# NETMAN TROUBLESHOOTING GUIDE

# *CONTENTS*

Please ensure the **NetMan is updated** before proceeding.

If the NetMan is already updated and the issue persists, provide the **service.log** file and send it to your support contact.

You can find the service.log file **SYSTEM OVERVIEW** page:
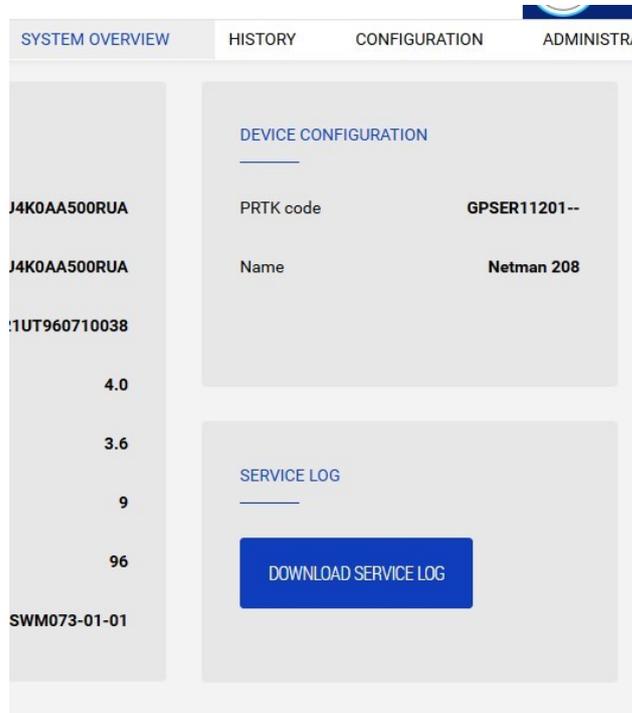
## 1. Why can't I see properly the webpage?
**- Clear the cache:**

It could happen that the webpage is not as expected, in this case **clear the cache** with **CTRL+F5 (or SHIFT+F5**)

## 2. Why the browser redirects to https?
**- HTTP and HTTPS on the browser:**

Some browsers redirect automatically to **HTTPS** and it may be not able to detect the Netman webpage. Pay attention, if the Netman is in HTTP you have to edit manually the url.

## 3. I cannot reach my netman, how to recover?
**- 3.1 Restore network from RECOVERY:**

When in **RECOVERY** mode, it is always recommended to restore the network as the first action. This ensures that the HOSTNAME is set correctly in relation to the MAC address, making it easier to identify and connect to the Netman.
Once you have selected Restore network, it's suggested immediately after to reboot to normal mode.
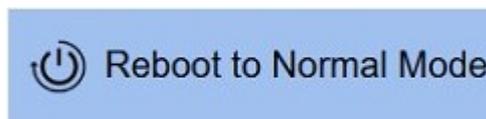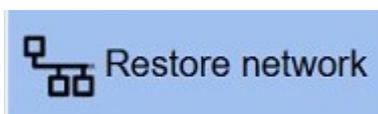


When in normal mode, verify on System Overview page that the network parameters are correct. Then, boot the Netman into recovery mode again.

When in RECOVERY mode and when the Restore network has been performed, it's always suggested to upgrade the System, the Application and the Virtual Machine.
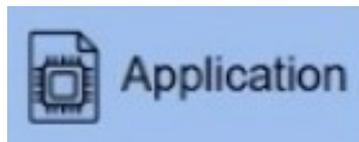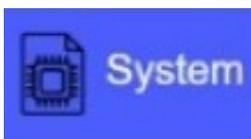
## - 3.2 Netman recovery procedure:

This procedure applies to **Recovery version 1.2** or above and MAC address **00:02:63:09:4F:B9** or newer.

If the Recovery version is older or the MAC address is older, a DHCP server is mandatory to configure the Netman.

This procedure describes **how to recover a lost Netman**.
A Netman can be considered lost if:

- The **HOSTNAME** is unknown.
- The **IP** address is incompatible with the network and IPv6 is disabled.

Recovery Steps

- Take note of the **MAC** address of the Netman card.
- Install the Netman card in the UPS while keeping the **RESET** button pressed.

While holding the RESET button, observe the status **LED** sequence (keep the RESET button pressed for 10 seconds):

- Steady green
- Steady red
- Flashing green
- Off
- Release the RESET button when the LED turns off.

The process takes approximately 10 seconds.

After releasing the RESET button, the status LED will:
- Turn steady red
- Turn steady green
- Start flashing green rapidly → This indicates Recovery Mode is active.

Once in Recovery Mode, the Netman provides the following network configuration:

- **DHCP** service enabled
- **IPv6** available
- **fallback IP** available if a DHCP is not available: **192.254.1.208**

## - 3.3 Condition one:

If:

- **DHCP** server available
- **HOSTNAME** is factory standard
- **IP** with wrong address or mask for the present network

