

# *mPower*

## **User Manual**

*mPower* |Manage-Configure-Update|

Version 1.2

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# Section 1 – System Overview

## mPower Software

Panduit *mPower* is designed to simplify monitoring and management of multiple network-connected Panduit UPSes.

Bulk Configuration allows an administrator to configure a single UPS NMC, download the configuration file, and upload the configuration to all devices managed by *mPower* with a few additional clicks.

Bulk Update helps keep your system secure by making firmware updates easy. The administrator can initiate a firmware update on all managed devices by uploading the upgrade package to *mPower* and clicking the **Start Upgrade** button.

Monitoring up to 100 devices is simplified by the *mPower* dashboard, alarm aggregation, and event aggregation. *mPower* will display any abnormal conditions and allow the user to investigate system-wide failures with summarized tables and aggregated logs.

*mPower* is currently available for the 64-bit Windows OS.

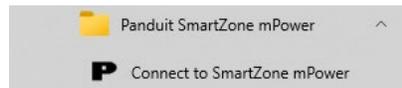
### Quick Start

1. Install *mPower*  
Details: [Appendix B: Installation](#)
2. Connect & Login  
Details: [Connecting to mPower](#)
3. Change Device Authentication (Settings -> mPower Settings)  
Details: [Device Authentication](#)
4. Add Managed Devices (Home-> Control & Manage)  
Details: [Managed Devices Configuration](#)
5. View Device status in Dashboard (Home -> Dashboard)  
Details: [Introduction to the Dashboard](#)

## Section 2 – Web Graphical User Interface (GUI) Configuration

### Connecting to mPower

mPower is accessed via a web browser. The installer creates a convenient link in the start menu that will launch mPower in the default browser.



*Note: https:// must be used when mPower is launched from within the browser.*

### Web Configuration

#### Supported Web Browsers

The supported web browsers are Google Chrome (mobile and desktop), Mozilla Firefox, Microsoft Edge, and Apple Safari (mobile and desktop). mPower is tested with the most recent version of each browser at time of release.

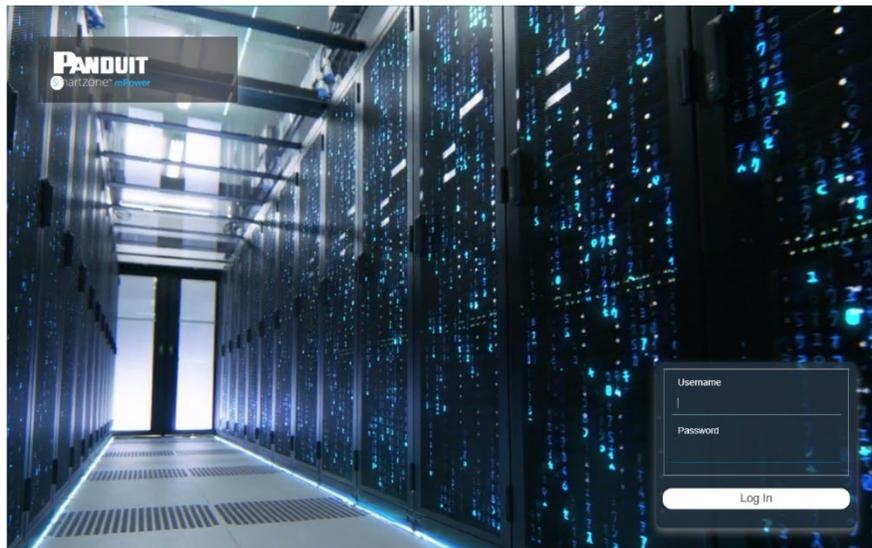


Figure 1: Login Page

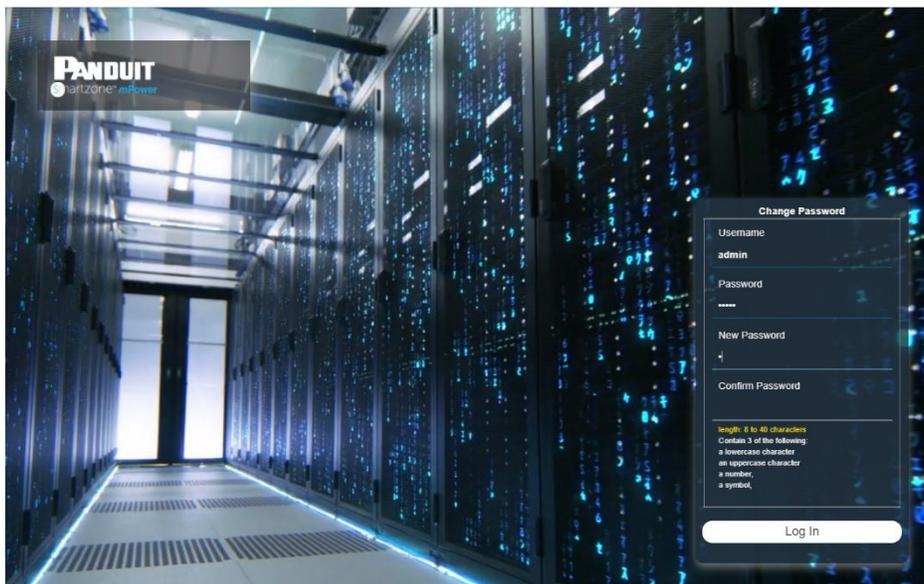
#### Changing Your Password

At initial login, you are required to change the default password:

1. Enter the default username: admin
2. Enter the default password: admin
3. Enter the new password twice to confirm.

The password must be between 8 and 40 characters and follow three of the following four rules:

- Contain at least one lowercase character.
- Contain at least one uppercase character.
- Contain at least one number.
- Contain at least one special character.



**Figure 2: Changing Your Password**

4. Click **Log In** to complete the password change.

After the initial login, change the password by performing the following steps:

