

# Installation and User Manual

## PowerAlert® Manager URCap

*Note: PowerAlert is not required to operate your UPS System.  
For the latest PowerAlert updates, go to [tripplite.com](http://tripplite.com)*

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### WARRANTY REGISTRATION

Register your product today and be automatically entered to win an ISOBAR® surge protector in our monthly drawing!

[tripplite.com/warranty](http://tripplite.com/warranty)



1111 W. 35th Street, Chicago, IL 60609 USA • [tripplite.com/support](http://tripplite.com/support)

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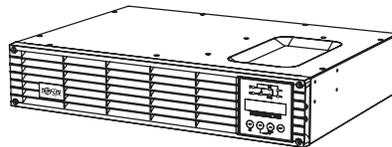
# 1. Overview

## 1.1 Parts List

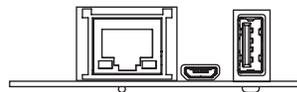
This guide will help you set up the optional PowerAlert Manager URCap software for monitoring information from a Tripp Lite UPS on your Polyscope Pendant for your UR system. For more detail on how to setup and run your UPS system, refer to its manual.

### Required Tripp Lite Products

PowerAlert URCap, UPS, WEBCARDLX



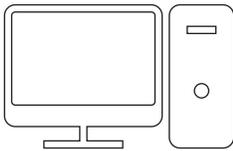
UPS System



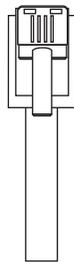
WEBCARDLX  
(if not pre-installed)

### Required from Customer

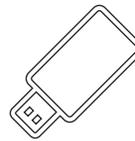
Computer, Ethernet Cable (Can purchase from Tripp Lite), USB Thumb Drive, Network Switch (Recommended; Can purchase from Tripp Lite)



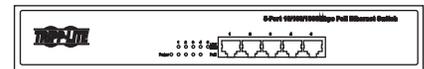
Computer



Ethernet Cable



USB Thumb Drive  
(at least 70MB)



Network Switch

## 1.2 System Requirements

- Tripp Lite LX Platform UPS with WEBCARDLX running PowerAlert Device Manager version 20.0.0 or greater.

**Note:** PowerAlert Device Manager (PADM) applies the following security policy: On initial login with any of the pre-configured local users and localadmin, PADM will force the user to change the default password.

**Note:** If the device is running 15.5.1 or earlier, update it to 15.5.7 prior to updating to PADM version 20.

- Ethernet network that supports the TCP/IP protocol
- One of the following web browsers for remote configuration, monitoring and control:
  - Chrome
  - Firefox
  - Internet Explorer
  - Safari

Desktop and mobile environments are supported.

## 2. Install Hardware

### 2.1 UPS Quick Start Guide

**Note:** For a complete UPS installation and operation guide, including important safety instructions, refer to its owner's manual.

#### 1 Plug your UPS line cord into an electrical outlet.

Your UPS must be connected to a dedicated circuit of sufficient amperage. Note that select models may be fitted with different plug types. Refer to the rating table on top of your UPS for more details on each selectable operating voltage.

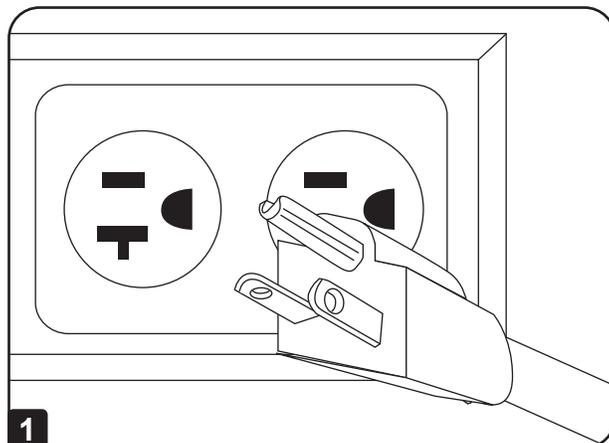
Once your UPS is plugged in, all indicator LEDs will flash momentarily and the fan will turn on. The LCD display will scroll two message screens for 2 seconds each:

STANDBY MODE  
LOAD 0% 0.00KW

PRESS ON KEY  
TO START UPS

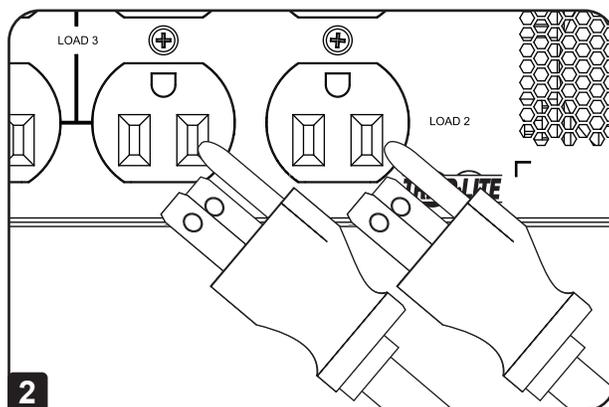
**Note:** Until the UPS is connected to a powered AC outlet for the first time, COLD START (startup in battery mode during a power failure) is not available.

Power is not supplied to the UPS outlets in STANDBY mode in the factory configuration. Bypass output can be enabled in standby mode via the built-in LCD configuration screens.



#### 2 Plug your equipment into your UPS.

Your UPS is designed to support computer and UR controller-related equipment only. You will overload your UPS if you connect motors and heating devices to the UPS outlets.



#### 3 Turn your UPS ON.

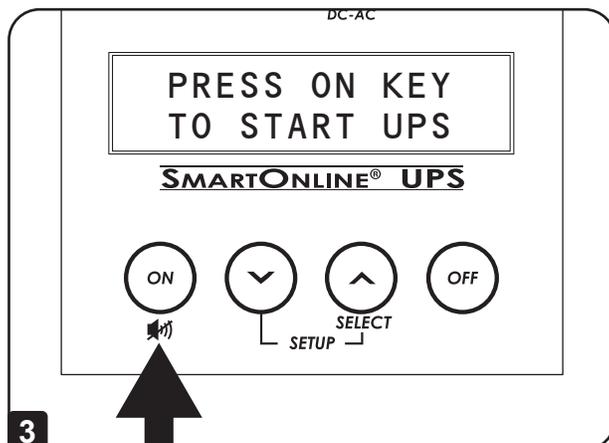
- Press the "ON/MUTE" button
- Hold it for several seconds until you hear a beep
- Release it

After successful completion of startup diagnostics, your UPS will begin providing power to its outlets. The INPUT, AC/DC (converter), DC/AC (inverter) and OUTPUT LEDs will illuminate and the LCD screen will display:

ON LINE MODE  
LOAD=00% 0.00KW

**If you are having trouble turning the UPS on, you may be pressing the ON button too long. Release the button during the beep (not after it stops).**

**Note:** UPS system will function properly upon initial startup. However, maximum runtime for the unit's battery will only be accessible after it has been charged for 24 hours.