you can open a browser and write the **zerconf** address "**Netman630xxxxx.local**" (example of a MAC address **00:02:63:09:12:5e**, example of zeroconf address **netman630912e5.local**):
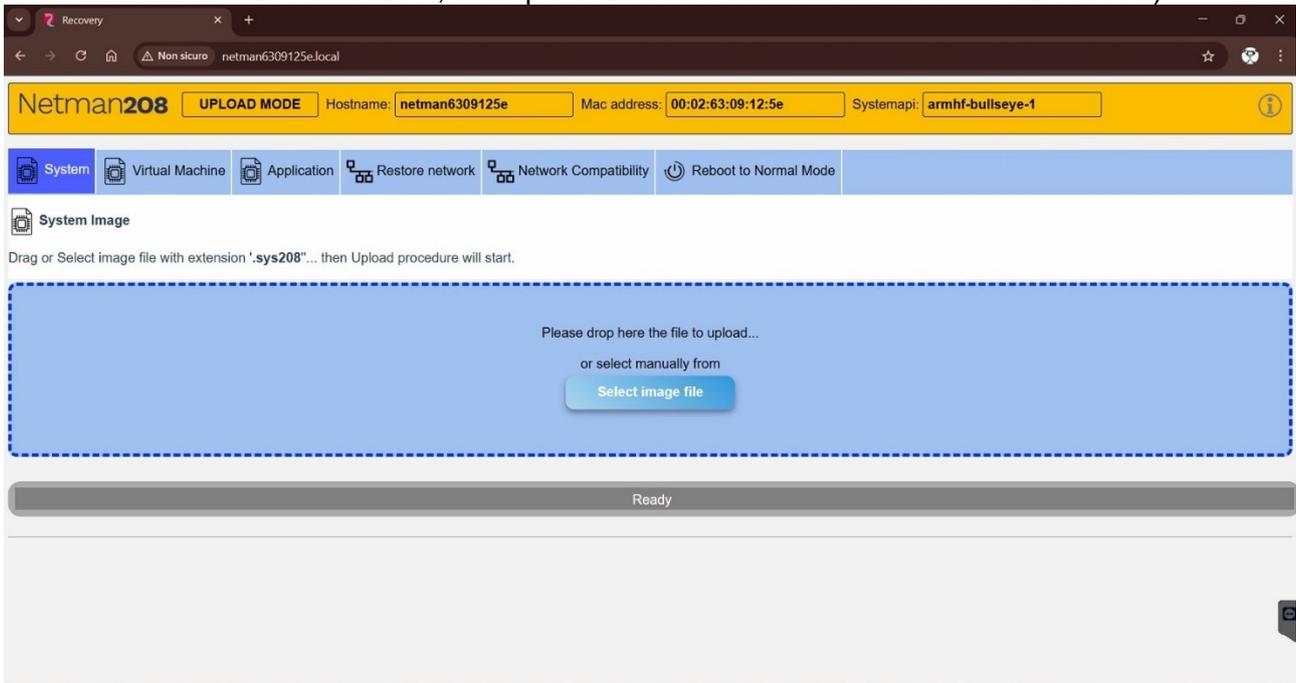


From this page you can **Restore network**
From this page you can upgrade the **System** and the **Application**

Then press reboot to normal mode.

## - 3.4 Condition two:

If

- **DHCP** server available
- **HOSTNAME** unknown
- **IP** with wrong address or mask for the present network

You need to perform a network scan to identify the IP address assigned to the known MAC address. This will allow you to locate the NetMan on the network.

i.e. MAC addrdress **00:02:63:09:93:bf**
Network scanner, look for the MAC address (**00:02:63:09:93:bf**) to know the IP (**10.1.10.207**):



Knowing the IP (**10.1.10.207**):, you can open the webpage:
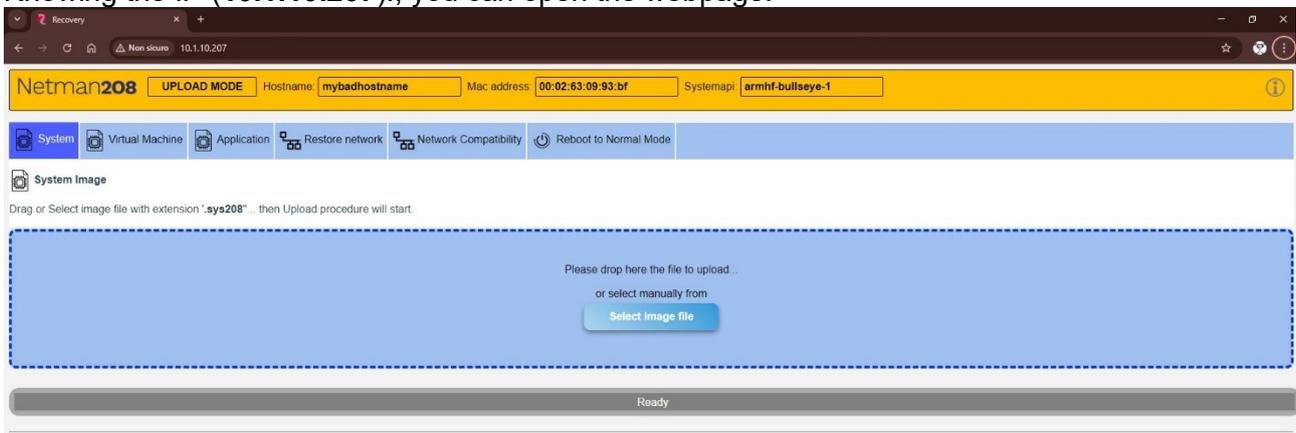


Please notice the HOSTNAME.
Now it's possible to restore the network:
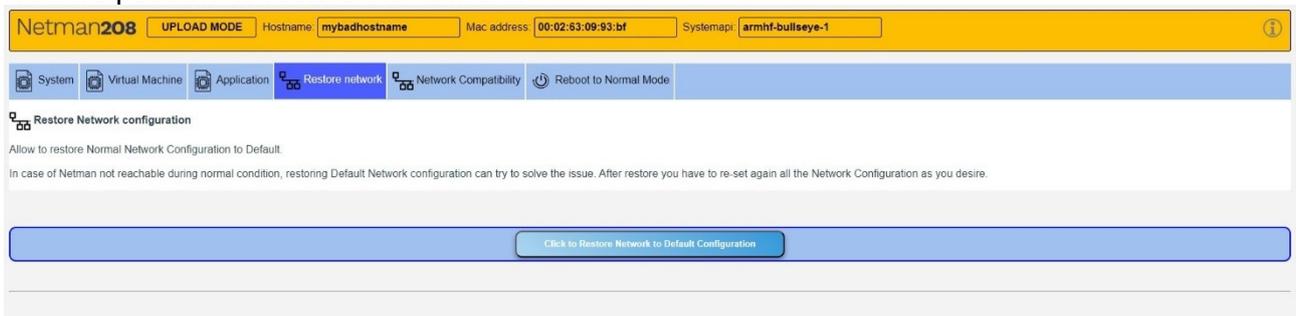


Then press reboot to normal mode.

You will get the factory standard HOSTNAME **netman630993bf**.local where it will be possible to log in using the zeroconf netman630993bf.local address :

## - 3.5 Condition three:

If

- **DHCP** server is not available
- **IP** with wrong address or mask for the present network

configure the network card of your laptop as follow:

- IP = **169.254.1.210**
- Mask = **255.255.0.0**



Perform a ping to check when the Netman becomes reachable on the network.
Note: If a DHCP server is not available, the **fallback IP** will become available in approximately 4 minutes.

Install the NetMan into the UPS without connecting the Ethernet cable, or by connecting the Ethernet cable directly to a laptop and wait approximately 4 minutes.

