VERTIV™ POWER ASSIST

Quick Installation Guide

IMPORTANT: *Before installing, connecting to supply, or operating your Liebert® UPS, please review the Safety and Regulatory Statements sheet. For detailed installation, operating, maintenance, and troubleshooting information, refer to the UPS User Guide available on the product page at www.Vertiv.com.*

Vertiv™ Power Assist monitors up to two UPSs connected to your computer, displaying and logging critical UPS status details, notifying you on-screen and by e-mail when either UPS is on battery backup, or automatically shutting down the computer based on battery conditions that you configure. If two UPSs are connected, you can select either or both UPSs to trigger the shutdown. By default, two UPSs are defined in parallel.

DOWNLOAD THE APP

From the computer on which the application will be installed, browse to the application link on www.Vertiv.com and run the installation. Vertiv Power Assist automatically runs in the background, and a taskbar icon lets you access the user interface.

COMMAND PROMPT

Vertiv Power Assist can be optionally installed from the command prompt with preset parameters. To see a list of available commands and examples, at the Command Prompt, enter the Power Assist installer application's full name and '/?'

Example: *powerassistinstaller202007 2.1.exe /?*

POWERASSIST API

Power Assist provides a RESTful API for retrieving monitoring data, log information, and various other configuration data. You can find more information about the API and the resources it provides on the help page at https://localhost:8210/swagger.

NOTE: *The IP address is the IP of the server that is hosting the Ups.MonitoringService such as a local host for local server access.*

CLIENT - CONFIGURING TWO OR MORE COMPUTERS

- For proper shutdown, computers not connected by USB to the UPS must be set to get data from the Primary Power Assist. Select Power Assist in client mode and enter the primary's IP address or hostname.

- The computer connected by USB becomes the primary and must be set to shut down last.

NOTE: *Ensure that the Primary Power Assist computer is properly connected, especially if you choose Shutdown if the Primary Power Assist is offline. If the primary is not connected and operating, the remote computers will be shut down after the default time (300 seconds).*

CONNECT THE UPSs

USB

From the Settings screen, select the method to connect to the UPSs.

- For USB, use a standard USB-to-USB cable to connect the UPSs to the computer running Vertiv Power Assist.

SNMP V1/V2

For SNMP V1/V2, the user can either enter the IP address of the UPS or select Discover UPS:

Enter the IP address:

Enter the IP address, the Community String, and Port (default is 161). Select "Test" to verify connectivity. For two UPSs repeat process.

NOTE: *The default Community String is 'public'.*

Vertiv Power Assist immediately begins logging UPS data. Verify that the home screen shows the data.

Discover the UPS:

Select "Discover UPS" and enter the IP address range and the Community String. Select "Start" to begin the discovery process. Once discovery is complete if UPS(s) are found the IP address will auto populate in the IP Address/Host Name box. Select "Test" to verify connectivity.

NOTE: *The default Community String is 'public'.*

Vertiv Power Assist immediately begins logging UPS data. Verify that the home screen shows the data.

SNMP V3

For SNMP V3, the user can either enter the IP Address of the UPS or select Discover UPS:

Enter the IP address:

Enter the IP address, the User Name, Port (default is 161), Authentication Type/Secret, and Privacy Type/Secret. Select "Test" to verify connectivity. For two UPSs repeat process.

NOTE: *The default Authentication and Privacy Type are 'none'.*

Vertiv Power Assist immediately begins logging UPS data. Verify that the home screen shows the data.

Discover the UPS:

Select "Discover UPS" and click on SNMP V3. Enter the IP address range and User Name. Next select Authentication Type/Secret and Privacy Type/Secret. Select "Start" to begin the discovery process. Once the discovery process is complete if UPS(s) are found the IP address will auto populate in the IP Address/Host Name box. Select "Test" to verify connectivity.

Vertiv Power Assist immediately begins logging UPS data. Verify that the home screen shows the data.

ADJUST THE SNMP TIMEOUT

To adjust the timeout for UPSs connected via SNMP, select Settings and increase or decrease the SNMP Timeout to the desired time in milliseconds.

WIRELESS

Communicate to UPS via Wireless USB Dongle

To communicate to a UPS via "Wireless", ensure that the Wireless USB Dongle is connected to the desired UPS and has been joined to a wireless network*. To connect via the Wireless setting, verify that the Primary Power Assist is connected to the same wireless network as the Dongle.

NOTE: The Wireless Dongle needs to be joined to a wireless network via the Power Assist Mobile App (see, section "About-QR Code").

Select "Discover UPS", a pop-up window will appear showing that discovery for the UPS is in progress. Once the UPS has been discovered the IP address of the Wireless Dongle connected to that UPS will appear in the UPS IP Address/Host Name bar. Select "Test" to confirm that the UPS is communicating with Power Assist. "Success" will appear below the Test button if communication has been successful.

Alternatively, to connect to the UPS, the user can manually enter the IP address of the Wireless Dongle and select "Test" to verify connectivity to the UPS.

SET CONDITIONS FOR SHUTDOWN

Select the Settings screen and select one of the options for shutting down based on battery status or immediately.

If you select a battery-status option, set the time or capacity at which shutdown will occur.

When the UPS operates on battery backup, a pop-up notification counts down the time until shutdown so you can save your work, and if configured, e-mails are sent concerning the battery status and impending shutdown.

To run a script prior to shutdown, select Enable Scripted Shutdown and browse for the bat, cmd or exe file which points to the PowerShell or other script file on your local hard drive. Use "-force" parameter in the script to avoid any other logged in users or processes to block the shutdown action. To check for script errors, review the PowerDiagnostics.txt, at C:\ProgramData\Vertiv\PowerAssist\logs.

NOTE: The user must have access to the commands and files referenced in the script for the script to run as expected. The selected script file will be responsible for shutting down the computer. Please test your script in advance.

SET UP NOTIFICATIONS OF PENDING SHUTDOWN

To send e-mail, configure a server and sender with the appropriate connection and port settings.

Select the type of notification to send:

- **UPS on battery:** When the UPS is using battery to power the computer.
- **Low battery**: When battery time remaining is extremely low.
- **Shutdown begins:** When a timed shutdown begins, or in the case of immediate shutdown, after the e-mail notification is sent.

VIEW DATA AND EVENT LOGS

From the Home screen, tap Logs for the UPS of which you want to review the logs.

NOTE: All data and event logs are saved on the computer at: C:\ProgramData\Vertiv\ PowerAssist.

MAINTENANCE MODE

When Maintenance Mode is on, the system will not shutdown. When the primary Power Assist is in Maintenance mode, all client Power Assists will not shutdown. It is recommended that you put the UPS in Maintenance mode when you are upgrading the UPS firmware or conducting a battery test.

ABOUT

Under the About section the user will find important information regarding:

- Power Assist Version number
- Vertiv.com
- Vertiv Online Support
- PDF Help Documentation
- End User Licensing Agreement

In addition, the user will find:

Power Assist Mobile

QR Code: Scan QR code from Power Assist Mobile App to connect a remote UPS via a wireless Dongle.