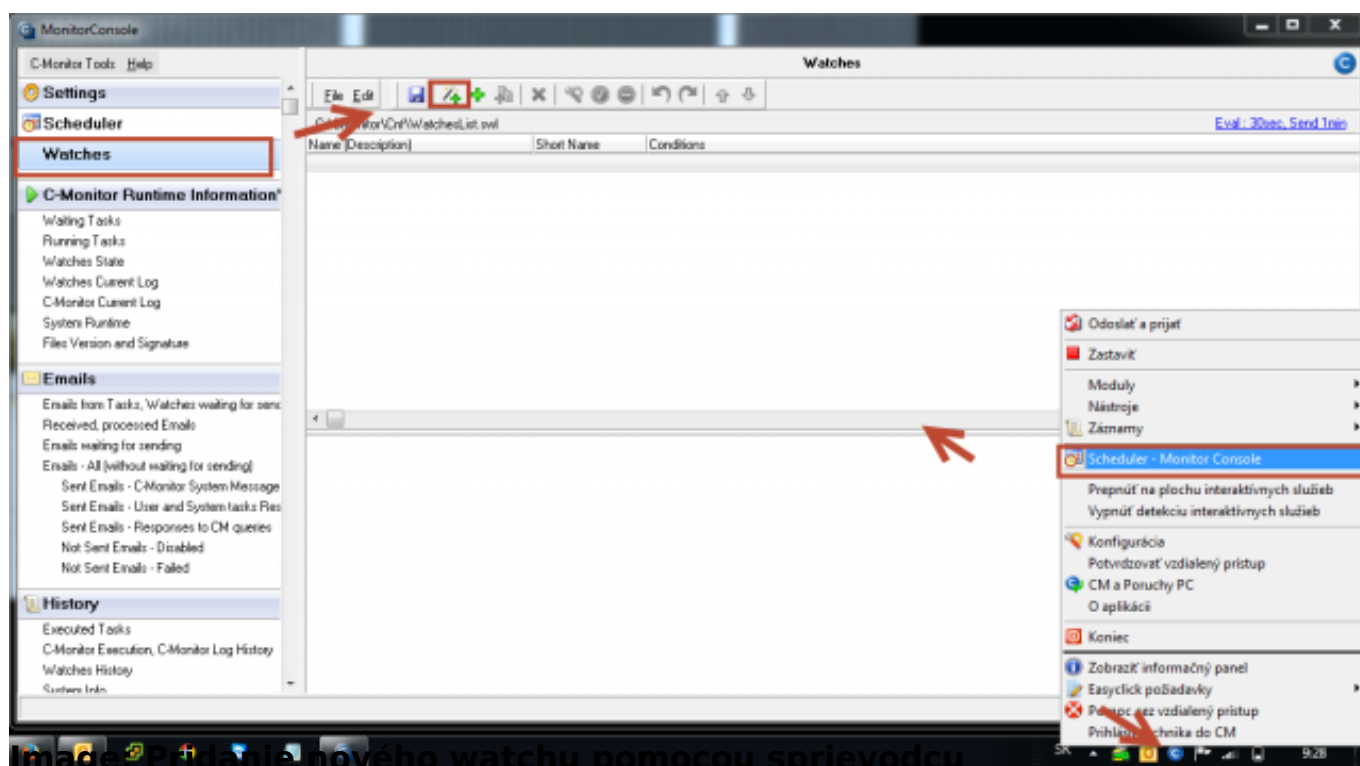


## [Eaton/MGE UPS](#)

## [UPS APC](#)

Customer Monitor provides an option to monitor and evaluate important parameters of backup sources, such as presence of input voltage, battery capacities/remaining time for running on the UPS device and other additional information. If an error occurs, you're instantly notified that your UPS is not in its optimal state. Therefore, thanks to this easily configured monitoring, you're always informed about a power outage on time, you're also able to secure change of flat batteries in the prophylaxis, preventing all unnecessary device dropouts .

Monitoring of UPS devices is configured through the wizard for creation of Watches.



Select type of the device, which you want to monitor, from the predefined templates.

