

Panduit SiteCommand Utility

Device Management Utility Software for Panduit Devices

User Manual

Software Version: 1.1.0

Document Revision: 1.0

Table of Contents

- Section 1: Installing SiteCommand Utility..... 1
- Section 2 – System Overview 3
 - SiteCommand Utility Software3
 - System Requirements3
 - Supported Web Browsers3
- Section 3 – Web Graphical User Interface (GUI) 3
 - Connecting to SiteCommand Utility3
 - Web Configuration4
- Introduction to the Web GUI5
 - Side Bar.....6
 - Header7
 - Workspace7
- Section 4 – Firmware Management.....8
 - Bulk Upload Firmware.....8
- Section 4 – Configuration Management 9
 - Bulk Upload Configuration9
 - System Management 10
- Section 5 – Task Overview..... 13
- Section 6 – Help & Support..... 16
- Appendix A: Uninstall SiteCommand Utility 17
- Appendix B: Password Reset..... 18
- Appendix C: System Restart 19

Table of Figures

Figure 1: Installation Completed	1
Figure 2: Launch SiteCommand Utility	2
Figure 3: Icon on Desktop	4
Figure 4: Login Page.....	4
Figure 5: Change Password	5
Figure 6: Web GUI Overview	5
Figure 7: Expanded/Collapsed Side Bar	6
Figure 8: Header.....	7
Figure 9: Workspace	7
Figure 10: Firmware Upload	8
Figure 11: Configuration Landing Page	9
Figure 12: Add Configuration Page	10
Figure 13: System Management Window.....	11
Figure 14: Apply Configuration	12
Figure 15: Configuration Submitted	12
Figure 16: Task History.....	13
Figure 17: Task Options.....	14
Figure 18: Failed Task	15
Figure 19: Help & Support Menu	16
Figure 20: About Window	16
Figure 21: Installed App	17
Figure 22: Restart Service	19

Section 1: Installing SiteCommand Utility

1. Double click / run the SiteCommand Utility installer file.
Note: Latest version of SiteCommand Utility is available at Panduit.com located here:
<https://www.panduit.com/en/support/download-center/power-distribution-units.html>
2. Follow the prompts on screen to complete the installation.
3. When prompted it is recommended to create **Desktop shortcut** to make it easier to launch the application.
4. After the installation is completed, click on the **Finish** button.