1. Click on **admin** or the currently logged in user and select **Change Password**.

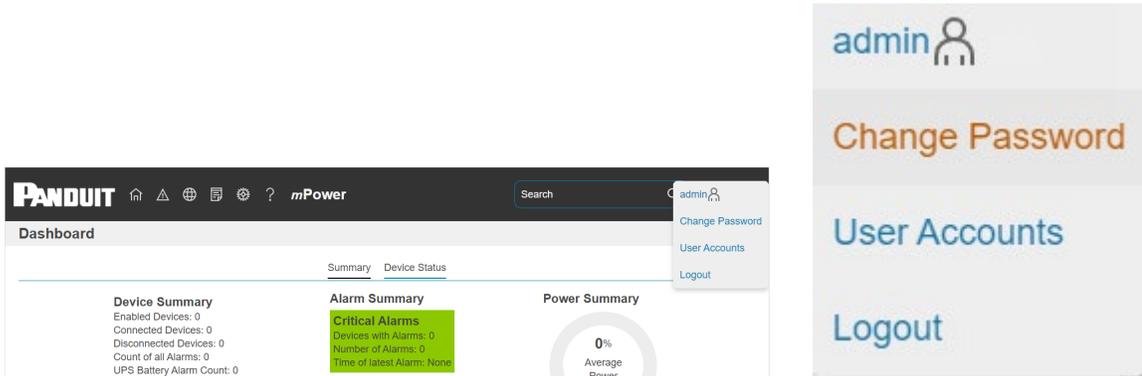


Figure 3: After Login

2. The Change Password window opens.  
See Figure 2: Changing Your Password
  
3. Follow the steps above.

## Introduction to the Web GUI

### Landing Page/Dashboard

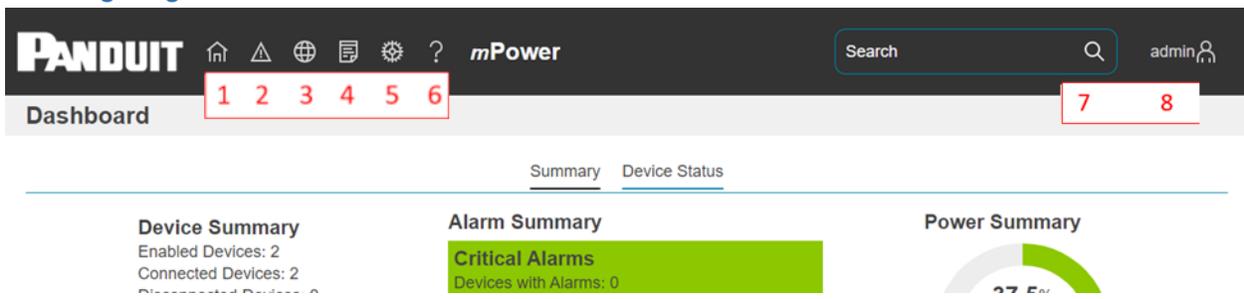
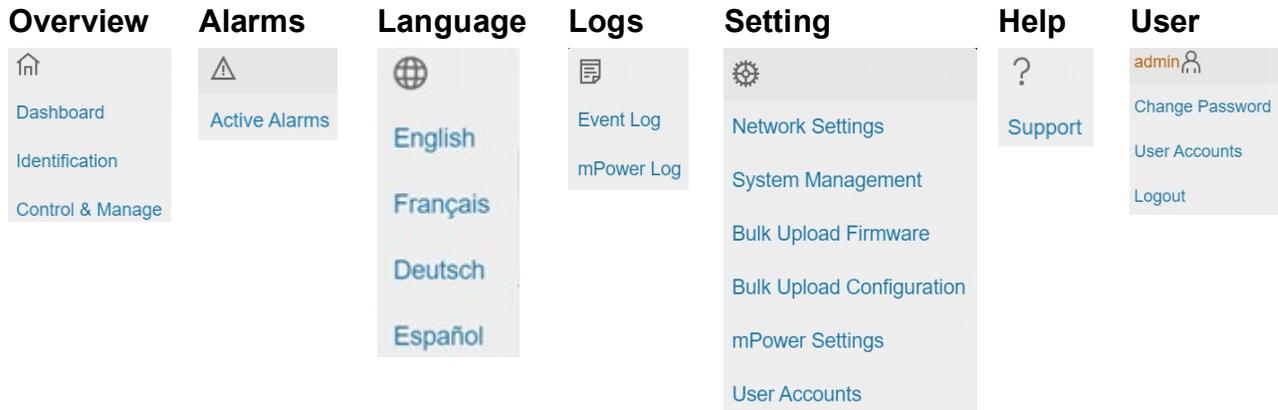


Figure 4: Landing Page/Dashboard

Number	Icon	Description
1		The home icon provides an overview of the system with access to the Dashboard, Identification, and Control & Manage Pages.
2		The Alarm icon provides details of the active alarms.
3		The Globe icon lets you select a Language. There are four languages available to choose from: English, French, German, and Spanish.
4		The Page icon provides access to the logs, which can be viewed and downloaded. <ul style="list-style-type: none"> <li>• The Event Log is an aggregation of all events on the monitored devices</li> <li>• The mPower Log shows events in the software itself</li> </ul>
5		The Settings icon allows a user to setup the Network Settings, System Management, Bulk Upload Firmware, Bulk Upload Configuration, mPower Settings, and User Accounts.
6		Information about the mPower software can be found using this icon. You also can also click user guide and license to ask for help.
7		The Search icon allows you to input key words and search for the related results.
8		The User icon shows who is logged in (admin). The menu allows the user to navigate to the Change Password page, go to User Accounts page, or Logout.

Menu Drop-downs



Introduction to the Dashboard

Summary Page

The summary page provides a high-level view of device status providing the user with a big picture view of health and potential issues.

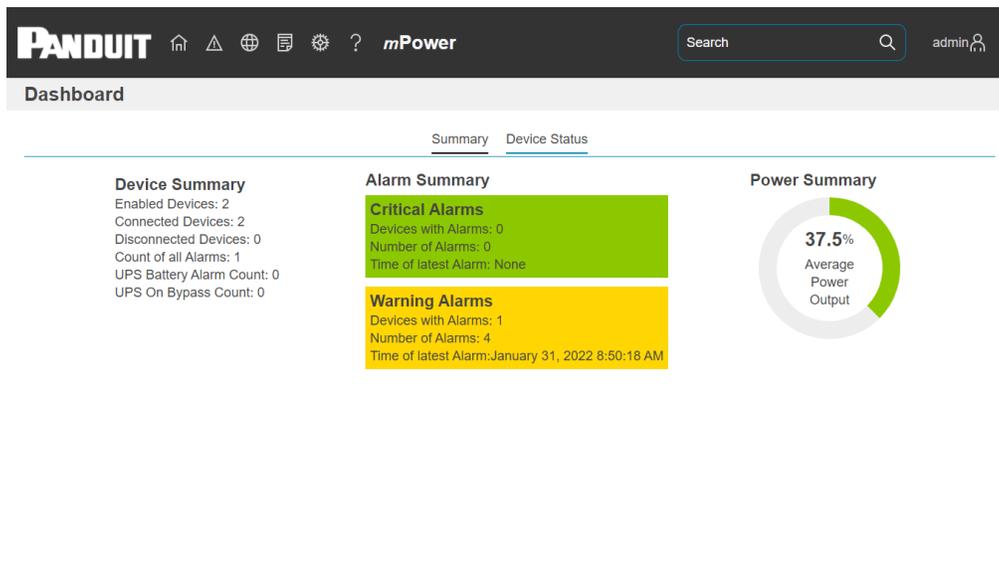
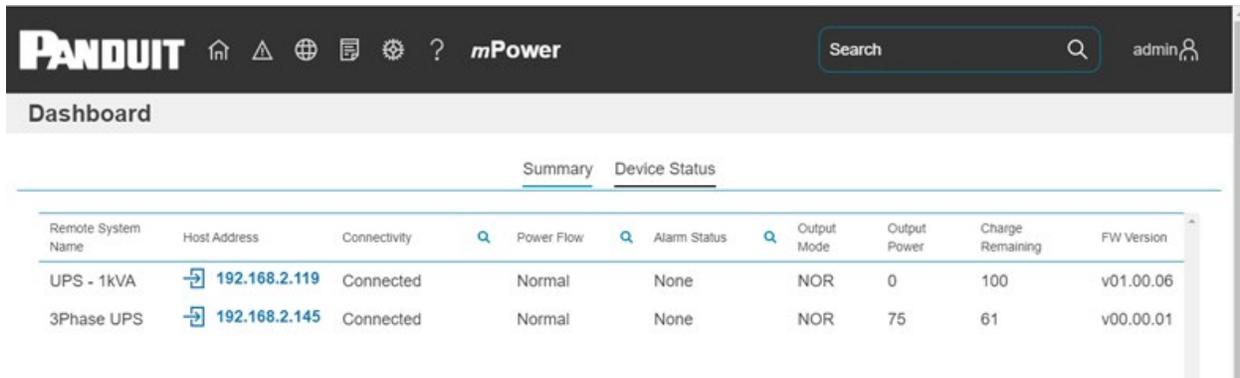


Figure 5: Summary Page

Device Status Page

The device status page provides details on the operation of individual devices. A user can determine which devices have alarms or connectivity issues, evaluate load margins on individual devices, and more.



Remote System Name	Host Address	Connectivity	Power Flow	Alarm Status	Output Mode	Output Power	Charge Remaining	FW Version
UPS - 1kVA	192.168.2.119	Connected	Normal	None	NOR	0	100	v01.00.06
3Phase UPS	192.168.2.145	Connected	Normal	None	NOR	75	61	v00.00.01

**Figure 6: Device Status Page**

## Network Settings

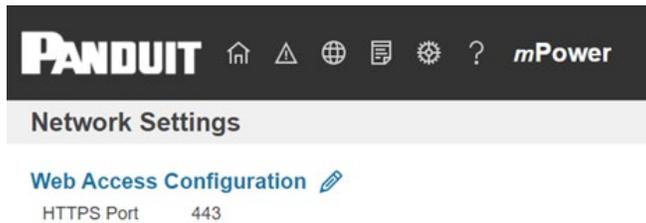
To configure the network settings, click the gear icon (Settings menu) and select **Network Settings**.

mPower Web UI access requires use of the HTTPS protocol, however, the port is configurable and may be changed after installation in network settings.