During the boot process, the status LED will be as follows:
- steady green for about 1 second
- stedy red for about 125 seconds
- off for about 30 seconds
- steady red for about 35 seconds
- steady green -> now the netman is booted with fallback ip ready

Once the device responds to the ping, you can open the HTTP page:
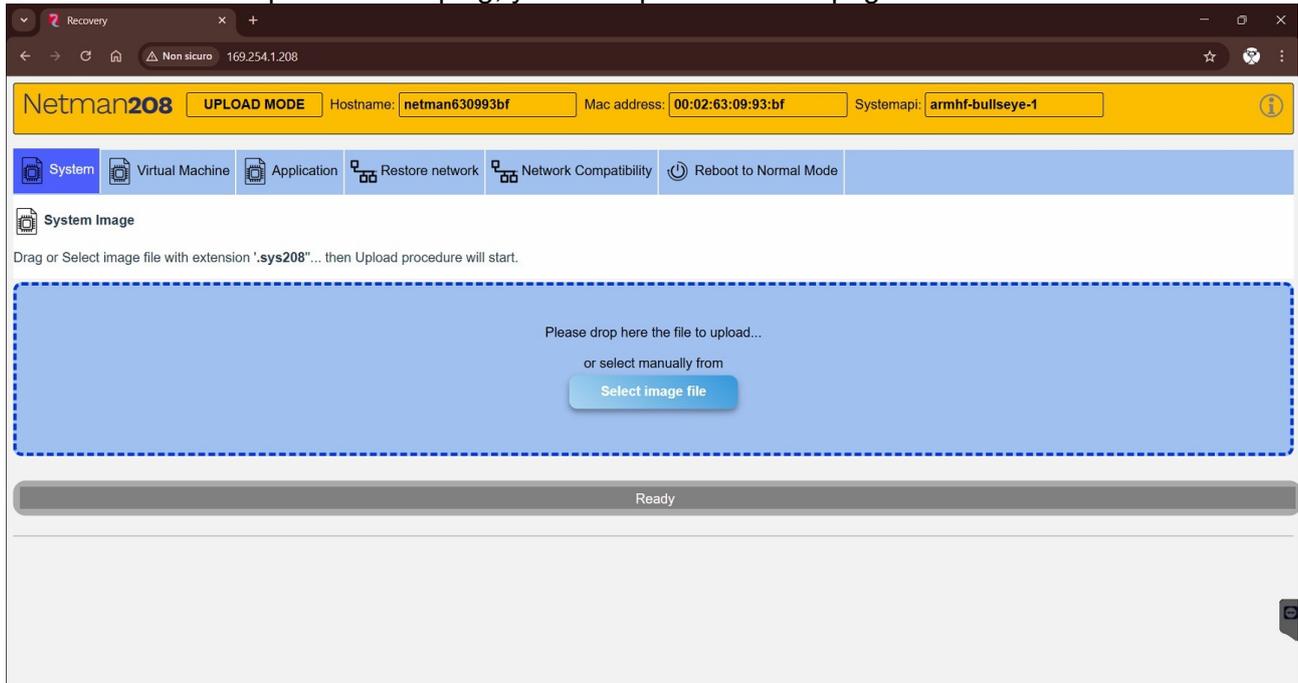


