

NETMAN TROUBLESHOOTING GUIDE

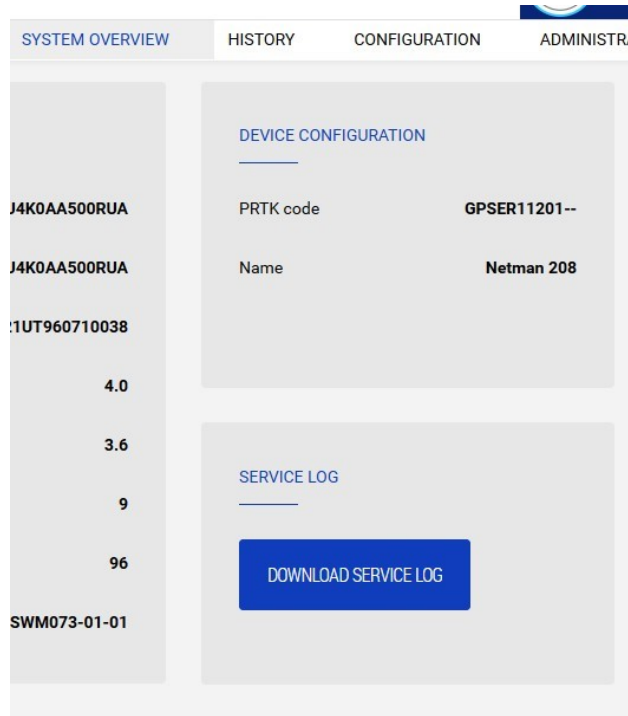
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Please ensure the **NetMan is updated** before proceeding.

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:

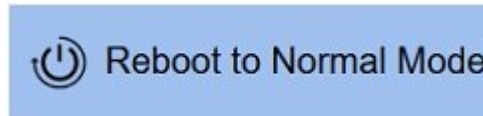
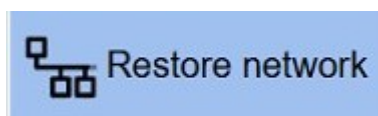
Some browsers redirect automatically to **HTTPS** and it may be not able to detect the Netman webpage. Pay attention, if the Netman is in HTTP you have to edit manually the url.

3. I cannot reach my netman, how to recover?

- 3.1 Restore network from RECOVERY:

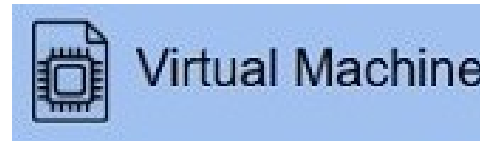
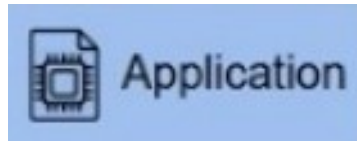
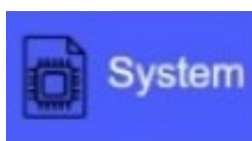
When in **RECOVERY** mode, it is always recommended to restore the network as the first action. This ensures that the HOSTNAME is set correctly in relation to the MAC address, making it easier to identify and connect to the Netman.

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:

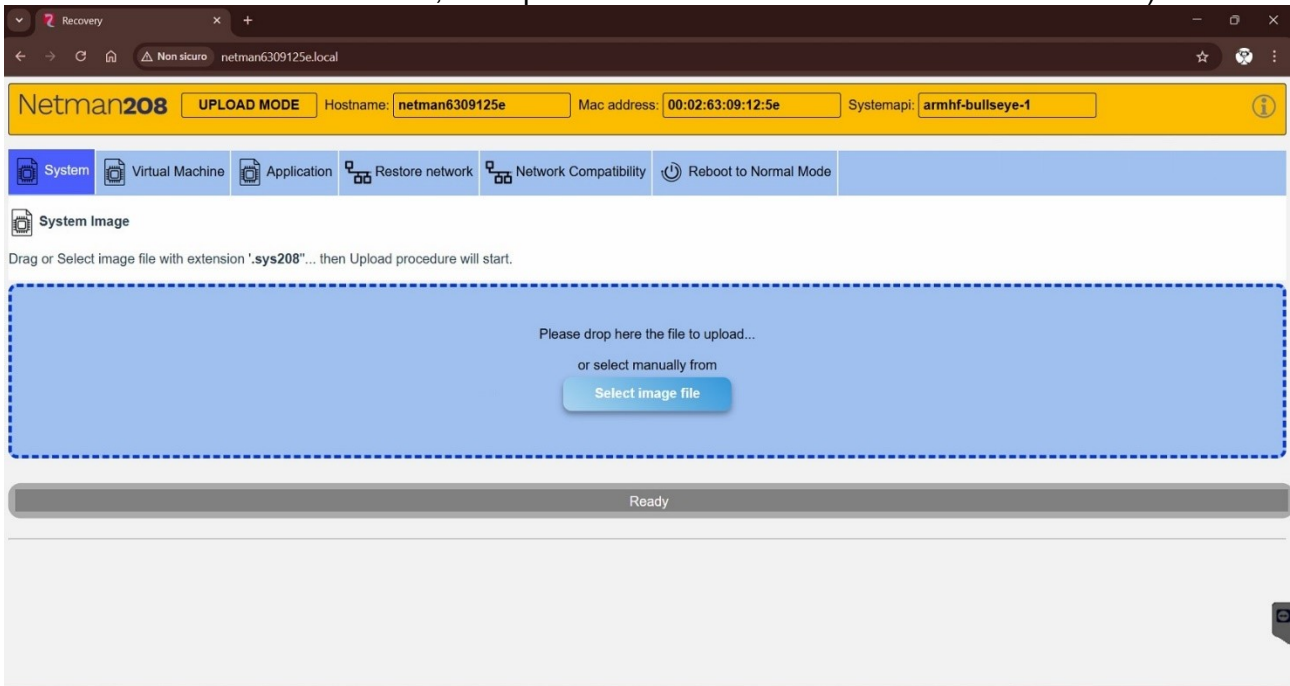
- **DHCP** service enabled
- **IPv6** available
- **fallback IP** available if a DHCP is not available: **192.254.1.208**