**Note:** When the HTTPS Port is changed, wait about 30 seconds, then use the "Connect to mPower" Program menu item to reconnect to mPower.

mPower also allows installation of a user created certificate/key pair. CA signed certificates are desirable if mPower will be used remotely.

**Note:** When changing the HTTPS Certificate and Private Key, the change will take effect after both have been changed. If the certificate and key do not match or cannot be used, the system will revert to a certificate/key that was generated when the software was started for the very first time. If only a Certificate or only a Private Key is uploaded, the Certificate and Private Key validation will occur the next time the mPower service is started



**Figure 7: Network Settings**

*Web Access Configuration:*

1. Select the **pencil** icon next to **Web Access Configuration**.
2. Change the HTTPS Port if needed.
3. Click **Choose File** and select the new HTTPS certificate.
4. Click **Choose File** and select the new HTTPS Private key.

## Web Access Configuration

HTTPS Port
443
HTTPS Certificate
<input type="button" value="Choose File"/> No file chosen
HTTPS Private Key
<input type="button" value="Choose File"/> No file chosen

**Figure 8: Web Access Configuration**

## System Management Information

The System Management Information section provides the system's name and location inside the data center.

To configure the system management information, select **System Management** under the **gear** icon.



**Figure 9: System Management**

### System Info

The system information includes the name of the system and information of the person to contact in case an issue arises. Follow the steps below to set up the system information:

1. Select the **pencil** icon next to **System Management**.

## System Information

A screenshot of the 'System Information' configuration form. The form is enclosed in a light gray border and contains five text input fields, each with a label above it: 'System Name', 'Contact Name', 'Contact Email', 'Contact Phone', and 'Contact Location'. Below the input fields are two buttons: a blue 'Save' button and a white 'Close' button with a gray border.

**Figure 10: System Information Configuration**

2. Enter the **System Name**.
3. Enter the name of the person who should be contacted if there is a problem with the system into the **Contact Name** section.
4. Enter the email of the contact person into the **Contact Email**.
5. Enter the phone number of the contact person into **Contact Phone**.
6. Enter the location of the contact person into the **Contact Location**.
7. Press **Save**.

### Restart mPower

Restart *mPower* by selecting **Restart** in the **Actions** menu under **System Management**.

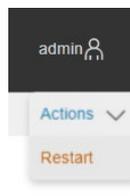


Figure 11: System Management Actions

## Control & Manage

The **Control & Manage** section of the Web GUI allows a user to manage connections to all devices monitored by the system.

To access the **Control & Manage** section, select **Control & Manage** from the Home Icon.

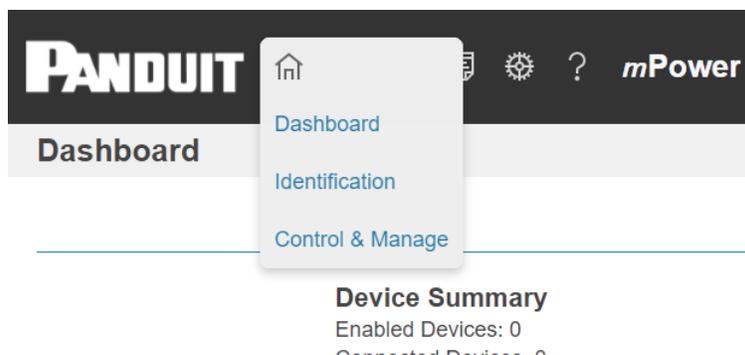


Figure 12: Control & Manage Navigation

## Managed Devices Configuration

Any device that *mPower* should monitor or bulk update must be configured as a managed device. Three methods of adding devices are provided: Auto Discover, Scan Network, and Manual Device Configuration. Prior to scanning, managed devices must have a user configured that matches the setting in *mPower* Settings → Device Authentication. See [Device Authentication](#) for details.

### Auto Discover

*mPower* provides auto-discovery of any devices on the local network using the Bonjour service. Any UPS devices on the same local network with credentials matching the *mPower* Device Authentication will automatically be added to the managed device list. Status of the auto- discovery process can be reviewed in the *mPower* log. The **Auto Discover** feature generates messages to the Event Log while it is in process, and a message when it has finished.

To Auto Discover devices:

1. Select the Home Icon then **Control & Manage** from the drop-down menu in the Web GUI.
2. Select **Actions** → **Auto Discover**.

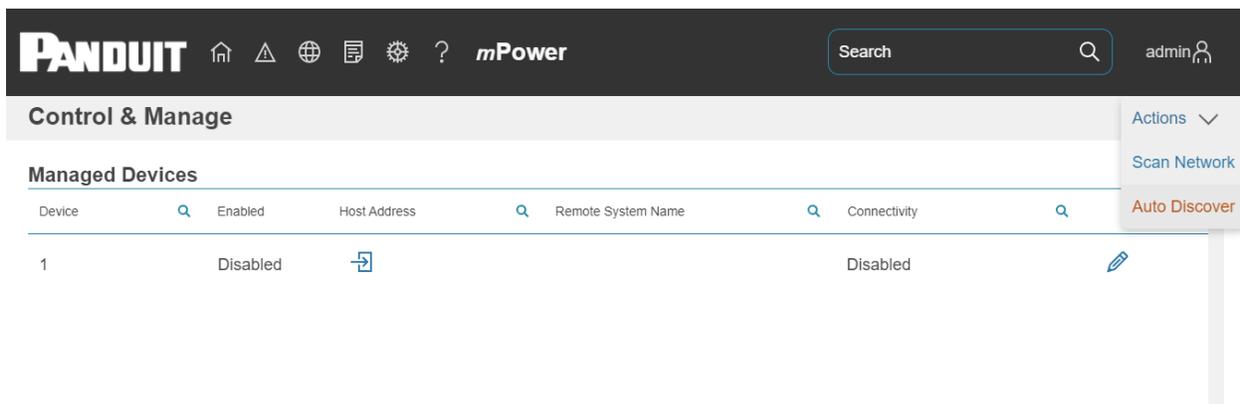


Figure 13: Control & Manage Page

### Scan Network

*mPower* provides network scan functionality in case *mPower* is not running on the same local network as the devices it should monitor. The **Scan Network** process will first ping each address in the requested network segment, then attempt to connect to the device. If *mPower* can authenticate, it will add the scanned device to the managed

devices list. While **Scan Network** is attempting to connect to the device, some unmanageable devices may temporarily show up as "Added by Scan Network". The Scan Network feature generates messages to the Event Log while it is in process, and a message when it has finished.

**Note:** Since Scan Network is a brute force detection method it may trigger some network intrusion detection systems.

To scan a network segment:

1. Select the Home Icon then **Control & Manage** from the drop-down menu in the Web GUI.
2. Select **Actions** → **Scan Network**.
3. Enter the IP address *mPower* should start scanning at under **Start Address**.
4. Enter the IP address *mPower* should stop scanning at under **End Address**.
5. Click **Scan Network**.

## Scan Network

Start Address

---

End Address

---

The network will be scanned for devices by logging in to them with the Device Authentication credentials. Compatible devices will automatically be enabled and added to Managed Devices.

**Scan Network**    **Close**

**Figure 14: Scan Network Page**

### *Manual Device Configuration*

Select the Home Icon then **Control & Manage** from the drop-down menu in the Web GUI.

1. For each new device, select the **Edit** pencil next to the last device slot shown. (Only the first empty device slot is shown.)

## Managed Device List

Device  
1

---

Enabled  
 Enable

---

Host Address

---

Remote System Name

---

Certificate Fingerprint

---

Test Connection

Save Close

**Figure 15: Managed Device Edit**

Check **Enabled**.

2. Enter the new device IP address or hostname.
3. Enter a text description under **Remote System Name**.
4. Click **Save** to add the new device.

### *Device Removal*

To temporarily remove a device:

1. Selecting the pencil icon next to the device
2. Uncheck **Enable**.
3. Click **Save**.

To permanently remove a device (free slot):

1. Selecting the pencil icon next to the device
2. Uncheck **Enable**.

3. Clear all other fields (leave blank)
4. Click **Save**.

## Alarms

### Active Alarms

The **Active Alarms** page shows an aggregation of all alarms on all devices managed. The alarms may be filtered by time, device, source, or severity to simplify analysis.