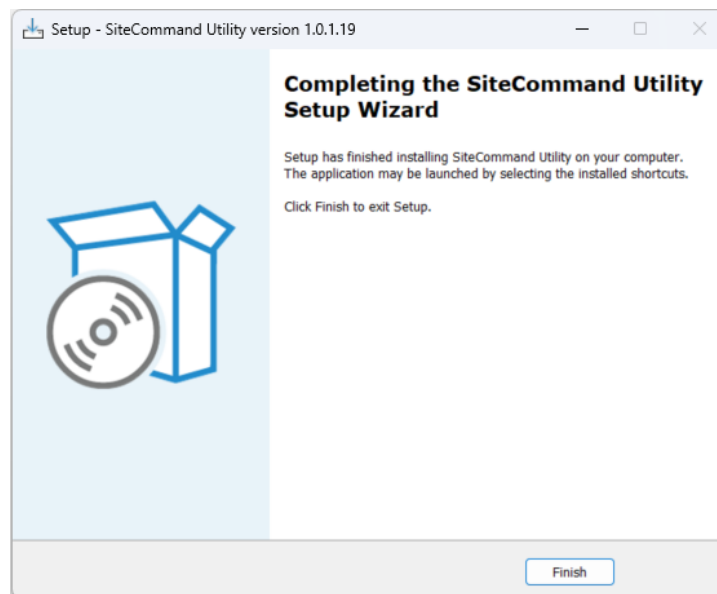


Figure 1: Installation Completed

5. Follow the instructions to launch the application.

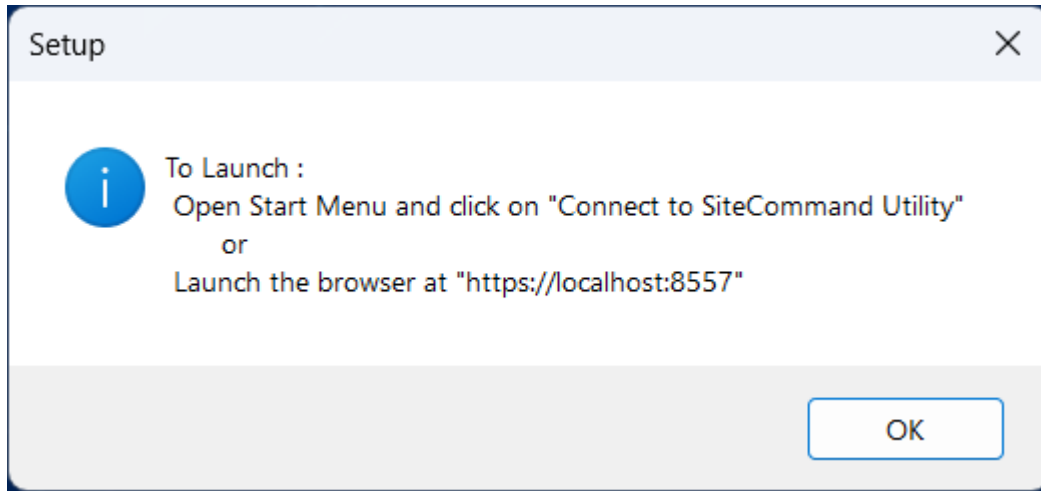


Figure 2: Launch SiteCommand Utility

Section 2 – System Overview

SiteCommand Utility Software

Panduit SiteCommand Utility is a web-based application that streamlines configuration and firmware management for multiple network-connected Panduit PDUs through a centralized interface.

Bulk Firmware Update enables administrators to maintain system security by easily updating device firmware at scale. By uploading a firmware file to SiteCommand Utility, administrators can initiate updates across all managed devices with a single action.

Bulk Configuration allows administrators to create device configurations using a CSV template and deploy them across multiple PDUs through SiteCommand Utility with just a few additional steps.

System Requirements

Operating System:

- 64-bit Windows OS

Hardware Minimum Requirements:

- Dual Core processor 2 GHz or faster
- 4 GB RAM or higher
- 10 GB hard drive

Supported Web Browsers

SiteCommand Utility is tested with the most recent version of Microsoft Edge, Google Chrome, and Firefox at the time of release.

Section 3 – Web Graphical User Interface (GUI)

Connecting to SiteCommand Utility

SiteCommand Utility is accessed via a web browser. Click on the “Connect to SiteCommand Utility” icon that was added to your desktop.

