

User's Guide

PowerAlert® Home

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1. Introduction

PowerAlert software provides monitoring and control functions of one or two UPS systems. PowerAlert software is installed on a desktop PC or networked server which connects to the UPS system(s) through a serial or USB cable connection. This software can be configured to automatically shut down the computer in the event of a power failure. PowerAlert software also allows the UPS system to appear as an SNMP-manageable device on the network, enabling remote monitoring and control via PowerAlert Network Management System (PANMS) software or a third-party Network Management System.

PowerAlert software is available in three packages:

- **Office** - Advanced monitoring and control functions
- **Home** - Basic monitoring and control functions
- **Medical** - Monitoring and control functions optimized for use with Tripp Lite Medical Cart solutions

Refer to Appendix A for an overview of the functions supported by each of the PowerAlert software packages.

This User Guide covers the features and functions of the HOME package.

1.1 System Requirements

- Personal computer with a supported operating system: Windows 8 or 10; Windows Server 2012, 2016 or 2019
- CPU: 4 core 2.0 GHz or higher
- Memory: Minimum of 4 GB
- Available disk space: Minimum of 300 MB
- Ethernet network that supports the TCP/IP protocol
- Supported web browser: Google Chrome, Mozilla Firefox, Edge, Internet Explorer 10 or later, Safari

Download the latest version of PowerAlert software from the Tripp Lite website at tripplite.com/products/management-software.

For detailed instructions on installing PowerAlert software, refer to the PowerAlert Office/Home/Medical Installation Guide.

Note that the three PowerAlert packages are mutually exclusive--only one can be installed at a given time. An existing installation of PowerAlert software must be uninstalled before a different package can be installed.

Once installed and launched, PowerAlert software will automatically attempt to detect a connected UPS system. If the UPS system is not detected, refer to the **Scan for Device** function in Device Maintenance (Top Menu).

2. PowerAlert Home

2.1 Accessing the System Tray

The PowerAlert System Tray App provides a quick-reference graphical summary of UPS status. To launch the app, go to the computer's Start Menu, scroll down to the Tripp Lite folder, and click "PowerAlert System Tray App" (Figure 2-1).

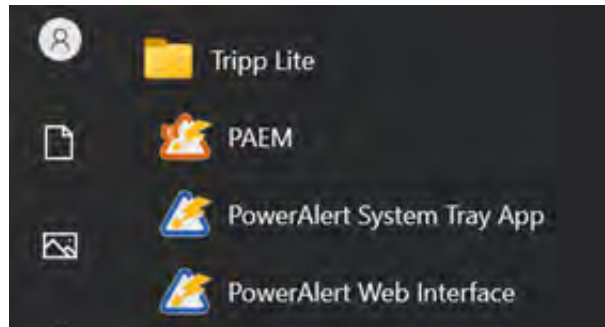


Figure 2-1: Start Menu / Tripp Lite Folder

Open the computer's system tray, then click the PowerAlert icon to generate a graphic showing the status of the UPS (Figure 2.2). Right-click the PowerAlert icon to open a menu of options and select PowerAlert Web Interface to launch the interface.

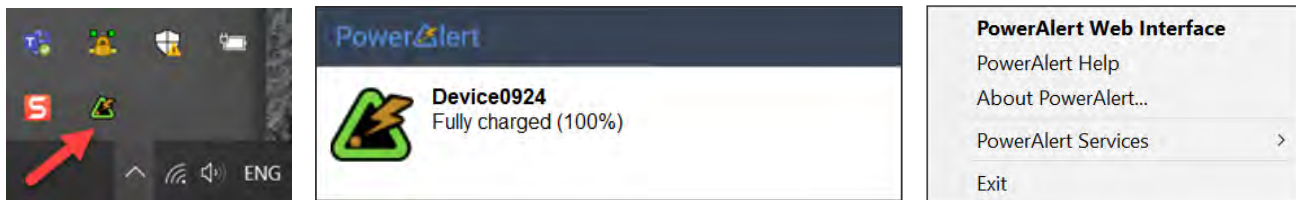


Figure 2-2: System Tray Icon and UPS Status Graphic

During installation of the PowerAlert software, a PowerAlert Web Interface icon is added to the computer's desktop. To access the interface, double-click the icon. Alternatively, the interface can be accessed from the Tripp Lite folder in the Start menu (Figure 2-3).

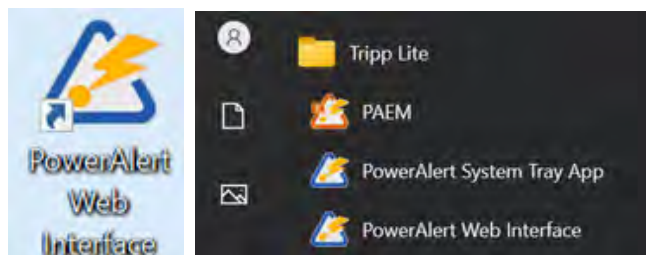


Figure 2-3: Web Interface Desktop Icon and Start Menu item

2. PowerAlert Home

The default Administrator Username and Password are both **localadmin**. During initial login, prompts will appear to change the password. Double-click the PowerAlert Web Interface icon to open the login page of the PowerAlert Home interface (Figure 2-4).

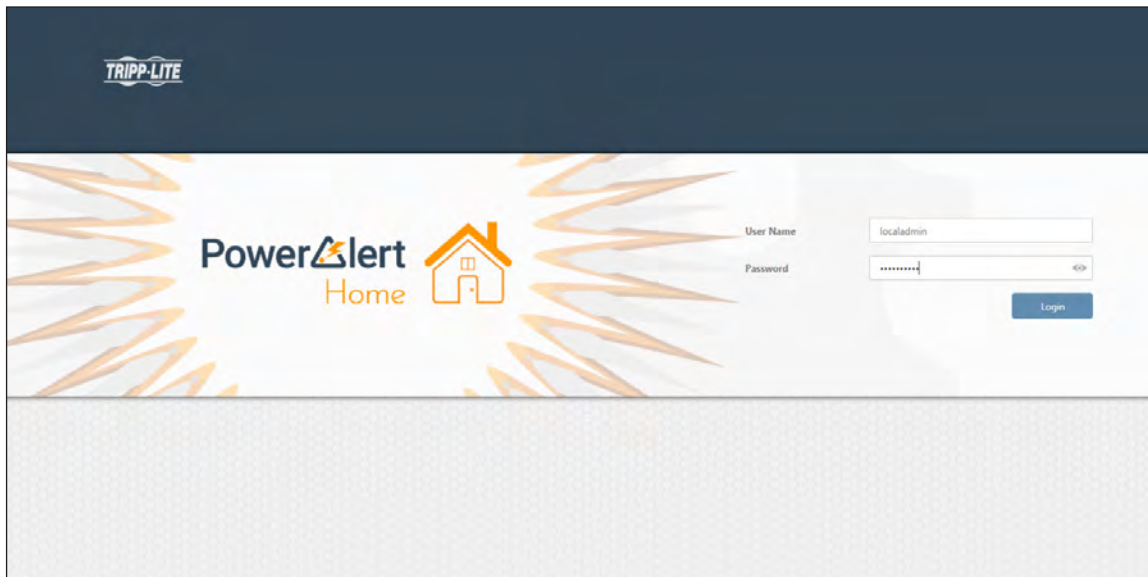


Figure 2-4: PowerAlert Home Login Page

Remote Access

To access PowerAlert software remotely, open a supported web browser. In the address bar, enter the IP address of the server on which PowerAlert is installed, followed by the configured port, e.g. <http://192.168.1.1:8080> (Figure 2-5).

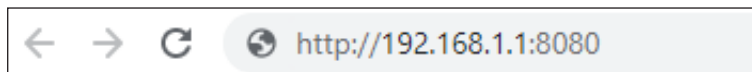


Figure 2-5: Accessing PowerAlert from a Web Browser

On logging in, the Dashboard page is displayed (Figure 2-6).

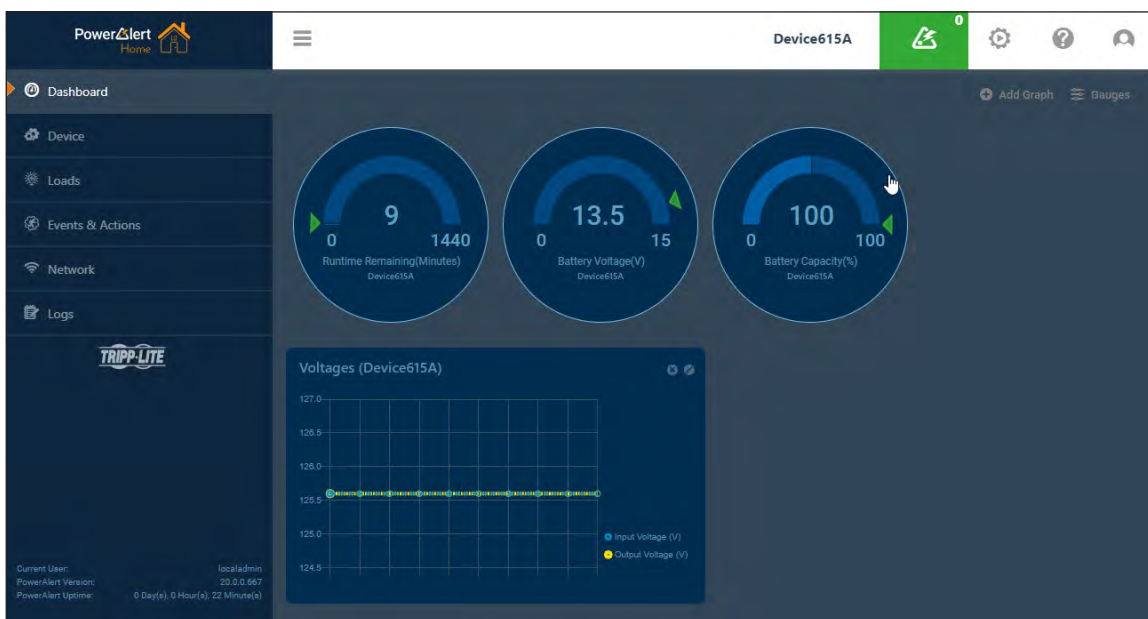


Figure 2-6: Dashboard Page

2. PowerAlert Home

2.2 PowerAlert Overview

PowerAlert Layout

The PowerAlert Home web interface is comprised of three main sections (Figure 2-7):

- 1** Top Menu – Alert summary and administrative functions
- 2** Main Menu – Navigation to device management functions
- 3** Content– Information reflective of selections made in the Main Menu or Top Menu

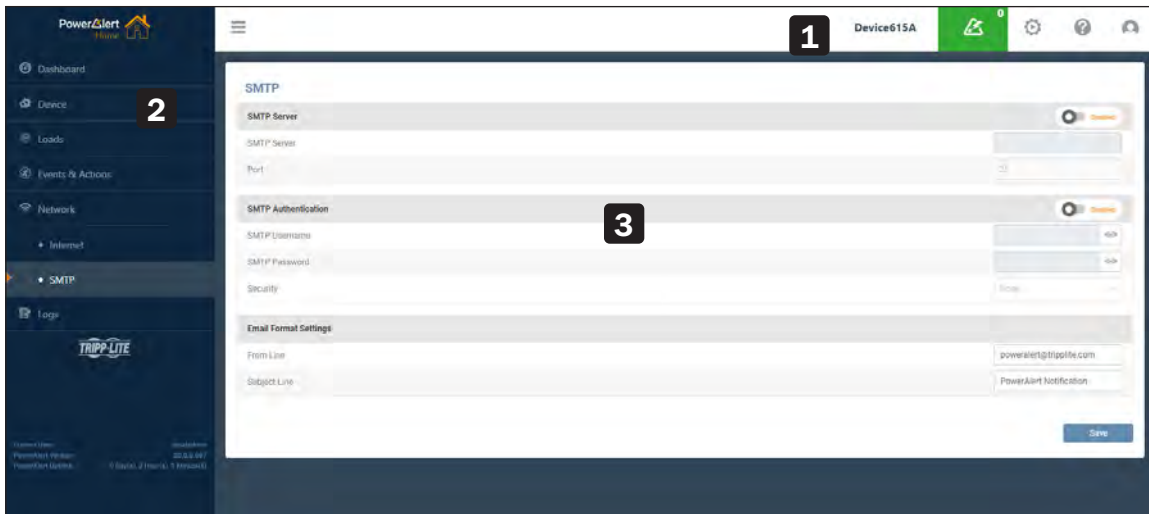


Figure 2-7: PowerAlert Interface Main Sections

2. PowerAlert Home

Navigation Elements

A number of graphical elements are used for navigation throughout the interface.