Timestamp	Device	Source	Severity	Description
January 31, 2022 8:50:18 AM	192.168.2.119	Analog Sensor 2	Warning	External sensor Type TEMPERATURE communication loss
January 31, 2022 8:50:18 AM	192.168.2.119	Analog Sensor 3	Warning	External sensor Type HUMIDITY communication loss
January 31, 2022 8:50:18 AM	192.168.2.119	Analog Sensor 4	Warning	External sensor Type TEMPERATURE communication loss
January 31, 2022 10:00:06 AM	192.168.2.119	UPS Core	Major	UPS Output source is on battery.
January 31, 2022 10:00:06 AM	192.168.2.119	UPS Core	Warning	UPS Input source is bad.
January 31, 2022 8:50:18 AM	192.168.2.119	Analog Sensor 1	Warning	External sensor Type TEMPERATURE communication loss

**Figure 16: Active Alarms Page**

## Logs

### Event Log

The **Event Log** page shows an aggregation of all events logged on all devices managed. The events may be filtered by time, device, source, or severity to allow analysis of specific events.

Timestamp	Device	Source	Severity	Description
January 31, 2022 10:00:06 AM	192.168.2.119	UPS Core	Major	UPS Output source is on battery.
January 31, 2022 10:00:06 AM	192.168.2.119	UPS Core	Warning	UPS Input source is bad.
January 31, 2022 9:51:23 AM	192.168.2.145	USER	Info	User admin from host 192.168.2.118 via WebUI logged in
January 31, 2022 9:50:34 AM	192.168.2.145	USER	Info	User admin from host 192.168.2.118 via WebUI logged out
January 31, 2022 9:48:49 AM	192.168.2.145	USER	Info	User admin from host 192.168.2.118 via WebUI logged in
January 31, 2022 9:47:55 AM	192.168.2.145	NMC	Info	Network Interface en2 is Up
January 31, 2022 9:47:52 AM	192.168.2.145	SYSTEM	Info	System Reset powerup reason Poweron
January 31, 2022 9:41:49 AM	192.168.2.145	UPS Core	Notice	UPS Output source is on battery. clear
January 31, 2022 9:41:38 AM	192.168.2.145	UPS Core	Major	UPS Output source is on battery.

Figure 17: Event Log Page

The Event Log Actions dropdown menu includes an option to download the event log in csv format.

*mPower Log*

The mPower log shows mPower specific events, such as device connection errors, bulk operation events, and security events. The events may be filtered by time, source, or severity to allow analysis of specific events.

Timestamp	Source	Severity	Description
January 31, 2022 9:48:22 AM	Device	Warning	Invalid User/Password for 192.168.2.145
January 31, 2022 9:13:17 AM	Device	Warning	Invalid User/Password for 192.168.2.119
January 31, 2022 9:12:10 AM	Device	Warning	Invalid User/Password for 192.168.2.119
January 31, 2022 9:10:20 AM	USER_LOGGED_IN	Info	User admin from host ::1 via WebUI logged in
January 31, 2022 9:10:09 AM	SYSTEM	Warning	Scan Network requires a valid IPv4 address for the start/end range.
January 31, 2022 9:10:08 AM	SYSTEM	Info	Starting mPower Software

Figure 18: mPower Log Page

The *mPower* Log Actions dropdown menu includes options to download the *mPower* log in csv format and clear the log.

## Bulk Upload Firmware

1. Select **Bulk Upload Firmware** under the **gear** icon.

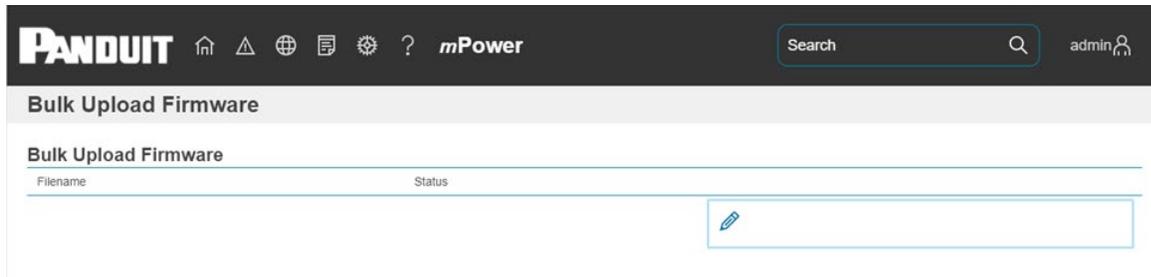


Figure 19: Bulk Upload Firmware

2. Select the **pencil** icon under Bulk Upload Firmware.

## Upload Firmware

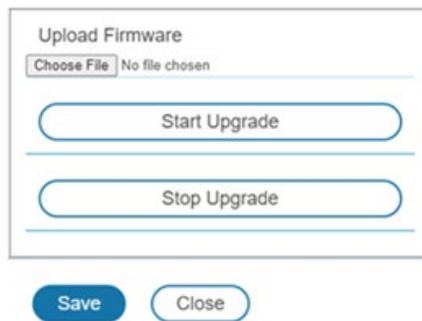
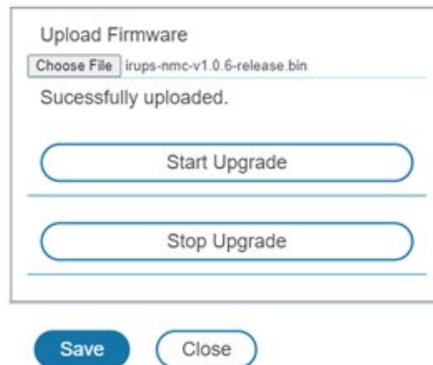


Figure 20: Update Firmware Popup

3. Click **Choose File** and select the new firmware file.

- When “Successfully Uploaded” is shown, the upgrade file is now stored in *mPower*.

## Upload Firmware



Upload Firmware

Choose File irups-nmc-v1.0.6-release.bin

Successfully uploaded.

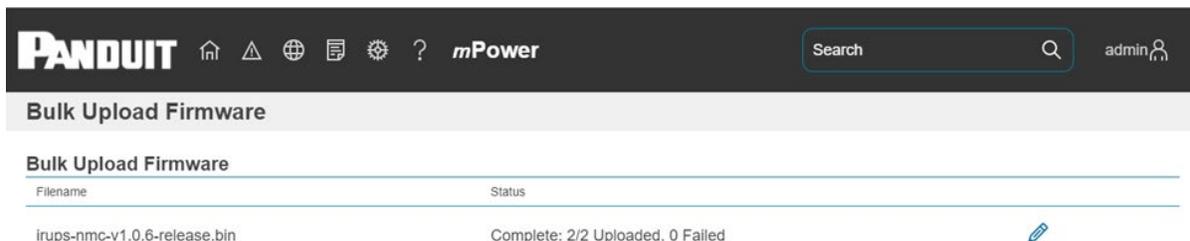
Start Upgrade

Stop Upgrade

Save Close

**Figure 21: Ready to upgrade**

- Click **Start Upgrade** to initiate upgrade of all devices managed by *mPower*
- Monitor the Bulk Upload Firmware Status until uploads to all devices are complete.



Filename	Status
irups-nmc-v1.0.6-release.bin	Complete: 2/2 Uploaded, 0 Failed

**Figure 22: Bulk Upload Firmware Status**

- If any failures are shown, review the *mPower* log under **Logs**
- Select **Dashboard** under the **home** icon and click the **Device Status** tab
- Monitor the Device status tab during the reconnection phase. Devices may momentarily show Disconnected during this phase.

Remote System Name	Host Address	Connectivity	Power Flow	Alarm Status	Output Mode	Output Power	Charge Remaining	FW Version
UPS - 1kVA	192.168.2.119	Disconnected	None	None	NOR	0	0	v01.00.05

**Figure 23: Firmware Update In Process**

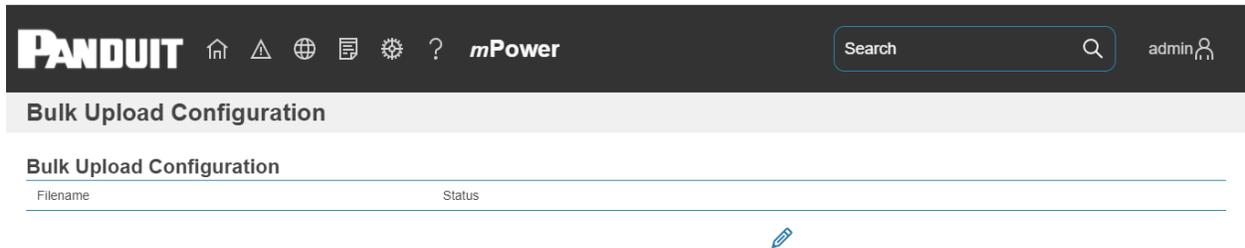
10. When all devices have reconnected, review the FW Version column to ensure all devices were properly upgraded. The reconnection phase will complete in under five minutes.