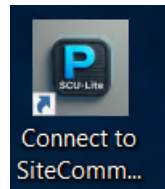


Figure 3: Icon on Desktop

Web Configuration

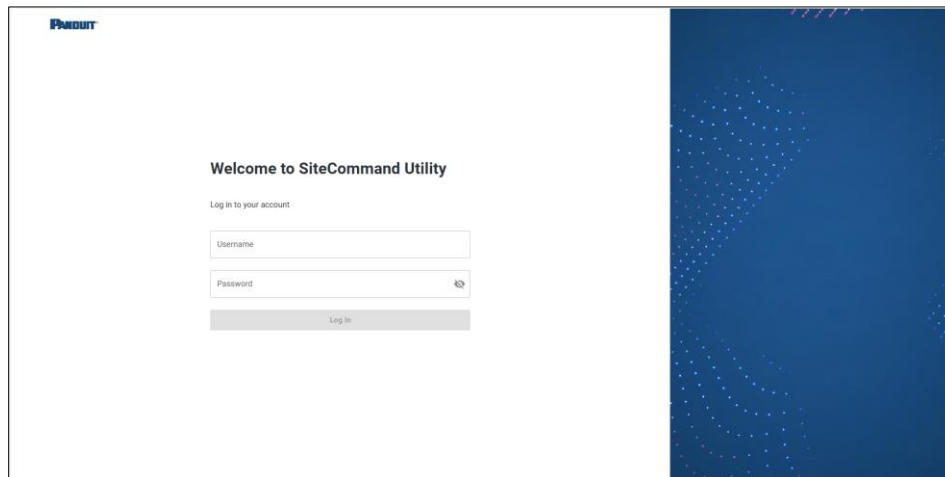


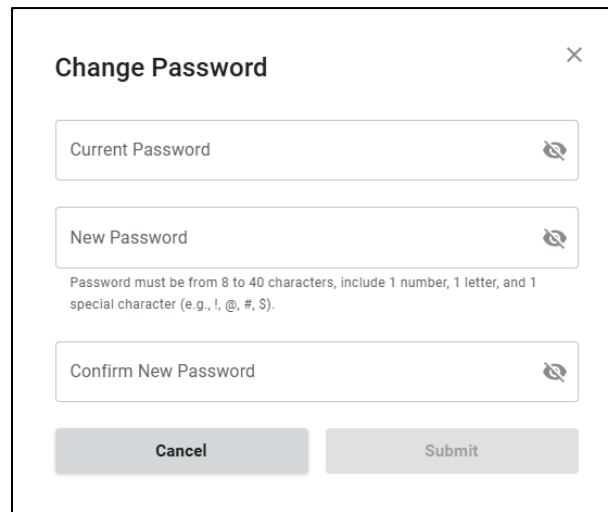
Figure 4: Login Page

Initial Login

For the initial login, enter **admin** in both the **Username** and **Password** fields.

You will then be prompted to create a new password:

1. Enter your current password.
2. Enter a new password. The password must be 8 to 40 characters and include at least one letter, one number, and one special character (e.g., !, @, #, \$).
3. Re-enter the new password to confirm.
4. Click **Submit** to complete the password update.



The image shows a 'Change Password' dialog box with a close button (X) in the top right corner. It contains three input fields: 'Current Password', 'New Password', and 'Confirm New Password', each with a toggle icon for password visibility. Below the 'New Password' field is a text requirement: 'Password must be from 8 to 40 characters, include 1 number, 1 letter, and 1 special character (e.g., !, @, #, \$)'. At the bottom are 'Cancel' and 'Submit' buttons.

Figure 5: Change Password

Introduction to the Web GUI

The SiteCommand Utility interface comprises three areas, shown below.