Sub-Menus – Certain menu items contain sub-menus. Click a menu item to expand the selection, displaying its sub-menu (Figure 2-8). Click the menu item again to contract the sub-menu.

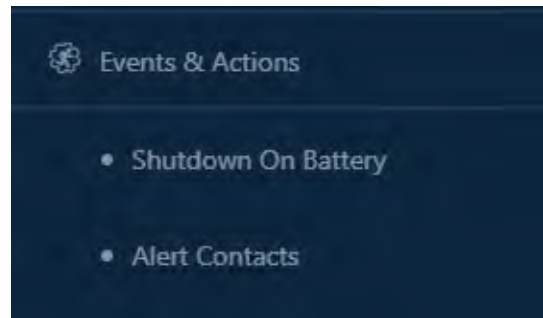


Figure 2-8: Sub-Menus

Tabs – Tabs are used to organize information of a common topic into logical groupings (Figure 2-9). Select a tab to view its content.

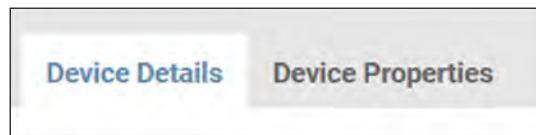






Figure 2-9: Tabs

Pages – Sequenced numbers with arrows indicate that the content exceeds one page (Figure 2-10). Select each to navigate pages as follows:



Figure 2-10: Pages

-  Go to the first pages of the content
-  Go to the previous page number
- Number* Go directly to the selected page
-  Go to the next page
-  Go to the last page of the content

Scroll Bars – In cases where content exceeds the size of the window, vertical and/or horizontal scroll bars appear (Figure 2-11).

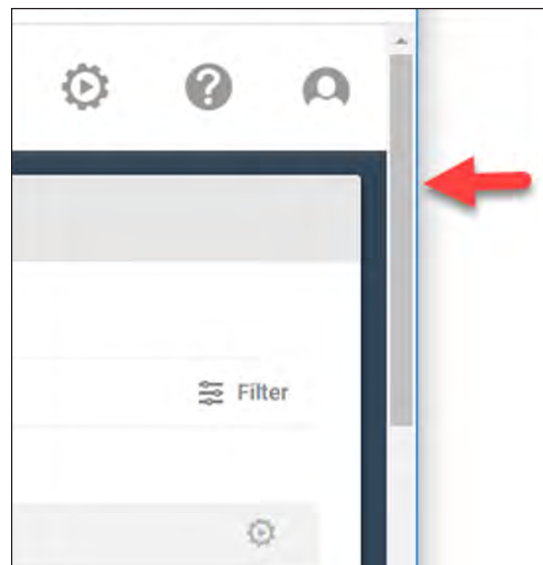


Figure 2-11: Scroll bars

2. PowerAlert Home

Chevrons – Click the chevron next to an item to expand or contract the content of the item (Figure 2-12).

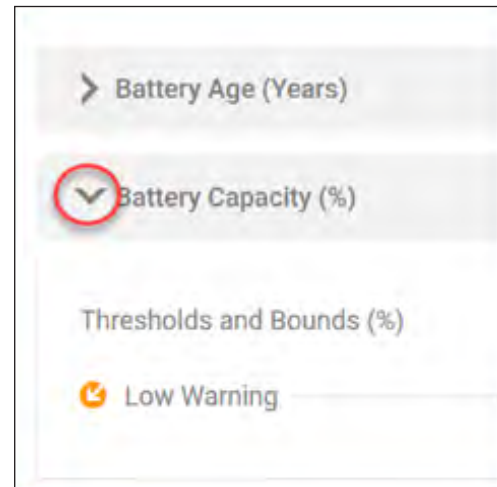


Figure 2-12: Chevrons

Adjusting Views

Sorting – When content is displayed in table format, the information can be sorted in the following manners (Figure 2-13):

- **Columns** – Click a column title to sort the table by that category, in ascending order.
- **Arrows** – Click the up or down arrow adjacent to a column title to sort the table in ascending or descending order, respectively.

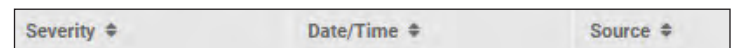


Figure 2-13: Columns and arrows

Filters – Click **Filter** to open a dialog box in which a variety of filtering options can be selected. Click the **Apply Filters** button to update the displayed information. Click the **Clear Filters** button to restore the default view (Figure 2-14).

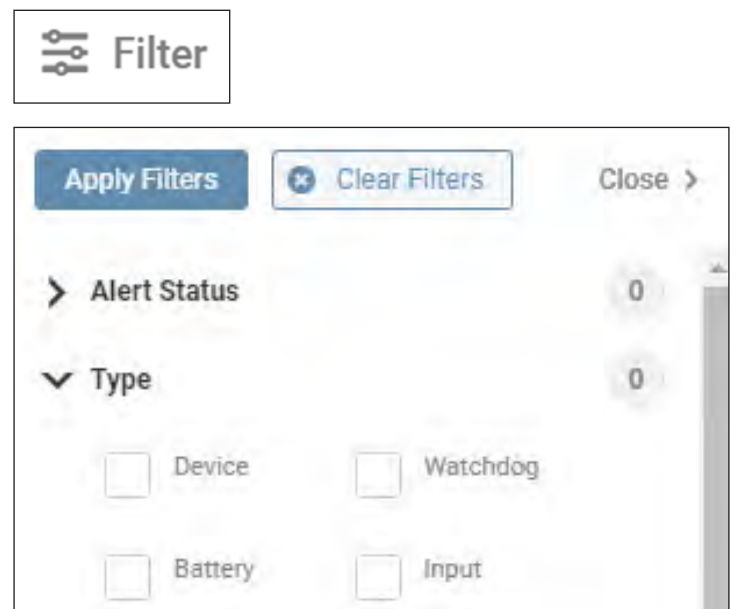


Figure 2-14: Filter functions

2. PowerAlert Home

Refresh – Click **Refresh** to update the displayed content (Figure 2-15).

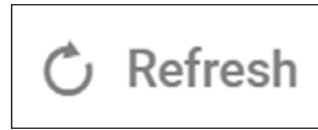


Figure 2-15: Refresh

Export – Click **Export** to configure and generate an export of the contents (Figure 2-16).



Figure 2-16: Export

2. PowerAlert Home

Icons

Pencil – The pencil icon indicates that the item can be edited (Figure 2-17). Click the icon to open a dialog box in which the edits can be made.



Figure 2-17: Edit

Details – The 'i' icon indicates that the item contains details (Figure 2-18). Click or mouse over the icon to view the details.



Figure 2-18: Details

Control – The gear icon indicates that a control can be executed (Figure 2-19). Mouse over the icon to view a description of the control. Click the icon to execute the action.



Figure 2-19. Control


Delete – The  icon indicates the item can be deleted (Figure 2-20). Click the icon to mark the item for deletion; the action will change the icon color to red. To complete the deletion, click the confirmation Delete button (also in red).



Figure 2-20: Delete icon and Delete (confirmation) Button.

Sliders – Sliders allow the state of the item to be manually changed. Colors and symbols reflect the condition or state of the item. Figure 2-21 shows the following sliders, from left to right: Load On, Load Off, Load Mixed State, Load On - Cycling, Load Off - Cycling, Load On - Disabled, Load Off - Disabled, Item Enabled, Item Disabled.



Figure 2-21: Slider States and Colors

2. PowerAlert Home

Tags – Colored shape tags indicate the severity of Alerts (Figure 2-22):

red octagon = Critical,
blue circle = Informational,
yellow triangle = Warning.



Figure 2-22: Tags

Checkmark – Used in the Alert summary, a blue Checkmark indicates that an item has been cleared or acknowledged (Figure 3-23).



Figure 3-23: Checkmark

2.3 Top Menu

The Top Menu is used for viewing Alerts and performing administrative functions (Figure 3-24).



Figure 3-24: Top menu

2. PowerAlert Home

Device

The device name appears to the left of the colored Alert icon. To edit the device name, refer to **3. Devices > Device Properties**. If the computer detects two connected UPS systems, the name will become interactive. Click the name to display a pulldown menu containing the device name of each connected UPS. By selecting a device from this menu, the content of the Web Interface will update to reflect the selection (Figure 2-25). In the event that a previously connected device was disconnected, it may appear as (Inactive) in the Device name field. To remove it, go to the Device menu item, Device Properties tab, and click the delete icon (Figure 2-26).



Figure 2-25: Device Selection

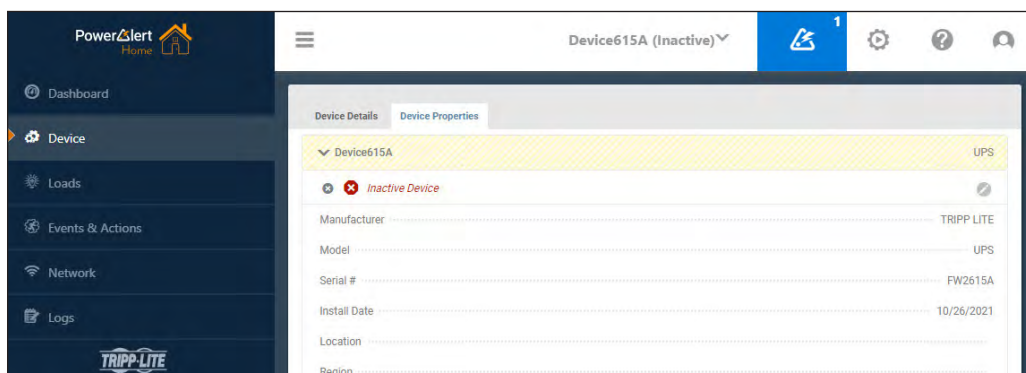


Figure 2-26: Inactive Device

Alerts

The Alerts icon is located to the right of device name (Figure 2-27). The icon's color (matching Tags) indicates the highest severity level of all active Alerts. The number in the upper right corner of the icon indicates the quantity of active Alerts. Click the icon to display a list of active Alerts for the device as well as any peripherals (e.g. sensors) connected to it (Figure 2-25). An Alert is active if it has not been acknowledged, nor cleared. An Alert clears when the condition that triggered the Alert is no longer in effect. An Alert can be acknowledged in one of two ways: automatically (configured in Events & Actions > Events) or manually. To manually acknowledge one or more Alerts, select the checkboxes in the **Ack.** column, then click the **Save** button. To manually acknowledge all Alerts, click the icon in the **Ack** column title, then click the **Save** button. Once an Alert has been both cleared and acknowledged, it is removed from the list. By default, the list is sorted by Date/Time, in descending order, i.e. the most recent Alerts appear at the top of the list.