Remote System Name	Host Address	Connectivity	Power Flow	Alarm Status	Output Mode	Output Power	Charge Remaining	FW Version
UPS - 1kVA	192.168.2.119	Connected	Normal	None	NOR	0	100	v01.00.06

**Figure 24: Firmware Update Complete**

## Bulk Upload Configuration

1. Download the config file from a configured device.
  - a. Login to a configured device (not *mPower*).
  - b. Select **System Management** under the **gear** icon.
  - c. Select **Download Configuration**.
2. In *mPower*, select **Bulk Upload Configuration** under the **gear** icon.



**Figure 25: Bulk Upload Configuration Page**

3. Select the **pencil** icon under Bulk Upload Configuration.
4. Click **Choose File** and select a file downloaded from a configured device.
5. When “Successfully Uploaded” is shown, the configuration file is now stored in *mPower*.

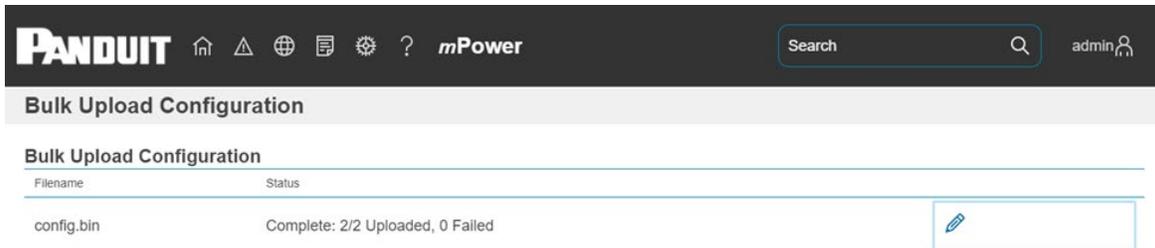
### Upload Configuration

The screenshot shows a popup window titled 'Upload Configuration'. Inside the popup, there is a text input field with the text 'Choose File' and 'config bin'. Below the input field, the text 'Successfully uploaded.' is displayed. There are two buttons: 'Start Config Upload' and 'Stop Config Upload'. At the bottom of the popup, there are two buttons: 'Save' and 'Close'.

**Figure 26: Update Configuration Popup**

6. Click **Start Config Upload** and click **OK** in the popup to confirm.

7. Monitor the Bulk Upload Status until uploads to all devices are complete

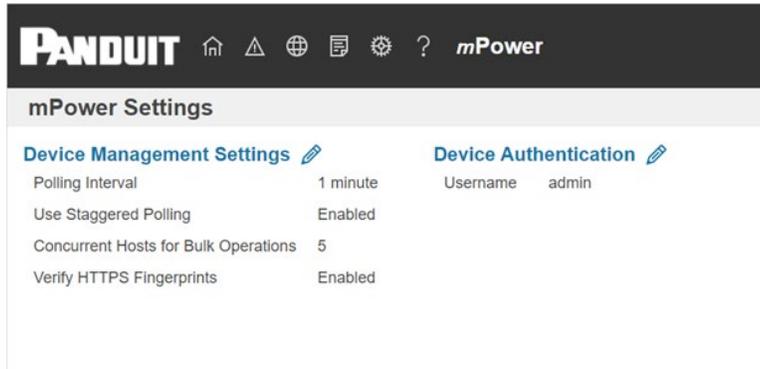


**Figure 27: Update Configuration Complete**

8. If any failures are shown, review the *mPower* log under **Logs**.

## mPower Settings

Select **mPower Settings** under the **gear** icon.



**Figure 28: mPower Settings**

### *Device Management Settings Configuration*

The default values for Device Management Settings are appropriate for most scenarios. Review the descriptions below if the host network has restrictions that require modifying any of the following.

**Polling interval:** the interval at which *mPower* polls all managed devices.

**Staggered Polling:** *mPower* completes each device poll before starting the next. If many devices are managed, this may cause the polling interval to be greater than

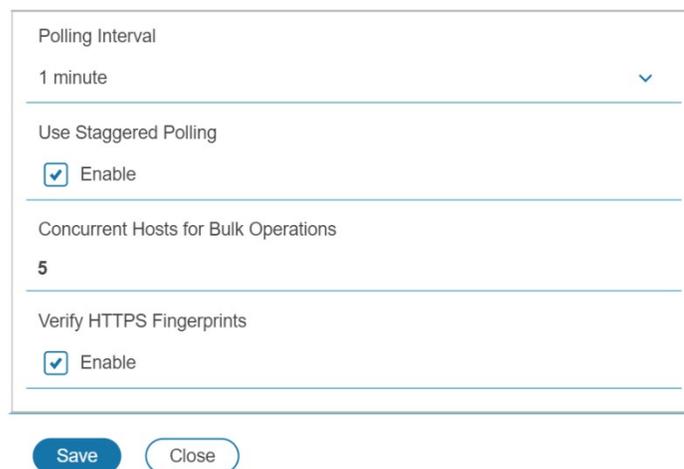
configured.

**Concurrent Hosts for Bulk Operations:** The number of devices *mPower* will upload firmware or configuration at a time.

**Verify HTTPS Fingerprints:** When enabled, *mPower* will verify that the device certificate has not changed since configured. If a certificate is changed on the device, the user must delete the existing fingerprint for the device under **Control & Manage** → **Managed Device**. If left blank, when the device is re-enabled, *mPower* will poll the device and store a fingerprint of the new certificate.

1. Select the **pencil** icon next to Device Management.
2. Edit Device Management settings if needed.
3. Click **Save**.

## Device Management Settings



Polling Interval
1 minute
Use Staggered Polling
<input checked="" type="checkbox"/> Enable
Concurrent Hosts for Bulk Operations
5
Verify HTTPS Fingerprints
<input checked="" type="checkbox"/> Enable

**Save** **Close**

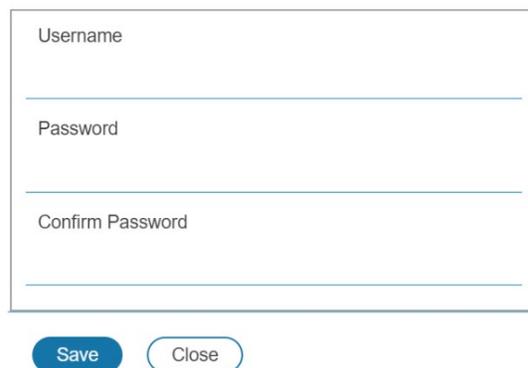
**Figure 29: Device Management Settings**

### *Device Authentication*

The username and password must match the credentials created in the managed

device to ensure a successful authentication.

## Device Authentication



Username

Password

Confirm Password

Save Close

**Figure 30: Device Authentication**

1. Select the **pencil** icon next to **Device Authentication**.
2. Type the device username in the Username box.
3. Type the device password in the Password box.
4. Type the device password in the Confirm Password box.
5. Click **Save**.

## User Accounts

Currently, *mPower* is limited to a single user and provides only session management settings under user accounts.

### *Session Management*

Session management provides security settings for the *mPower* user session. Default settings should be acceptable for most installations.

### User Accounts

**Session Management** 

Sign-In retries limited	Enabled
Number of Retries Allowed	3
Session Timeout Value	30 minutes
LockoutTime	10 minutes

## Session Management

Sign-In retries limited

Enable

---

Number of Retries Allowed

3

---

Session Timeout Value

30 minutes 

---

LockoutTime

10 minutes 

---

[Save](#) [Close](#)

Figure 31: Session Management

## Section 3 – Security

Security is typically top of mind for IT managers when implementing any networked device. The below section is not meant to be comprehensive but rather informative to the areas of security with regards to Panduit *mPower* and associated accessories.