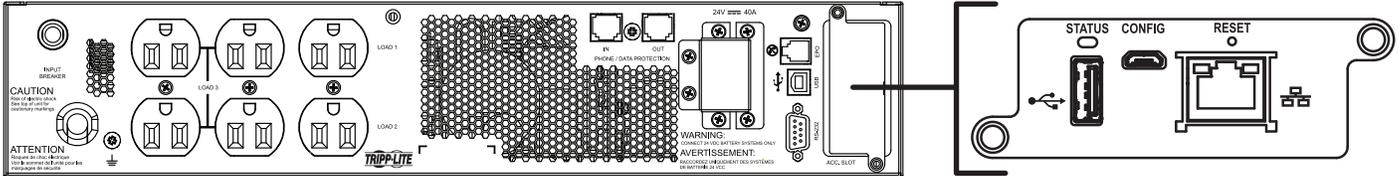


# 2. Install Hardware

## 2.2 Network Card Installation

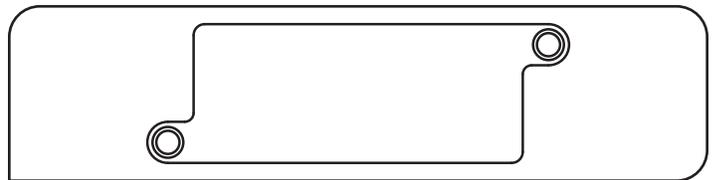
The optional network card adds capabilities for monitoring and controlling your UPS as a network device, including remote management. Refer to your network card's manual for complete installation instructions.

Contact Tripp Lite Customer Support at 773.869.1234 for more information about the WEBCARDLX.



### 1 Make sure the network card is installed.

Some UPS systems include a pre-installed network card. If your UPS system does not, you must install manually by following the installation instructions included with the card.



### 2 Confirm the firmware version is 20.0.0 or later.

To access the UPS setup screens, press the SCROLL (∨) and SELECT (∧) buttons simultaneously and hold for 3 seconds.

The OUTPUT VOLTAGE selection screen will appear.

The INFORMATION screen will appear.



INFORMATION refers to a series of 3 information screens that are viewable via the LCD interface: Firmware version, UPS serial number and SNMP IP address. These values are for viewing only and cannot be modified via the LCD interface



To Advance to the Next Screen: Press SCROLL (∨)

To Change This Setting: Press SELECT (∧)



Press SELECT (∧) to EXIT this section. Press SCROLL (∨) to advance to the next information screen.

Available Information: FIRMWARE VERSION, UPS SERIAL #, SNMP IP ADDRESS

Scroll through available values and press SELECT (∧) to EXIT.

The ORIGINAL UPS SET-UP EXIT/ENTER screen will appear.



Press EXIT (∨) to exit the UPS SET-UP section.

Press ENTER (∧) to re-enter UPS SET-UP screens.



# 3. Determine Connection

## 3.1 Connection Using a Network Switch (recommended method)

The UPS can connect to the UR controller directly or over the network. For direct connection instructions, go to section 3.2 Direct Connection. See below for network connection instructions.

### 1 Connect to Network Switch.

The UPS has a RJ45 port for connecting to the network switch. Use a Cat 6 or higher Ethernet cable for this connection.

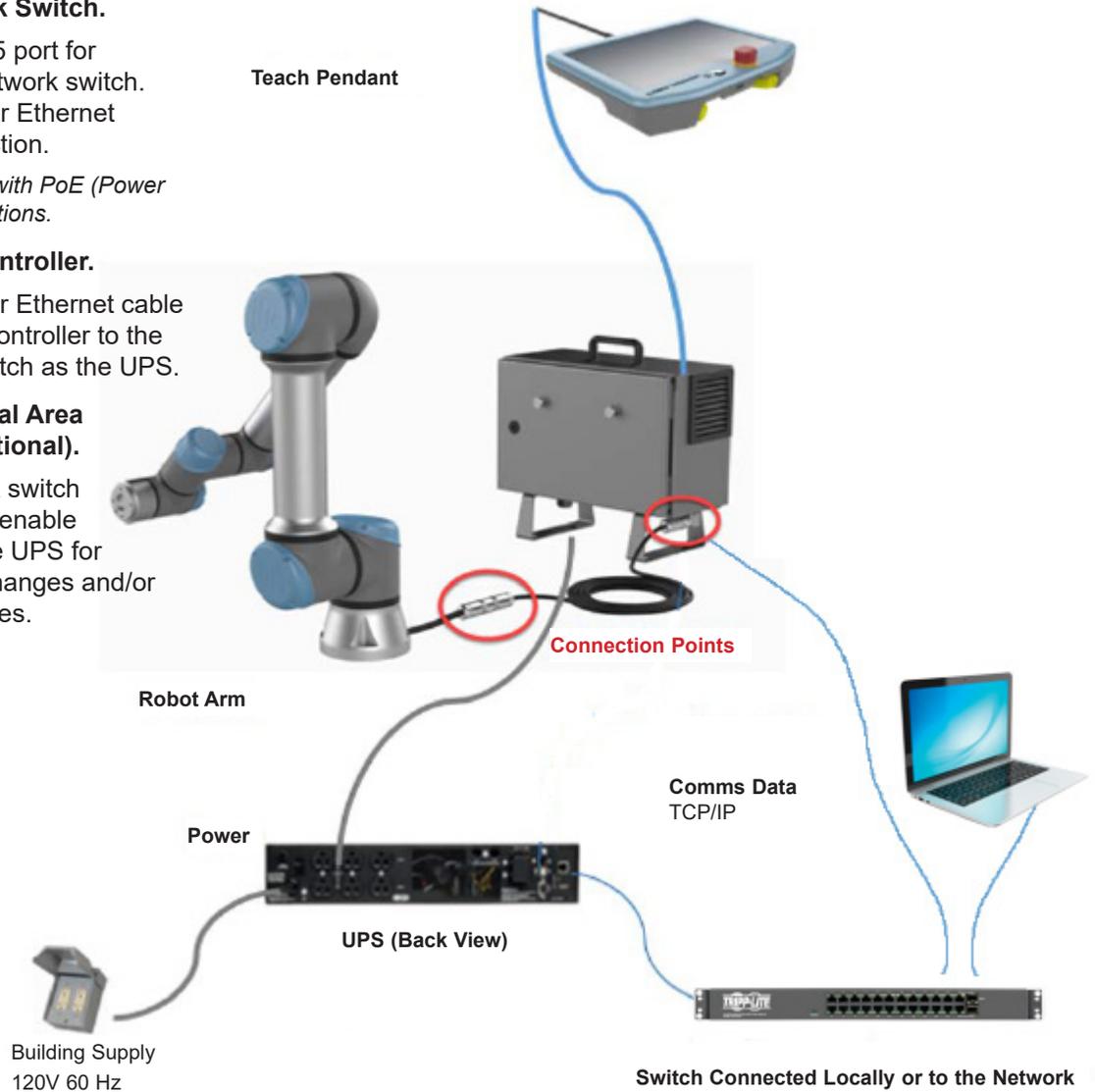
*Note: Not compatible with PoE (Power Over Ethernet) applications.*

### 2 Connect the UR Controller.

Use a Cat 6 or higher Ethernet cable to connect the UR Controller to the same network or switch as the UPS.