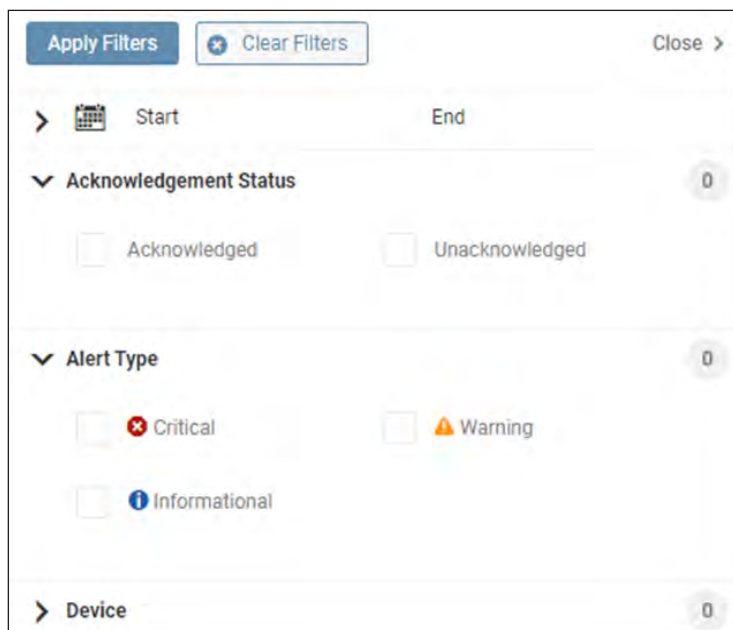
Note: If two UPS systems are connected, the Alerts for both devices will be displayed at all times.

Ack.	Cleared	Type	Date/Time	Device	Event
<input checked="" type="checkbox"/>	<input type="checkbox"/>	⚠	8/26/2020 4:41:25 PM	Device0077	Load 01 Off
<input checked="" type="checkbox"/>	<input type="checkbox"/>	⚠	8/26/2020 4:41:25 PM	Device0077	Loads Not All On

Figure 2-27: Alerts screen

2. PowerAlert Home

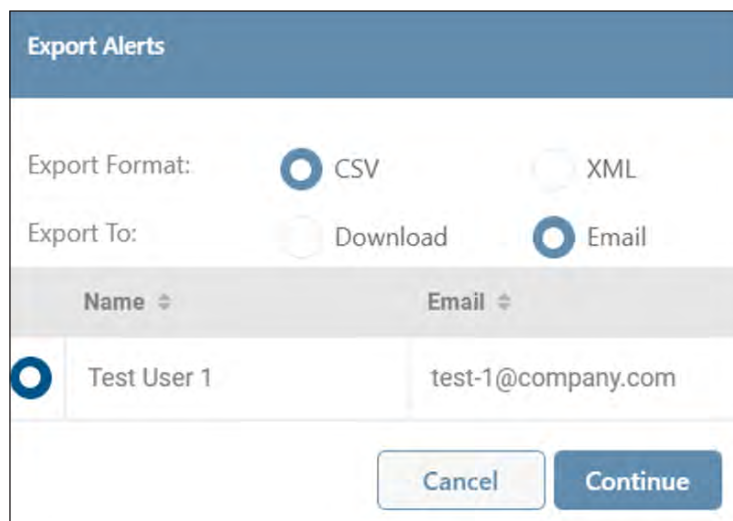
Click **Refresh** to update the page. Click **Filter** to open a window in which options can be selected for refining the displayed content of the Alert Log (Figure 2-28). Click **Close** once all selections have been made.



The image shows a 'Filter' dialog box with a white background and a blue header. At the top left are two buttons: 'Apply Filters' (blue) and 'Clear Filters' (white with a blue border). At the top right is a 'Close >' button. Below the header, there are several filter sections. The first section has a calendar icon, 'Start', and 'End' labels. The second section is titled 'Acknowledgement Status' with a dropdown arrow and a '0' counter. It contains two checkboxes: 'Acknowledged' and 'Unacknowledged'. The third section is titled 'Alert Type' with a dropdown arrow and a '0' counter. It contains three checkboxes: 'Critical' (with a red 'x' icon), 'Warning' (with a yellow triangle icon), and 'Informational' (with a blue 'i' icon). The fourth section is titled 'Device' with a dropdown arrow and a '0' counter.

Figure 3-28: Filter

Click **Export** to open a window in which the desired file format (CSV or XML) and export destination can be selected (Figure 2-29). Select the Download option to locally export the log. Upon selecting the Email option, a table of recipients will appear, one of which can be selected. Refer to section **3.5 Events & Actions** > Alert Contacts sub-menu item for creating email recipients. Click the **Continue** button to execute the export.



The image shows an 'Export Alerts' dialog box with a blue header. Below the header, there are two rows of radio button options. The first row is 'Export Format:' with 'CSV' (selected) and 'XML'. The second row is 'Export To:' with 'Download' and 'Email' (selected). Below these options is a table with two columns: 'Name' and 'Email'. The table has one row with the data 'Test User 1' and 'test-1@company.com'. A radio button is selected next to this row. At the bottom right, there are two buttons: 'Cancel' (white) and 'Continue' (blue).

Figure 2-29: Alert export options

2. PowerAlert Home

Administration

Click the Gear icon to display a sub-menu of Administrative functions supported by the device (Figure 2-30). Note that if 'LED Configuration', 'Restart Device', 'Turn Off Device' or 'Turn On Device' do not appear in the pulldown menu, the device does not support these functions.

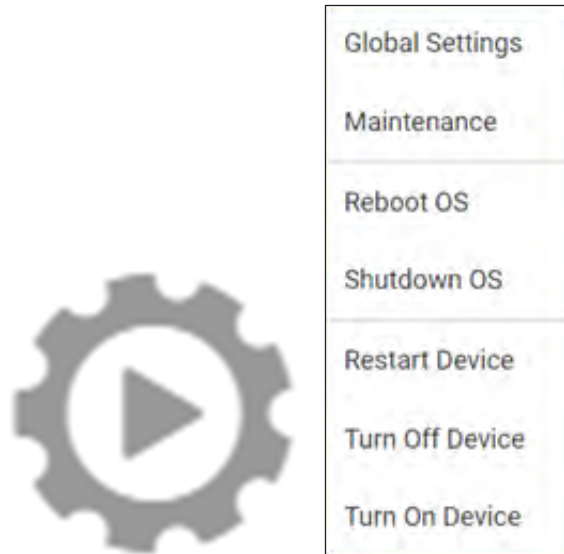
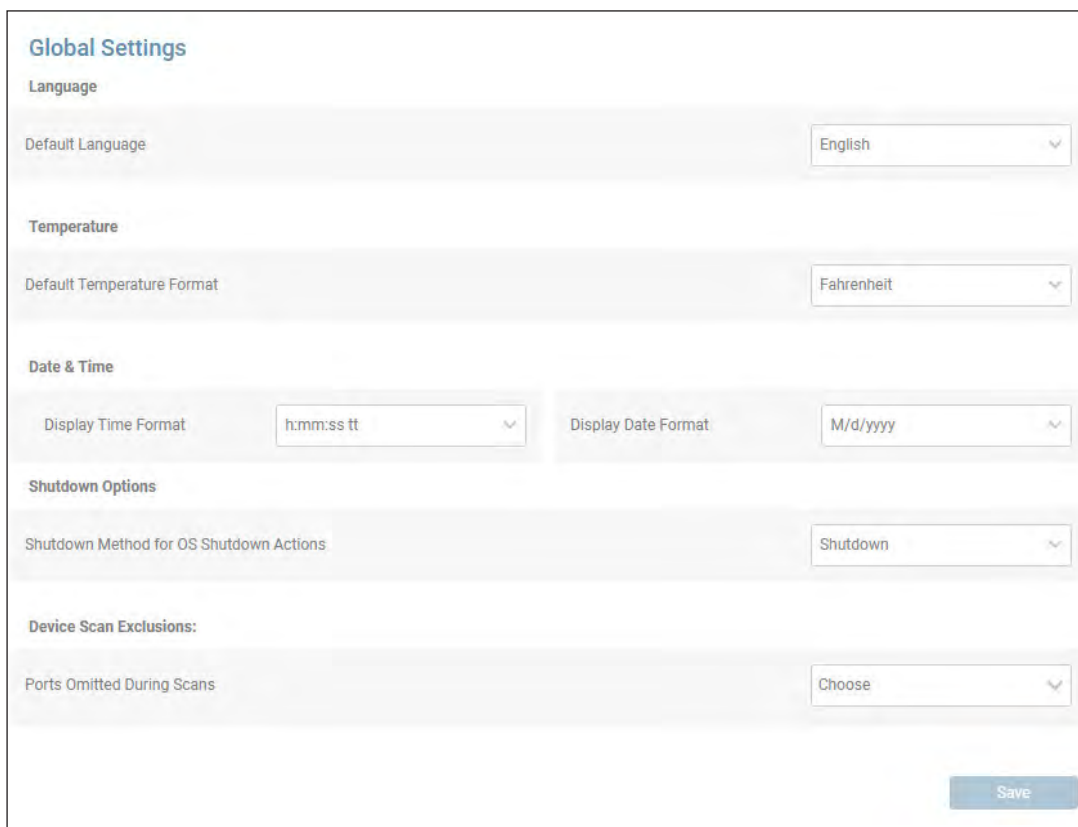


Figure 2-30: Administration Icon and Sub-Menu

2. PowerAlert Home

Global Settings

This option allows for configuration of global settings, including language, temperature, date & time, as well as shutdown option (Figure 2-31). To exclude a computer port from being used during device scans, select and/or enter the port value in the Device Discover Scanning pulldown menu (Figure 2-32). All users accessing the device are subject to these settings. Users have the option of individually overriding the time zone using the **Preferences** function. Once all configuration parameters have been entered, click the **Save** button.



The screenshot shows the 'Global Settings' configuration page. It is organized into several sections:

- Language:** A dropdown menu for 'Default Language' is set to 'English'.
- Temperature:** A dropdown menu for 'Default Temperature Format' is set to 'Fahrenheit'.
- Date & Time:** Two dropdown menus: 'Display Time Format' is set to 'h:mm:ss tt' and 'Display Date Format' is set to 'M/d/yyyy'.
- Shutdown Options:** A dropdown menu for 'Shutdown Method for OS Shutdown Actions' is set to 'Shutdown'.
- Device Scan Exclusions:** A dropdown menu for 'Ports Omitted During Scans' is set to 'Choose'.

A blue 'Save' button is located at the bottom right of the form.

Figure 2-31: Global settings



This close-up shows the 'Device Scan Exclusions' section. The 'Ports Omitted During Scans' dropdown menu is open, displaying a list of options. The first option is 'Choose', and the second option is 'COM3' with an unchecked checkbox next to it.

Figure 2-32: Device Scan Exclusions

2. PowerAlert Home

Maintenance

This option allows for execution of maintenance functions – software update and backup management (Figure 2-33).

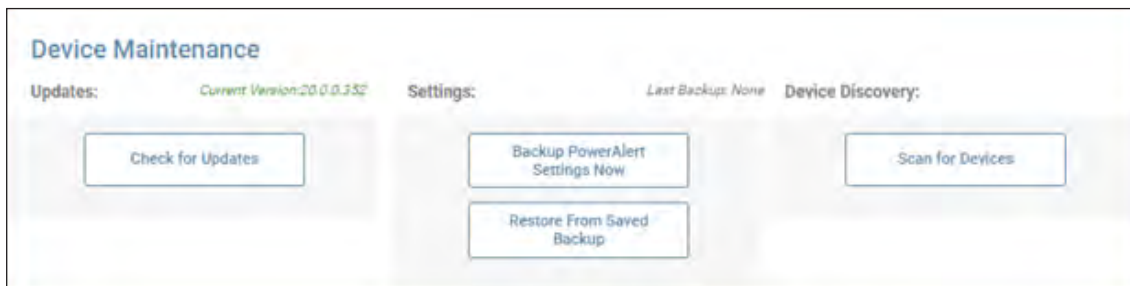


Figure 2-33: Maintenance

Click the **Check for Updates** button to confirm availability of a PowerAlert Home update at the Tripp Lite website (Figure 2-34).

