

ERRATA SHEET FOR *REDUNDANT SWITCH USER'S MANUAL*

This errata sheet replaces the section *Troubleshooting the High Availability System* in the *Redundant Switch User's Manual*

Troubleshooting the High Availability System

With the High Availability System, the attached UPSs are polled continuously for capability to carry a load and ability to communicate with the management software (PowerChute *plus*®). When a problem with one of the UPSs in the High Availability System occurs, the load is not interrupted and polling continues, but PowerChute *plus*® is alerted immediately.

PowerChute *plus*® responds by displaying one of the following messages:

- UPS self-test failed, or
- Alternate UPS engaged or lost comm. Examine Redundant Switch for details.

Communications Problems

If there is a communications problem with either UPS; i.e., either of the above messages are reported continually, first diagnose the communications path between the UPSs and the Redundant Switch. If the communications path appears to be good, check the front panel of the Redundant Switch. If the Status Select LEDs are flashing in any sequence, the Redundant Switch has failed. In this case, troubleshoot the Redundant Switch using the Troubleshooting instructions in the *Redundant Switch User's Manual*. If you need further assistance, follow the instructions in the Service section of the *User's Manual*

If this is a UPS or server communications problem, the front panel may look normal. In this case, troubleshoot the UPS using the Troubleshooting instructions in the *Smart-UPS Quick Reference Guide* included with the UPSs. If you need further assistance, follow the instructions in the Service section of the *User's Manual*.

Loss of Redundancy Problems

If the Redundant Switch LED for UPS-B is dark, UPS-B has lost the ability to deliver a load when engaged. Similarly, if the LED for UPS-A is dark, it has failed and power is now coming from UPS-B. Troubleshoot the UPS using the Troubleshooting instructions in the *Smart-UPS Quick Reference Guide* included with the UPSs. If you need further assistance, follow the instructions in the Service section of the *User's Manual*.

If PowerChute *plus*® displays the message “Alternate UPS engaged or lost comm. Examine the Redundant Switch for details.” for a short time or several times, UPS-A has dropped output voltage. Initiate a self test through PowerChute *plus*®. If the self test fails, troubleshoot the UPS using the Troubleshooting instructions in the *Smart-UPS Quick Reference Guide* included with the UPSs. If you need further assistance, follow the instructions in the Service section of the *User's Manual*.