

Power IQ® DCIM Monitoring Version 9.3.5

*****Important Notice to Consider Before You Upgrade to this Release:**

There have been significant changes to the “Manage Bulk Configuration Templates” screens and flow. Templates are now named Plans. Rack PDU Bulk Configuration Plans cannot be copied, edited or rerun. A new plan needs to be created each time you want to perform a Rack PDU Bulk Configuration Action.***

*****Important Notice to Consider Before You Upgrade to this Release:**

This notice applies to power controlled APC 8000 series daisy chained PDUs with Power IQ releases 9.0 up to and including 9.3.5. An issue exists with APC 8000 series PDUs with outlet power control that are in a daisy chained configuration. In this configuration, all outlets across the entire chain of PDUs are displayed on every individual PDU in the chain. Given that, you could pick the wrong outlet when trying to perform power control actions on a given PDU. Sunbird will work with APC to understand what values in the MIB can be used to accurately map outlets to PDUs. This issue does not affect standalone units. The issue is that on daisy-chained PDUs, all the outlets for all the PDUs in the chain are displayed on each PDU in the chain. Given that, it's possible that you could pick the wrong outlet when trying to perform power control actions on a given PDU. Sunbird will work with APC to understand what values in the MIB can be used to accurately map outlets to PDUs in a daisy-chain configuration. After which, a fix will be issued.

These Release Notes contain important information regarding the release of this product so please read them carefully.

Applicability

This software release is applicable to Power IQ installations on AWS, Dell R640/650/740/840, Hyper-V, Linux KVM, Raritan E2 hardware, and VMware.

Back up your system before you upgrade!

Ensure redundancy, recover from human error, and safeguard your Power IQ configuration and data with frequent backups!

Before you upgrade, we **strongly recommend that you generate a backup of your Power IQ system configuration** and save it to another device, such as your hard drive. We also strongly recommend that you set up remote storage for backup files to automatically push all daily backups to a remote storage location. For more information, see [Data Backups](#) in the Power IQ online help.

Upgrade Paths

1. If you are on 8.0.x, 8.1.x., 9.0.x, 9.1.x, 9.2.x, 9.3.0 or 9.3.3 you can upgrade with the bin file via the GUI
2. If you are on 7.2.x you can upgrade via the .iso
 - Create a new 9.3.3 system via iso installation
 - Create a backup of your 7.2.x system and download it.
 - Restore the 7.2.x back-up to the 9.3.5 system.
 - Congratulations! You have a fully supported 9.3.5 system and can turn off the 7.2.x box.

Note: When upgrading a Power IQ system that is integrated with dcTrack, we recommend that you disable the integration in dcTrack before beginning the upgrade, then re-enable the integrations after the upgrade.

Security Enhancements

This upgrade addresses several security vulnerabilities identified by the National Institute of Standards and Technology (NIST). For additional information on the specific issues addressed by this fix please refer to the following articles on the NIST website.

- <https://nvd.nist.gov/vuln/detail/CVE-2025-12817>
- <https://nvd.nist.gov/vuln/detail/CVE-2025-12818>
- <https://nvd.nist.gov/vuln/detail/CVE-2025-39697>
- <https://nvd.nist.gov/vuln/detail/CVE-2025-39971>
- <https://nvd.nist.gov/vuln/detail/CVE-2025-22247>
- <https://nvd.nist.gov/vuln/detail/CVE-2026-31431>
- <https://nvd.nist.gov/vuln/detail/CVE-2026-31635>
- <https://nvd.nist.gov/vuln/detail/CVE-2026-43284>
- <https://nvd.nist.gov/vuln/detail/CVE-2026-46300>

Additional security fixes include:

- Sunbird appliances will no longer accept SHA1 ciphers for SSH connection
- Additional OS updates to address other security issues.
- Removed AngularJS completely as part of the on-going migration to Angular.
- SAML assertions can only be used once to prevent replay attacks. See the new features section for more details.

Removal of support for TLS 1.2: As per the deprecation notice provided in the Power IQ 9.1.0 release notes, Sunbird has removed support for TLS 1.2 to keep the solution as secure as possible. Only key ciphers that support "Forward Secrecy" are enabled. This follows the recommended best practice from OWASP and other security organizations. For customers that have internal applications that integrate with dcTrack through our HTTPS public APIs, they should investigate if this will introduce complexities that cannot be easily mitigated. If so, please reach out to Sunbird support and Sunbird will work with you to ease the transition. Note that CC-SG and some Load Balancers may depend on this protocol.