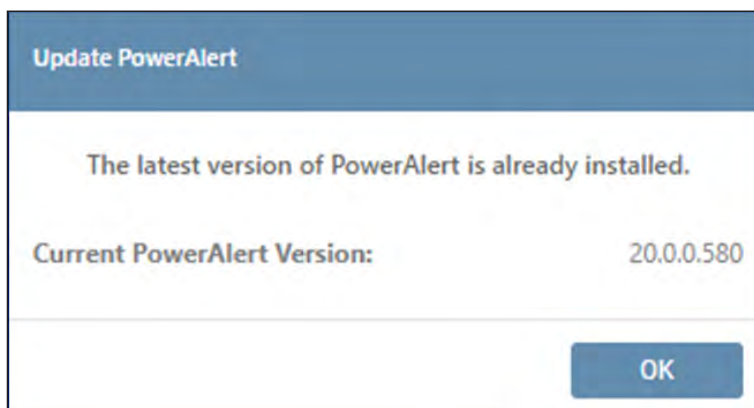


Figure 2-34: Check for Updates

Click the **Backup PowerAlert Settings Now** button, followed by the **Continue Backup** button to store the configuration on (Figure 2-35). On completing the backup, click the **Download** button to optionally save the configuration to the local environment (Figure 2-35).

The download file name will be in the format “card (x).bck”, which is used by other downloads. Consider renaming the file to distinguish it from similar files, e.g. “PowerAlert_backup_07_31_2021.bck”.

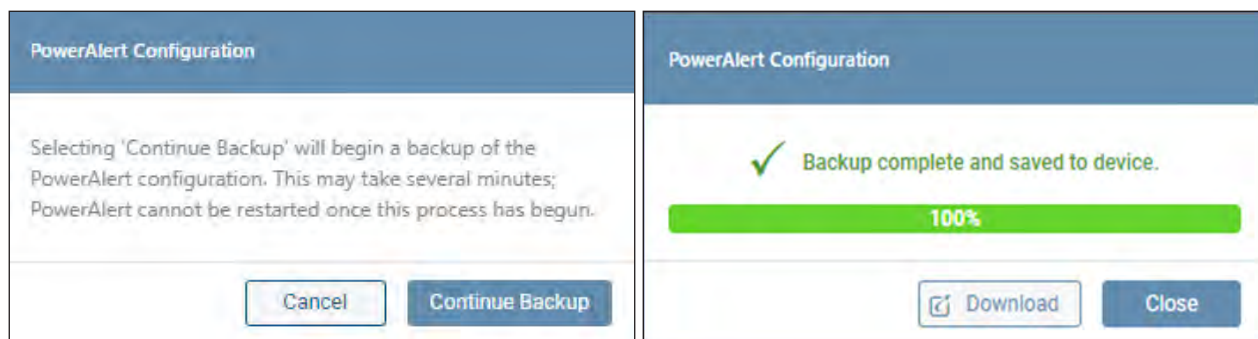


Figure 2-35: Performing a PowerAlert Configuration Backup

2. PowerAlert Home

Click the **Restore from Saved Backup** button to upload a configuration file (Figure 2-36). If a previous Backup does not exist, the configuration source must be selected using the **Browse** button. Upon selecting the file, click **Upload**, then **Continue**. If a Backup on the device exists, the configuration source can be either System Backup (stored on the device) or External Backup (**Browse** to select).

Notes:

- If two devices are connected to one instance of PowerAlert, the restore function will apply the same settings to both devices. If this is not desired, the backup and restore functions should be performed with only one device connected at a time.
- If performing a restore function after completing a new installation (e.g. upgrade) of PowerAlert, the device name will not be retained. To ensure retention of the device name, perform a backup after installation.

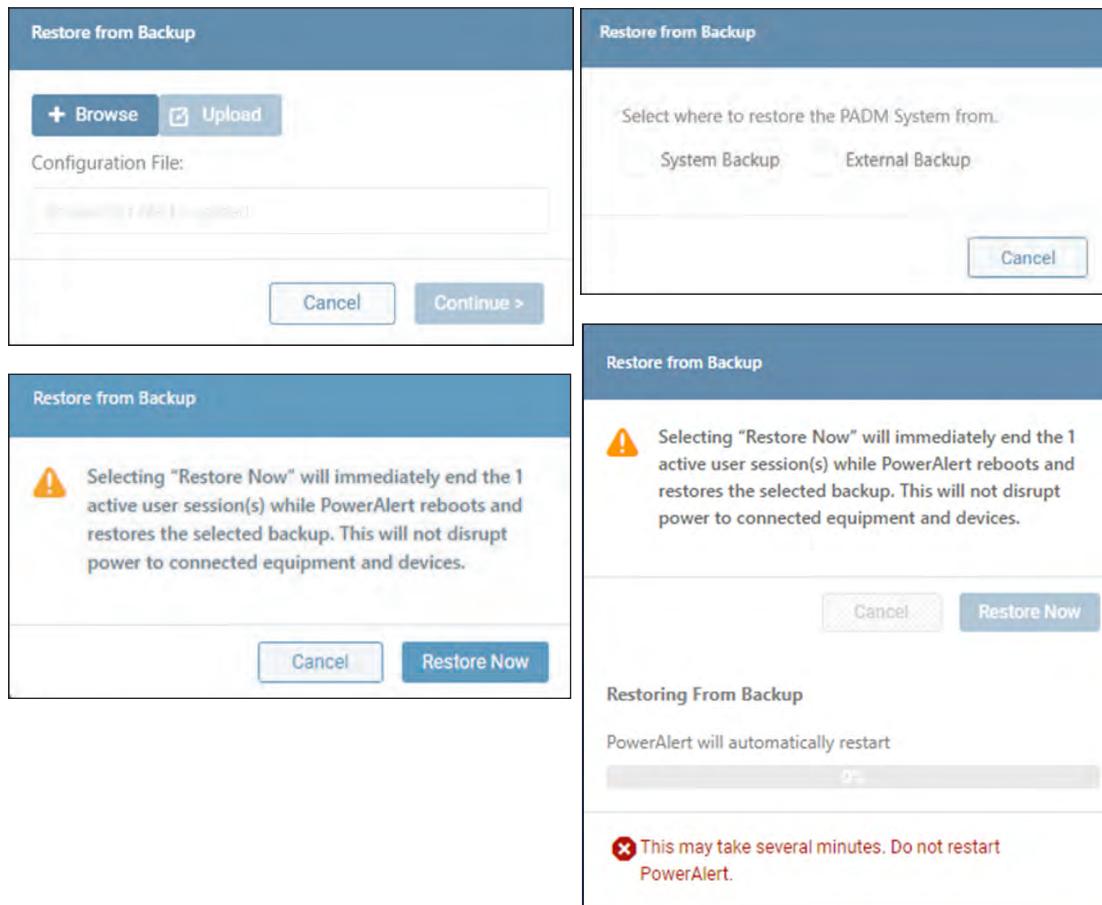


Figure 2-36: Restoring from Backup

2. PowerAlert Home

Scan for Devices - This item scans the host computer's ports for connection to Tripp Lite devices. In certain cases, PowerAlert may fail to establish or maintain contact with a device; for example, if the USB connection to the computer is removed then re-inserted. Click the **Scan for Devices** button, followed by the **Scan Now** button to execute the scan (Figure 2-37).

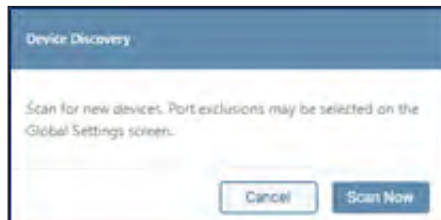


Figure 2-37: Scan for Devices

Reboot OS

This item performs a reboot of the host computer's Operating System. Press the **Reboot Now** button to execute the action (Figure 2-38).

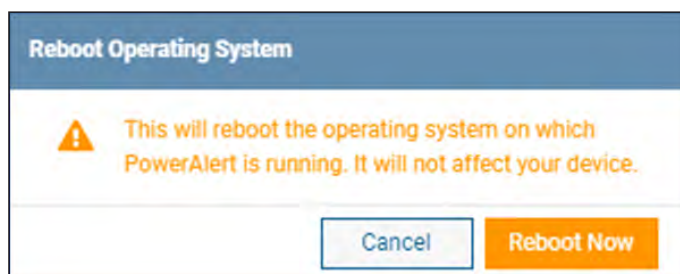


Figure 2-38: Reboot Operating System

Shutdown OS

This item performs a shutdown of the host computer's Operating System. Press the **Shutdown Now** button to execute the action (Figure 2-39).

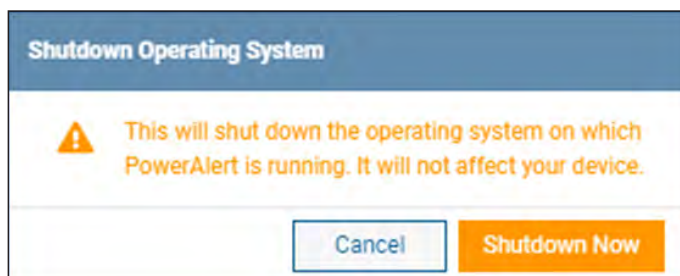


Figure 2-39: Shutdown Operating System

2. PowerAlert Home

Restart Device – Click the “Shutdown Operating System” checkbox in order to gracefully shut down the OS prior to shutting down the device. Optionally, specify a Shutdown OS Delay Time. On clicking the **Restart** button, the OS Delay will begin counting down. On completion of the OS Shutdown, the device Shutdown Delay will begin counting down, after which the device will restart (Figure 2-40).

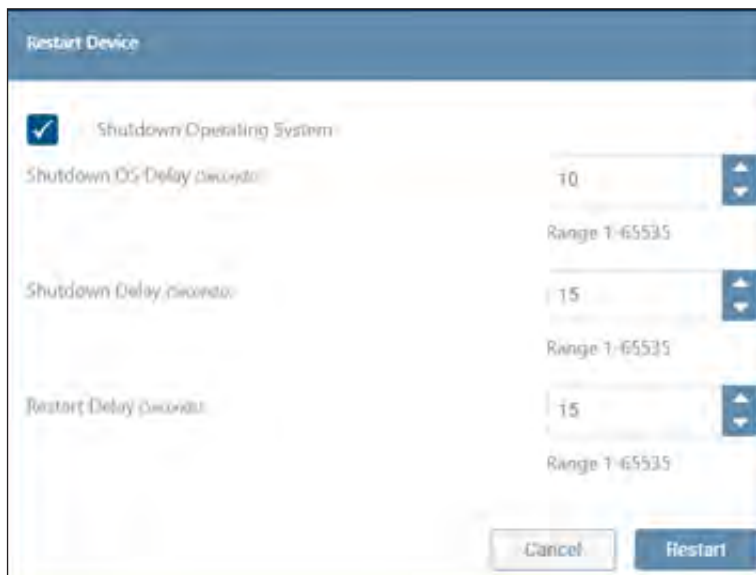


Figure 2-40: Restart device

LED Configuration – For UPS systems that support controllable LED Banks (e.g. SMART1000PSGLCD), the LED Configuration menu item provides an interface for setting the Brightness, Illumination Effect, Color and Speed of the front and bottom LED banks (Figure 2-41). For details on use of this utility, refer to the LED Configurator User Guide which can be downloaded from the Tripp Lite website.