### 3 Connect to the Local Area Network (LAN) (Optional).

Connect the network switch to the LAN. This will enable remote access to the UPS for later configuration changes and/or maintenance purposes.



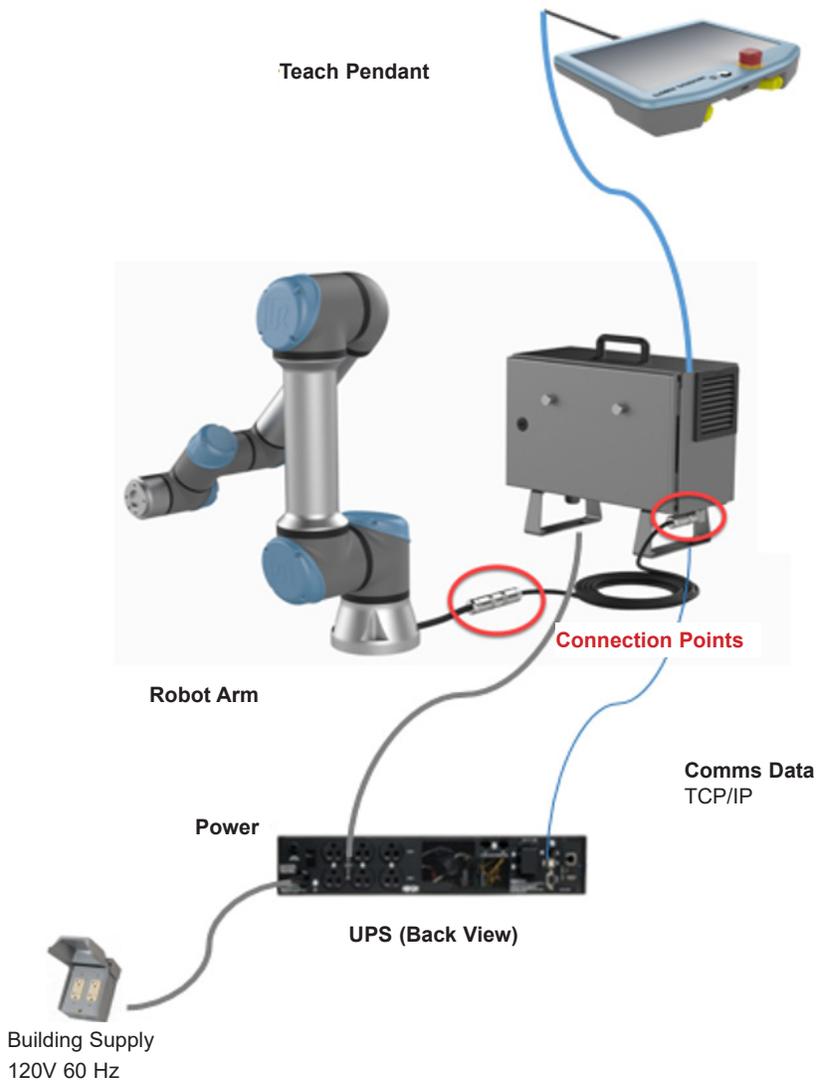
# 3. Determine Connection

## 3.2 Direct Connection

### 1 Connect to UR Controller.

Use a Cat 6 or higher Ethernet cable to connect the RJ45 port of the UPS/WEBCARDLX to the UR controller.

**Note:** see Appendix for guidance setting up a direct connection between your computer and UPS.



## 4. Initial UPS Network Configuration

PADM supports both dynamic (DHCP) and static IP address assignment; refer to the appropriate section.

### 4.1 Static IP Address Assignment

PADM supports a single static IPv4 address (requires setting the IP address, subnet mask and gateway). If PADM is not assigned an IP address manually or via DHCP, it will use the default static IP address of 169.254.0.1 with a subnet mask of 255.255.0.0.

**Note:** It is recommended to use a network switch for the initial UPS network configuration (see 3.1 Connection Using Network Switch). If using a direct connect of the UPS to a computer, see this manual's Appendix.

- 1 Using a standard Ethernet patch cable, connect the WEBCARDLX's Ethernet port to the network environment.
- 2 From a computer operating in the same environment, launch a web browser and enter **169.254.0.1** in the address bar.
- 3 When the PADM login screen appears, enter **localadmin** for both the name and password.

**Note:** Upon initial login, you will be required to change the password.



- 4 Navigate to the Network > Internet menu and enter the desired IPv4 Manual (Static IP) information.

IPv4	
	Manual (Static IP) ▾
Address:	10.22.0.135
Subnet Mask:	255.224.0.0
Gateway:	10.0.0.1

## 4. Initial UPS Network Configuration

### 4.2 Dynamic IP Address Assignment

This section is for dynamic (DHCP). If uncertain as to which method to use, contact your network administrator for assistance.

This section provides instructions for configuring the device's network access parameters. During the process, the device's MAC address may be required. The 12-character address (in the format XX XX XX XX XX XX) is printed on a label found on the **WEBCARDLX**.

- For devices using WEBCARDLX, the label is attached to the underside of the card
- For devices with an embedded LX interface, the label is typically affixed to the device enclosure

**1** Using a standard Ethernet patch cable, connect the LX Platform device's Ethernet port to the network environment in which the DHCP server is running. The device will attempt to obtain an IP address via DHCP; this may take several minutes, depending on network performance.

**2** To learn which IP address has been assigned, contact your network administrator and provide the device's MAC address.

**3** When the PADM login screen appears, enter **localadmin** for both the name and password.

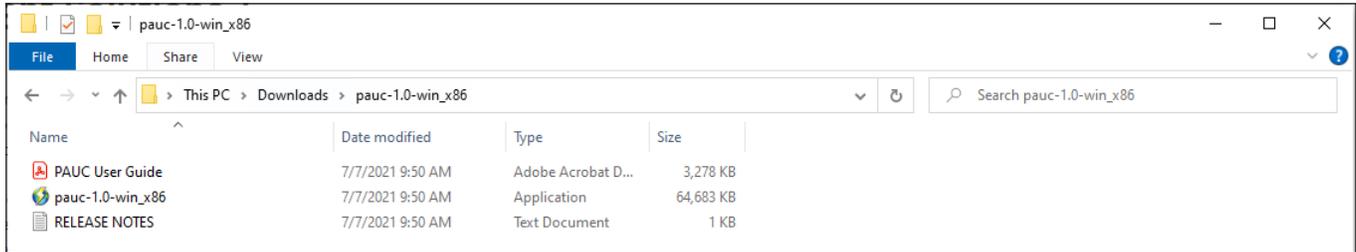
*Note: Upon initial login, you will be required to change the password.*