New features and enhancements

The following features are new or enhanced in Power IQ 9.3.5:

PDU bulk configuration enhancements and new Facility Items drop-down menu

Site Administrators, Administrators and Operators can now manage bulk configuration plans (previously called templates) through the Bulk Configurations and Firmware Updates option in the Facility Items drop-down in Power IQ's main navigational menu. This option also enables you to execute other bulk actions, including bulk changing IP addresses, updating passwords and configuring SNMP settings in bulk.

Note: The ability to edit and save changes to existing templates has been removed in Power IQ 9.3.5.

Note: If you are restoring a database that had some plans created from a previous version, the Bulk configuration plans list displays the same data as the previous version

Sensor tab navigational updates

The sensors tab now features a dropdown with links to the Environmental Sensors, Inlets, Circuit Breakers and Default Thresholds pages as part of Power IQ's migration off AngularJS. The Edit dialog was enhanced to allow users to clear the individual override threshold values. Once cleared, they will fall back to the global default threshold value.

Bulk change IP address enhancements

The new Bulk Update Plans page (accessible through the Bulk Configurations and Firmware Updates option in the Facility Items drop-down in Power IQ's main navigational menu as part of Power IQ's migration off AngularJS) also includes a new button to Bulk Change IP addresses, which allows you to upload the IP Address Changes file.

Facility Items Activities Updates

The Facilities Items Activities menu has had several options removed to be more streamlined and aligned with the PDU bulk configuration enhancements. The remaining options are

- List All PDUs
- Import Facility Items from CSV
- Rename Facility Item Outlets
- Download Facility Item Sensor Readings

Dashboard chart updates

The PUE gauge chart and capacity gauge chart on the dashboard have been enhanced with a new look from a new charting library as part of Power IQ's migration off AngularJS.

Circuit decommissioning (ALPHA QUALITY)

Power IQ 9.3.5 improves support for Floor PDUs and Power Panels in Power IQ, including handling circuit configuration changes to managed Floor PDU and Power Panels facility items. This feature improves support for floor PDU integration with dcTrack by handling circuit configuration changes to managed Floor PDU and Power Panels facility items in dcTrack. By default, this feature is disabled. It can be enabled on a plugin-by-plugin basis using the new Panel Circuit Decommissioning field.

These enhancements include the following new mappings: Circuit Position and Circuit Rated Amps, as well as the following new configuration options:

- Panel Circuit Decommissioning: Enable/Disable (Default is Disabled)
- Specify Panel Layout

Note: This feature is alpha-quality and has not been subject to a full system test.

Chatsworth standard plugin enhancements

Power IQ 9.3.5 adds support for serial number and input max amps for PDUs running firmware 4.13.1100/5.3.1100 or later.

The serial number is displayed in the PDU's Sites tab in the Details sub-navigational tab. The inlet rating is displayed in the PDU's Inlets tab in the Sites tab.

Support for Starline M70 (BETA QUALITY)

Support for the Starline M70 was introduced in Power IQ 9.3.3 via a hotfix. Power IQ 9.3.5 adds support for the Starline M70 through the Starline standard plugin.

Note: This feature is beta-quality, pending confirmation that traps work as expected.

User profile page changes

Power IQ 9.3.5 prevents non-local users from modifying their own profile data.

Access the support portal through the UI

Power IQ 9.3.5 enables you to access the support portal through the help menu in the upper right corner of the UI. Note that you still need a valid login and maintenance contract to log-in to the support portal.

SAML security improvements

Power IQ 9.3.5 limits SAML assertions to a single use. Additionally, SAML assertions are deleted when the delete_at date is reached. The delete_at date is the expiration date that comes with the assertion from the IDP. If no expiration date is provided, Power IQ uses a default expiration of 30 days from the time of assertion creation. Upon deletion, the stored assertions are removed from the system.

Upgrade to http/2 changes all http headers to lowercase

In Release 9.3.5, Power IQ has been upgraded to http/2, which requires all http headers to change to lowercase. Power IQ is now fully http/2 compatible. See the API guide for further details.

Dynamic plugin enhancements for improved Packet Power EG4 gateway integration

Power IQ 9.3.5 adds support for up to three new mappings for unstructured dynamic plugins. These new Parameter Expansion Mappings reduce the total number of dynamic plugins required for you to manage devices through the Packet Power EG4 gateway.