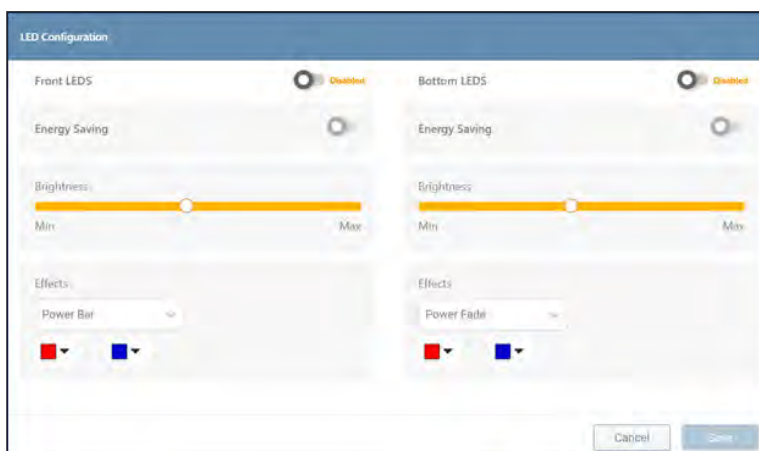
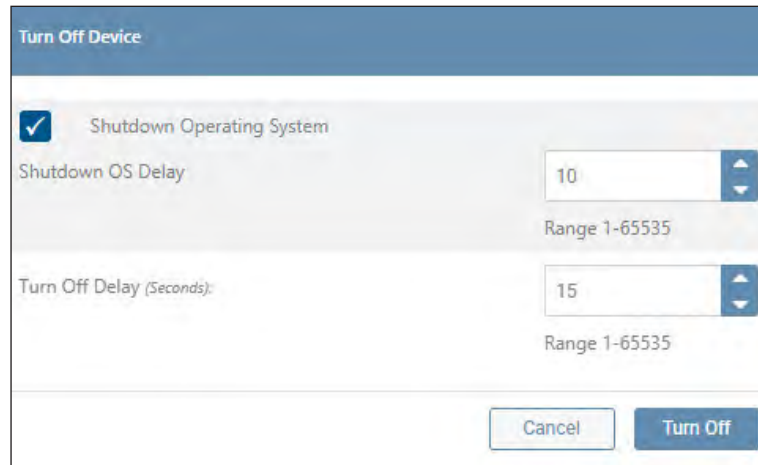


Figure 2-41: LED Configuration

2. PowerAlert Home

Turn Off Device – Click the “Shutdown Operating System” checkbox in order to gracefully shut down the OS prior to shutting down the device. Optionally, specify a Shutdown OS Delay Time. On clicking the **Turn Off** button, the OS Delay will begin counting down. On completion of the OS Shutdown, the device Turn Off Delay will begin counting down (Figure 2-42) after which the device will be turned off.



Turn Off Device

Shutdown Operating System

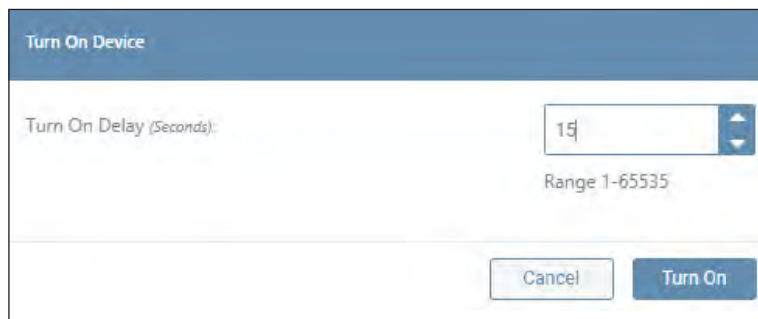
Shutdown OS Delay: 10
Range 1-65535

Turn Off Delay (Seconds): 15
Range 1-65535

Cancel Turn Off

Figure 2-42: Turn Off Device

Turn On Device – This item turns on the device after the specified delay (Figure 2-43).



Turn On Device

Turn On Delay (Seconds): 15
Range 1-65535

Cancel Turn On

Figure 2-43: Turn On device

2. PowerAlert Home

Support

Click the Question icon to display a sub-menu of Support items (Figure 2-44). Click **Help/Contact** to display links for online support and customer support. In the upper right corner, click the **Generate Support Report** button to compile a report that can be shared with Tripp Lite Customer Support for troubleshooting; click the **Continue** button to generate the report. Upon successful completion, a banner will appear; click the **Save Report** button to save the report to the computer's Downloads folder. The download file name will be in the format "card (x).bck", which is used by other downloads. Consider renaming the file to distinguish it from similar files, e.g. "SupportReport001.bck".

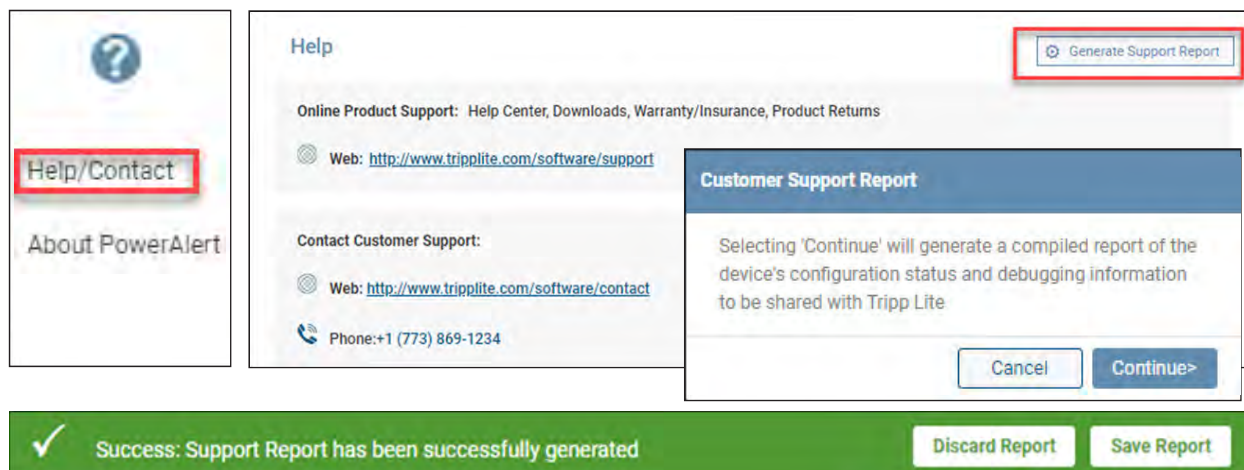


Figure 2-44: Help/Contact

2. PowerAlert Home

Click **About PowerAlert** to display information related to the PowerAlert software (Figure 2-45).



Figure 2-45: About PowerAlert

User

Click the Person icon to display a sub-menu of options related to the login. Click **Change Password** to change the existing password of the logged-in user. Click the 'eye' icon to view the plain text password entered. Click **Log Out** to terminate the current session (Figure 2-46).

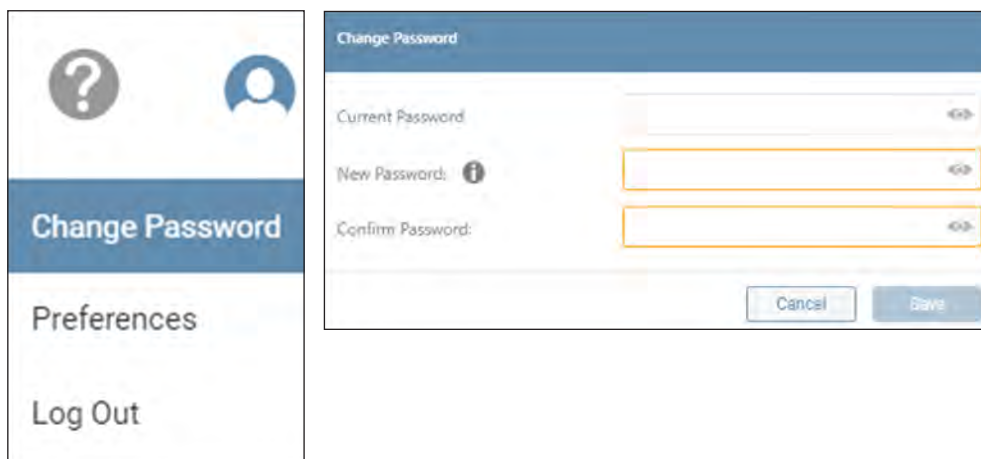
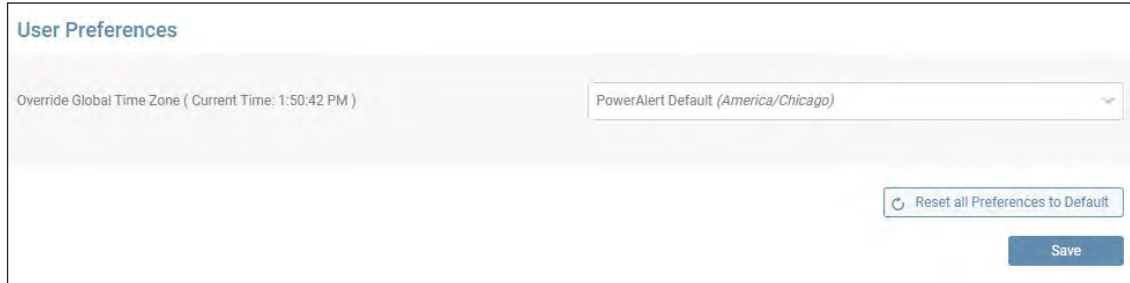


Figure 2-46: User Menu, Change Password and Logout

2. PowerAlert Home

Click **Preferences** to override the global settings for Time Zone (Figure 2-47).

Click **Reset all Preferences to Default** to restore the settings set using the Global Settings. Once all settings have been made, click the **Save** button.



The screenshot shows a web interface titled "User Preferences". It features a dropdown menu for "Override Global Time Zone (Current Time: 1:50:42 PM)" with the selected option being "PowerAlert Default (America/Chicago)". Below the dropdown, there is a button labeled "Reset all Preferences to Default" and a "Save" button.

Figure 2-47: User Preferences

3. Main Menu

The Main Menu enables navigation to the configuration, monitoring and control functions of the device. Each of the Main Menu items (Figure 3-1) is described in the following sections.

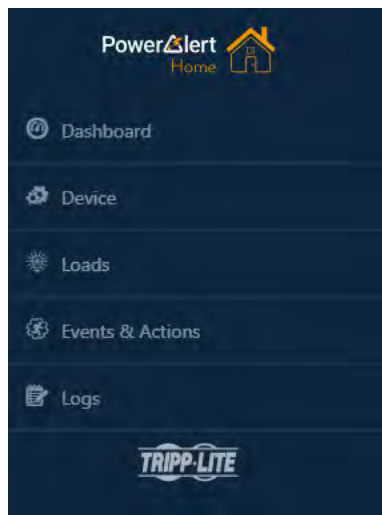


Figure 3-1: Main Menu

3.1 Dashboard

The Dashboard menu item displays a graphical summary of the device's operational status in the form of Gauges and Graphs (Figure 3-2).