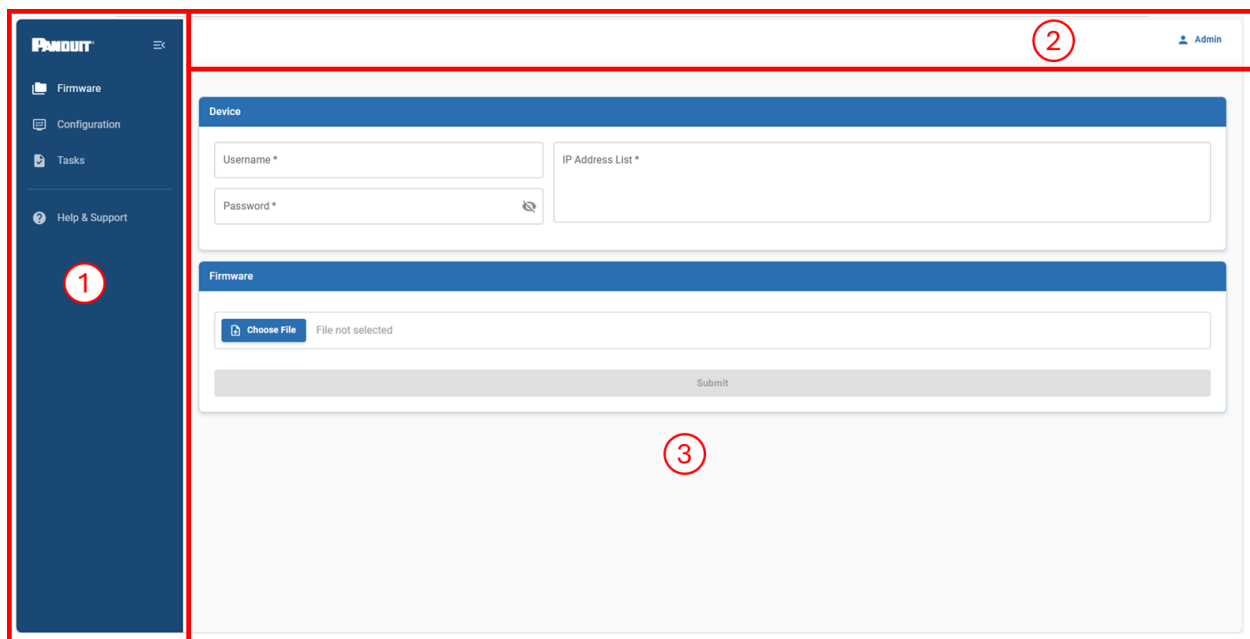


Figure 6: Web GUI Overview

1. Side Bar – Where the main menu is located.
2. Header – For admin tasks.

3. Workspace – Where users make changes / execute tasks.

Side Bar

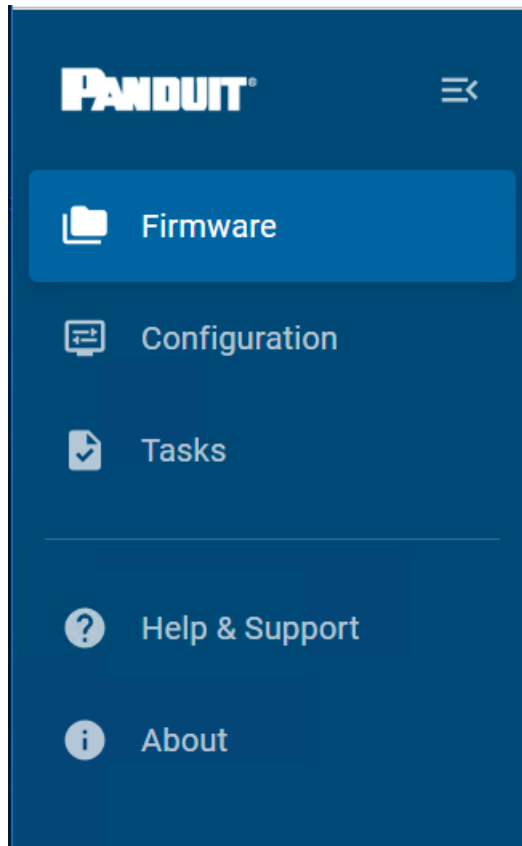


Figure 7: Expanded/Collapsed Side Bar

Option	Description
Firmware	Perform firmware updates to one or more managed devices
Configuration	Manage configuration updates to one or more managed devices
Tasks	View the status of a task (Firmware or Configuration)
Help & Support	Find additional information about SiteCommand Utility
About	Find the version number and copyright status

Header



Figure 8: Header

The Header is used to change the password or to log out.

Workspace

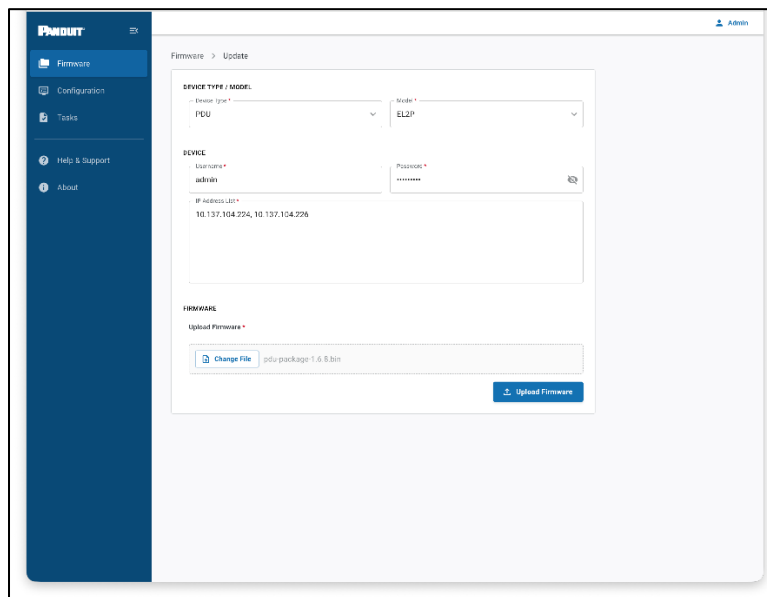


Figure 9: Workspace

Use the Workspace to perform tasks related to firmware updates or configuration changes, for example.

Section 4 – Firmware Management

Bulk Upload Firmware

To perform firmware updates, you have to be in the Firmware section, which is the default section after you log in.

1. Type the username and password of the managed device(s) that you want to connect to.

*Note: The username and password **must be the same** for all devices you want to bulk upload the firmware on.*

2. Enter the list of IP addresses separating them with a comma.
3. Click **Choose File** to select the firmware file from your local computer.
4. Confirm that all information is correct and then click **Submit**.
5. A pop-up window will show up confirming that a new task was created and that you can go to the Tasks section to view more details about the firmware upload process.