From this page, you can reboot the Netman to normal mode and you can connect to it through the webpage:
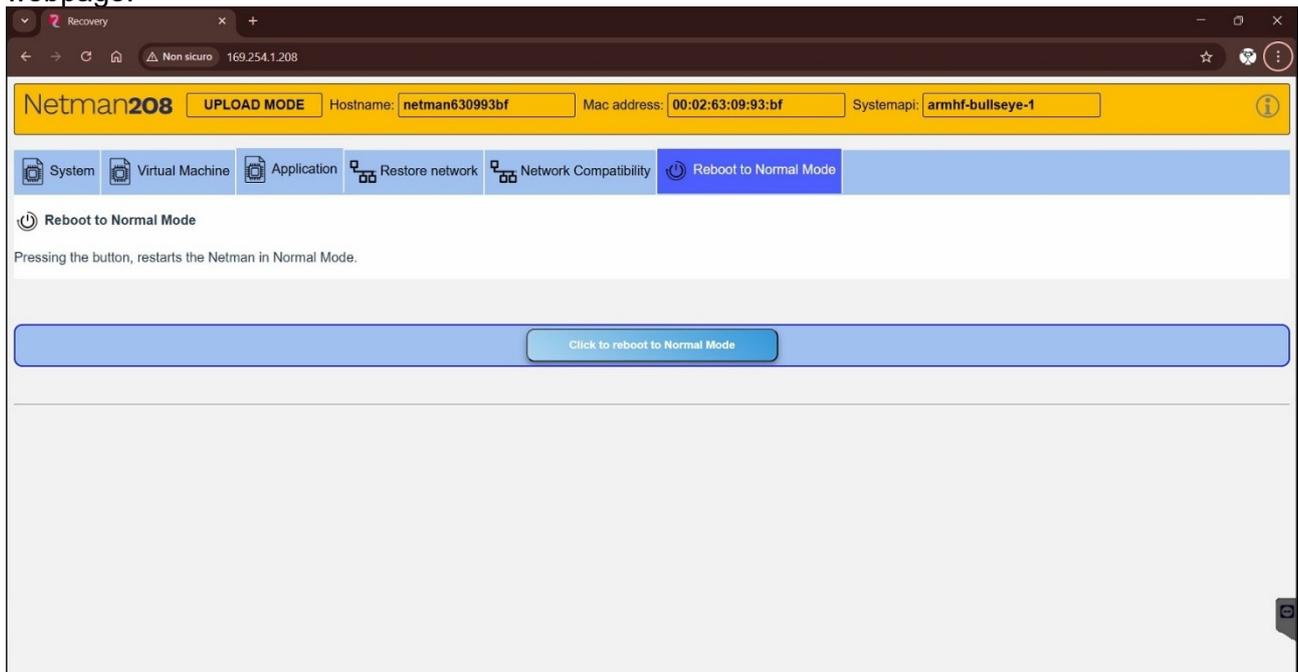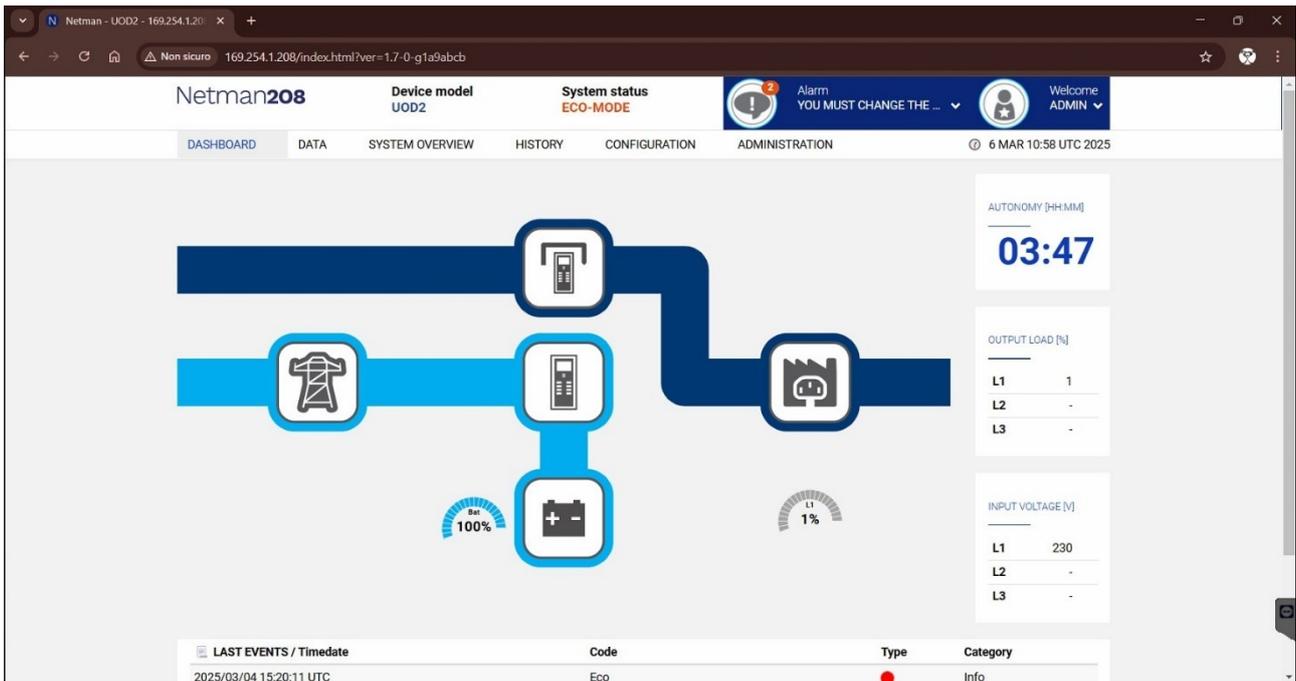
Note: If you are redirected back to this webpage after selecting "Reboot to Normal Mode":
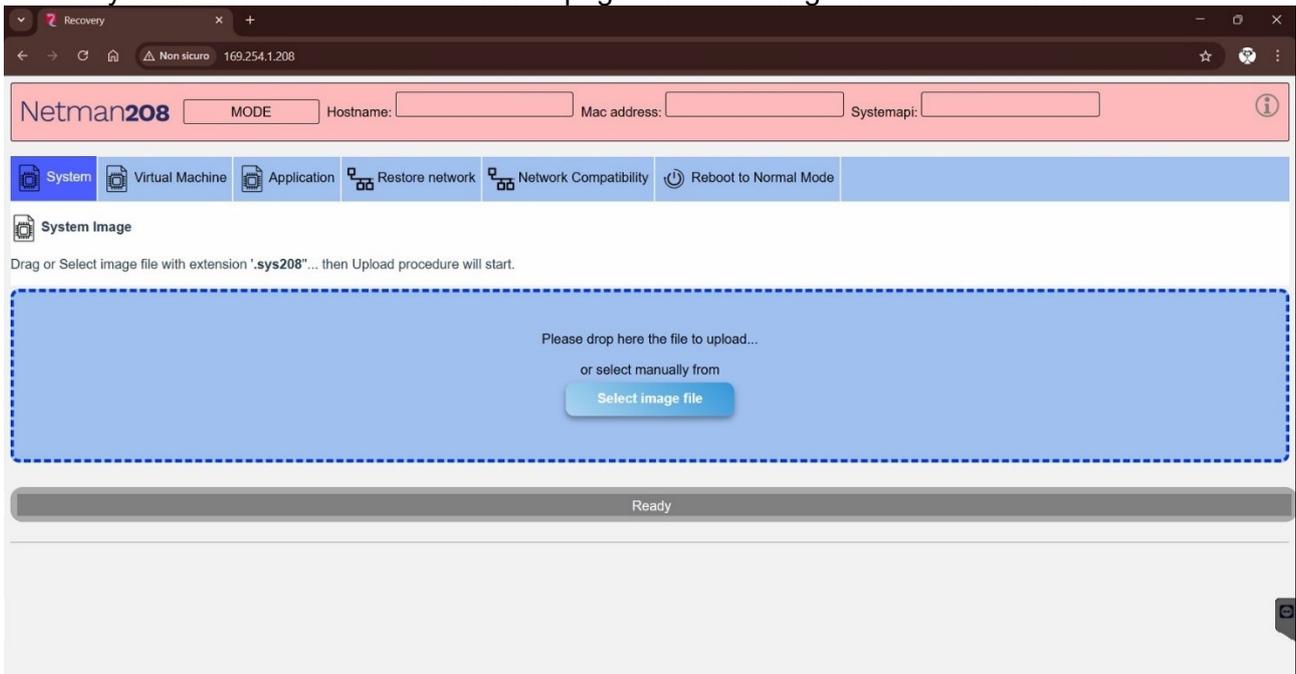


press Ctrl + F5 to clear the cache.