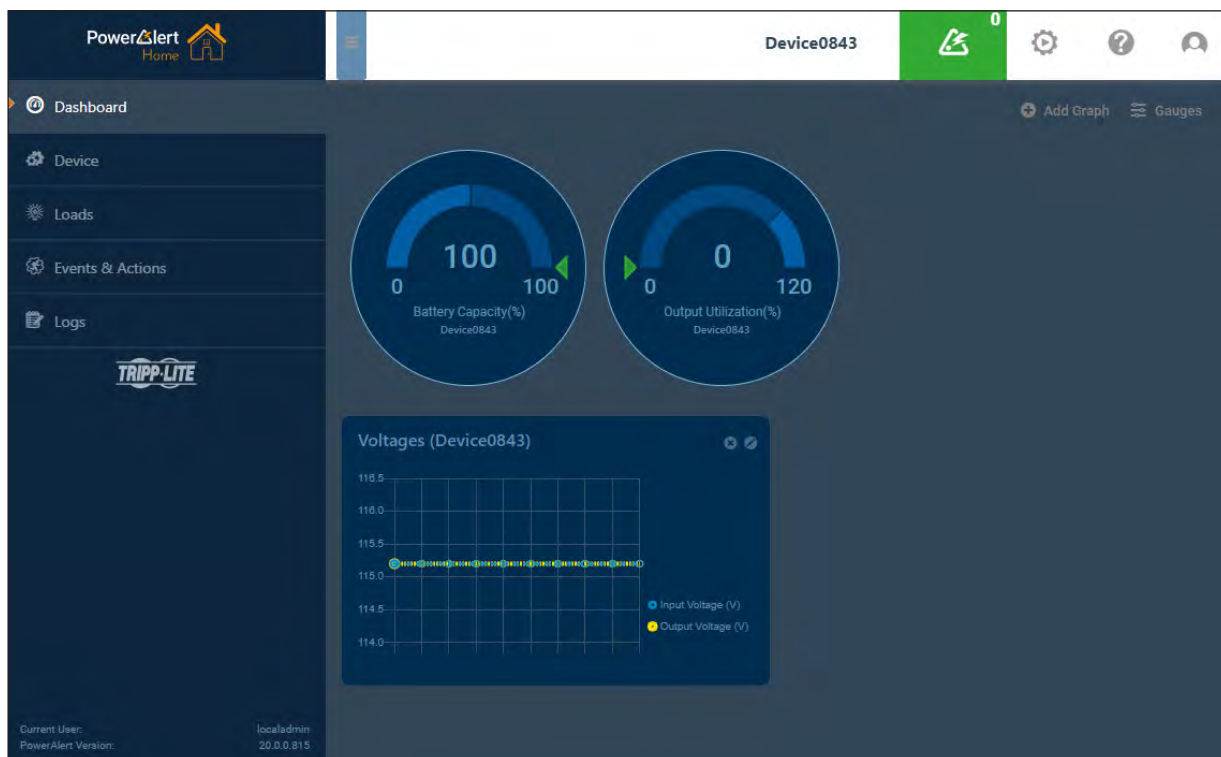


Figure 3-2. Dashboard Gauges and Graphs

3. Main Menu

Gauges

To select which gauges to display on the Dashboard, click **Gauges** in the upper right corner, make the desired selections, then click **Apply Gauges** (Figure 3-3). To clear all selections, click **Clear Gauges**. Certain gauges are interactive – if the cursor changes when moving over the gauge, click it to open a window in which its parameters can be edited. Note that these adjustments can also be made in the Device > Device Details menu item.

In the event that the threshold supports both “Warning” and “Critical” level bounds, ensure that the “Warning” values are within the range/do not equal to or exceed the limits set by the “Critical” values.

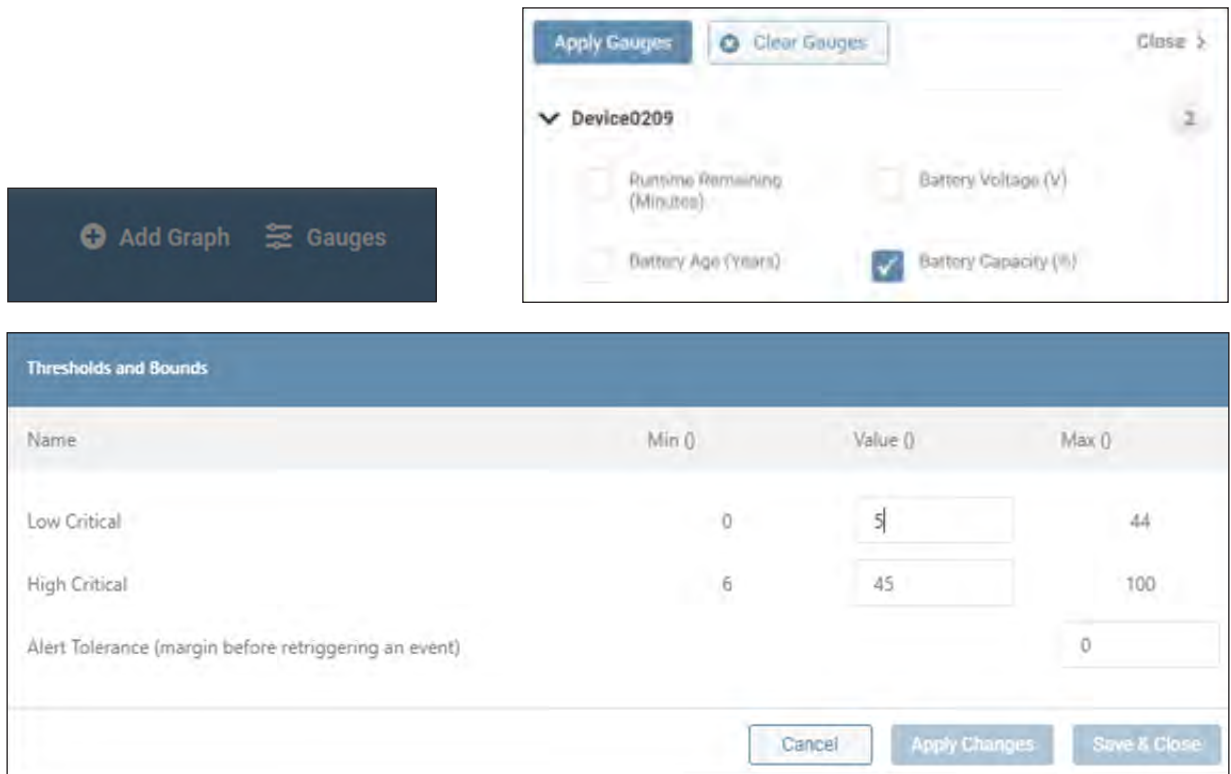


Figure 3-3: Gauges

3. Main Menu

Graphs

Click **Add Graph** in the upper right corner to select which graphs to display on the Dashboard (Figure 3-4). After entering a Name and selecting the desired Device, Category and variables, click **Save**. To edit the graph, click the pencil icon in the upper right corner of the graph. To remove the graph, click the **×** icon next to the pencil icon.

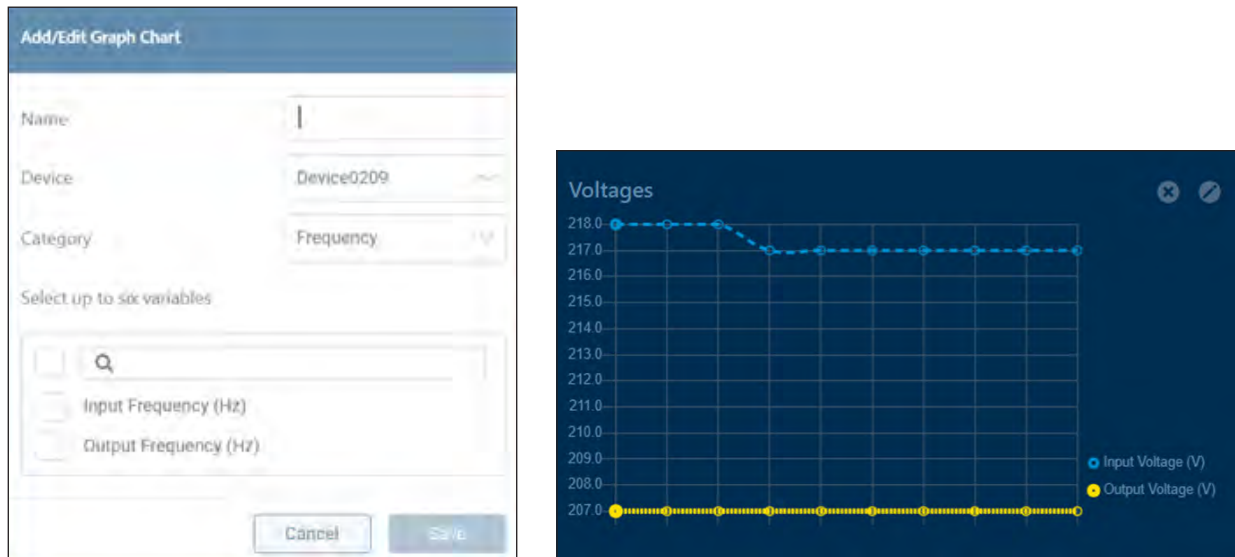


Figure 3-4: Graphs

3.2 Device

The Device menu item is comprised of two tabs: Device Details and Device Properties (Figure 3-5).

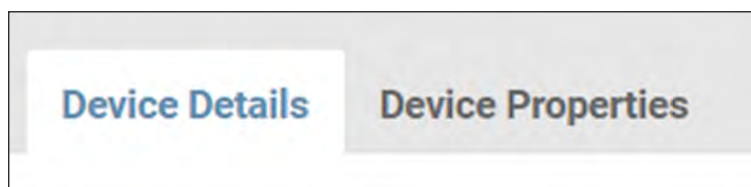


Figure 3-5: Device Details and Device Properties

3. Main Menu

Device Details

This tab displays the metrics of the device and all connected peripherals (Figure 3-6). Use the **Group** and **Filter** functions to customize the displayed information. Icons to the right of an item indicate whether edits or controls can be performed.

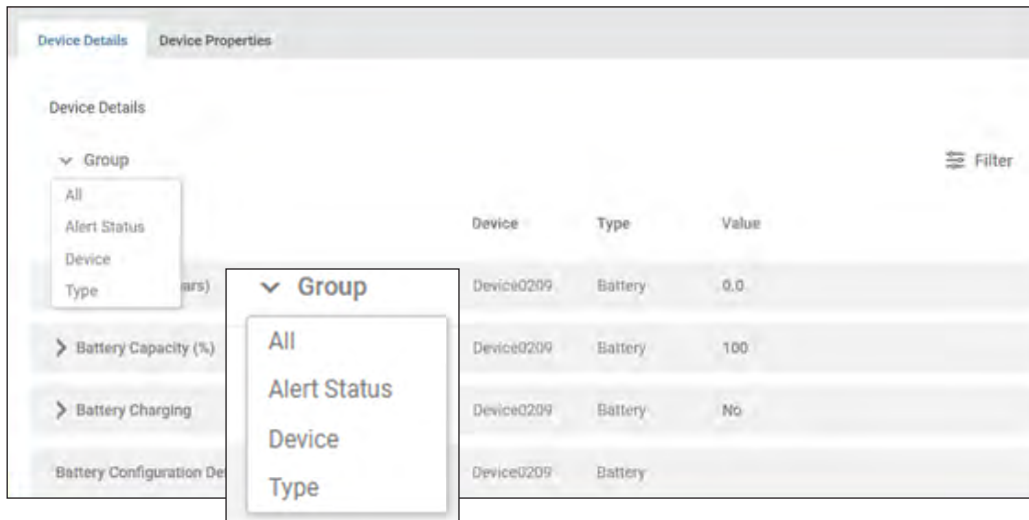


Figure 3-6: Device Details

Note that certain metrics – denoted with a chevron – need to be expanded in order to display their editable / actionable content. For example, in Figure 3-7, expanding “Battery Charge Remaining” reveals that Thresholds and Bounds can be edited. Click the pencil icon to open a window in which these edits can be made. In the event the threshold supports both “Warning” and “Critical” level bounds, ensure the “Warning” values are within the range / not equal to or exceeding the limits set by the “Critical” values.