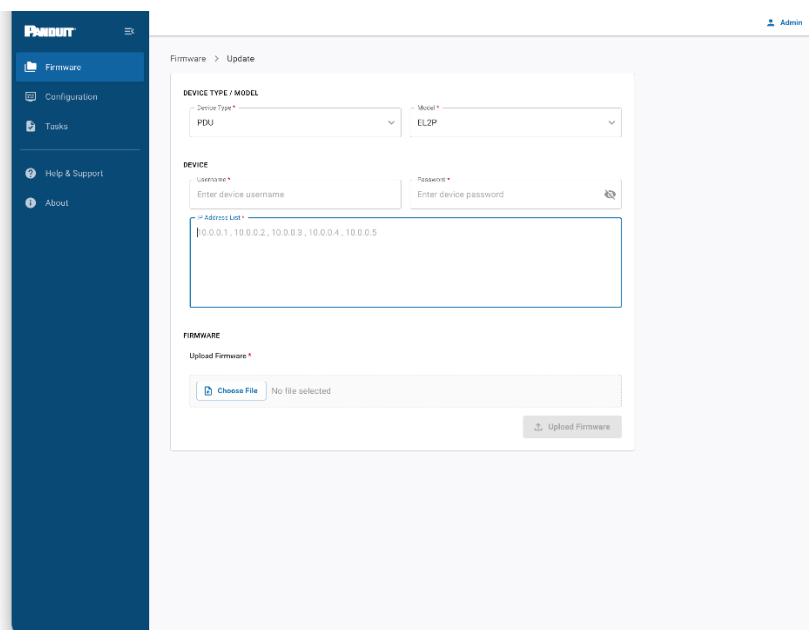


Figure 10: Firmware Upload

Section 4 – Configuration Management

Bulk Upload Configuration

From the Configuration section:

1. Click the **Add Configuration** button. The Add Configuration allows the user to create a custom configuration directly from the SiteCommand Utility Tool.

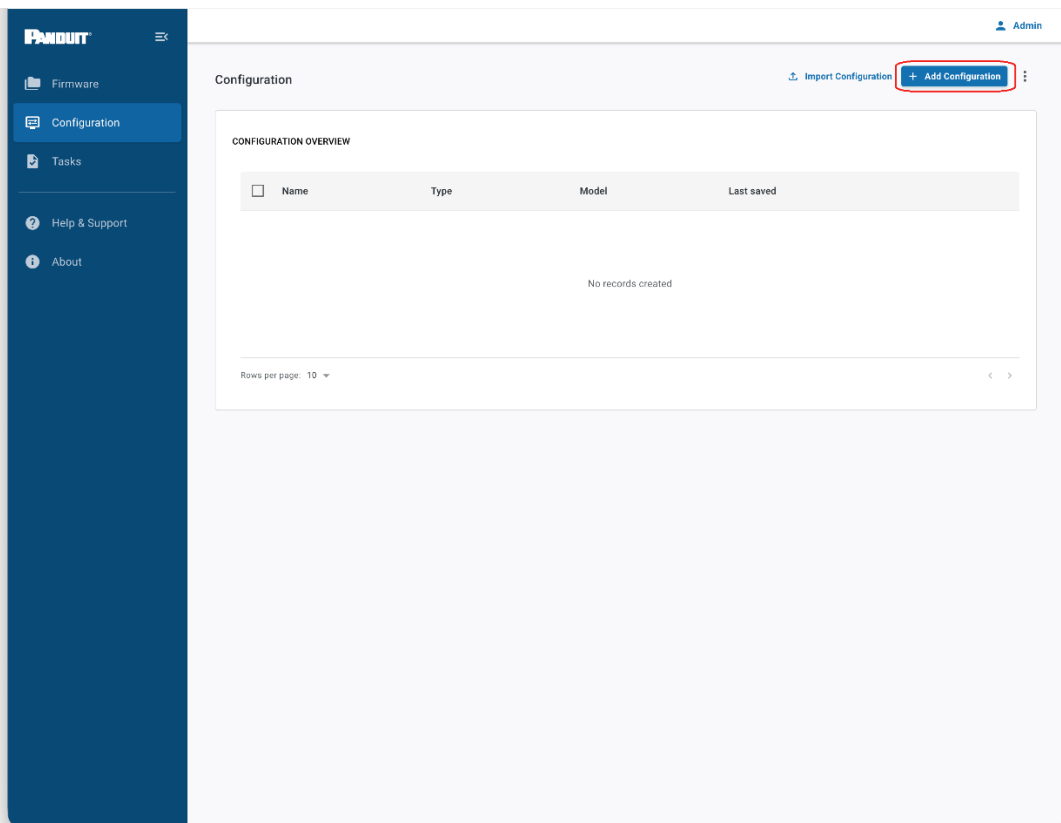


Figure 11: Configuration Landing Page

The Add Configuration popup window displays.