- 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 "**Netman630xxxx.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 address **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**):

Advanced IP Scanner

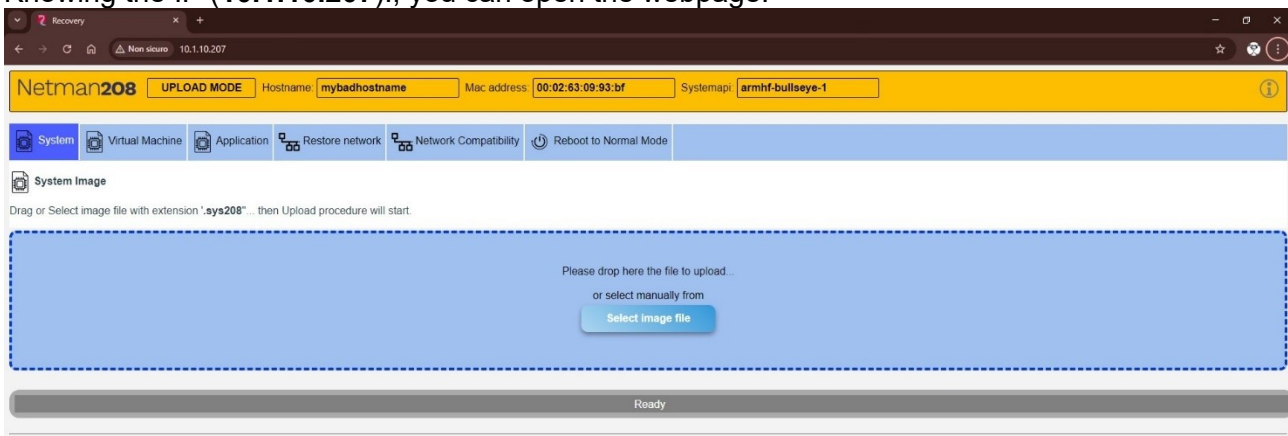
File Vista Impostazioni Guida

10.1.10.5-10.1.10.255

Elenco risultati Preferiti

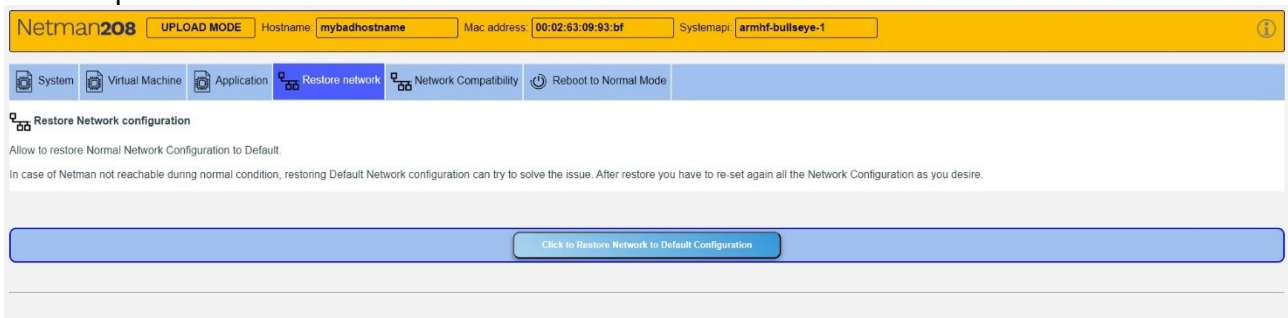
Stato	Nome	IP	Produttore	Indirizzo MAC	Commenti
	STETB	10.1.10.237	UPS Manufacturing SRL	00:02:63:04:47:22	
	10.1.10.244	10.1.10.244	UPS Manufacturing SRL	00:02:63:04:4A:28	
	10.1.10.166	10.1.10.166	UPS Manufacturing SRL	00:02:63:04:55:07	
>	COLLAUDOMPW2	10.1.10.254	UPS Manufacturing SRL	00:02:63:07:82:05	
	10.1.10.233	10.1.10.233	UPS Manufacturing SRL	00:02:63:08:03:22	
	10.1.10.143	10.1.10.143	UPS Manufacturing SRL	00:02:63:08:17:05	
	10.1.10.175	10.1.10.175	UPS Manufacturing SRL	00:02:63:08:20:41	
	10.1.10.178	10.1.10.178	UPS Manufacturing SRL	00:02:63:08:21:74	
>	10.1.10.207	10.1.10.207	UPS Manufacturing SRL	00:02:63:09:93:BF	
	10.1.10.129	10.1.10.129	Polycom	00:04:F2:70:8A:D9	
	10.1.10.204	10.1.10.204	Polycom	00:04:F2:70:BF:8C	

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.