The screenshot shows the 'Watch Wizard' window with the title 'Add condition for "UPS Status"'. The window is divided into three main sections: Performance, Health of systems, and Security. Each section contains a list of conditions with radio buttons for selection. The 'Health of systems' section is currently selected, and a dropdown menu is open showing a list of predefined health templates, including 'APC UPS Low energy v1.0', 'APC UPS Status v1.0', 'EATON/MGE UPS Status over Network', 'MS SQL - Access test v1.0', 'qnap disk', 'QNAP Health v 1.5', 'SYNOLOGY Health v 1.2', 'vmware ESX health plugin 1.1', and 'WIN Server Roles - Event Errors in last 24'. The 'Performance' section includes options like Memory usage, CPU usage, Disk activity, and Network adapter usage. The 'Health of systems' section includes EventLog Events Count, Free space on disk, Service status, Loaded Device Driver, Running process, E-Mail looping test, Ping RTT, Ping packet loss, File size, Files size in directory, Files count in directory, Start / Restart OS, Windows running time, Hardware Monitoring, HW monitoring of server, LINUX monitoring, Environment Monitoring (snmp), Environment Monitoring (http), and Preddefined health templates. The 'Security' section includes Running user process, Unauthorized admin process, and LoggedOn user. There are also sections for Time limitations and Custom conditions. At the bottom, there are 'Back' and 'Next' buttons, and a 'Cancel' button.

Image: Nastavenie monitoringu UPS pomocou sprievodcu

## Eaton/MGE UPS

When monitoring EATON/MGE UPS devices, all data are read directly from network card on the UPS (using a CHAT script through SNMP) and on the very computer. There's no need for any other settings, where the Watch is.

You only need to set IP address of the network card, and you should already be able to view the required data.

Watch Wizard

### EATON/MGE UPS Status over NetworkCard

Script Name  
EATON/MGE UPS Status over NetworkCard

Script

Parameter	Value
IP address	IP address of UPS
SNMP Community	public
SNMP Timeout [ms]	10000
SNMP Retries	6

Test, Edit Script

Operation: Successful Test Period: 1 Unit: min

Value from this condition send to CM server

☒ Always  
☐ Never

☐ Assess the state of watch

< Back Next > Cancel

Image: Nastavenie IP adresy, ktorú používa UPS

You can view the current state of a Watch anytime after login to CM portal. Watches can be found in the section *Presentation and Evaluation -> Presentation -> Watches (Online monitoring)*. In this section, you can adjust individual evaluated parameters as well. The following image illustrates a Watch for evaluation of an EATON/MGE type of UPS.

**Watches (Online monitoring)**

Spoločnosť:  Počítač & Umiestnenie:  Zoradiť podľa: CM ID Zoradiť Watches podľa: Recvhu  
Meno Watchu: Eaton Current status:  Zoradiť ako: Vzostupne Zoradiť Watches ako: Vzostupne Hľadať  
Operátor:  Zobrazíť: Pod sebou ☒ True ☒ False ☒ Unknown ☐ Vypnuté watche ☐ Len online PC

Zoznam watches [ zobrazená 1 položka ] Report z porúch Watches

Stav	Meno	Hodnota	Posledná zmena stavu	Podmienky k určeniu stavu	CM ID počítača	Meno počítača v sieti	Umiestnenie	Posl. online spojenie s CM
●	UPS EATON1MGE	CHAT UPS Connect <b>successful</b> Voltage 235 V Remaining 41.70 min Load 13 % Capacity 100 % On Battery ? 2 On Bypass ? 2	4. Apr 2014 19:59:47	OK - because all conditions are true ● TRUE - successful CHAT "UPS Connect" (8.4.2014 17:46:34) ● TRUE - CHAT NumVar: "Voltage": Voltage (235 V) in 215..250 V ● TRUE - CHAT NumVar: "Remaining": Remaining (41.70 min) > 10 min ● TRUE - CHAT NumVar: "Load": Load (13 %) < 70 % ● TRUE - CHAT NumVar: "Capacity": Capacity (100 %) > 80 % ● TRUE - CHAT NumVar: "OnBattery": On Battery ? (2) = 2 ● TRUE - CHAT NumVar: "Onbypass": On Bypass ? (2) = 2 Delay for FAILED state is 2m	KKBSV01	SERVER-ML330	serverovna	8. Apr 2014 17:54:10

Image: Eaton watch na CM portáli

## UPS APC

For monitoring of UPS of the brand APC, you need to have Powerchute Business installed (tested with version 9), and you also need to have SNMP service enabled, with reading through Public community, for successful data reading.