*mPower* software stores user-entered data. All data entered by the user is stored in non-volatile storage on the system running the software.

### Non-volatile Storage

- File system permissions are used to protect all configuration data.

### Authentication Data

- Usernames are stored in plain text and are available to 'administrator' role users, for the purpose of managing access to the system.
- Passwords used for managing the software are stored as a one-way bcrypt hash.
- Passwords that the user enters are not returned to the customer. (They are 'write only' from a user perspective.)
- The product only communicates with user configured remote servers/devices.

### Network Transport Security

- The product uses TLS 1.2 or TLS 1.3 to communicate with user configured remote servers/devices.
- The product uses TLS 1.2 or TLS 1.3 to communicate with HTTPS web browser clients.
- The product stores and checks a fingerprint (hash) of the certificate presented by the configured managed remote server/device to verify remote host authenticity.

### Network Configuration Data

- Network Configuration, including Static IP addresses and addresses obtained by DHCP are exposed on "Identification" page and on a Network Configuration page, to aid in network management of the product.
- The product leverages the host operating system's Network Configuration Settings or System Preferences.
- The product implements an internal authentication mechanism. Authorization events generate "Event Logs" containing the IP address and username of successful logins, and the IP address of failed logins.

## External Authorization Mechanisms

- The *mPower* product manages configuration of managed devices. To access these devices, the IP address or hostname of managed UPSes are stored in non-volatile storage.
- The *mPower* software also collects Event Logs from the managed devices. These event logs contain IP addresses of authentication events from the remote systems.
- The *mPower* software collects and verifies a host fingerprint of managed devices to establish authenticity of the managed device.

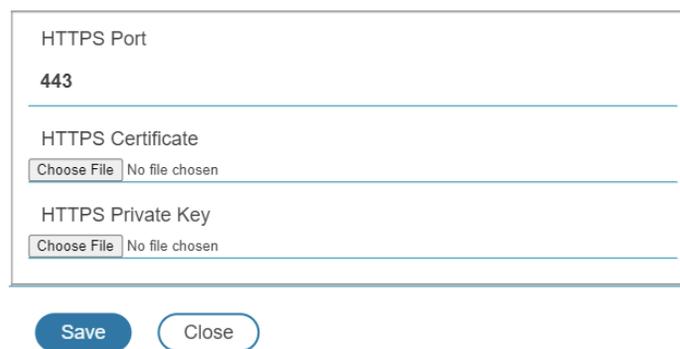
## Secure Deployment

To maintain the highest level of security, Panduit recommends that the user configure *mPower* with the following settings.

### *Upload Certificate*

Certificates ensure that in a secure connection, the user is connecting to a legitimate service. It is recommended that the X.509 SSL certificate is uploaded to *mPower* and that the certificate has a key strength of 2048 RSA or greater. This area can be accessed from **Settings** → **Network settings**

## Web Access Configuration



HTTPS Port  
443

HTTPS Certificate  
Choose File No file chosen

HTTPS Private Key  
Choose File No file chosen

Save Close

**Figure 32: Web Access Configuration Page**

### *Review Session management and password policies*

*mPower* gives the customer the flexibility to change session management settings. It is recommended to review the session management settings under **User Accounts**.