## 4. How to set JSON?
## - 4.1 Licences.txt

Json requires a license.txt file to be uploaded.
Create a license.txt file and write the string:

> no licence
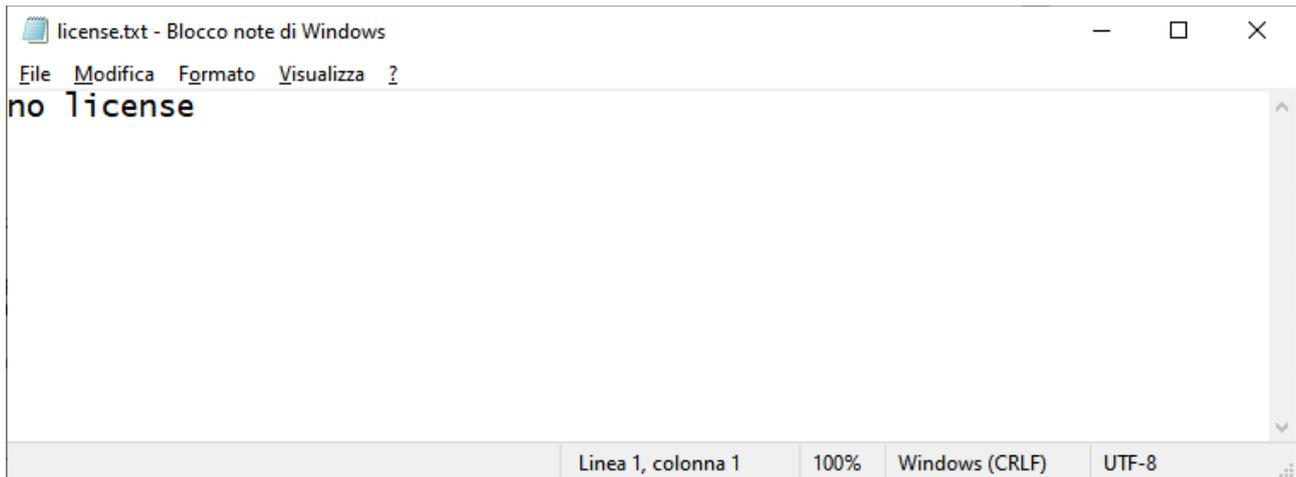


Upload it on the Netman:
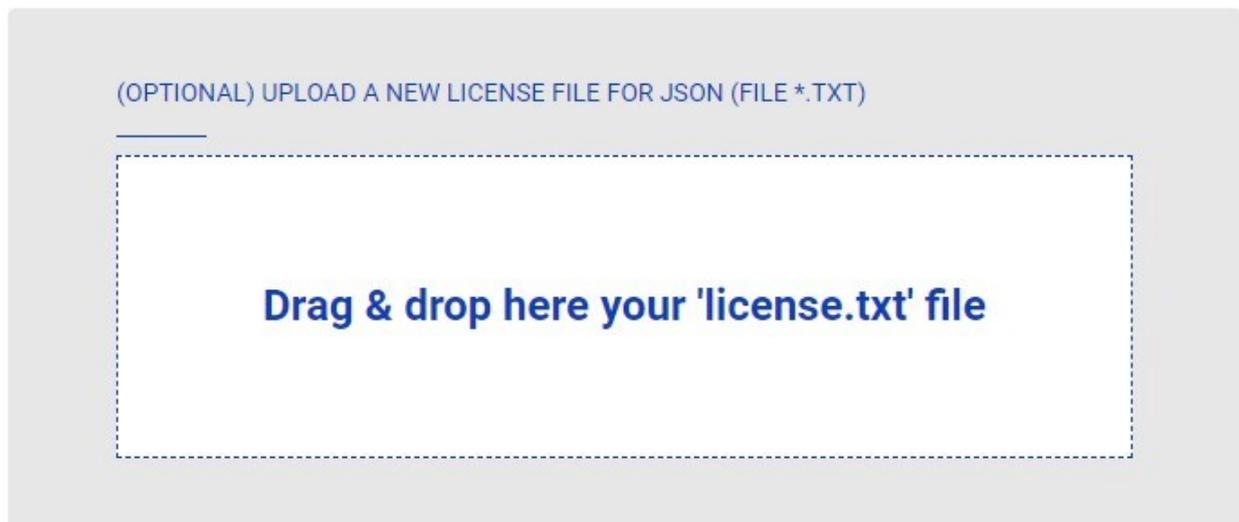
Example output:

```
{       "timestamp": 1727271949,
        "model": "RT1K06",
        "license": "no license",
        "name": "Netman 208",
        "location": "Italy",
        "contact": "Riello UPS",
        "partnumber": " CSEP1K0AA3",
        "serialnumber": "MU41VOD20017813",
        "status": [ 0, 0, 0, 6, 0, 0 ],
        "measures": { "vin1": 230, "vin2": 0, "vin3": 0, "fin": 49.9, "vbyp1": 230, "vbyp2": 0, "vbyp3": 0,
        "fbyp": 49.9, "vout1": 0, "vout2": 0, "vout3": 0, "fout": 0.0, "load1": 0, "load2": 0, "load3": 0,
        "vbat": 204.4, "autonomy": 262, "batcap": 100, "tsys": 39 }
}
```

Description:


**"timestamp"** The number of non-leap seconds which have passed since 00:00:00 UTC on Thursday, 1 January 1970 (Unix time).
**"model"** UPS model
**"license"** no license
**"name"** Name (field in *"General device configuration"*)
**"location"** Location (field in *"General device configuration"*)
**"contact"** Contact (field in *"General device configuration"*)
**"partnumber"** Part Number P/N of the UPS
**"serialnumber"** Serial Number S/N of the UPS

**"status"**: [byte_1, byte_2, byte_3, byte_4, byte_5, byte_6 ]

| | |
|---|---|
| byte_1 | 0x80 = internal alarm OR lock<br>0x40 = overload<br>0x20 = ups fail<br>0x10 = on bypass<br>0x08 = on battery<br>0x04 = battery low<br>0x02 = comm lost<br>0x01 = RESERVED |
| byte_2 | 0x80 = RESERVED<br>0x40 = RESERVED<br>0x20 = RESERVED<br>0x10 = RESERVED<br>0x08 = output powered<br>0x04 = RESERVED<br>0x02 = RESERVED<br>0x01 = RESERVED |
| byte_3 | 0x80 = RESERVED<br>0x40 = RESERVED<br>0x20 = RESERVED<br>0x10 = RESERVED<br>0x08 = RESERVED<br>0x04 = ECO mode<br>0x02 = RESERVED<br>0x01 = RESERVED |
| byte_4 | 0x80 = RESERVED<br>0x40 = RESERVED<br>0x20 = RESERVED<br>0x10 = RESERVED<br>0x08 = bypass out of range<br>0x04 = battery charging<br>0x02 = battery charged<br>0x01 = replace battery |
| byte_5 | 0x80 = RESERVED<br>0x40 = RESERVED<br>0x20 = RESERVED<br>0x10 = RESERVED<br>0x08 = shutdown active<br>0x04 = shutdown imminent<br>0x02 = test in progress<br>0x01 = RESERVED |
| byte_6 | 0x80 = RESERVED<br>0x40 = RESERVED<br>0x20 = RESERVED<br>0x10 = RESERVED<br>0x08 = RESERVED<br>0x04 = alarm overload<br>0x02 = alarm overtemperature<br>0x01 = RESERVED |