**Conditions for "UPS status"**

1	SNMP localhost : UPS Output Load (%) < 80, 2x, timeout 2s Check every 1min Value will be sent to CM Server only if change to last sent value is more than 10
2	SNMP localhost : UPS Output Voltage (VAC) IN 220..240, 2x, timeout 2s Check every 1min Value will be sent to CM Server only if change to last sent value is more than 5
3	SNMP localhost : UPS Output Frequency (Hz) IN 48..52, 2x, timeout 2s Check every 1min Each value will be sent to CM Server
4	SNMP localhost : UPS Input Voltage (VAC) IN 220..240, 2x, timeout 2s Check every 1min Value will be sent to CM Server only if change to last sent value is more than 5
5	SNMP localhost : UPS Input Frequency (Hz) IN 48..52, 2x, timeout 2s Check every 1min Each value will be sent to CM Server
6	SNMP localhost : UPS Current Temperature < 50, 2x, timeout 2s Check every 1min Value will be sent to CM Server only if change to last sent value is more than 10
7	SNMP localhost : UPS Battery Status (2-Minute) = 2, 2x, timeout 2s

Add Condition Edit Condition Delete Condition

State of watch is **OK** if all conditions are true **FAIL** - if at least one condition is false

☐ Delay for FAIL state. (Useful for suppressing short term FAIL state)

UNKNOWN watch state is referred as FAIL state.

Show Advanced Options

**Note:** Watches are active from 5 min after the operating system start

< Back Next > Skip Actions >> Cancel

Image: Zoznam parametrov, ktoré sa budú vyhodnocovať

You can view the current state of a Watch anytime after login to CM portal. Watches can be found in the section *Presentation and Evaluation -> Presentation -> Watches (Online monitoring)*. In this section, you can adjust individual evaluated parameters as well. The following image illustrates a Watch for evaluation of an APC type of UPS.

Admin zóna | Prehliadanie a Vyhodnotenie | Customer Desk | Operator: Miro

Watches (Online monitoring)

Spoločnosť: Počítač & Umiestnenie: Zoradiť podľa: CM-ID Zoradiť Watches podľa: Rozvrhu  
Meno Watchu: APC Current status: Zoradiť ako: Vzorovne Zoradiť Watches ako: Vzorovne Hľadať  
Operátor: Zobraziť: Pod sebou ☒ True ☒ False ☒ Unknown ☐ Vypnuté watche ☐ Len online PC

Zoznam watches [ zobrazené 2 položky ] Report z porúch Watches

Slav	Meno	Hodnota	Posledná zmena stavu	Podmienky k určeniu stavu	CM-ID počítača	Meno počítača v sieti	Umiestnenie	Posl. online spojenie s CM	
	APC battery	UPS Battery Capacity (%) 100±1 UPS Battery Runtime Remaining 0.03:17:00	14. Mar 2014 03:20:19	OK - because all conditions are true ● TRUE - SNMP : 172.16.33.35 : UPS Battery Capacity (%) ("100") > 80 (4/8/2014 5:11:58 PM) ● TRUE - SNMP : 172.16.33.35 : UPS Battery Runtime Remaining ("0.03:17:00") > 0.00:10:00 (4/8/2014 5:11:58 PM)	K005V02	SERVER2	Wolf CR	8. Apr 2014 17:50:40	<a href="#">Edit</a>
	APC status	UPS Output Load (%) 6±10 UPS Output Voltage (VAC) 229±5 UPS Output Frequency (Hz) 49 UPS Input Voltage (VAC) 229±5 UPS Input Frequency (Hz) 50 UPS Current Temperature 23±10 UPS Battery Status (2=Normal) 2 UPS Battery Selftest Result (1=Pass, 2=Fail) 1	5. Apr 2014 22:57:04	OK - because all conditions are true ● TRUE - SNMP : 172.16.33.35 : UPS Output Load (%) ("6") < 80 (4/8/2014 5:47:01 PM) ● TRUE - SNMP : 172.16.33.35 : UPS Output Voltage (VAC) ("229") IN 220..240 (4/8/2014 5:46:58 PM) ● TRUE - SNMP : 172.16.33.35 : UPS Output Frequency (Hz) ("49") IN 48..52 (4/8/2014 5:46:58 PM) ● TRUE - SNMP : 172.16.33.35 : UPS Input Voltage (VAC) ("229") IN 220..240 (4/8/2014 5:46:58 PM) ● TRUE - SNMP : 172.16.33.35 : UPS Input Frequency (Hz) ("50") IN 48..52 (4/8/2014 5:46:58 PM) ● TRUE - SNMP : 172.16.33.35 : UPS Current Temperature ("23") < 50 (4/8/2014 5:47:01 PM) ● TRUE - SNMP : 172.16.33.35 : UPS Battery Status (2=Normal) ("2") = 2 (4/8/2014 5:46:58 PM) ● TRUE - SNMP : 172.16.33.35 : UPS Battery Selftest Result (1=Pass, 2=Fail) ("1") = 1 (4/8/2014 5:46:58 PM)	K005V02	SERVER2	Wolf CR	8. Apr 2014 17:50:40	<a href="#">Edit</a>

Image: APC watch na CM portáli

Date:

04/09/2014