NETMAN_TROUBLESHOOT_rev03

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

The screenshot displays the Netman208 web interface. At the top, the browser address bar shows the URL `netman630993bf.local/index.html?ver=17-0-g1a9abcb`. The interface header includes the title "Netman208", "Device model UOD2", and "System status ECO-MODE". A navigation menu contains "DASHBOARD", "DATA", "SYSTEM OVERVIEW", "HISTORY", "CONFIGURATION", and "ADMINISTRATION". The current date and time are "6 MAR 14:00 UTC 2025".

The main dashboard area features a central diagram with icons for a tower, a battery, and a power source, connected by blue lines. To the right, there are several data panels:

- AUTONOMY (Hh:mm)**: 06:20
- OUTPUT LOAD (%)**: L1: 1, L2: -, L3: -
- INPUT VOLTAGE (V)**: L1: 230, L2: -, L3: -

At the bottom, there is a "LAST EVENTS / Timedate" table:

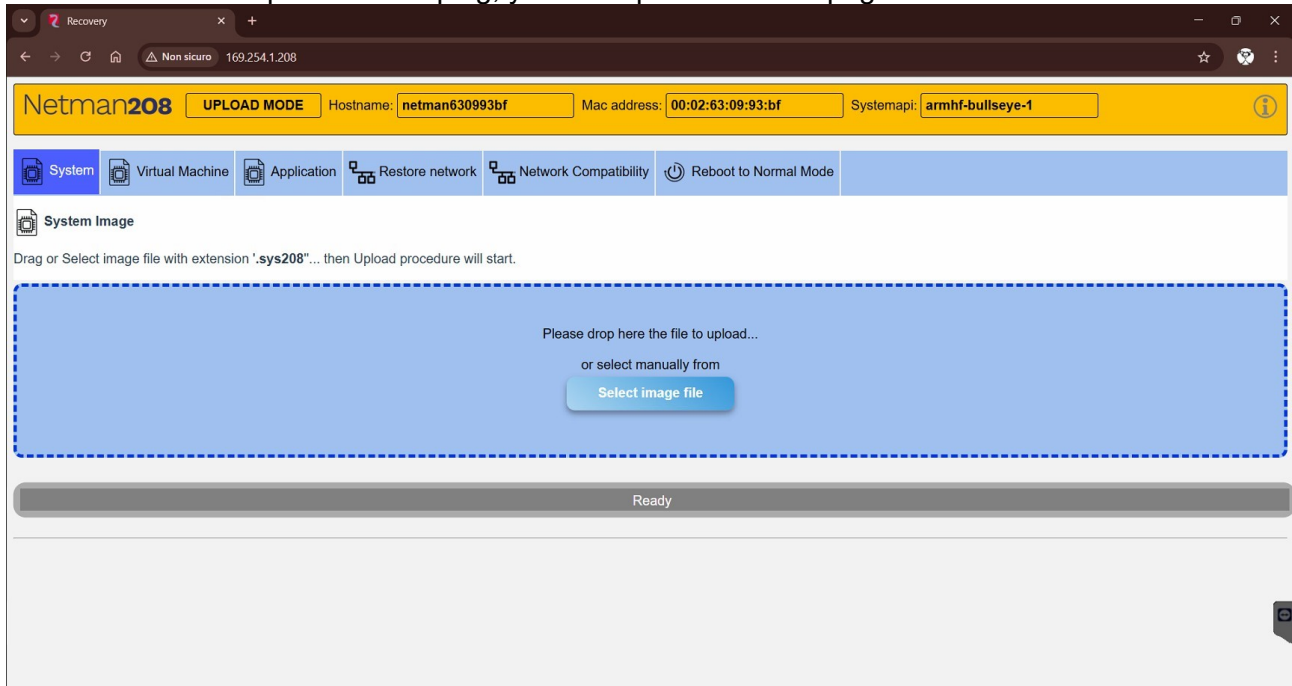
LAST EVENTS / Timedate	Code	Type	Category
2025/03/06 11:06:20 UTC	Eco	●	Info
2025/03/06 11:50:38 UTC	START APPLICATION	●	Info
2025/03/06 11:50:46 UTC	Eco	●	Info
2025/03/06 13:58:49 UTC	START APPLICATION	●	Info
2025/03/06 13:58:57 UTC	Eco	●	Info

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.