**"measures": { "vin1":   , "vin2":   , "vin3":   , "fin":   , "vbyp1":   , "vbyp2":   , "vbyp3":   ,
"fbyp":   , "vout1":   , "vout2":   , "vout3":   , "fout":   , "load1":   , "load2":   , "load3":   ,
"vbat":   , "autonomy":   , "batcap":   , "tsys":  }**


| | | |
|---|---|---|
| **"vin1"** | Input voltage (Ph-N) V1 | [V] |
| **"vin2"** | Input voltage (Ph-N) V2 | [V] |
| **"vin3"** | Input voltage (Ph-N) V3 | [V] |
| **"fin"** | Input frequency | [Hz] |
| **"vbyp1"** | Bypass voltage (Ph-N) V1 | [V] |
| **"vbyp2"** | Bypass voltage (Ph-N) V2 | [V] |
| **"vbyp3"** | Bypass voltage (Ph-N) V3 | [V] |
| **"fbyp"** | Bypass frequency | [Hz] |
| **"vout1"** | Output voltage (Ph-N) V1 | [V] |
| **"vout2"** | Output voltage (Ph-N) V2 | [V] |
| **"vout3"** | Output voltage (Ph-N) V3 | [V] |
| **"fout"** | Output frequency | [Hz] |
| **"load1"** | Load phase L1 | [%] |
| **"load2"** | Load phase L2 | [%] |
| **"load3"** | Load phase L3 | [%] |
| **"vbat"** | Battery voltage | [V] |
| **"autonomy"** | Autonomy time | [minutes] |
| **"batcap"** | Battery charge | [%] |
| **"tsys"** | System temperature | [°C] |

# 5. How to reset the password?
## - 5.1 Password reset

If the **ADMIN** password you enter is incorrect, this window will appear:
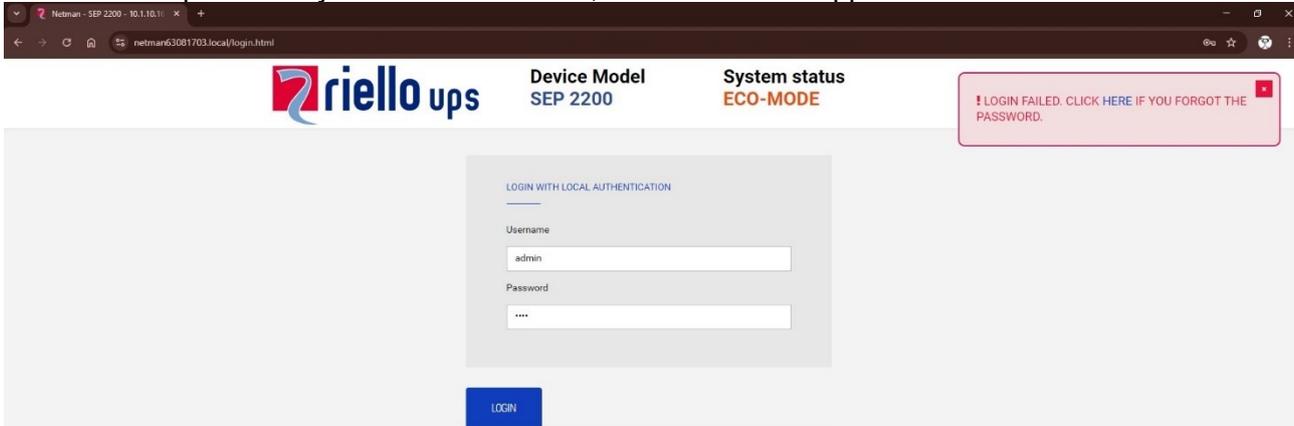


To restore the password, click on the top right corner to be redirected to the password recovery page:
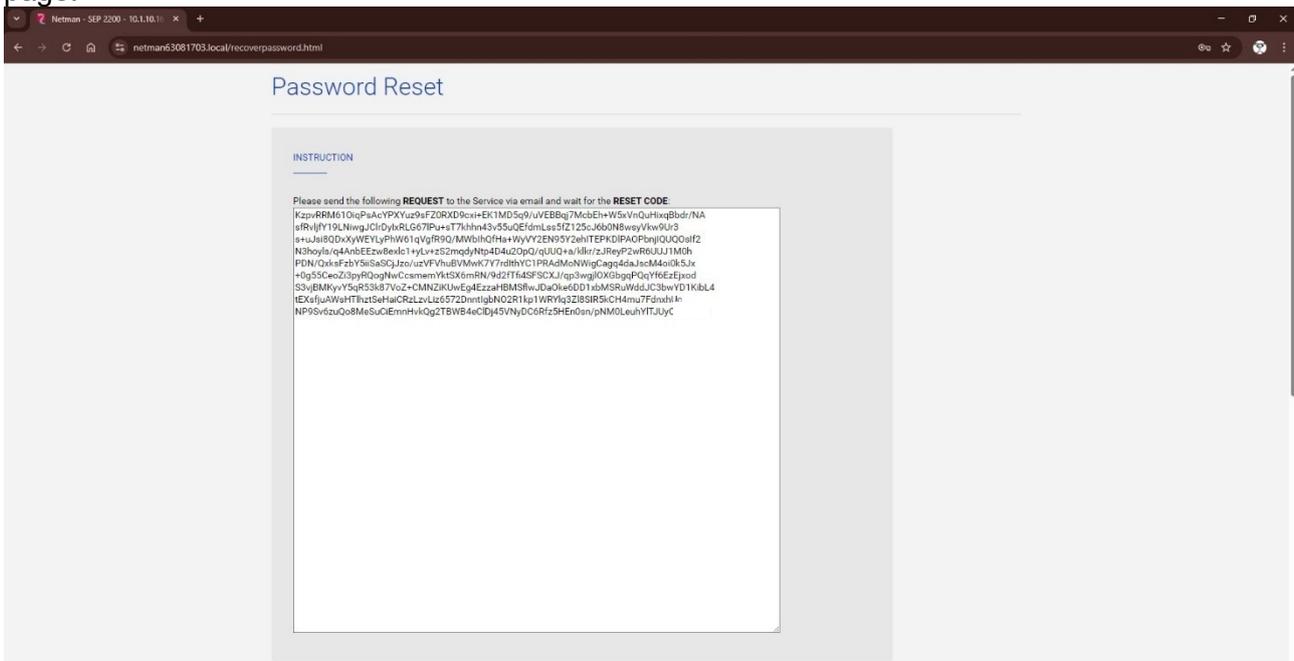


Manually copy the entire text within the box and send it to your support contact.