The Packet Power EG4 Gateway MIB has a data model that encodes a 64-bit unique device identifier into each OID as a four-part index (NodeId1 through NodeId4) which makes it challenging to manage via the dynamic plugin because you need to create a separate dynamic plugin for each gateway/device node. These new parameter expansion mappings

provide Power IQ with the full set of nodeld values 1 through 3. When paired with the proxyID (which represents nodeld4) this configuration results in Power IQ knowing (via the plugin) all the required components of each device's full serial number. You can use these values to configure a single dynamic plugin that can manage all devices with a shared device type.

Bug fixes and customer-reported items

Issues Resolved in This Release: Release 9.3.5 includes the following fixes over Release 9.3.0

Ticket Number	Sunbird Internal Number	Summary
68517	PIQ-26015	Improve documentation to note that temperature shown Event Parameters do not adjust for User Preferences (Fahrenheit vs. Celsius)
68551	PIQ-25900	Too many locations with Floormaps can cause upgrade issue
75011	PIQ-26918	Unexpected IT Device Name synchronization between Power IQ and dcTrack
75690	PIQ-26948	HTML Widget with IFrames may not work due to Content Security Policy (CSP)
76501	PIQ-27081	The timestamp is missing from the Events sub-navigation within the Sites tab.
76513	PIQ-27115	Ajax error when saving dynamic plugin
76579	PIQ-27172	PowerIQ and dcTrack Floor Map Sync Issue
77634	PIQ-27774	Circuit panel not loading when circuit pole is not mapped in dynamic plugin
78136	DCT-79809	Splunk highlighted the Sunbird appliance as having external NTP servers implemented
78693	PIQ-27928	Backend script inadvertently changes Sensor Mappings in Dynamic Plugins
79117	PIQ-27796	Documentation Update - Pause Notifications
79183	PIQ-27798	HTTPS events stopped streaming
79229	PIQ-27929	Sync from Data Model Sync page causes duplicate location record in Power IQ
79698	PIQ-27963	Tag filter column not wide enough when creating a report
79825	PIQ-27912	HTTPS Event Notification fails if event is deleted before event is sent
80441	PIQ-28050	Using Bulk Configuration, if you export the results to a PDF it will fail
80598		
80665	PIQ-28058	APC 9XXX PDU with more than 6 breakers reports Application Error
80943	PIQ-28081	Summary time series date/time conversion is inaccurate
80965	PIQ-28154	Add documentation to Neutral Line for Raritan 3Phase PDUs
81107	PIQ-28161	Event viewer displays events one day late when filtering by date in Zulu time zone
81377	PIQ-28349	Remove all SHA1 SSH ciphers
81448	PIQ-28245	CVE-2026-31635 "Dirty Decrypt" Vulnerability
81528	PIQ-28227	Upgrade wiped out NTP time servers in PIQ
81788	PIQ-28324	Schleifenbauer PDU standard plugin not polling correctly

68517	PIQ-26015	Improve documentation to note that temperature shown Event Parameters do not adjust for User Preferences (Fahrenheit vs. Celsius)
N\A	PIQ-27303	SAML logout URL feature does not appear to be working as expected

Deprecation notices

- **TLS 1.2:** TLS 1.2 was deprecated in Power IQ 9.1 and removed in Power IQ 9.2.
- Power IQ's use of inlet pole current and voltage readings to estimate apparent/active power/power factor is deprecated in Power IQ 9.3. In addition to changes to the poller and certain standard plugins, this release also removes your ability to define global and PDU-specific voltage values in the UI. In Power IQ 9.4.0, all the relevant user-defined voltage fields will be removed in the database.
- Power IQ's legacy firmware/bulk configuration tool had its read-only functionality restored in Power IQ 9.2, but will be removed in 9.3.5
- Power IQ will not support Raritan E2 hardware in release 9.4.0

Important notes

Note: The VM Requirements have been updated for Power IQ 9.1+. These recommended starting system specifications assume the following:

- You are using SNMP v1/v2c
- You are using Solid State Drives (SSD)
- You are using Rack PDUs with 36 outlets
- You are using the default data retention settings
- System resources are dedicated to Power IQ
- All rack PDUs are reachable by Power IQ

Your actual required specifications will vary based upon your situation. The following may increase the amount of resources required:

- Polling mode on PDUs (SNMP v3 would require slightly more headroom with CPUs)
- Heavy API Use and/or ODBC queries
- Large number of concurrent users
- Slow network
- Slow responding rack PDUs
- Non-default data retention settings
- Rack PDUs with more than 36 outlets
- Integration with other systems

- Thresholding enabled
- Large number of unreachable PDUs that are not in maintenance mode

Virtual machine requirements

Virtual machine requirements for outlet metered rack PDUs with up to 36 outlets, polled at 5-minute intervals.