# 5. Install PowerAlert URCap

## 5.1 Download

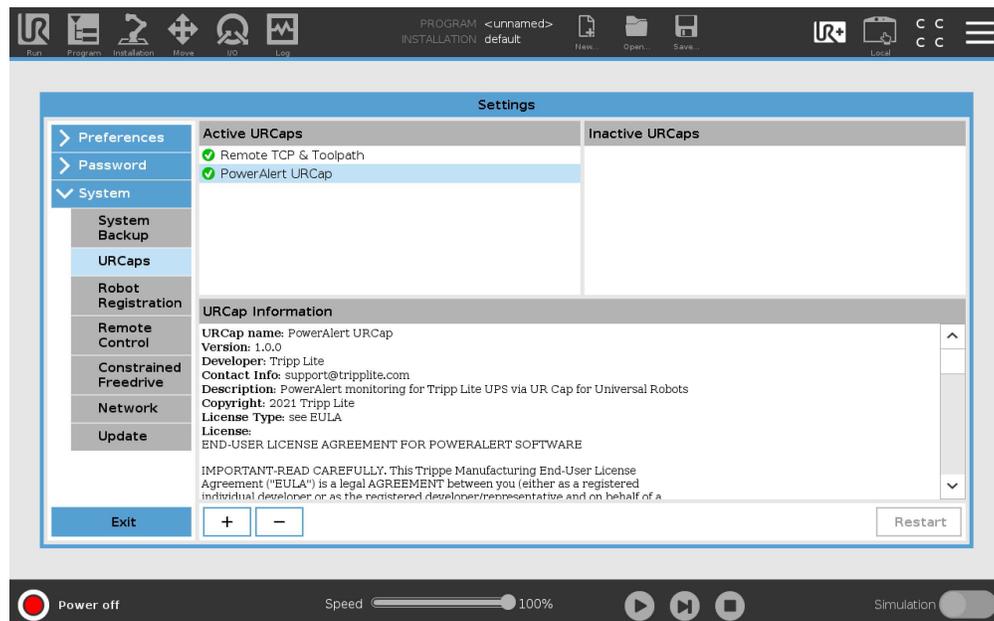
- 1 Download the latest Power Alert UR CAP Installer from tripplite.com under Management Solutions / Utilities.
- 2 Load the software files in the root directory of a USB thumb drive. 5.92 MB of space is required.



## 5.2 Installation on PolyScope

- 1 Insert the USB thumb drive into the UR Pendant or UR controller.
- 2 In the PolyScope Header, tap the ≡ menu on the top right. Go to Settings > URCaps and press the (+) sign.
- 3 Navigate to the PowerAlert UR CAP Installer on the USB thumb drive.
- 4 Once installed, press the restart button to restart the system.
- 5 If installed correctly, PowerAlert will appear in the Installation tab under URCaps.

**Note:** Refer to the UR system manual for more details on installing URCaps.



# 6. PowerAlert UR Cap Configuration

## 6.1 UR PolyScope Configuration

### Determine the IP address for the PolyScope Configuration

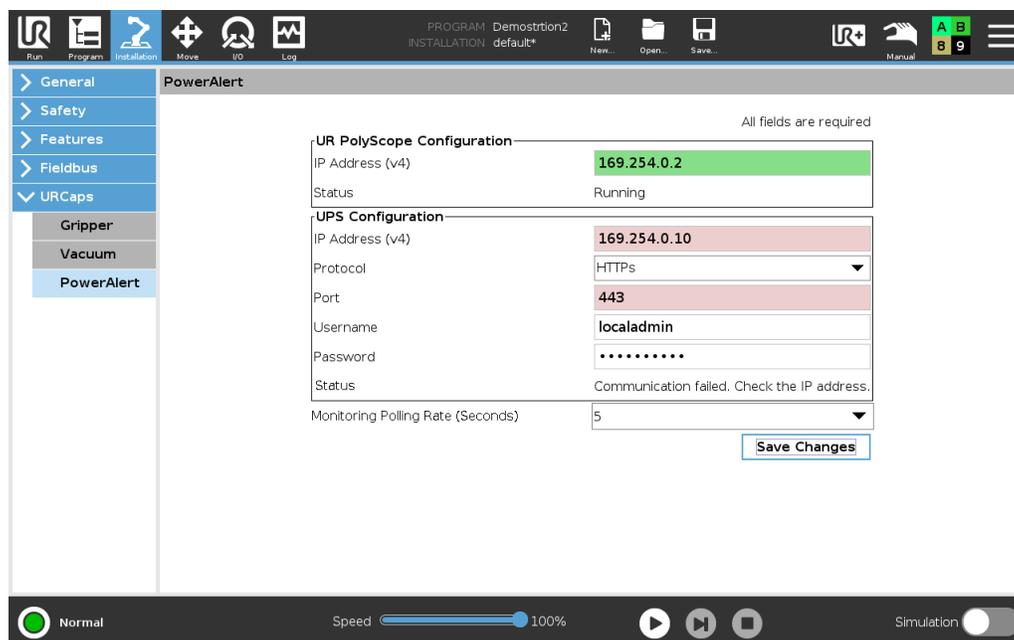
Go to the ☰ menu on the top right of PolyScope on the Pendant. Go to Settings > Network to take note of the current UR Controller IP address or set your own static IP address.

If the device obtained an IP address via DHCP, learn which IP address has been assigned by contacting your network administrator.

*Note: Refer to your UR system's manual for more details on setting up the network.*

### Enter the PolyScope IP address

- 1 Go to Installation > URCaps > PowerAlert.
- 2 Enter the IP address noted above in the IP address field under PolyScope Configuration.



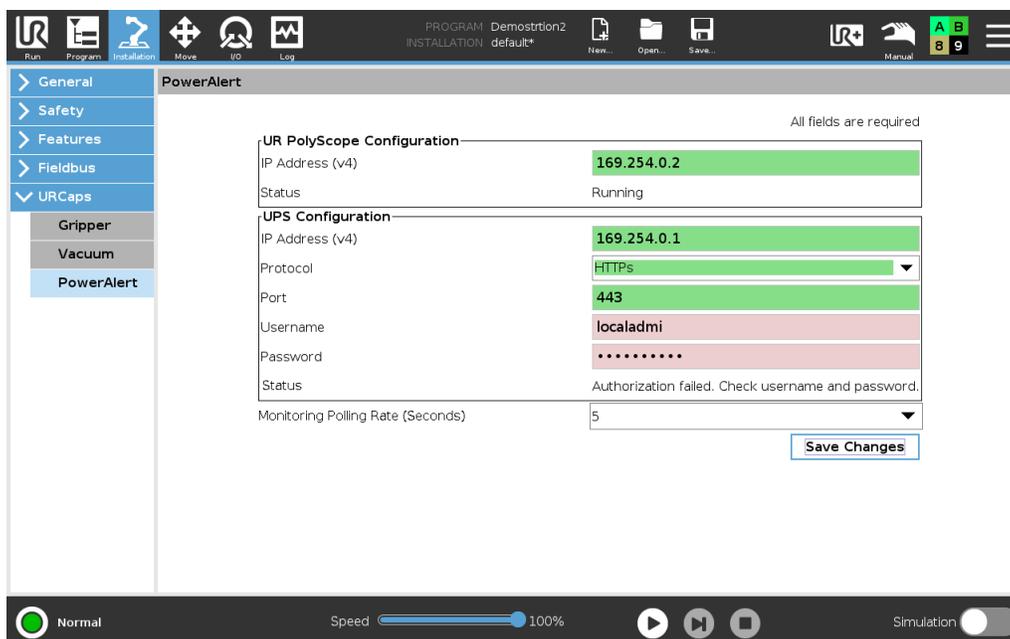
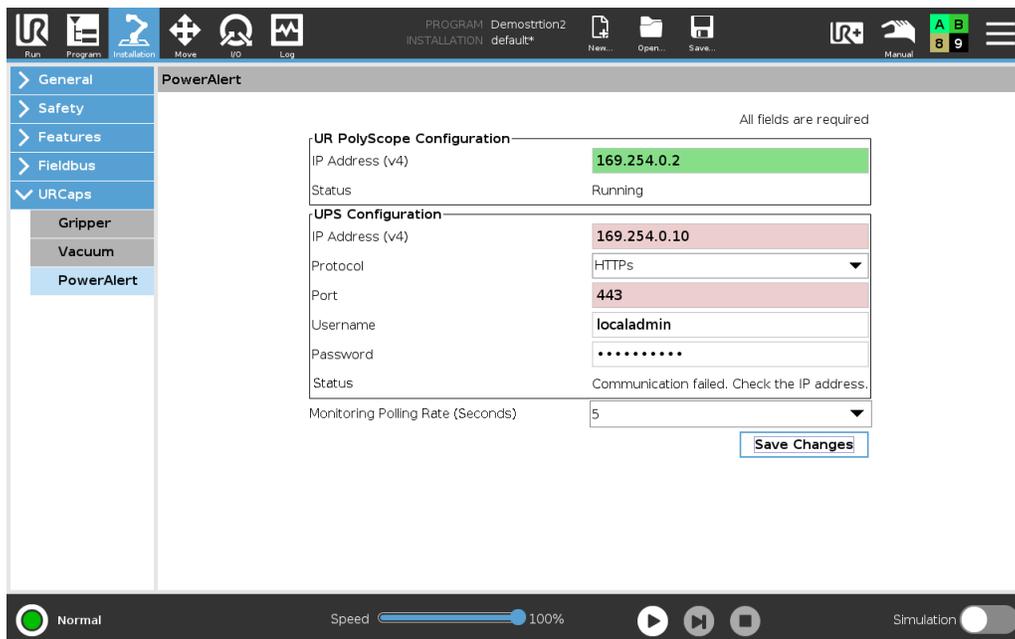
# 6. PowerAlert URCap Configuration