You will receive the reset code to be pasted in the same webpage:

**INSERT RESET CODE**

When you receive the **RESET CODE** form the Service paste here below, then press **SUBMIT**.
*(You can close this page and come back later when you will receive the code)*

ipGhjReNM7EGMKpNBkzs7F3VBZRh2NZS5HajqlI0OvshqM3YaVmsGoFbq43LCZDE
dx173xM0GdjzJF8UdIxOu4zbIoeou80kUFDssE6k9CTMjUb/R3b4iKe7p1oHyno5
G7Ihpk8Q79c+xV0d+bwp+mj5TwiZryBq+ZYn5HvhsKUeY5hJ/qVQT66VDwiVfN/Q
qSl7W02fsPbVhGIzcXCnYkRR7nKjHwR+uBooUCAMlq6PTAK/xRvogsl+y+rY8AlY
+HxWHqc6iR6+f+OCnajZ724PJa/XWIADc2kmV/GuDo6xURdC+vn/OZrxA79GcVfQ
eB/XeLP/CQLE/FPuq/owsHMe1XxdWmjLlbzFCOkULEB8jJpczn0VNPipM+Ptq0Ne
LyZBR6BVR93yZU2u7xs7s1j/d0Jz2moSgVdCum4wbQxudNg76o0zwSlpnpO1QkJk
KrL9F4sUltNI+BovbngfFoIz9gumPz2sqC74eITVVmB3KAQsmRL8XkakBaBN4JAi
8Cby92r8UaRg9ACXKERY5TQdBe8pe9k8svGBPAlH25NxV1uQpw3qsCq0zoASxPlO
Vm3hIRqt1l368phrRQOsqkspt3qWF8CEPz2Af2C8K2o7+teGCliffRYvi+X6/HI6
3erxT5SvIdAjvRHNMEMZLtdyyhWM/+BLHZze35

**SUBMIT**

Press submit and the password is reset.

# 6. How to name the vCenter server?
## - 6.1 Naming the vCenter

The vCenter must be named as "**VMware vCenter Server Appliance**" to allow the Netman to manage the System correctly. If you name the vCenter in a different way, the Netman will be not able to shutdown the System correctly.

# 7. How to shutdown a Cluster?

| Field | Parameters to be inserted |
|---|---|
| Action | **Shutdown Cluster** will shutdown all the active VM on the specified cluster and all hosts part of the cluster |

Note: In case the **VMware vCenter Server Appliance** is included in the cluster, a particular configuration must be performed.

In the section "**Infrastructure connectors"** the credentials of the **VMware vCenter Server Appliance** must be set and the credentials of all the hosts included in the cluster must be set as well.
In the section "**Actions**" it must be set the "**Shutdown cluster**" as first action and the "**Shutdown host**" for all the hosts present in the cluster as the other actions

Here an example:

VMware vCenter Server Appliance is included in the cluster "Riello UPS Cluster2".
There are two hosts, "10.1.30.245" and "10.1.30.246".



With this configuration the Netman will shutdown all the VMs, the host where the VMware vCenter Server Appliance is not running, the VMware vCenter Server Appliance and the host where the VMware vCenter Server Appliance is running.

## 8. I can't validate my VMWare credentials, why?
## - 8.1 Check ping

In the Netman with APP version 1.8 or higher, in the webpage "CONFIGURATION -> YOUR NETMAN -> CONNECTIVITY" there's the possibility to check the ping. It's usefu to know if the Netman is able to reach a device (i.e. an VMWare host with IP 10.1.30.20):