Minimum Configuration (Number of PDUs)	RAM (GB)	CPU (Cores)	Datastore (GB)
Up to 100	24	8	600
101 to 1000	32	8	600
1001 to 2000	40	12	600
2001 to 3000	48	16	600
3001 to 4000	72	16	600
4001 to 5000	96	20	600
5001 to 6000	120	24	600
6001 to 7000	128	32	600

Virtual machine requirements for inlet-only metered rack PDUs Polled at 5-minute intervals.

Minimum Configuration (Number of PDUs)	RAM (GB)	CPU (Cores)	Datastore (GB)
Up to 100	20	6	600
101 to 1000	24	8	600
1001 to 2000	28	8	600
2001 to 3000	32	8	600
3001 to 4000	36	10	600
4001 to 5000	40	10	600
5001 to 6000	44	12	600
6001 to 7000	48	12	600

Note: If you are using the data archival feature or have a concern with the minimum amount of 600GB disk space, consult tech support for a more precise calculation of the required disk space

Note: Performance can be improved significantly by using Solid State Drives (SSD) in place of mechanical hard drives.

Additional comments

The table below provides helpful information on issues related to Power IQ Releases 8.0 and above:

Issue	Comments
Chatsworth MCM3	Due to a defect in the Chatsworth MCM3 firmware, Bulk Configuration Firmware updates may fail.
Estimated Power Factor Value When None Was Collected from the PDU (Dynamic Plugin)	Power IQ does not estimate inlet or outlet power factor from apparent power and active power. However, for dynamic plugins, Power IQ intentionally adds an inlet/outlet/circuit power factor meter even if there is no reading (if Power IQ has active power and apparent power readings)
SNMPv3 passphrases	The '\$' symbol cannot be used in SNMPv3 passphrases.
Rittal CMCIII Door Sensor Status	The sensor status can show an incorrect state because the handle for the Rittal doesn't send traps. Since the door handle for the Rittal CMCIII does not send traps, you need to rescan the PDU to get state changes for the door handle. This can cause a desynch between what is real and what is shown to the user in the UI.
CPI Firmware	Chatsworth Products 4.3.1108/ 5.3.1108 firmware has an incompatibility that will prevent Power IQ from polling MCM3/MCM4 hardware if they don't have outlet metering. Chatsworth Products will release an updated version of firmware to fix the issue.
CPI Firmware Upgrade	When performing a firmware upgrade on a CPI Secure Array, which consists of more than one PDU in a chain, Sunbird doesn't recommend enabling the Maintenance Mode feature for those PDUs. After the Primary PDU is upgraded, it will upgrade each downstream PDU and a trap will be sent when each one is done. If Maintenance Mode is enabled, that trap will be dropped instead of being converted to an Event.
Dynamic Plugin	Temperature and Humidity multipliers should be set using the external_sensor Data Element There is an issue in Raritan firmware 4.1.x or 4.2.x that prevents Facility Item based door access authorization rules that end later than 1/18/2038 from being written to the PDU. The default "All Users" access schedule has an end date of 6/19/2070, so it is affected. Since the rules are synced daily, this can affect users ability to access the rack.
Legrand Door Locks	Legrand corrected this issue in firmware 4.3.0. If you are using 'Facility Item' Based Authorization and the affected firmware, please either: <ul style="list-style-type: none"> • Upgrade the PDUs to firmware 4.3.0+ -- or -- • Change the end date of any door access rules to 1/18/2038 or earlier. 'Power IQ' based authorization is not affected.

