Intelligent Power Manager (IPM) software frequently asked questions (FAQs)

General

1. **How much does IPM cost?**
   IPM has three license options: Monitor, Basic and Gold. IPM Monitor and Basic are FREE up to 10 UPS or rack PDU nodes. List prices range for each level of license according to number of nodes; please see price comparison document at Eaton.com/IPM. List prices are not a reflection of the actual product price paid; please consult your Eaton reseller or partner to obtain a quote.

2. **Did the IPM pricing structure recently change?**
   In Oct. 2018, IPM separated monitoring capabilities (IPM Monitor) from management capabilities (IPM Basic and Gold) to allow business continuity enhancements in data center environments.

3. **Is IPM a separate tool from vSphere?**
   Yes, IPM is a separate tool from VMware vSphere. If utilizing IPM in conjunction with VMware vSphere, Eaton offers a specific IPM virtual appliance application that you can download.

4. **How does a UPS interact with virtualization?**
   IPM is a plug-in for vCenter and Citrix. Eaton's IPM software also has an infrastructure connector for Microsoft Hyper-V.

5. **Is IPM a DCIM tool? How does it compare to DCIM?**
   While IPM is not a DCIM tool, it is a monitoring and management platform for power equipment, helping IT facility managers oversee their connected equipment when necessary.

6. **How does licensing work? Is IPM a perpetual license?**
   Yes, IPM is a perpetual license and requires a one-time purchase.

7. **Does IPM work with large (20 kW and higher), three-phase UPSs?**
   Yes, IPM works with the entire portfolio of Eaton UPSs, including three-phase units. As long as a UPS is network-connected, IPM has the capability to auto-discover and pull in all the required information. A gold license is required to view competitor UPSs.

8. **Are there white papers or customer references available that discuss IPM and its capabilities?**
   Yes, Eaton provides a full list of documentation and references for its IPM software. Please visit Eaton.com/intelligentpower, select the documentation tab and scroll through the various sections to find the information you are looking for.

9. **What is a node?**
   A licensed node is defined as one UPS, rack PDU or IPM instance.

10. **How is IPM agentless?**
    IPM uses the internal Application Programming Interfaces (APIs) of VMware, Citrix and Microsoft SCVMM to institute actions. IPM only needs to be loaded on vCenter, and, as a result, will control the virtual machines (VMs) and hosts through internal APIs.

Setup and installation

11. **How do I install IPM?**
The basic version of IPM can be easily downloaded at Eaton.com/IPM. Click the orange download button to begin, choose the appropriate operating system and follow the remaining download instructions accordingly to access and begin using your new software.

12. **How and where can I get help setting up IPM if I need it?**
For questions about IPM, please contact Eaton customer service at (800)-356-5794 (option 2, option 1).

13. **If I don't want to install IPM myself, can someone else do it for me?**
Yes, Eaton offers a full range of installation services. For IPM, we offer both one-day and two-day installation service based on the size of the user's environment.

    For specifics on these IPM installation services, see the table below:

On-site service offerings	Part #
IPM installation: One day on-site	SW06NXXX-001X
IPM installation: Two day on-site	SW05NXXX-002X

Communication and accessibility

14. **Does IPM have a MIB Compiler that I can utilize?**
No, IPM does not currently have a MIB Compiler.

15. **How can I manage my SAN device through IPM?**
IPM is compatible with NetApp and Buffalo SANs. NetApp can be both monitored and managed, while Buffalo can be monitored.

16. **Does IPM utilize LDAP?**
LDAP is not currently available with IPM, but will be available in future versions.

Advanced capabilities

17. **What is power capping on demand? What servers can I use power capping with?**
Power capping is offered with the Gold license and allows users to limit the power consumption of a host during a power outage. By limiting consumption, a user can extend the runtime of a UPS, allowing critical equipment to run longer. Power capping is currently available for Cisco UCS servers.

18. **What is load shedding?**
Load shedding is a feature offered with the Gold license that allows users to suspend non- critcal virtual machines and shutdown unneeded hosts. This results in extended battery runtime and minimized generator load during a power event.

19. **What type of reporting capabilities does IPM offer?**
IPM offers reporting in the form of alarms and events.

20. **What are best practices for exporting data? Is it possible for me to write a script to automatically export data from IPM?**
Customers can utilize IPM's Export Data feature for exporting power monitoring and management data. There is no script required to do this.

21. **If my web card does not require a shutdown agent on my server, how does IPM work?**
Web cards require a shutdown agent on stand-alone servers only. In these circumstances, use Eaton's Intelligent Power Protector (IPP) software as the shutdown agent.

22. **Can I use IPM to monitor UPSs at my clients' sites?**

Yes, it is possible to use IPM to monitor UPSs at clients' sites with a VPN connection.

23. **Does IPM monitor and control third-party devices?**
Purchasing an IPM Gold license will allow you to monitor and control competitor devices on the network.

Platform compatibility

24. **What hypervisor compatibilities do Eaton's IPM software support?**
IPM provides direct integration with VMware vSphere and Citrix Xenserver. IPM also works in conjunction with Microsoft Hyper-V. For more specifics about IPM's hypervisor capabilities, visit Eaton.com/IntelligentPower.

25. **When using vMotion, does IPM execute the policies?**
IPM can trigger vMotion with the policies built in to its and gold licenses. This is not an option with the IPM license.

26. **Does IPM have multi-tenant capabilities?**
Yes. As long as all networks are interconnected, MTDC facility managers can set up an IPM sub-view for each individual customer, allowing them to monitor and manage their equipment within the multi-tenant environment.

27. **What does Eaton's Infrastructure Management Pack do and how much does it cost?**
The Infrastructure Management Pack is available as a free download at Eaton.com/vRealize and connects IPM with VMware's vRealize Operations Manager to give you the capability to monitor and manage the health, risk and efficiency of your power infrastructure.