## Check Ping
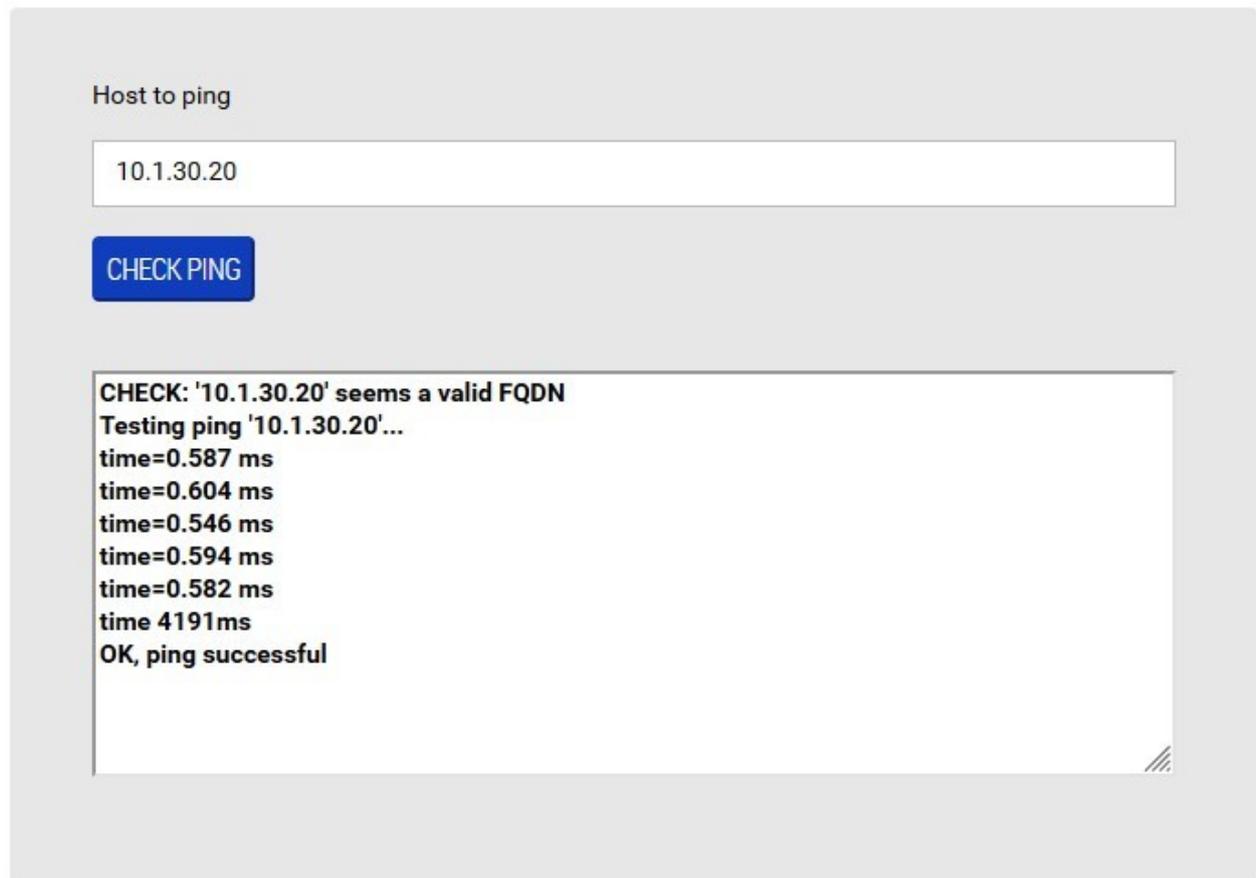
Host to ping

10.1.30.20

CHECK PING

```
CHECK: '10.1.30.20' seems a valid FQDN
Testing ping '10.1.30.20'...
time=0.587 ms
time=0.604 ms
time=0.546 ms
time=0.594 ms
time=0.582 ms
time 4191ms
OK, ping successful
```

## 9. What could be the conditions of the VMWare tools?

There are different conditions inside the VMWare about the tools. The conditions could be:

toolsOk
toolsOld
toolsNotRunning
toolsNotInstalled

The Netman can detect all the conditions, and in case the tools are not installed or not running the Netman doesn't stop the shutdown procedure.

**NOTE**: In a Windows VM if the screensaver is enabled, once it's activated it may shut the virtual disk off and consequently the Vmware tools condition is changed from "toolsOK" to "toolsNotRunning".
If the status of the tools is "toolsNotRunning" then the automatic restart of the VM will be not possible.

## 10. How to syncrhonize the date and time on an UPS using NTP?

The Netman can provide the clock and time to some UPS models, only if the NTP is properly set and running.The synchronization is performed once a day at 00:30
The UPS's who supports the time synchronization are:
- All the UPS's with PRTK: SENTR
- The ups model: SENTRYUM

## 11. How to define the password complexity?

From APP version **1.6**:

It's possible to define the password complexity from the menu:

ADMINISTRATION ➔ ADMINISTRATION ➔ Change local password

Custom definition for Password Complexity for the "**admin**", "**power**" and "**view**" users:
By default, the complexity requirements are set to strict with the following settings (customizable):

**Password complexity**

RULES

| | | |
|---|---|---|
| Min password length | 8 | chars |
| Max password length | 40 | chars |
| Min Lowercase chars requested (a,b,c,...,z) | 1 | chars |
| Min Uppercase chars requested (A,B,C,...,Z) | 1 | chars |
| Min digit chars requested (0-9) | 1 | chars |
| Min special chars requested ( , . _ + : @ % / - ) | 1 | chars |

SAVE    CLEAR RULES TO DEFAULT

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## 12. Why the "view" user requires a password?

From APP version **1.6**:

the "view" user requires a password.
The local users are as before:
- admin
- power
- view

By default only "admin" user is active, "power" and "view" user must be activated.
**View** user requires a password as well the other users:

| LOGIN WITH | LOGIN WITH | LOGIN WITH |
|---|---|---|
| Local authentication | Local authentication | Local authentication |
| Username | Username | Username |
| admin | power | view |
| Password | Password | Password |
| ..... | ..... | .... |

| | | |
|---|---|---|
| Username:<br>**admin**<br>Password:<br>**admin**  (default) | Username:<br>**power**<br>Password:<br>**<the password set>** | Username:<br>**view**<br>Password:<br>**<the password set>** |

The previous "**View**" button (accessing without password) in the Login page has been removed indeed.

LOGIN    VIEW

## 13. How to define the user roles?

From APP version **1.6**:

User "**admin**" has full functionalities by default and it is always available.

Users "**power**" and "**view**" are NOT activate by default and they must be enabled in the configuration.

All the users "**admin**", "**power**" and "**view**" needs a password.

The roles for these users now can be configured only from the "**admin**" user and allows to select multiple specific functions in a more flexible way.
E.g.: the "**view**" user may be able to reboot the Netman with "M-reboot" function flagged.

Only the **"admin"** user has full power with all the functions enabled.

**Change local password**

ADMIN USER

Password                    Retype Password

Admin credentials grant the
right to manage Netman
and also the device,
including shutdown

SAVE

POWER USER

Password                    Retype Password

Power credentials grant
the right to manage
Netman but may not full
operate the device

SAVE

It is possible to revoke access to Power user
just clicking the button. After this action,
Power user can't login. For restoring the
access a new password must be set.

REVOKE ACCESS

Functions:
- ✔ A - General info *(always active)*
- ✔ B - Detail info
- ✔ C - Network status
- ✔ D - View/Download logs
- ✔ E - Service Log download
- ✔ F - Ups config
- ✔ G - Ups command config
- ✔ H - Ups command execution
- ✔ I - System/Network config
- ✔ J - Services/Functionalities config
- ✔ K - Advanced config
- ✔ M - Reboot

SAVE

VIEW USER

Password                    Retype Password

View credentials grant the
right to only view some
values of the Netman (no
action is possible)

SAVE

It is possible to revoke access to View user
just clicking the button. After this action,
View user can't login. For restoring the
access a new password must be set.

REVOKE ACCESS

Functions:
- ✔ A - General info *(always active)*
- ✔ B - Detail info
- ✔ C - Network status
- ✔ D - View/Download logs
- ✔ E - Service Log download
- ✔ H - Ups command execution
- ✔ M - Reboot

SAVE

## 14. How to test a HTTPS certificate?

From APP version **1.7**:



It's possible to test the HTTPS certificate before saving:

## Changelog

| DocRel | Data | Change |
|--------|------|--------|
| rev00 | 13/03/2025 | First release |
| rev01 | 14/03/2025 | Added an information about the netman updating on page 3<br>Added status LED descritption about the fallbackip chapter 3.5<br>Corrected the MASK of the laptop on chapter 3.5 |
| | | |
| | | |
| | | |
| | | |
| | | |