## Appendix A: Acronyms and Abbreviations

### **A**

Amps/Amperes

### **AC**

Alternating Current

### **AES**

Advanced Encryption Standard

### **Gb**

Gigabyte

### **GUI**

Graphical User Interface

### **IP**

Internet Protocol

### **kVA**

Kilo-Volt-Ampere

### **kW**

Kilowatts

### **kWH**

Kilowatt Hour

### **LAN**

Local Area Network

### **NMC**

Network Management Card

**SHA**

Secure Hash Algorithms

**SSL**

Secure Sockets Layer

**TCP/IP**

Transmission Control Protocol/Internet Protocol

**TLS**

Transport Layer Security

**UPS**

Uninterruptible Power Supply

**V**

Volts

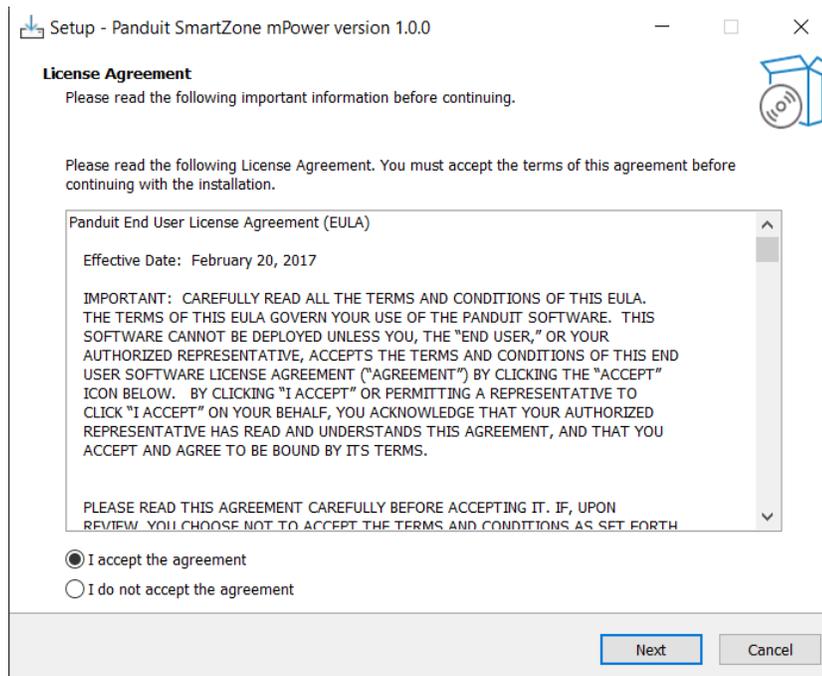
**W**

Watts

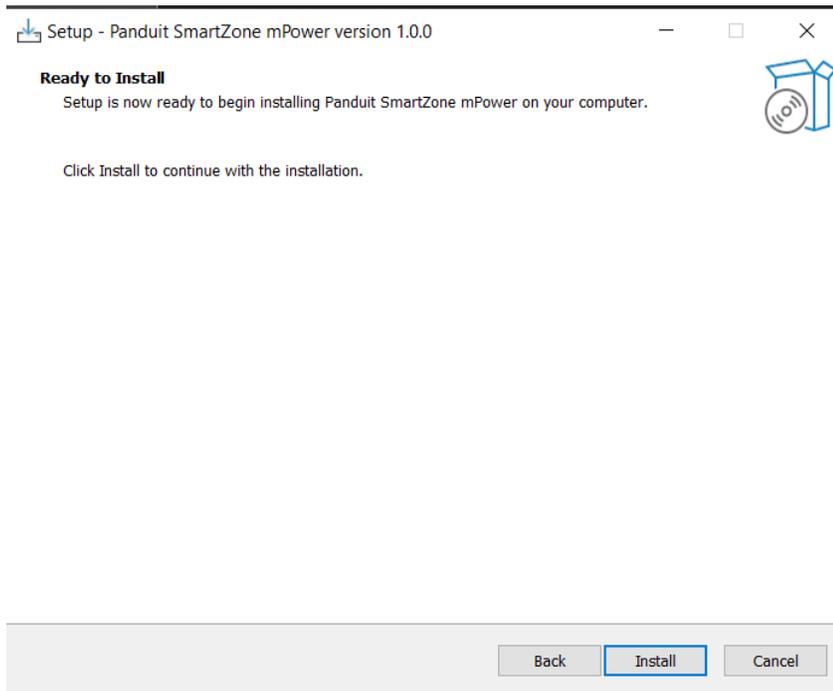
## Appendix B: Installation

### Installing mPower

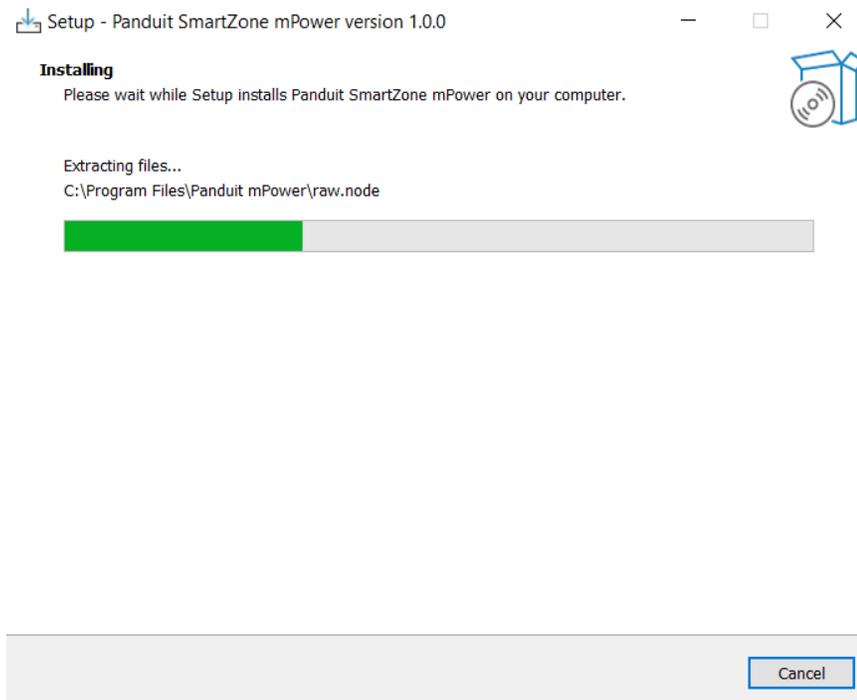
1. Double click / Run the installer.
2. Review the license agreement and accept if the terms are acceptable. Click **Next**.



3. Click **Install** to continue.



#### 4. Wait while files are copied to the computer.



#### 5. Enter the TCP port that mPower should use. The default is "443", which is the

standard HTTPS port. If the computer is already running another HTTPS server, choose another port that is not in use.

Optional: Discover open ports.

- Open a command prompt and run:  
netstat -n
- Ports in use are shown after the colon in the “Local Address” column.

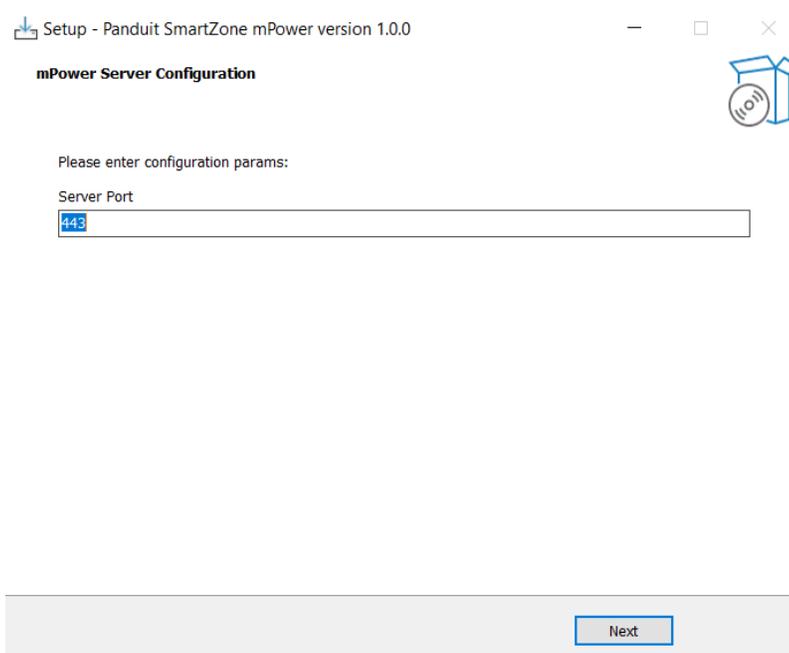
```
C:\>netstat -n

Active Connections

Proto Local Address          Foreign Address        State
TCP   127.0.0.1:1060         127.0.0.1:1061        ESTABLISHED
```

In the example above, the port in use is “1060”.

- Choose 443 or any port 1024-49151 that is not in use.



6. Select any post installation options desired:

a. Install Bonjour.

Bonjour is required to use the auto-discovery feature built into *mPower*.

Auto-discovery will fail if it is not installed.

b. Install Firewall Rule.

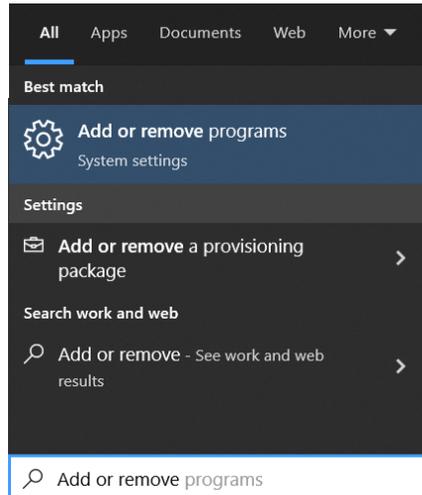
Check this option if *mPower* should be accessible remotely. It will install a rule in the Windows firewall that allows remote devices to access *mPower*.

c. Start *mPower* Service.

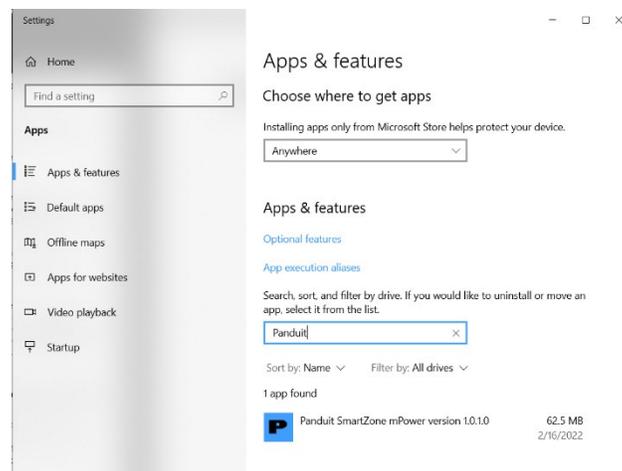
Leave this option checked to start the *mPower* service immediately.

## Appendix C: Uninstalling *mPower*

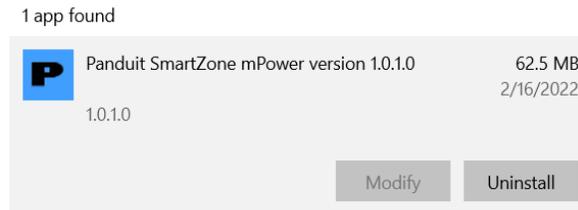
1. Launch the Windows **Add or remove programs** application.



2. Search for Panduit Applications.



3. Click on Panduit *mPower*, then click uninstall.



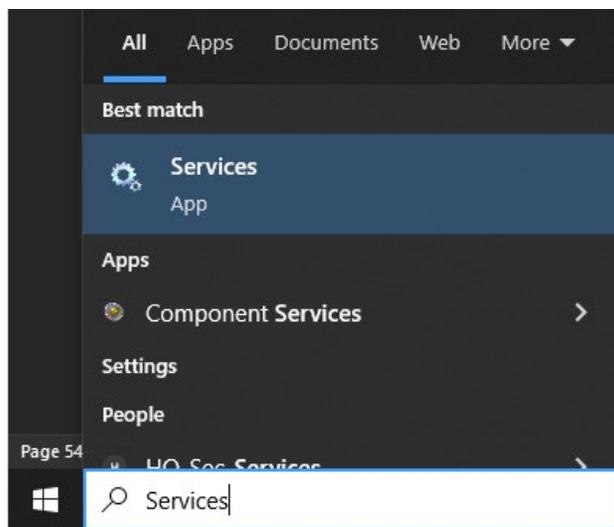
4. Click **Uninstall** & allow “Setup/Uninstall” to make changes.
5. Click **Yes** to confirm *mPower* should be removed.
6. Click **OK** to acknowledge the uninstall is complete.
7. Optionally, to remove all configuration files:
  - a. Open the Windows **File Explorer** application.
  - b. Navigate to C:\ProgramData.
  - c. Delete the Panduit *mPower* directory.