## 6.2 UPS Configuration

### Enter the UPS IP address

- 1 Go to Installation > URCaps > PowerAlert.
- 2 Enter the IP address you noted above in the IP address field under UPS Configuration.
- 3 Protocol and Port are set to default values; contact your network administrator to determine if changes are needed.
- 4 Enter the Username and Password set in section 3.2 Direct Connection, then select Save Changes.

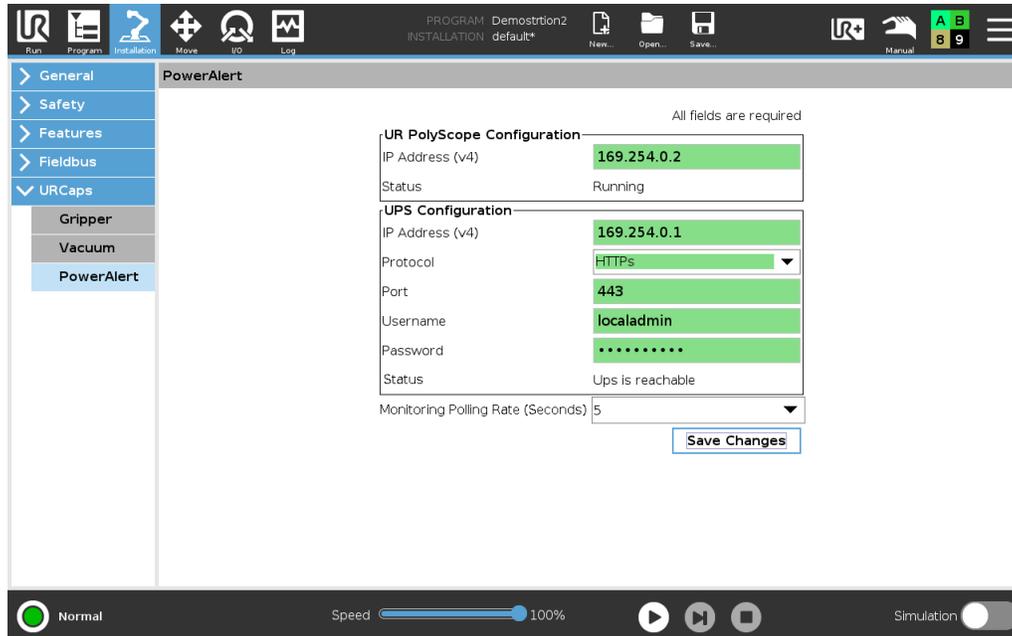
*Note: All fields need to be populated.*



## 6. PowerAlert URCap Configuration

### When Setup is Complete

Ready to work state: UR PolyScope Configuration Status is 'Running' and UPS Configuration Status is 'UPS is reachable'. It may take a few seconds to show reachable. A field highlighted green indicates information has been entered correctly. A field highlighted red indicates information has been entered incorrectly.



### Check UR+ Dashboard

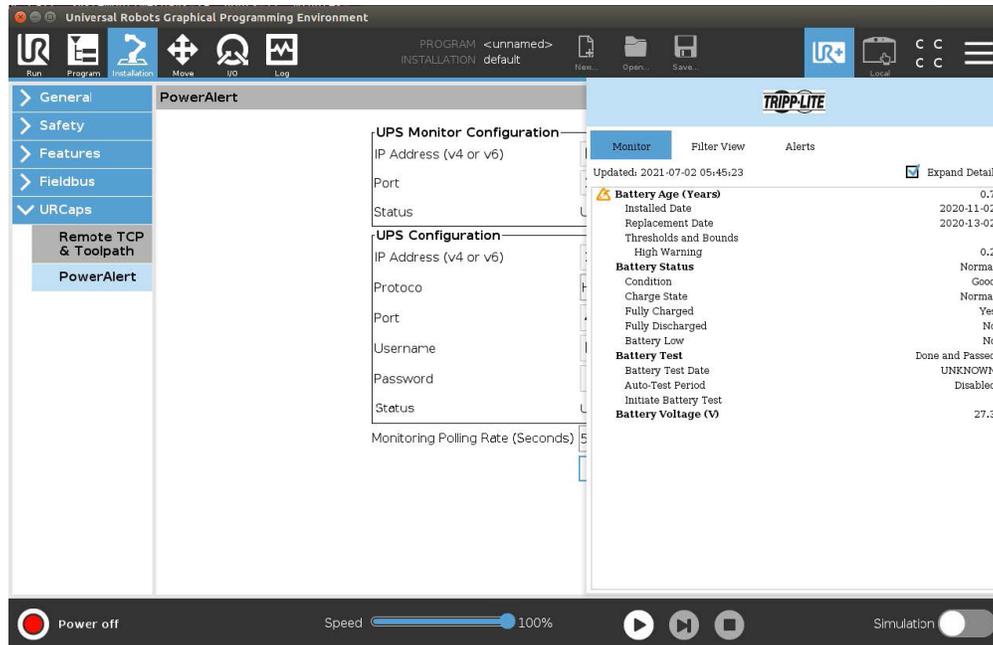
After successful configuration, the user should be able to view appropriate data in the PowerAlert URCap Dashboard. See section 7. **Operation** for details