CPI Firmware	Chatsworth Product's 4.13.1100 and 5.3.1100 firmware introduced a breaking change that prevents Power IQ from being able to perform firmware upgrades to downstream PDUs in a CPI Secure Array configuration. Users should not use Power IQ to perform upgrades to that firmware version or higher if there are 2 or more PDUs in a Secure Array chain.
Chatsworth Card access attempt fails with SNMP_ERROR_NOT_WRITEABLE error	At least five seconds must elapse between card access attempts on CPI door locks. If you make another card access attempt on a single lock too soon after the lock has re-locked, the second card access attempt fails with the following error: SNMP_ERROR_NOT_WRITEABLE.
APC Apparent Power	Power IQ previously would have estimated the Apparent Power value for APC PDUs if that value wasn't reported by the PDU. In 9.1.0 and above, Power IQ will no longer estimate this value. Instead, no apparent power value will show if the PDU doesn't report it directly.
APC 10k Series PDU	APC 10k Series PDUs need to be on firmware 2.0.6 or higher. Otherwise, users could see validation errors on outlet power control actions.
APC 10k Series PDU	Due to a firmware issue, environmental sensor traps are not yet supported for APC 10k Series PDUs.
APC 10k Series PDU	Due to issues with APC 10k PDU, Power IQ does not collect breaker status in R9.1.x.
Load Shift	If the issue that caused a load shift event is not quickly resolved, it could affect the long-term running average and data during the duration window. This could prevent a subsequent event from being detected until the data normalizes.
Server Technology	To update from firmware v8.0y to a future v8.1a+ firmware version, Server Technology customers will need to first update their v8.0y- PDUs to v8.0z, and then from v8.0z to v8.1a+. To avoid the need for a stepped update, customers should update their PDUs as soon as possible.
Serial Console	Using the "CTRL-N" key sequence in Chrome to set routes in the VMWare console opens a new browser window instead of the "Network Route Entry" screen. Use the Firefox browser as a work around or ssh connection.
TANlock	Power IQ only supports TANlock devices configured for SNMPv2. Support for SNMPv3 will be considered once it's fully supported on the TANlock device.
TANlock	The write community string can't also be used for read operations on the TANlock. As such, both the write and read community string values must be set to the value on the TANlock to work with Power IQ.
TANlock	The TANlock units come from the factory with SNMP disabled. After enabling, you will need to reboot the device.
TANlock	To enable SNMP traps on the TANlock, you have to go to Settings->Event Monitoring in the TANlock UI. You first have to enable snmptraps and then after rebooting you can specify a trap destination. Must also reboot after specifying the trap destination for the change to take effect.
STI Sentry 3	PDU rescans and bulk configuration runs may timeout for STI Sentry3 CDUs if executed immediately after a PDU reset.
CPI Firmware	Due to an issue in the firmware, users can only upload CPI Firmware 4.13.883 or 5.3.883 to Power IQ. It will not accept both at the same time.
CPI Firmware	When upgrading CPI MCM3 PDUs to firmware 4.13.883, Power IQ will report that the firmware upgrade fails even though it may have actually succeeded. This is due to an error in the firmware where it is reporting "Version":"5.3.883" to Power IQ.

The Following are Comments Previously Noted

BCM2	<p>When restoring a BCM2 from a backup, users should always use the backup from the proxy-0 unit and only restore it to the proxy-0 device.</p>
	<p>In the console, there is an issue saving manually defined IPv6 routes.</p>
IPv6 Routes	<p>After adding a IPv6 route via the dialog box in IPv6 routes, two 'Accept' buttons are visible on the main IPv6 route. One is a residual button from the dialog window. To successfully save the change, you must use the Tab key to navigate to the lower left 'Accept' button and hit <Enter>.</p>
Starline Meters	<p>In firmware version 4.22, Starline added a new requirement for security purposes: "read and write community strings must be different"</p> <p>This is an issue because Power IQ only supports the configuration of a single community string that it attempts to use for both read and write purposes. Unlike other vendors, Starline doesn't permit a write community string to be used for SNMP get (.ie., read) requests.</p> <p>If running firmware 4.22 or greater, users will need to specify the read-only community string in Power IQ which will allow polling/data collection to work but set operations will not be supported. By doing this the end user won't be able to set the following through the PIQ UI:</p> <ul style="list-style-type: none"> meter name meter contact meter location outlet names <p>Alternately, users can use SNMPv3 to manage these meters. SNMPv3 doesn't use community strings and therefore won't encounter this issue.</p>
Linking Raritan PDUs	<p>Raritan supports a number of daisy chained PDU configurations. They support cascading which involves using a port forwarded or bridged configuration (ie, USB or ethernet connected) to enable a chain of PDUs to share a single physical network connection.</p> <p>PDU feature linking involves logically grouping PDUs together such that the primary PDU in the linked chain hosts all the management data for all downstream PDUs.</p> <p>In addition, Raritan supports PDU feature linking for PDUs which are physically connected in a cascading configuration.</p> <p>Power IQ supports this later configuration provided that ALL downstream PDU's in the physical cascade are logically linked to the primary PDU. Power IQ does NOT support such a configuration when only a subset of the PDUs in the physical chain is logically linked. We refer to this latter configuration as a "hybrid" configuration and we do not officially support it.</p>
Door Locks	<p>On Raritan PDU's, the timezone offset displayed on the PDU for a door access rule during daylight savings is off by an hour. This is a display issue on the PDU only and the door access schedules as set in Power IQ do work correctly.</p>
Door Locks	<p>If the timezone is changed on the PDU, and door locks rules authorized by that PDU will continue to apply to the old timezone. Power IQ does a daily door lock authorization rule refresh which will correct this at the next daily synchronization.</p>