In general, when a parameter Threshold is crossed, an Alert will be generated. The Tolerance sets the amount that the parameter must ‘return’ for the Alert to clear. Example: the Low Warning threshold is set to 50% and the Alert Tolerance is set to 2%. If the Battery Charge falls below 50%, an Alert will be generated. The Alert will clear when the Battery charge rises above 52%.

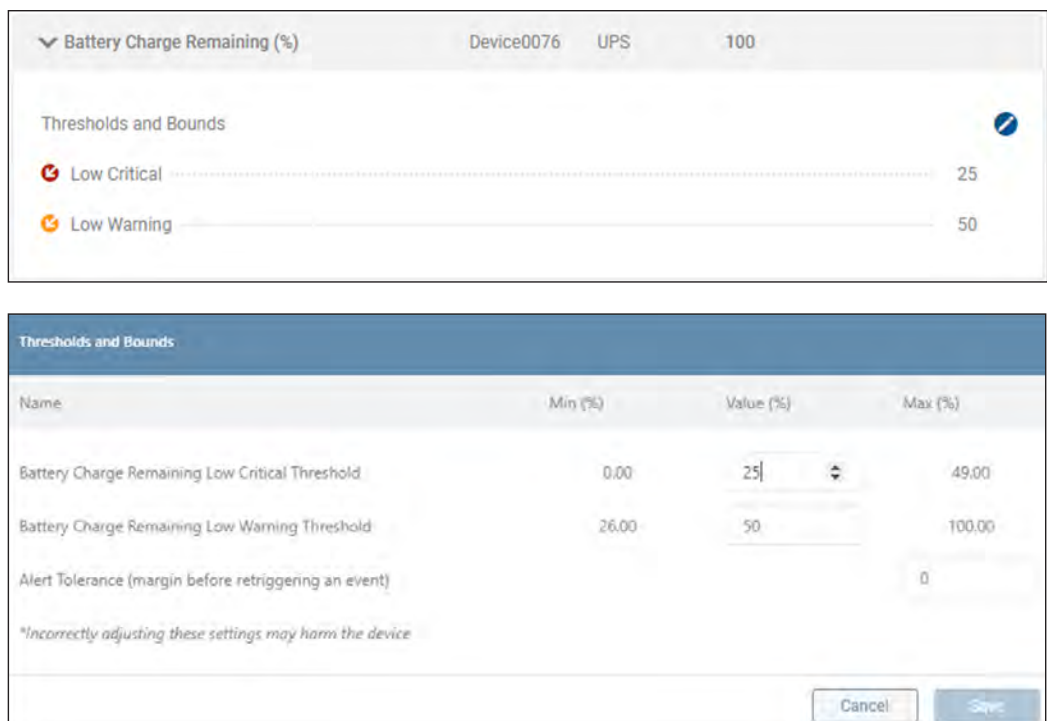
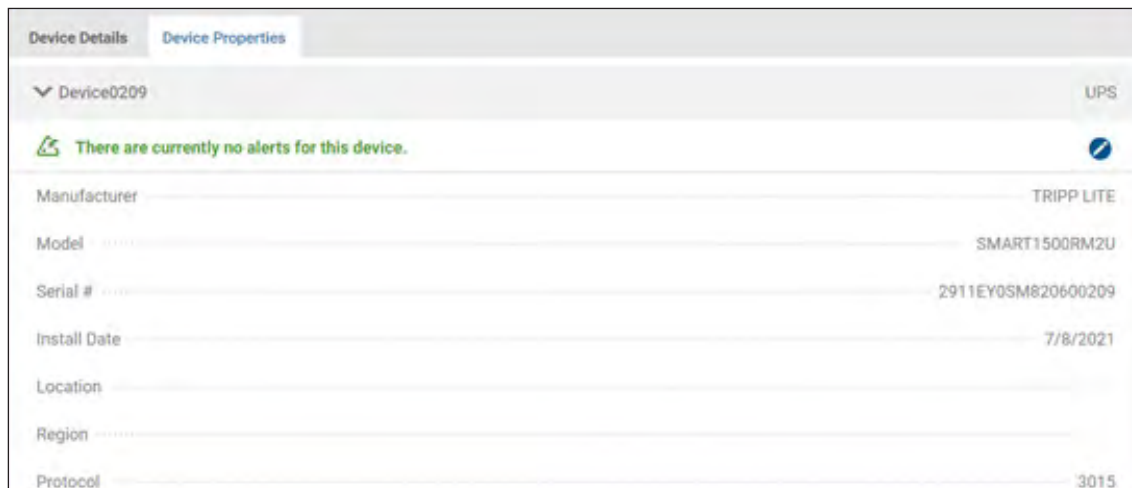


Figure 3-7: Expanding “Battery Charge Remaining”

3. Main Menu

Device Properties

This tab displays information related to the identity of the device and all connected peripherals (Figure 3-8). Certain parameters, such as “Device Name”, “Location” and “Installation Date” are editable; click the pencil icon to enter or modify these parameters.



The screenshot shows the 'Device Properties' tab for a device named 'Device0209'. The device is identified as a 'UPS' (Uninterruptible Power Supply). A green message states 'There are currently no alerts for this device.' The properties are listed as follows:

Property	Value
Manufacturer	TRIPP LITE
Model	SMART1500RM2U
Serial #	2911EY0SM820600209
Install Date	7/8/2021
Location	
Region	
Protocol	3015



The 'Set Device Property' dialog box allows for editing the following fields:

Property	Value
Name	Device0209
Install Date	7/8/2021
Location	
Region	
Manufacturer	TRIPP LITE
Device ID	34567
Asset Tag	

Buttons: Cancel, Save

Figure 3-8: Displaying and Editing Device Properties

3. Main Menu

3.3 Loads

The Loads menu item will appear only for devices that support loads. It is comprised of three tabs: Loads Overview, Loads Ramp/Shed and Load Groups.

The Loads menu displays a summary of the device's loads, including status and outlet-level metrics, if applicable (Figure 3-9). Move the sliders to change the state of the Main Load or individual Loads (if supported by the device). To edit Load details and view additional outlet-level information, click the pencil icon to the left of the item. Click the **Save** button once all edits have been made.

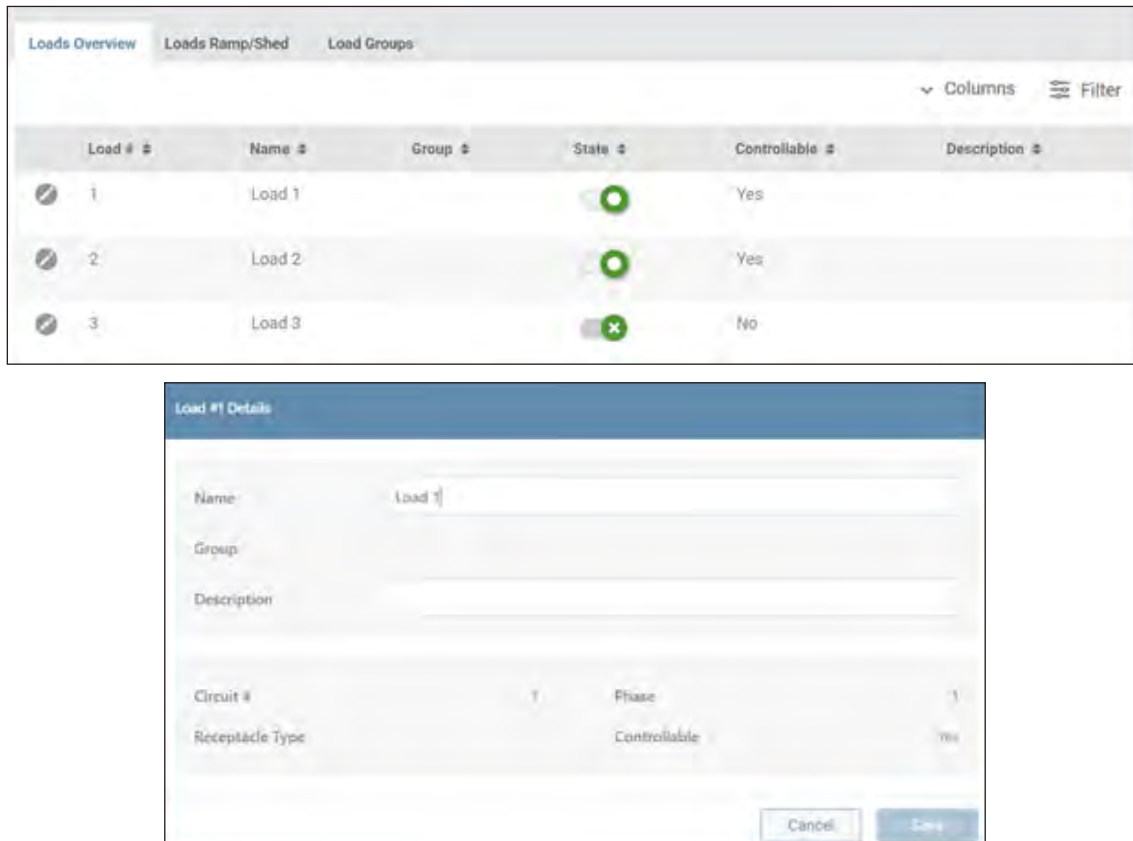
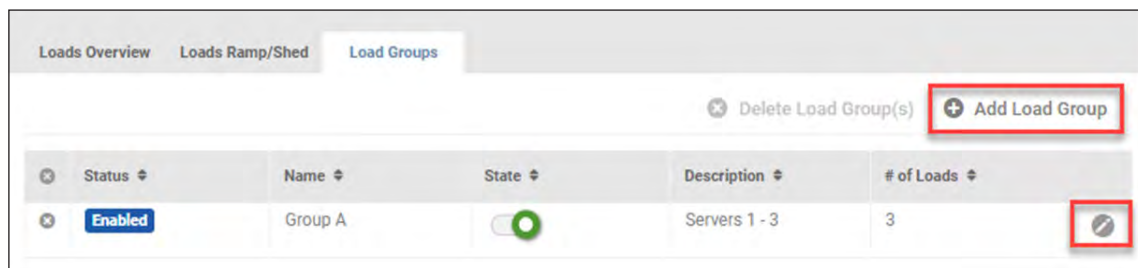


Figure 3-9: Loads Overview Tab and Editing Load Details



3. Main Menu

3.4 Events & Actions

Shutdown On Battery

This sub-menu item allows for configuration of UPS System shutdown actions when the system goes on battery (Figure 3-10). Select one option, adjust the configuration parameters (if applicable), then click Save.

Shutdown On Battery
Choose how you would like your system to shut down when it is battery power:

- Don't shut down the system.
- Shut the system down after it has remained on battery power for the amount of time specified: (seconds)
- Shut the system down when the amount of battery power remaining falls below the following percentage:
- Shut the system down when the amount of battery runtime remaining falls below the time specified. (minutes)
- Shut the system down when the device's "low battery" alarm is received.

Save

Figure 3-10: Shutdown on Battery

Alert Contacts

This sub-menu item allows for management of Alert notification recipients. Two types of Alert contacts can be created: Email and SMS. The main page displays a summary of all Alert contacts (Figure 3-11).

Alert Contacts

Delete Contact(s) Add an Alert Contact

Status	Label/Name	Contact Details	Type	Trap Port	Set Port
Enabled	joe	joe@company.com	Email	n/a	n/a
Enabled	Jane Doe	Boost Mobile: 888-123-4567	SMS	n/a	n/a

Figure 3-11: Alert Contacts

3. Main Menu

To create a new contact, click **Add An Alert Contact** and select the contact type from the menu. A dialog box appears, reflecting the configuration parameters for the selected recipient type. Examples of dialog boxes for SMS and Email recipients are shown in Figure 3-12. New entries are enabled, by default; to disable the entry, move the slider to the left. A disabled entry will not receive Alert notifications. To confirm that contacts can receive notifications, click the **Send Test** button; the results of the test will appear to the right of the button. Once all configuration parameters have been entered, click the **Save** button. There is no practical limit to the number of Alert contacts that can be created.