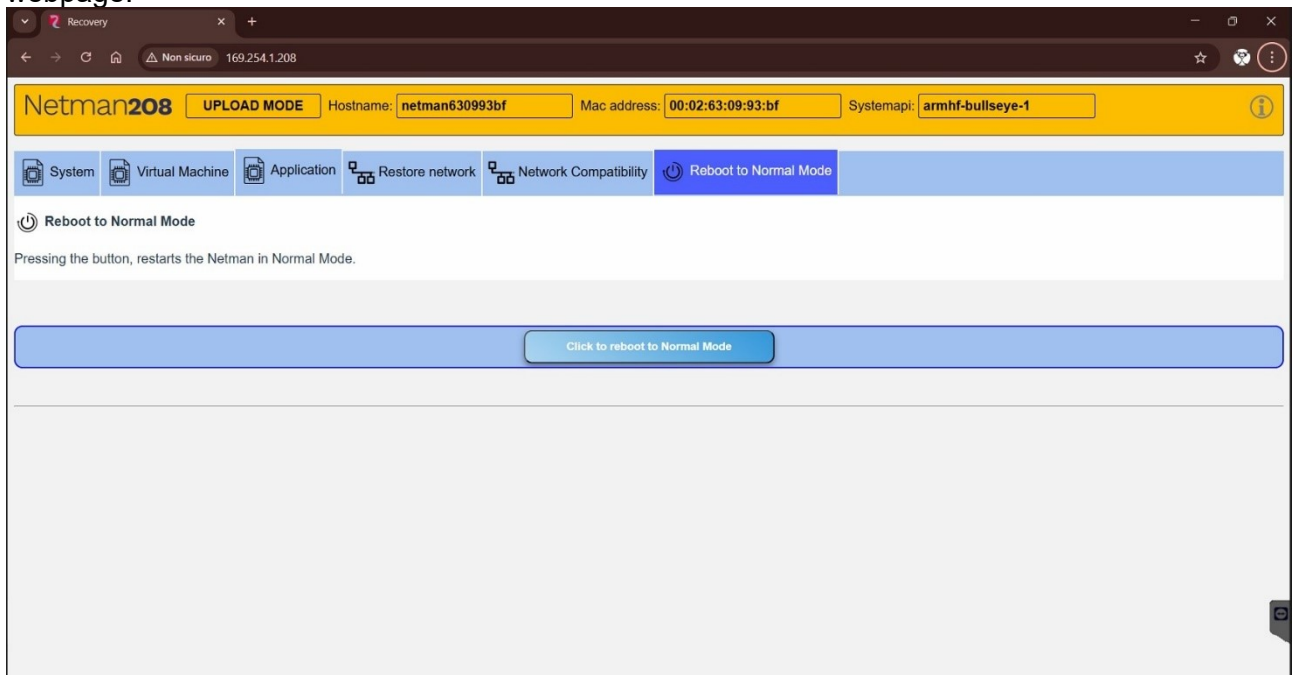
During the boot process, the status LED will be as follows:

- steady green for about 1 second
- steady 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

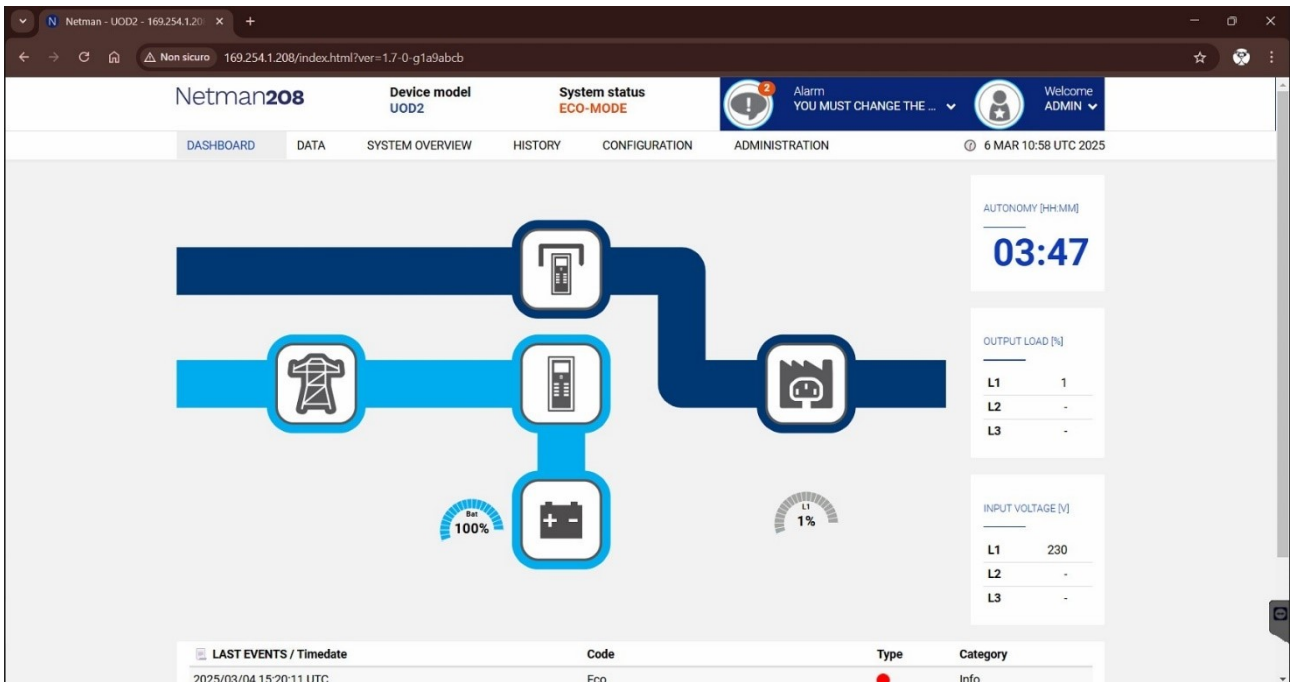
Once the device responds to the ping, you can open the HTTP page:



