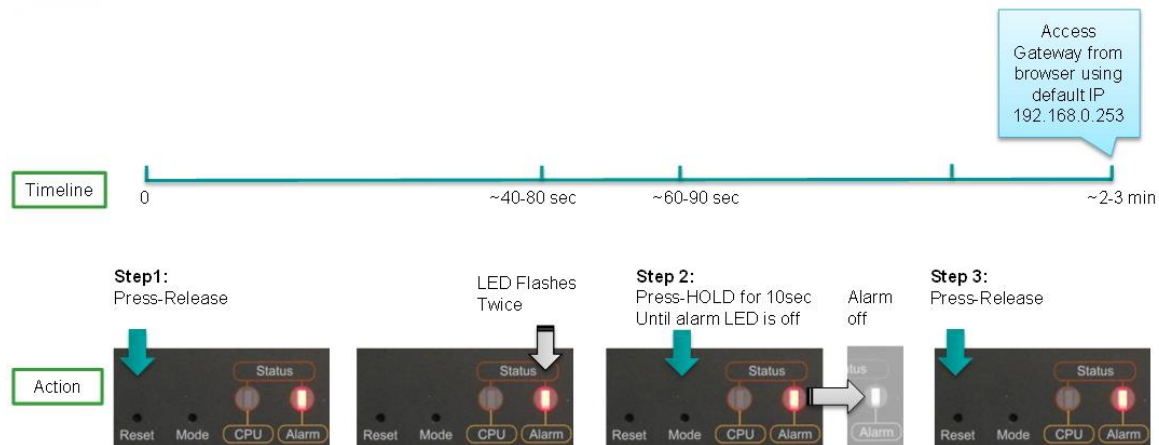
## Gateway EPA126 Reset

– Gateway EPA126 hard-reset

- If Gateway EPA126 is not responsive after a soft reset, as a last resort, a factory reset can be performed under supervision of Panduit System Support
- SmartZone Gateway EPA126 configuration will be overwritten
- No impact to power outlets – power supply to devices
- Need to Restore SmartZone spec
- Recommended to be done with Panduit System Support



## Reset Gateway to Factory Defaults EPA126/EP042



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IP Address	192.168.0.253
Subnet Mask	255.255.255.0
Default Gateway	192.168.0.1
Web Management Address	http://192.168.0.253/
Default username	admin
Default password	admin

## Cannot ping the Gateway EPA126

– Symptoms:

Cannot ping the Gateway EPA126 or cannot contact/reach Gateway EPA126

– Action:

- Check speed and link LED on Gateway EPA126 front interface are on (speed should be solid and link LED may be blinking)
- Make sure network connection to Gateway EPA126 is good/stable - Gateway EPA126 to switch
- Confirm if switch port supports 10/100 speed
- Ensure that your computer has access to network segment of the Gateway EPA126 IP segment

## Gateway EPA126 displaying an alarm – Red Alarm LED on

– Symptoms:

Gateway EPA126 show a red alarm LED in front and rear of the Gateway EPA126

– Action:

- This is an indication of a sensor showing value exceeding the set threshold limit
- Log into the Gateway EPA126 and check the Input Sensor screen for 'Value' vs the 'Limits' fields
- Based on the threshold violation, Panduit may have a policy in place for recommended action (for example, what action to recommend to client if temp is showing more than 95°F at '*RD M Temp*' sensor). The recommendation could be to lower the set point of the CRAC/CRAH or adjust air dampeners, etc.

## Gateway EPA126 unit has been reset?

– Symptoms:

Gateway EPA126 seems not working per spec, or configuration does not match default

– Action:

- Check the events log to see if all events have been wiped out
- Check the Gateway EPA126 Panduit defaults are set (for example, System Name value and sensor names, etc.).

## Connectivity between Gateway EPA126 and PDU lost

### – Symptoms:

Not reporting power readings or power alarms reported on Gateway EPA126

### – Action:

- Check if the connection between Gateway EPA126 and PDU via a RJ45 patch cords has been disconnected
- Check if the display panel driven by low-voltage supply from Gateway EPA126 is enabled on the PDU
- **NOTE:** The Gateway EPA126 disconnection to the PDU does not affect the power supply to PDU outlets. It only affects monitoring and control of power outlets

## How to audit Gateway EPA126 activities and changes

### – Symptoms:

A change is made to Gateway EPA126 or access to the container

### – Action:

- Log into the Gateway EPA126 and click the 'Events' link in the Setup screen
- Review the events and timestamp to determine change or access logs

## Power A and/or B Feed on Gateway EPA126 are disconnected/powered down

### – Symptoms:

Gateway EPA126 lost power or is on single power feed

- Action:
  - Gateway EPA126 has A and B power feeds, and both must be disconnected to lose power on the Gateway EPA126
  - If either feed A or B are disconnected, Gateway EPA126 power should not be disrupted
  - If both feeds are disconnected and reconnected, the result would be similar to a soft reset
  - Data loss will be for the duration of Gateway EPA126 downtime and no aggregation will take place - all setup configuration will be retained

## When power goes down in the cabinet, how to get access inside the cabinet

- Symptoms:

Cabinet power offline or no power to Gateway EPA126 – Door lock LEDs are off

- Action:
  - Access control on cabinet is via HID reader cards and power door handles - without power they cannot operate
  - Clients would have to get access to physical key to the front/rear door and access the cabinet
  - Policies for Access control via Door Key (physical key access) would need to be communicated to client

## Panduit Technical Support for SmartZone Gateway EPA126

- Severity 1 & 2 Issues call - 24x7:
  - Americas: +1-866-721-5302
  - EMEA: +44-1291-674661
- Severity 3 & 4 Issues email - normal business hours:
  - Global: [systemsupport@panduit.com](mailto:systemsupport@panduit.com)

Information to provide when opening an incident with Panduit Support:

- Client Name/Location
- Incident or Issue Number (if you have one for reference)
- Short Description
- Any steps taken so far to address the issue
- Software and firmware versions, plus P/Ns if known
- Screenshots/Videos on how to replicate if possible
- Return Contact info