# 7. Operation

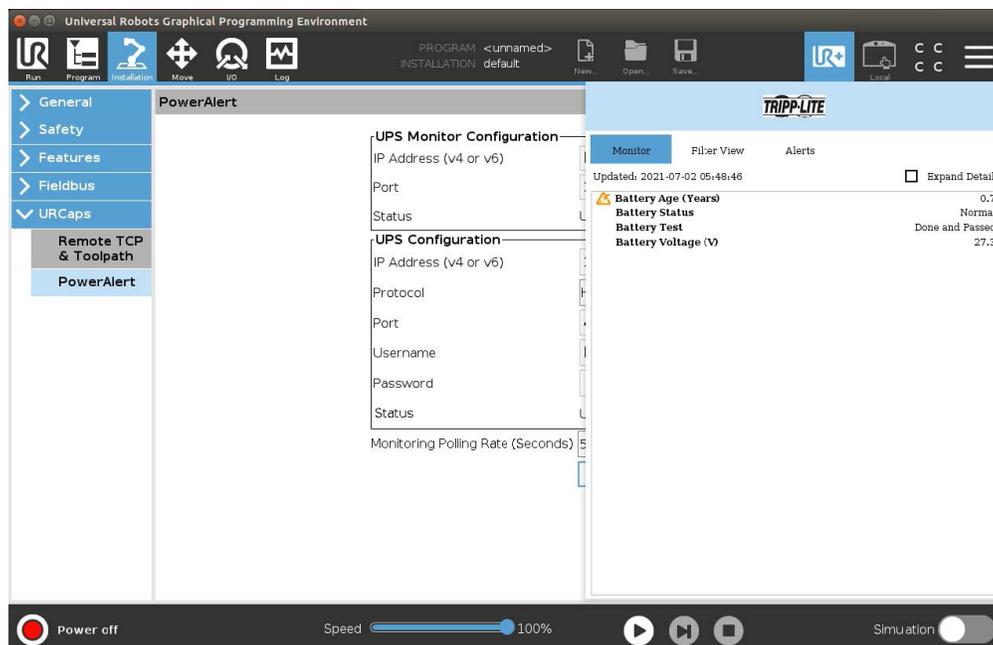
## 7.1 PowerAlert > Monitor

This window contains information about environmental and operating conditions: Battery Age, Battery Capacity, Battery Status, Inputs and Outputs, Runtime. Information such as Input Voltage is updated periodically. PowerAlert continually queries the device for status information and updates the console as changes are reported. A status indicator appears next to each operation condition. If the indicator is green, all functions within that category are operating within normal parameters. If the indicator changes color, one of the variables in that category is outside normal parameters.

### Default Expanded View



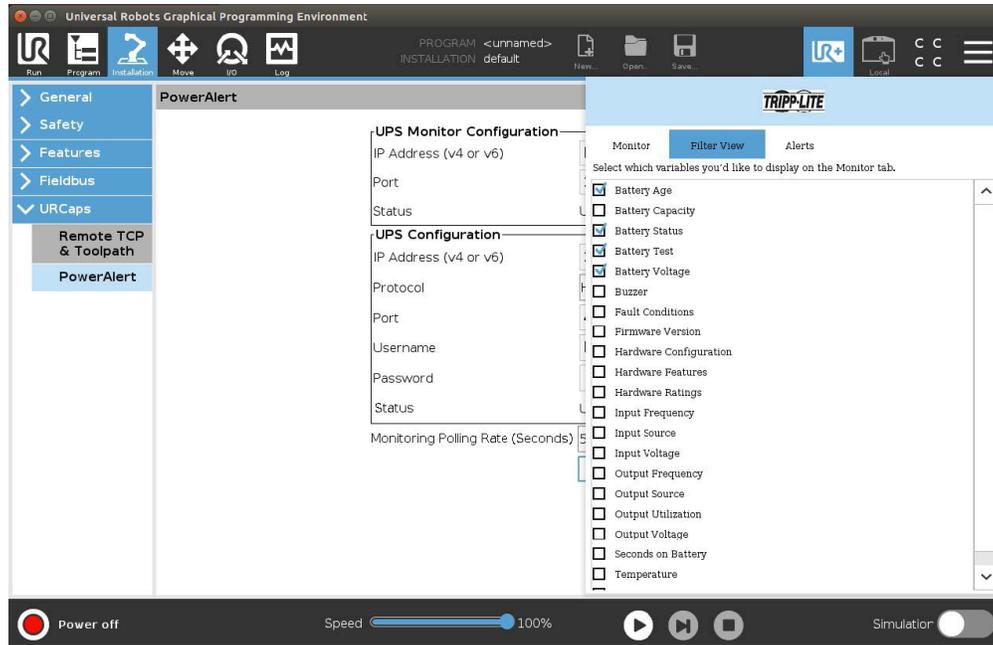
### Collapsed View



# 7. Operation

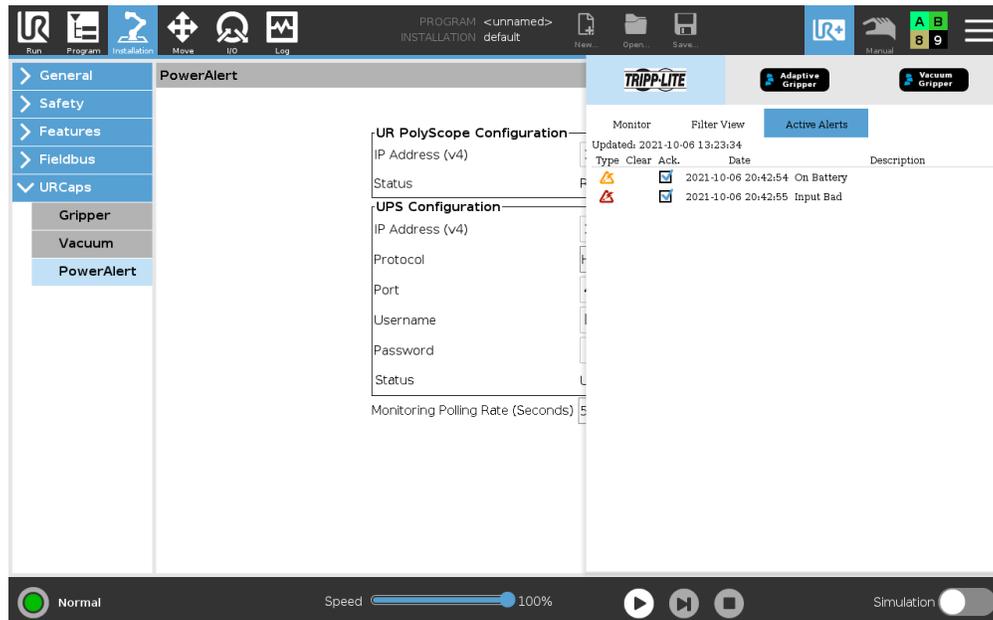
## 7.2 Power Alert > Filter View

Click the **Filter Views** tab to select which variables you would like to display on the monitor tab.