Door Locks	Power IQ does not currently support door locks on Raritan Feature Linked PDU chains.
BCM2 State Change Sensor	Due to a firmware issue, the Raritan BCM2 will not send sensor state change traps in firmware R3.6.0. This is fixed in Raritan's R3.6.30 firmware release.
CPI Firmware Upgrade	Due to a firmware issue, Power IQ is unable to successfully push CPI Firmware 5.3.785, 5.3.825 or 5.3.926 out to the CPI Secure Array with MCM4 hardware.
SNMP diagnostics	Due to a firmware issue, running Power IQ's SNMP diagnostics against a CPI PDU running the 5.3.825 firmware, will result in a snmpwalk command that will never complete and will continue to query the target PDU. To avoid this issue, customers should not run PIQ's SNMP diagnostics against a CPI PDU running the 5.3.825 firmware. For assistance with this issue, contact Sunbird Technical Support at mailto:tech@sunbirdcim.com or via the Sunbird Support Portal .
CPI Firmware Display	When performing a firmware update, CPI Firmware 4.12.757 and 5.2.757 are shown in Power IQ as 2.0.757. This is due to an incorrect value in the firmware file itself. This issue will prevent Power IQ from being able to push those versions out to the PDUs. CPI will fix it in newer firmware versions.
CPI Outlet State Change Timeout	Power IQ has changed the outlet state change timeout from 20 seconds to 300 seconds for CPI PDUs. Power IQ now waits 300 seconds for a CPI outlet to change state from Off to On
SSL Certificates	SSL Certificates with too small of a key won't be restored via a database restore. Instead, the default Power IQ generated certificate will be used.
Feature Linking Support	When using the Feature Linking feature on Raritan and Server Technology PDUs, you may need to adjust the poll rate if you observe gaps in the data.
Bulk configuration feature to change from SNMPv2 operation to SNMPv3	When using the bulk configuration feature to change from SNMPv2 operation to SNMPv3 operation for a PDU managed by Power IQ, the operation may fail a small percentage of the time. This is caused by a delay in the PDU response. If this happens, re-running the plan should successfully update the SNMP operation mode."
Syslog	System log messages used to have "Power IQ" for the program name. The space caused an error in some receiving systems. In R7.1.0, the space was removed to comply with the specification.
Current Thresholding	The thresholding engine uses "greater than or equal to" and "less than or equal to" when doing comparisons. If you set a lower current threshold to 0, you will still get a lower threshold alert when that value is reported as 0. This is typically the case for a newly installed PDU that's not yet been brought into operation. If this PDU is not yet in operation, you can place the PDU into maintenance mode to prevent the alert."
LDAP/AD	After upgrading, users should check their search criteria after upgrading when doing find user searches.
User Management	Administrators can now deactivate users in Power IQ. Even if a user is deactivated, their email address can't be reused in Power IQ.
Chrome	Chrome's Built-In Dark Mode should not be used with Power IQ as it can affect the theme.
Floormaps	After a new floormap is uploaded, users must manually refresh the page in order to select a rack. This only applies to the first time a new floormap is uploaded.
Netbotz Plugin	Power IQ only supports traps from sensors attached directly to the PDU. Traps from wireless sensors are not currently supported.
Bulk configuration of CPI eConnect PDUs	Users can bulk update the firmware, passwords, IP addresses, subnet masks, gateways, SNMP settings, and trap destinations of one or many PDUs configured with IP v4 addresses. This includes PDUs in the Secure Array™ configuration and individually networked.