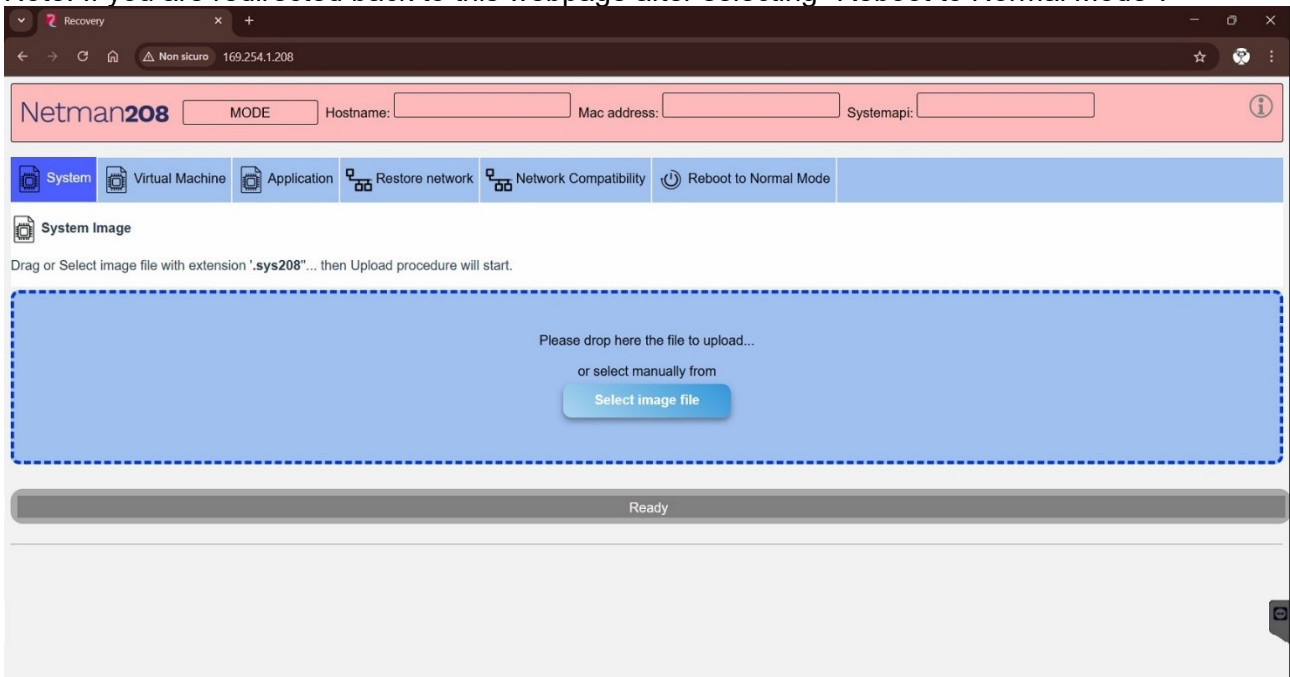
From this page, you can reboot the Netman to normal mode and you can connect to it through the webpage:



NETMAN_TROUBLESHOOT_rev03



Note: If you are redirected back to this webpage after selecting "Reboot to Normal Mode":



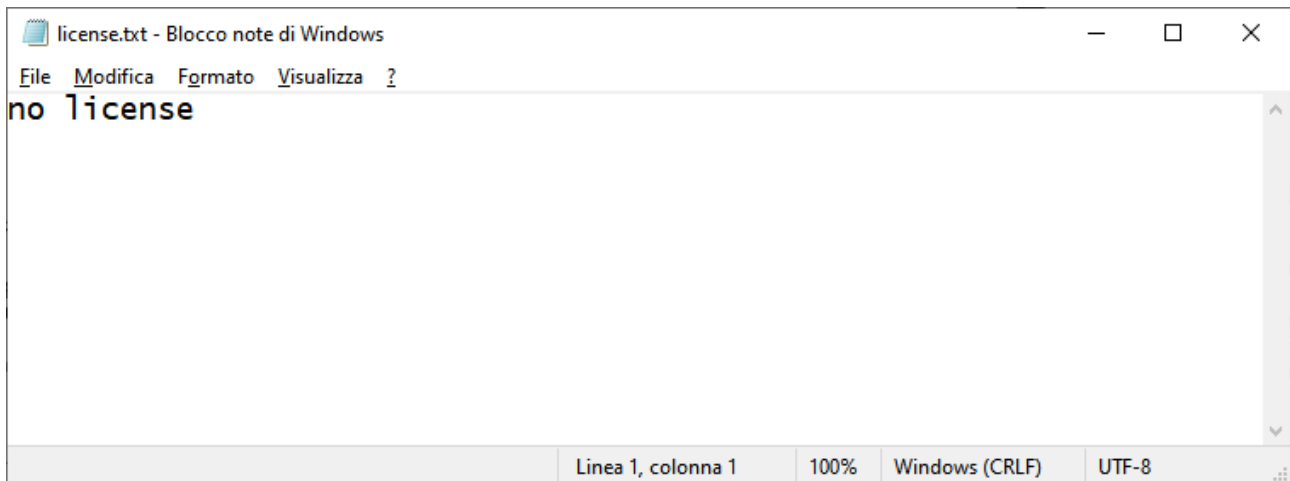
press Ctrl + F5 to clear the cache.