## Appendix D: Password Recovery

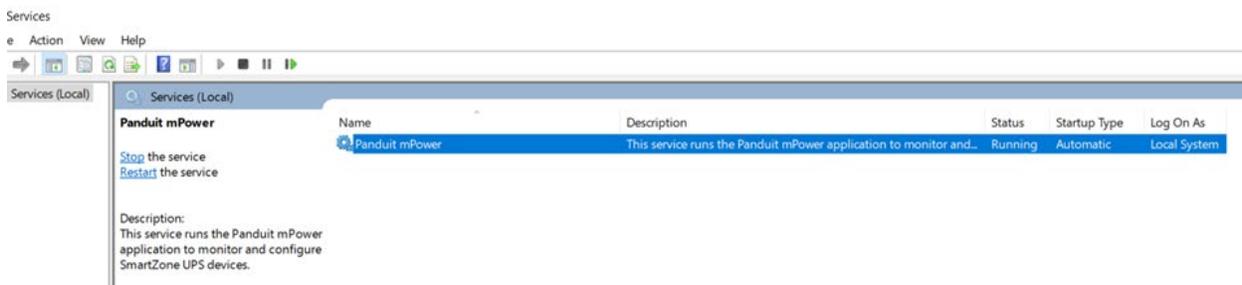
The *mPower* password may be manually reset by stopping the *mPower* service, manually deleting the password file, and restarting the password service.

**Note:** Instructions refer specifically to Windows 10. Please refer to your operating system documentation if you are not using Windows 10.

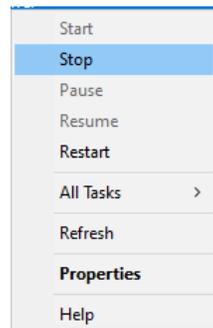
1. Type **services** into Windows Search and select **Services**.



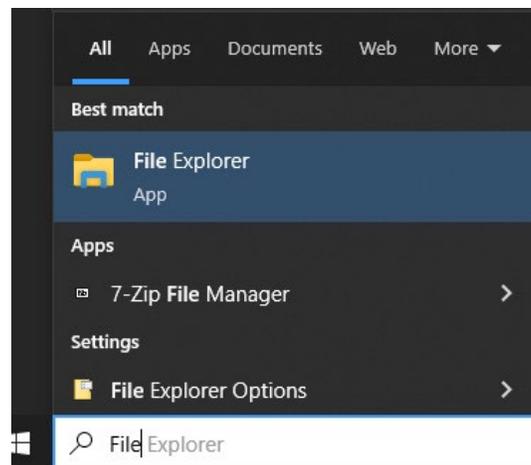
2. Click the **Services** application. Find the Panduit *mPower* Service.



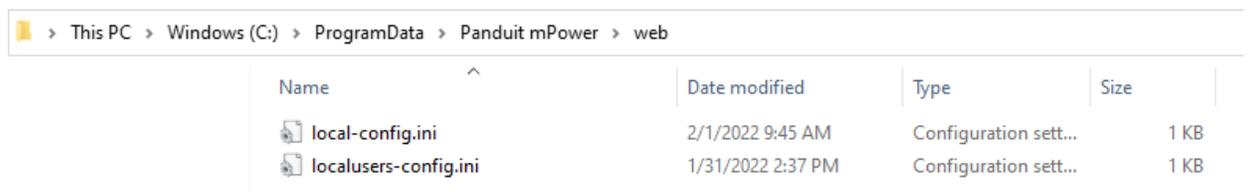
3. Right click on the **Panduit *mPower* Service** and select **Stop**.



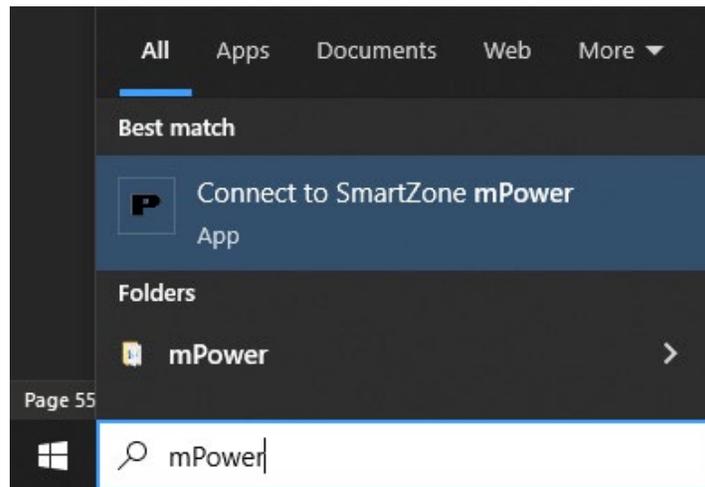
4. Open **File Explorer**.



5. Navigate to `c:\ProgramData\Panduit mPower\web`.



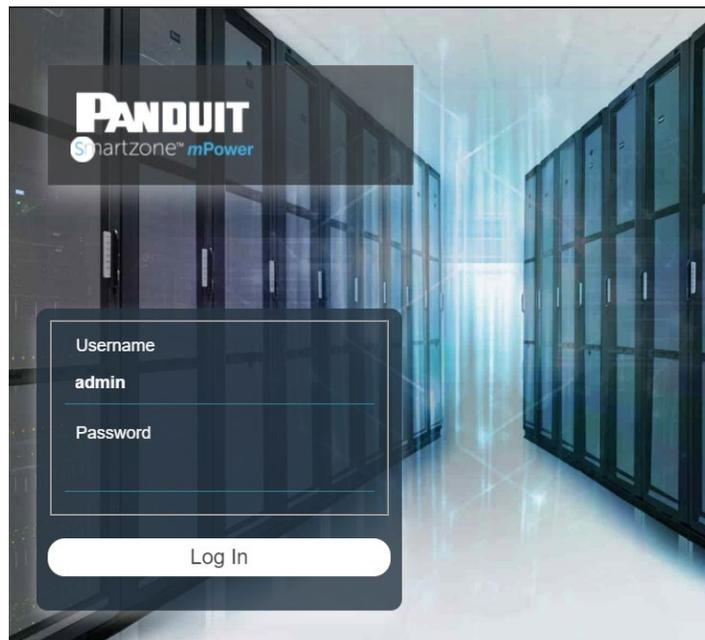
6. Right click on `localusers-config.ini` and select **Delete**.
7. Navigate back to the services application.
8. Right click on Panduit *mPower* and select **Start**.
9. Open *mPower* using the search bar.



10. Login using the default credentials:

Username: admin

Password: admin



11. Enter the default credentials again and enter a new password for the 'admin' user.

**Change Password**

Username  
admin

Password  
.....

New Password  
|

Confirm Password

length: 8 to 40 characters  
Contain 3 of the following:  
a lowercase character  
an uppercase character  
a number,  
a symbol,

Log In

12. Click **Login**.

## Appendix D: System Reset

Restoring *mPower* to the initial configuration is best done by uninstalling, deleting the configuration files, then reinstalling.

1. Uninstall by following the instructions in [Appendix C: Uninstalling mPower](#). Follow the optional instructions to delete C:\ProgramData\Panduit *mPower*.
2. Reinstall by following the instructions in [Appendix B: Installation](#).

## Panduit Support and Other Resources

The majority of your support needs can be met by visiting Panduit.com and navigating to the respective product page. If you require additional assistance; we are here to help.

### Accessing Panduit Support

#### North America

##### Customer Service

- Price & Availability
- Expedites

800-777-3300 or [cs@panduit.com](mailto:cs@panduit.com)

##### UPS Technical Support

- UPS Selection
- Competitor Cross references
- Product Documentation

Email: [TechSupport@panduit.com](mailto:TechSupport@panduit.com)

#### Europe / Middle East

##### Customer Service

- Price & Availability
  - Expedites
- 0044-(0)208-6017219 or EMEA-CustomerServices@panduit.com

##### UPS Technical Support

- UPS Selection
- Competitor Cross references
- Product Documentation

Email: [TechSupportEMEA@panduit.com](mailto:TechSupportEMEA@panduit.com)

<https://www.panduit.com/en/support/contact-us.html>

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