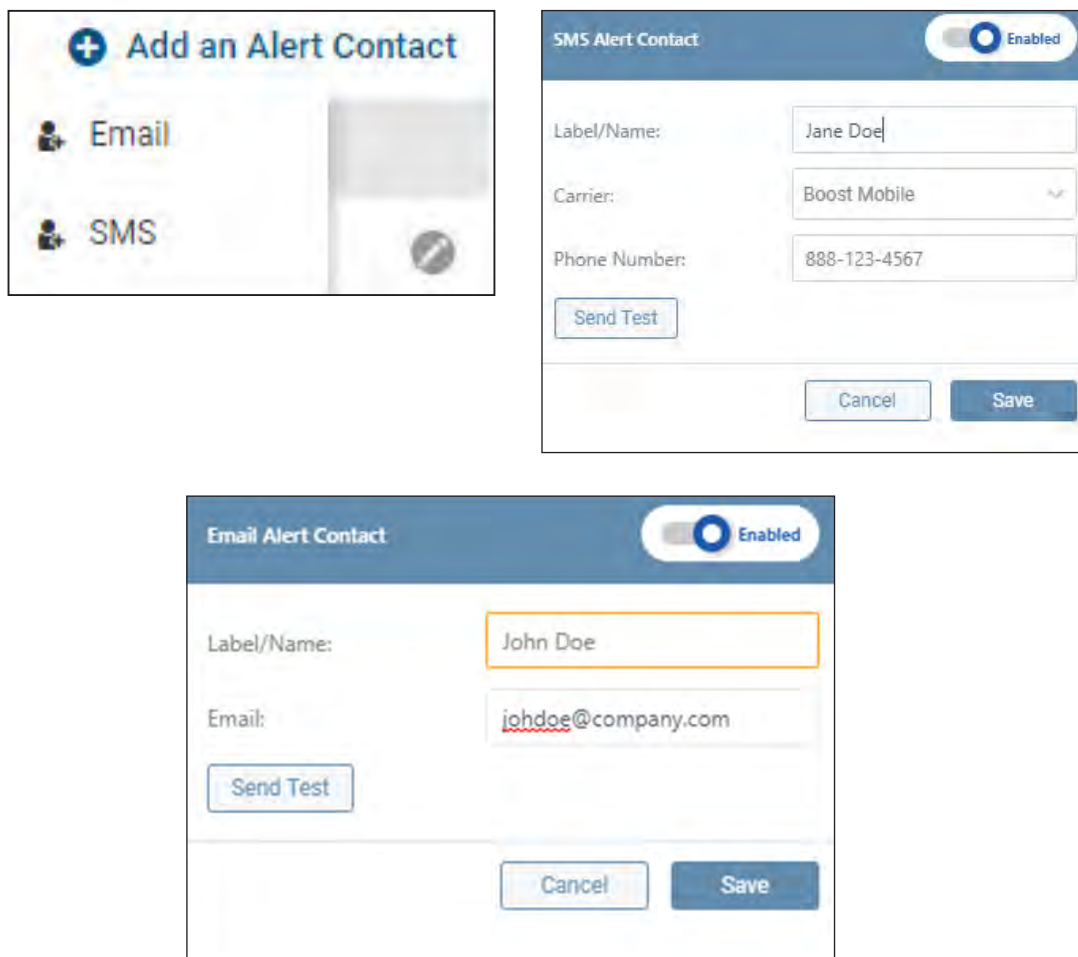


Figure 3-12: Adding an Alert Contact – SMS and Email Examples

To edit a contact, click the pencil icon to the right of an entry. Once all edits have been completed, click the **Save** button. To delete one or more contact, click the **✕** icon to the left of each line item. On doing so, the **Delete Contact(s)** button becomes active (turns red); click the button to complete the deletion.

3. Main Menu

3.5 Logs

The Logs menu item allows for configuration, viewing and export of the Event Log, as well as configuration of the Application Log (Figure 3-13).

Note: All logs are exported as .gz files. To view the log information, the .gz file must first be decompressed using a program like 7zip or WinRAR® (Windows) or gzip (Linux/macOS).

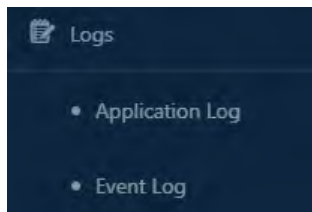


Figure 3-13: Logs Menu Item

3.5.1 Application Log

The Application Log is not locally displayed. To view it, click the **Export Application Log Now** button. This will generate a syslog.txt file that can be retrieved from the Downloads folder. Use a standard text editor application to view the exported file (Figure 3-14).



Figure 3-14: Application Log

To set the minimum severity level at which items are to be recorded, click the Minimum Severity Setting menu and select the desired level. For instance, a setting of 'Critical' will also record the Alert and Emergency items (Figure 3-15).

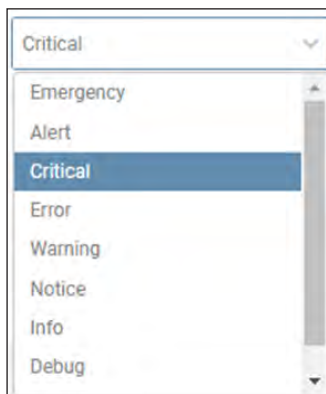
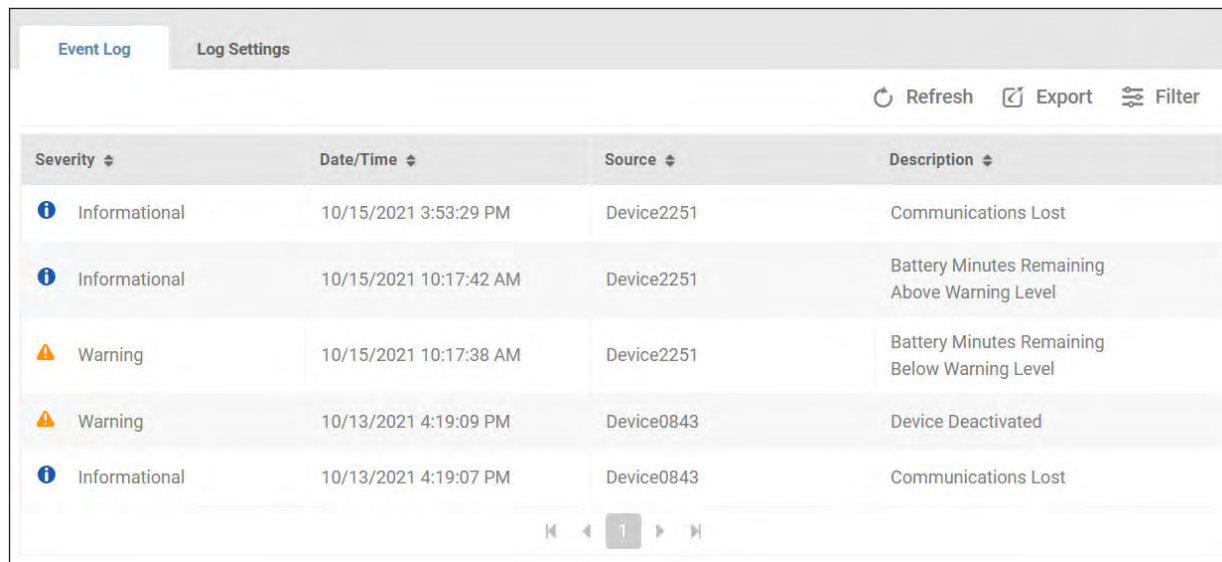


Figure 3-15: Minimum Severity Setting

3. Main Menu

3.5.2 Event Log

The Event Log tracks device and system-related events, displaying the most recent events at the top of the log (Figure 3-16). Click **Filter** to customize the information displayed in the log. To perform an on-demand log export, click the **Export** button; a window will appear in which file format (CSV or XML) and export destination can be selected. Select the **Download** option to locally export the log. On selecting the **Email** option, a table of recipients will appear, one of which can be selected. Refer to **Alert Contacts** in section 3.4 **Events & Actions** for details on creating email recipients. To purge the log after exporting, check the appropriate box.



Severity	Date/Time	Source	Description
Informational	10/15/2021 3:53:29 PM	Device2251	Communications Lost
Informational	10/15/2021 10:17:42 AM	Device2251	Battery Minutes Remaining Above Warning Level
Warning	10/15/2021 10:17:38 AM	Device2251	Battery Minutes Remaining Below Warning Level
Warning	10/13/2021 4:19:09 PM	Device0843	Device Deactivated
Informational	10/13/2021 4:19:07 PM	Device0843	Communications Lost

Figure 3-16: Event Log

To configure log recording parameters, click the **Log Settings** tab (Figure 3-17). The maximum number of log entries is 10,000; this is also the default value. The minimum log size is 1,000 entries. Upon reaching the maximum log size, entries will be purged in a first-in-first-out manner. Click the **Save** button once all edits have been made.



Maximum number of stored log entries: 10000
Minimum 1,000 to Maximum 10,000 entries

Save

Figure 3-17: Event Log Settings

4. Technical Support

For questions or information related to PowerAlert software, please contact Tripp Lite Tech Support:

Phone: 773.869.1234 (7am – 6pm CST).

Web: tripplite.com/support

Note: Online Product Support and Tripp Lite Technical Support contact information are also available via the Help icon in the PowerAlert Top Menu.

Appendix A – Features by Package

PowerAlert Software		PowerAlert Package		
Category	Feature	Office	Home	Medical
ACTIONS	Device Shutdown	Yes	Yes	Yes
	OS Shutdown & Restart	Yes	Yes	Yes
	Script Execution	Yes		
	Manage Scheduled Actions	Yes		
	Manage AutoProbes	Yes		
ALERTS	Alert Rollup	Yes	Yes	Yes
	Alert Acknowledgment	Yes		Yes
CONFIGURATION	Remote Configuration	Yes	Yes	Yes
	Mass Configuration Utility	Yes	Yes	Yes
	Manage Battery Packs	Yes		
EVENTS	Display Events	Yes		
	Edit Events	Yes		
	Event Actions	Yes		
LOADS	Display Individual Loads	Yes	Yes	Yes
	Edit Load Attributes	Yes		Yes
	Display Status	Yes	Yes	Yes
	Display Metrics	Yes		Yes
	Load Control	Yes	Yes	
	Manage Load Groups	Yes		
LOGGING	Accounting Log	Yes		Yes
	Application Log	Yes	Yes	Yes
	Data Log	Yes		Yes
	Event Log	Yes	Yes	Yes
	Manage Syslog Servers	Yes		
MAINTENANCE	Version Check	Yes	Yes	Yes
	Update and Downgrade	Yes	Yes	Yes
NOTIFICATIONS	Email	Yes	Yes	
	SMS	Yes		
	SNMP	Yes		
PROTOCOLS	HTTP & HTTPS	Yes	Yes	Yes
	SNMP	Yes		
SECURITY	Authorization, Accounting & Authentication	Yes		
	Password Policies	Yes		
	Manage Users	Yes		Yes
	Manage Roles & Privileges	Yes		
	Manage User Sessions	Yes		
	Idle & Session Timeouts	Yes	Yes	Yes
OTHER	Watchdog Compatibility	Yes	Yes	Yes
	SNMP Binding Adapter	Yes		
	System Tray	Yes	Yes	Yes
	SNMP Access	Yes		

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