4. How to set JSON?

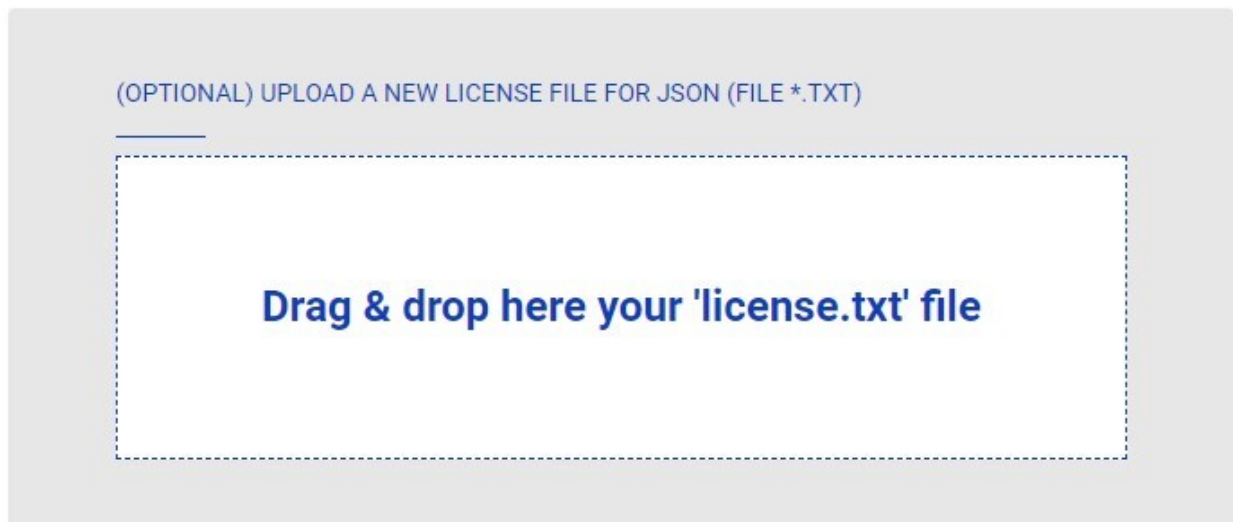
- 4.1 Licences.txt

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

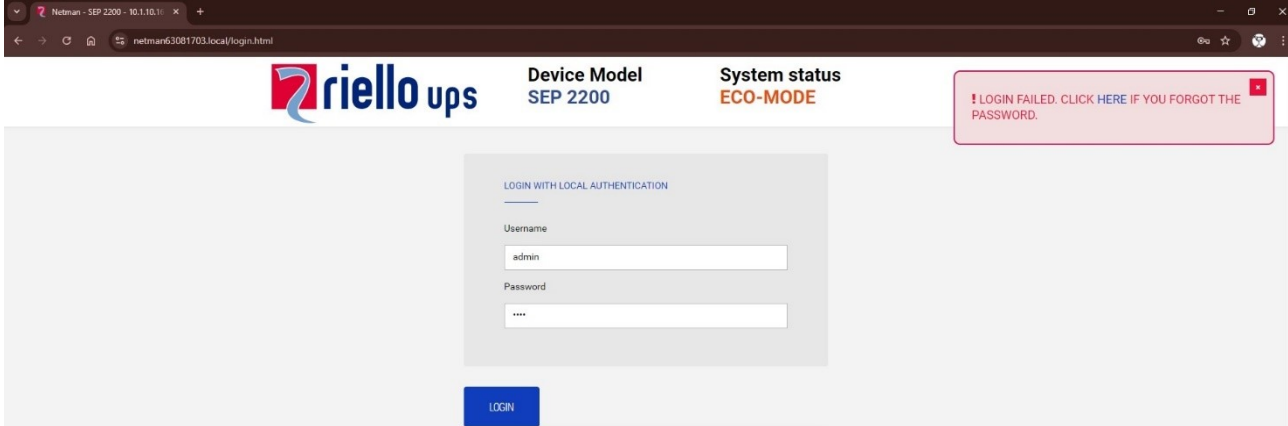
```
"measures": { "vin1": , "vin2": , "vin3": , "fin": , "vbyp1": , "vbyp2": , "vbyp3": ,
"fbyp": , "vout1": , "vout2": , "vout3": , "fout": , "load1": , "load2": , "load3": ,
"vbat": , "autonomy": , "batcap": , "tsys": }
```

"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]

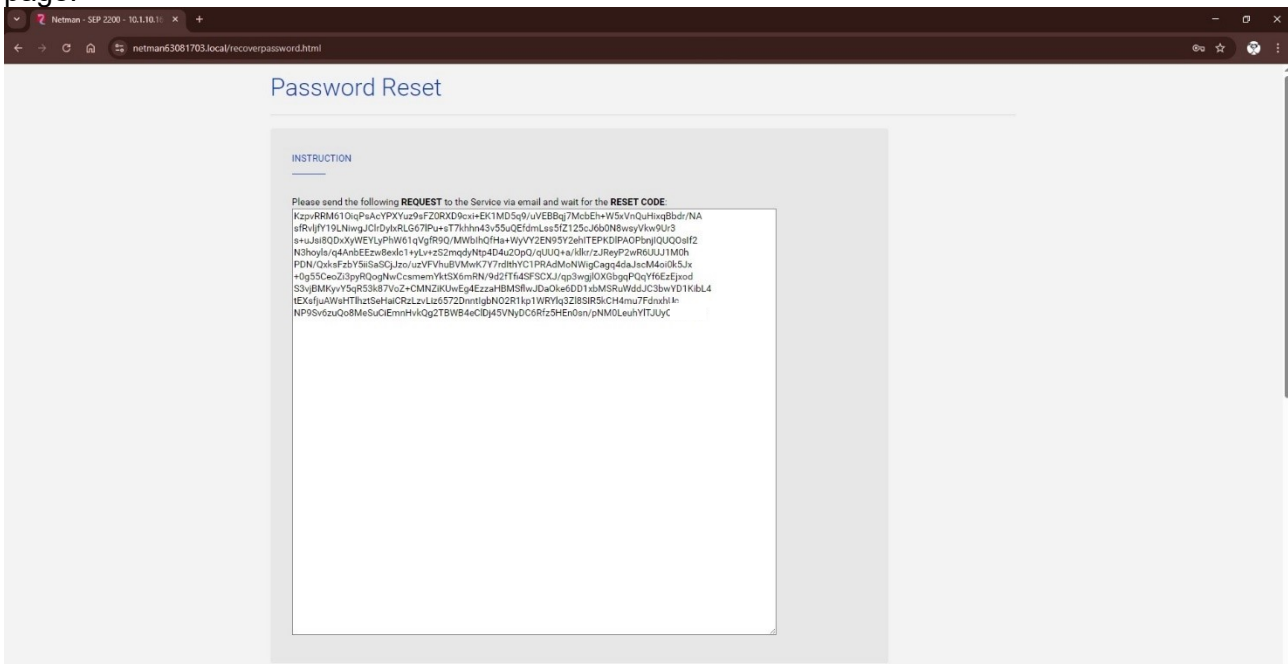
5. How to reset the password?