- The Bulk Configuration features are only supported on CPI PDU's running firmware 4.4.240 and above.
- Chatsworth Products PDU's must be configured in IPv4 only mode.
- In order for the Bulk Configuration and Firmware update features to work on Chatsworth Products PDU's, all PDU's in the Secure Array™ must have the same PDU Administrative Credentials as those provided to Power IQ for the Secure Array™. This account must be set on each PDU using the Primary PDU and also on the Alternate PDU.
- The CPI Secure Array™ must be configured in accordance with the CPI User's Manual. In general, all PDU's in the chain should be the same model version. If they are different, consult the PDU user's guide for guidance.
- Configuring Chatsworth Products PDU's for IPv6 via Power IQ is not supported by CPI at this time.
- If the primary Chatsworth Products PDU loses connectivity to the Secure Array™ while updating the connected PDU's, it will not send a trap indicating that there was a failure. The user should use the firmware field on the facilities items tab to confirm that all targeted PDU's were successfully updated.
- After running a firmware update on a Chatsworth Products PDU Secure Array™, you must wait until the Primary PDU has successfully updated the firmware on the rest of the PDU's in the array before running another Bulk Configuration plan on that Secure Array™. The user should use the firmware field on the facilities items tab to confirm that all targeted PDU's were successfully updated. If the PDU's were placed into maintenance mode for the upgrade, they should be returned to service afterwards to ensure traps are processed.
- The Alternate PDU should be added to Power IQ using the IP Address of the master PDU. Otherwise, issues with bulk configuration can occur.

Bulk configuration of CPI PDUs with MCM4 hardware controllers.	Power IQ bulk configuration firmware upgrades to CPI firmware version 5.3.825 will fail verification for CPI PDUs with MCM4 hardware controllers due to an incorrect build stamp caused by CPI firmware
Server Technology IP Address Changes	After changing the IP address on a Server Technology PDU, it may take up to a minute for the SNMP agent to come back online again following the change. This is a known issue.
Updating Server Technology PDU Firmware	When updating the v7.0 firmware for some Server Technology PDUs, the PDUs may lock up. This is a known issue.
Server Technology v7 PDU Firmware Upgrade Issue	There is a low probability that upgrading the firmware on a Server Technology CDU1 PDU using an ME network card and running v7 firmware may cause the PDUs to lose communication after the firmware upgrade. If this occurs, the bulk configuration report in Power IQ will show the following message: "Firmware update failed. Reason: Connectivity check timed out." To restore communication, the PDUs must undergo a hard reboot (power off/on).
Updating SysLocation and SysContact Information for Server Technology PDUs	The SysLocation and SysContact for a master Server Technology PDU can be updated via CSV import using either a record for the master PDU or PDUs linked to the master PDU. If the SysLocation and SysContact information for the master and linked PDUs do not match, the update may fail, or the information may be incorrectly overwritten. To address this issue, the SysLocation and SysContact for the master PDUs and its linked PDUs should match.

Enabling SNMPv3 on Server Technology Sentry Switched PDUs

If Power IQ is unable to communicate with a Server Technology Sentry3 PDUs using SNMPv3, try enabled SNMPv2 on the PDU as well. While this shouldn't be required, we've observed that it may resolve the issue.

On Server Technology CDU1 PDUs running v7 firmware, Power IQ will generate an "Admin Credentials Invalid" event and display the PDU in a Warning state for the following reasons:

Server Technology PDU Firmware Version and X.509 Certificate Issues

- PDU Administrative Credentials are added to Power IQ but don't match those of a user account on the PDU
- PDU is running pre-v7.0m firmware
- PDU has an older X.509 certificate that was generated with an older encryption protocol that is no longer considered secure.

Before upgrading to Power IQ R6.2.0, Sunbird recommends upgrading all Server Technology CDU1 PDUs to v7.0m firmware or greater and generating a new certificate if the PDU has an older, incompatible X.509 certificate.

Raritan First SmartLock Solution (with EMKA Lock and Without Integrated Card Reader) Automatic Relock Timer Events

Customers who are using the Raritan First SmartLock solution and have enabled the automatic relock timer in Power IQ may experience an issue with clearing contact sensor events in Power IQ. If the initial relock attempt fails, a subsequent successful relock attempt will fail to clear the sensor event in Power IQ. This will cause the PDU to continue to display in the Critical health state, even if the door is locked. If this occurs, manually clear the event in the Events tab in Power IQ.