## 7.3 Power Alert > Current Alerts

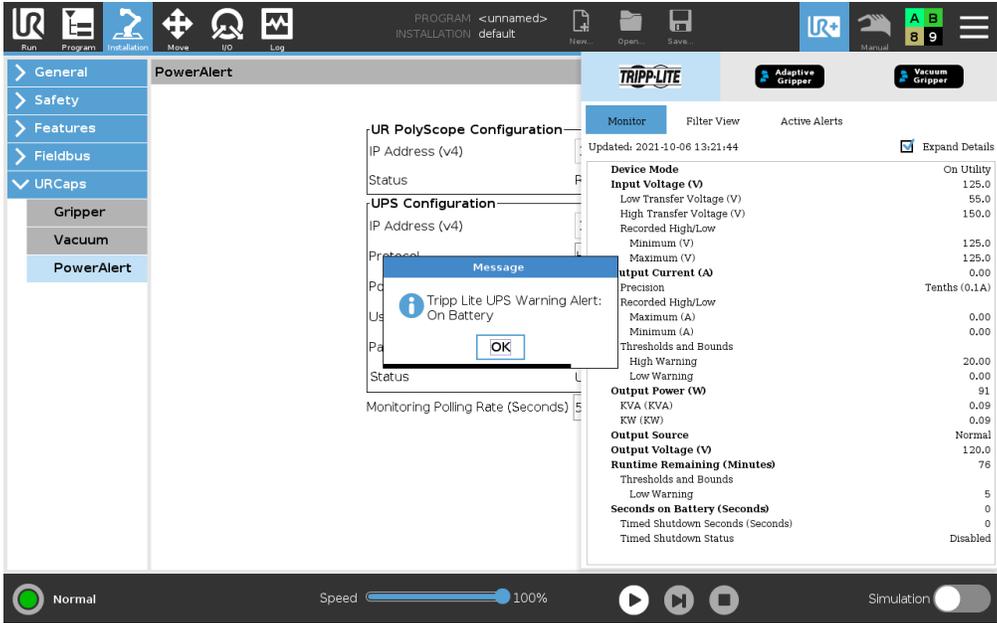
Click the **Alerts** tab to see Events and their info—Critical, Warning, Status, Info and Offline—each with its own icon. This icon will display in the left side of the Alarm Status section in the PowerAlert Console window when an event of that category occurs.



# 7. Operation

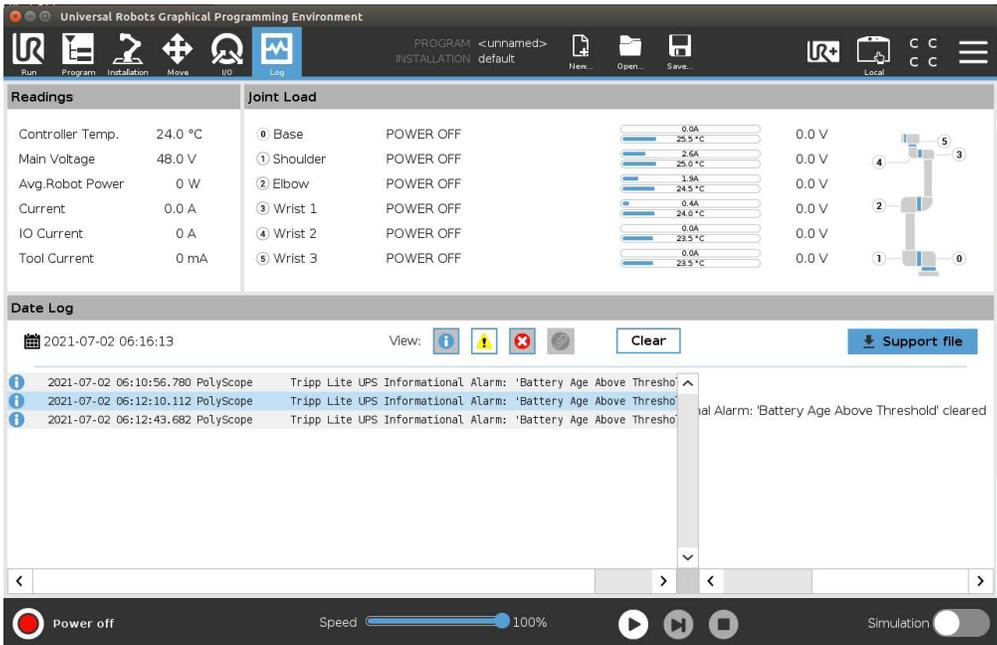
## 7.4 Pop-Ups

Messages will pop-up to show you alert severity and details. Click OK to remove a pop-up. There will be a brief delay before each pop-up window appears.



## 7.5 Logs > Data Log

Click the **Logs** menu button to display the Logs > Data Log. Each event displays an icon that identifies its category: “Critical,” “Warning,” “Info” or “Offline.”



## 8. Troubleshooting

Problem	Possible Solution
The IP address of the WEBCARDLX is unknown	If your network's DHCP server assigned an IP address to the LX Platform device, contact your network administrator to learn the IP address assigned to the card or view it during terminal session at boot-up. You will need to know the MAC address of the LX Platform device. If your network does not use DHCP, or if you need to assign a static IP address for another reason, follow the instructions for assigning a static IP address via terminal mode configuration. Refer to the printed manual included with your LX platform device for more information.
UPS is unreachable	Check if the IP address is correct and if the UPS is connected to the UR controller, either directly or through network switch. If still unreachable, make sure you have the correct username and password. You will need to change password after first login.
Unable to access PADM on connected computer	Check to make sure you are using the correct firmware version. See section <b>2.2 Network Card Installation</b> . <ol style="list-style-type: none"><li>1. Confirm that Ethernet cables are properly connected and port LEDs show activity</li><li>2. Ensure the LX Device is running firmware version 20.0.0 or later</li></ol>

## 9. Technical Support

If you are unable to resolve an issue using the Troubleshooting guide, you can reach Tripp Lite Technical Support here:

### E-mail

[techsupport@tripplite.com](mailto:techsupport@tripplite.com)

### Phone

773.869.1234 7AM – 6PM CST

### Web

The latest PowerAlert Local software updates are available at [tripplite.com/products/power-alert-local](http://tripplite.com/products/power-alert-local)

### Technical Support Assistance

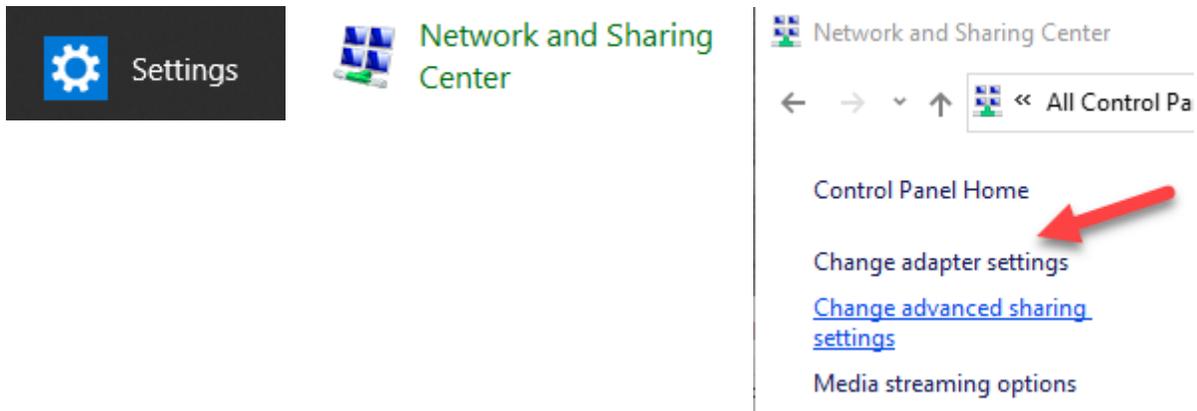
[tripplite.com/support](http://tripplite.com/support)