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

```
ipGhjReNM7EGMKpNBkzs7F3VBZRh2NZS5HajqII0OvshqM3YaVmsGoFbq43LCZDE
dx173xM0GdjzJF8UdixOu4zbl0eou80kUFDssE6k9CTMjUb/R3b4IKep1oHyno5
G7lhpk8Q79c+xV0d+bwp+mj5TWiZryBq+ZYn5HvhsKueY5hJ/qVQT66VDwiVFN/Q
qSl7W02fsPbVhGizcXCnYkRR7nKjHwR+uBooUCAMlq6PTAK/xRvogsl+y+rY8AIY
+HxWHqc6iR6+f+OCnajZ724PJa/XWIADc2kmV/GuDo6xURdC+vn/OZrxA79GcVfQ
eB/XeLP/CQLE/FPuq/owsHMe1XxdWmjLlbzFCOKULEB8jJpczn0VNPipM+Ptq0Ne
LyZBR6BVR93yZU2u7xs7s1j/d0Jz2moSgVdCum4wbQxudNg76o0zwSlpnp01QkJK
KrL9F4sUItNI+BovbngfFolz9gumPz2sqC74eITVvmB3KAQsmRL8XkakBaBN4JAI
8Cby92r8UaRg9ACXKERY5TQdBe8pe9k8svGBPAlH25NxV1uQpw3qsCq0zoASxPIO
Vm3hIRqt1l368phrRQ0sqkspt3qWF8CEPz2Af2C8K2o7+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”.

The screenshot displays the Netman configuration interface. On the left, a tree view shows the hierarchy: 10.1.30.20 > Riello UPS-Datacenter > Riello UPS Cluster1 > Riello UPS Cluster2. Under Riello UPS Cluster2, several hosts and VMs are listed, including 10.1.30.245, 10.1.30.246, Fedora 33 x86_64, Observium, OpenVAS 6.0.7, SIMGO, Sonarqube, Syneto-esxi7.0, Syneto-esxi7.0-2, VMware vCenter Server Appliance, Windows Server 2019 Core, Windows Server 2019 DE, and Windows Server 2022 EN.

The main configuration area is divided into two sections:

- Infrastructure connectors:** A table with columns for Host or VCSA, Username, and Password. It contains three rows:

Host or VCSA	Username	Password
10.1.30.20	Administrator@vsphere.local	*****
10.1.30.245	root	*****
10.1.30.246	root	*****
- Actions:** A table with columns for Action, Condition, Condition duration (min), and Delay next (s). It contains three rows:

Action	Condition	Condition duration (min)	Delay next (s)
0 Shutdown Cluster	Power fail	1	10
1 Shutdown Host	Power fail		10
2 Shutdown Host	Power fail		

On the right side, there is an **Actions** table with columns for Source, Target, Restore on power on, and Target Netman. It contains three rows:

Source	Target	Restore on power on	Target Netman
Riello UPS Cluster2	N/A	<input type="checkbox"/>	N/A
10.1.30.245	N/A	<input type="checkbox"/>	N/A
10.1.30.246	N/A	<input type="checkbox"/>	N/A

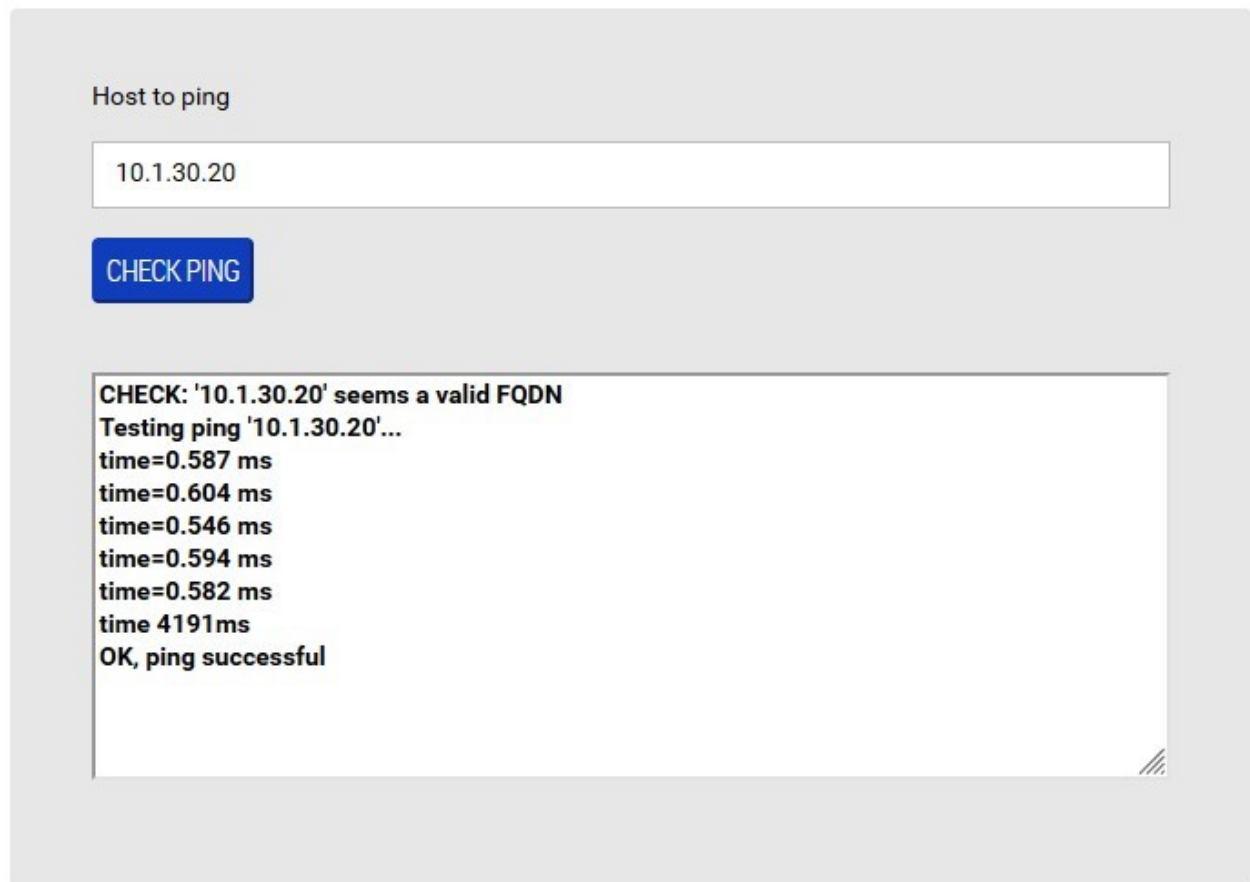
With this configuration the Netman will shutdown all the VMs, the host where the VMware vCenter Server Appliance is not running, the VMware vCenter Server Appliance and the host where the VMware vCenter Server Appliance is running.

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

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 synchronize 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: SENTRY
 - 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: chars

Max password length: chars

Min Lowercase chars requested (a,b,c,...,z): chars

Min Uppercase chars requested (A,B,C,...,Z): chars

Min digit chars requested (0-9): chars

Min special chars requested (.,_+:@%/-): chars

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:

<p>LOGIN WITH</p> <p>Local authentication</p> <p>Username: admin</p> <p>Password:</p>	<p>LOGIN WITH</p> <p>Local authentication</p> <p>Username: power</p> <p>Password:</p>	<p>LOGIN WITH</p> <p>Local authentication</p> <p>Username: view</p> <p>Password:</p>