Raritan SmartLock Enhance/Advance Incompatibility with Data Buffered Mode

The Raritan SmartLock Enhance and Advance door lock solutions that use the DX2-DH2C2 controller report an incorrect state for the SmartLock Powered Dry Contact sensor when the PDU is running in data buffered mode. This issue exists in the PDU's 3.4.0 firmware. As such, the solution should not be used in data buffered mode until Raritan corrects the issue in a future firmware release. PDUs with older door controllers, such as the DX-D2C6 and DX-PD2C5 models, can be used in either polling or data buffered mode.

Card Reader Traps and Maintenance Mode

Power IQ does not process traps for facility items in maintenance mode. As a result, you may be unable to unlock the door on a rack if the controlling PDU is in maintenance mode. To avoid this known issue, you should not use maintenance mode and card reader access simultaneously.

Door Control

Before configuring door control, ensure that the time on the server is set correctly. Otherwise, it can prevent Power IQ from accurately updating events, sensor states, and providing an accurate audit log.

CPI MIB IPv6 Address

The CPI MIB incorrectly lists the Primary IP address instead of the Alternate IP address for IPv6.

IP Address Filters on Event Notifications

We've enhanced IP address filters on Event Notifications to allow specific IP matches versus any IP starting with a given value. Going forward from Release 5.2, you can enter an asterisk (*) at the end of any IP address to match IPs starting with a value. On upgrade, we preserve existing suffix wildcard matching by automatically adding the asterisk when needed.

Netbotz Sensors

Following an upgrade to 5.2, Netbotz sensors may be decommissioned and recreated. If a sensor in the EDM hierarchy is decommissioned, the customer should re-place the desired Netbotz sensor back into the desired location in the EDM.

Raritan PX1 1.5.7 Firmware

There is an issue in the PX1 1.5.7 firmware that is not likely to be fixed since 1.5.7 is supposed to be the final release of the PX1 firmware. The PX1 is supposed to keep the MIB-II sysName and object instance (i.e., PDU Name) objects in sync. When setting sysName via SNMP (as PIQ does via an csv outlet renaming import), these two values will be out of sync until the SNMP agent is restarted or the PDU is rebooted.

Chrome/VMWare Console: IPv4 Network Routes Setup

Using the "CTRL-N" key sequence in Chrome to set routes in the VMWare console opens a new browser window instead of the "Network Route Entry" screen. Use the Firefox browser as a work around or ssh connection.

Where to find the software files and obtain help

- **Find Software:** <https://support.sunbirddcim.com/>
- **Get Help:** tech@sunbirddcim.com
- **Sign Up for a Maintenance Contract:** Contact your reseller or sales@sunbirddcim.com

Supported Software Versions:

Sunbird Technical Support supports clients with valid maintenance agreements and software versions no greater than two (2) previous Major and Minor related releases from the current General Available software version. For example, Power IQ 9.2.0 is a Major Release, therefore, Power IQ 9.1.0 and 9.0.0 are Major releases supported by Sunbird Technical Support and any Minor related releases. Version 8.2.0 and older are not supported, without explicit approval from Sunbird's VP of Client Services or above.

dcTrack[®] compatibility

Power IQ 9.3.5 is compatible with dcTrack versions 9.3.5, 9.3.1, 9.3.0, 9.2.4, 9.2.3, 9.2.2, 9.1.2.

Browser compatibility

- Chrome Version 149.0.7827.197 (Official Build) (64-bit)
- Edge Version 149.0.4022.80 (Official build) (64-bit)
- Firefox Version 152.0.2 (64-bit)
- Safari Version 26.4 (19624.1.16.18.2)

CC-SG compatibility



- CC-SG up to and including 12.0.
- A patch is required to enable TLS1.2 on Power IQ using CC-SG v11.5.0 and earlier.

About Sunbird

June 7, 2026

Sunbird®, Power IQ® and dcTrack® are registered trademarks of Sunbird Software. All others are registered trademarks or trademarks of their respective owners. These notes are intended for Sunbird customers only; their use, in whole or part, for any other purpose without the express written permission from Sunbird Software is prohibited.

© 2026 Sunbird Software, Inc. All rights reserved.