# Appendix

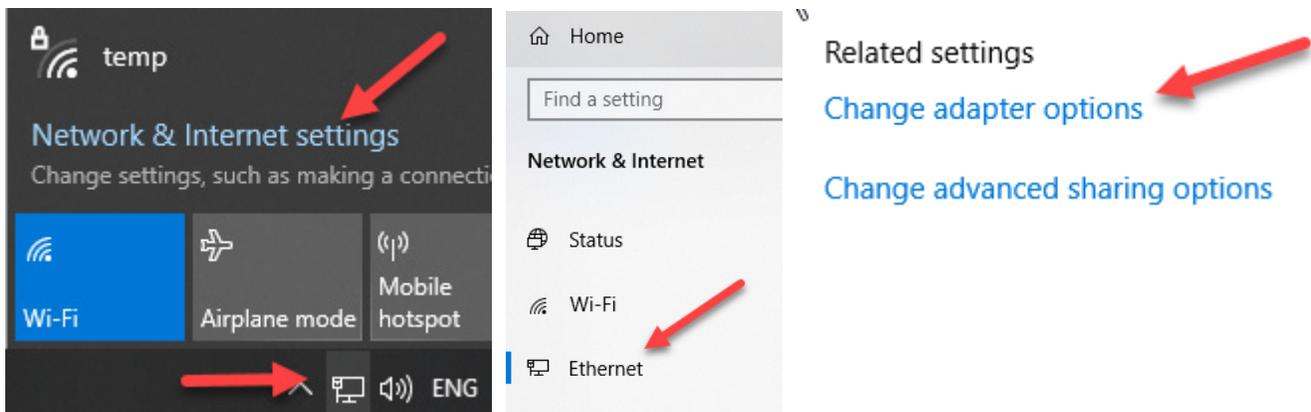
## Direct Connection Between Computer and UPS

For a computer to be able to communicate with the UPS when directly connected by Ethernet cable, the computer must be in the same subnet.

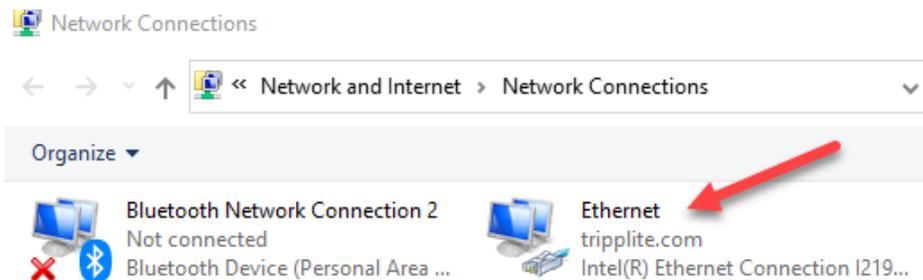
1. Make note of the IP address and Subnet mask configuration of the UPS, as described in section **4.1 Static IP Address Assignment**.
2. In the computer environment, open **Settings** and select **Network and Sharing Center**. In the window that opens, select "Change adapter settings".



Alternatively, click on the Network icon in the computer's task bar and select "Network & Internet settings". In the window that opens, select **Ethernet** from the left menu. In the options that appear at right, select "Change adapter options".

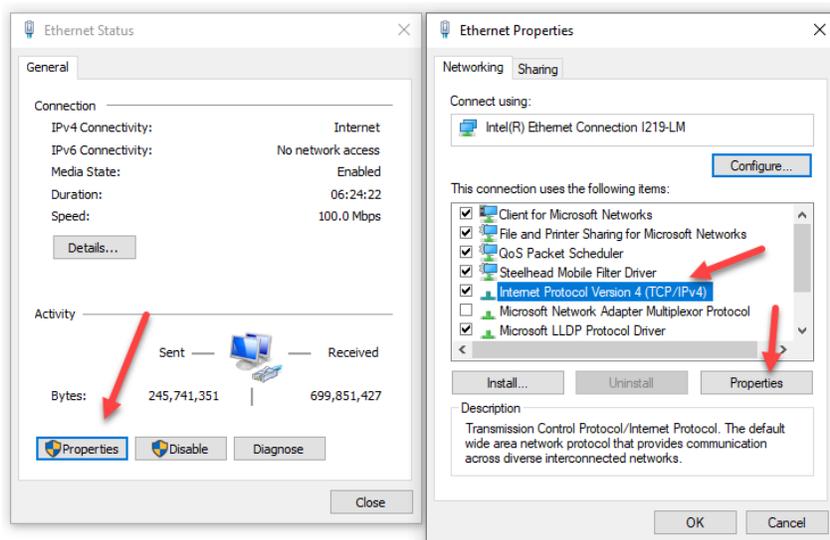


3. In the window that opens, select the Ethernet card being used for communication with the UPS.

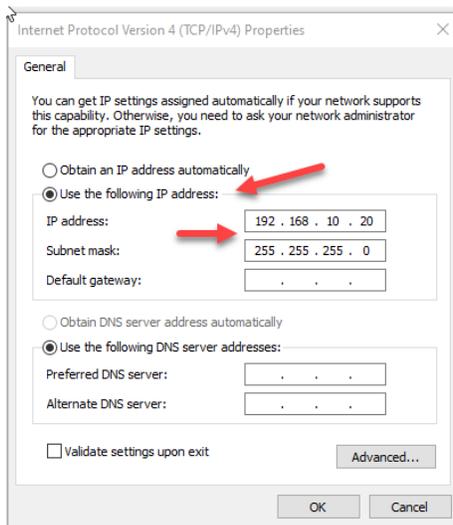


# Appendix

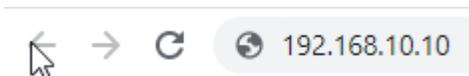
4. In the Ethernet Status window that opens, select **Properties** to open the Ethernet Properties window. Find “Internet Protocol Version 4 (TSP/IPv4)”, select it, then click **Properties**.



5. Select the “Use the following IP address” option. Enter an IP address in the same subnet as the UPS (step 1). For example, if the IP address of the UPS is 192.168.10.10, enter 192.168.10.20 – the last octet must be different. Next, enter the Subnet mask – it must identically match the Subnet mask of the UPS. Click OK.



6. Open a browser window and enter the IP address of the UPS in the search bar to access the PowerAlert Device Manager login screen.



Once the direct connection between your computer and UPS is established, you can proceed with IP setup with your UPS and UR Cap (see section 4. **Initial UPS Network Configuration** for more information).