<p>Username: admin</p> <p>Password: admin (default)</p>	<p>Username: power</p> <p>Password: <the password set></p>	<p>Username: view</p> <p>Password: <the password set></p>

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



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:

The screenshot shows a configuration page with two sections: HTTP and HTTPS. The HTTP section has a toggle for 'Enable HTTP' (disabled) and a 'HTTP port' field set to 80. The HTTPS section has a toggle for 'Enable HTTPS' (enabled), an 'HTTPS port' field set to 443, and two certificate selection options: 'Custom cert' (selected) pointing to 'netman63081703_CA_signed.pem' and 'CA cert' (selected) pointing to 'Riello_CA.pem'. A 'CHECK CERTIFICATES' button is at the bottom left, and a green message box on the right states: 'OK, CA file and CERTIFICATE file seems ok and valid for HTTPS'. A warning note at the bottom reads: 'Before activation of certificates with HTTPS please check that current date/time is correct: 13 Mar 10:50 CET 2025. If not, please set correct date/time in > CONFIGURATION menu / Date & Time.'

15. Is it possible to receive an email when the external environmental sensor detects a value out of range?

From APP version 1.6:

It is possible to receive an email notification when the external environmental sensor detects a value out of range. Additionally, an email can be sent when the input contact is activated.

16. Is it possible to retrieve SNMP values and traps using SNMPv1 and SNMPv3 for the external environmental sensor readings?

Yes, it's possible to retrieve SNMP values and traps using SNMPv1 and SNMPv2 for the external environmental sensor readings.

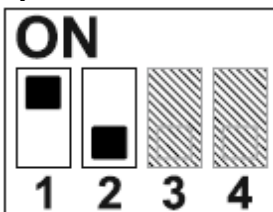
17. I can't get the external environmental sensor (P/N YSKCSE8A) working what should I do?

Remember that the led conditions on the external environmental sensor are as follows:

INDICATION	MEANING
Off	No power
Green, flashing	Running and connection ok with the Netman 208.
Red	Netman 208 not configured OR communication error.
Red, flashing	Wrong address configuration.

In case the led is red flashing, check if the dip switches of the external environmental sensor are properly set.

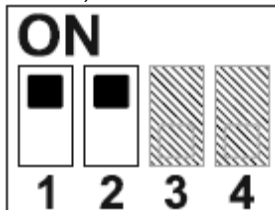
If you have one sensor, they must be configured as follows:



If you have two sensors, the first sensor must be configured as described above, the second must be configured as follows:



If you have three sensors, the first sensor and the second sensor must be configured as described above, the third must be configured as follows:



Please refer to the external environmental sensor user manual for more information.

Changelog

<i>DocRev</i>	<i>Data</i>	<i>Change</i>
rev00	13/03/2025	First release
rev01	14/03/2025	Added an information about the netman updating on page 3 Added status LED description about the fallbackip chapter 3.5 Corrected the MASK of the laptop on chapter 3.5
Rev02	17/03/2025	Added chapter 15 and 16
Rev03	28/03/2025	Added chapter 17