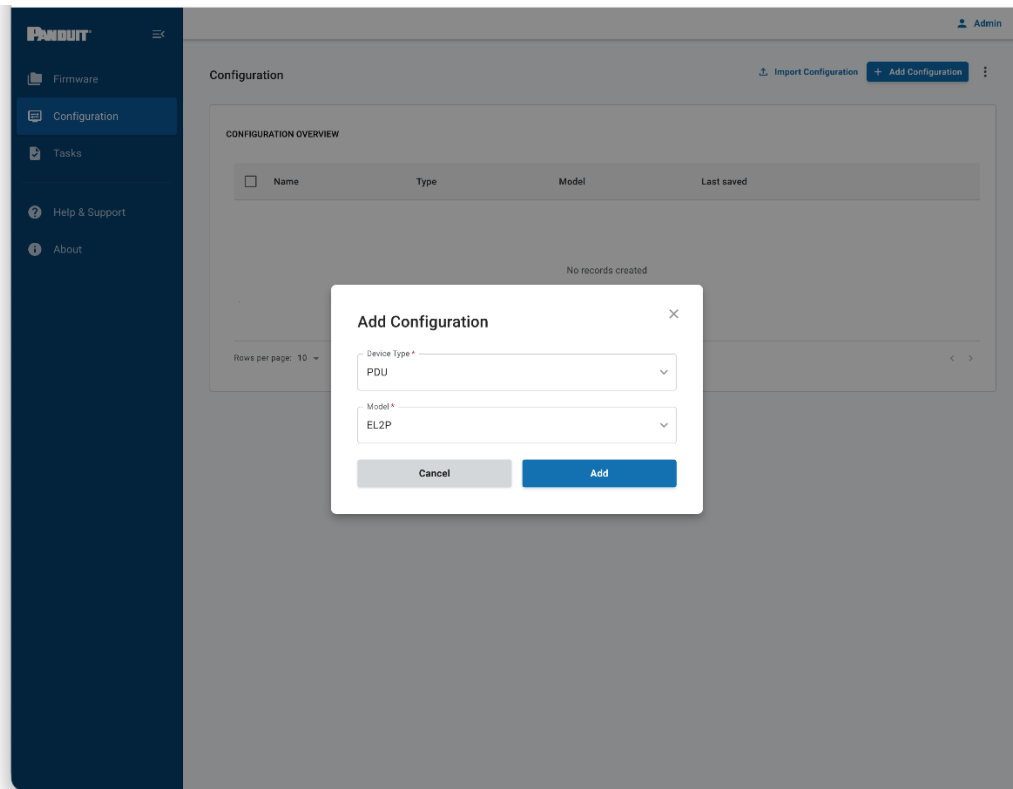


Figure 12: Add Configuration Page

2. Select the Device Type and Model you want to connect to from the dropdown menus.

Note: The username and password **must be the same** for all devices you want to upload the configuration file on.

3. Click **Add**.

System Management

1. In the **System Management** tab, fill out all fields and then click **Save Configuration**. A view of your selections displays.

The screenshot displays the 'System Management' configuration window. At the top, there are navigation options: 'Configuration > * Unnamed *', 'Save Configuration', 'Apply Configuration', and a 'Not Saved' indicator. Below this, the configuration is organized into several sections:

- SYSTEM INFORMATION:** Fields for System Name (PDU 01), Contact Name (John Doe), Contact Email (john.doe@xyz.com), Contact Phone (+1 2398907867), and Contact Location.
- DATE & TIME:** Fields for Select Date (05/25/2026), Select Time (13:05:05), Time Zone (UTC-08:00) Pacific Time, and Custom Time Zone.
- REGION CONFIGURATION:** A dropdown menu for Region set to North America.
- LINK CONFIGURATION:** Two dropdown menus for Mode and Role.
- LCD CONFIGURATION:** An 'Enable USB Port' toggle set to 'Do Not Charge Status', and dropdowns for Rotation, Language, Saver Mode, Locate, Sleep Mode, and Locate Color.
- PDU 1:** A section header with an '+ Add PDU' button.
- UNIT INFORMATION:** A text field for Unit Name set to 'R01_Primary'.
- RACK LOCATION:** Fields for Room Name (Room1), Row Name (R01), Row Position (1), Rack Name (Rack 1), Rack ID, and Rack Height.
- POWER PANEL & CORE LOCATION:** Fields for Power Panel Name, Core Location, and Core U Position.

Figure 13: System Management Window

2. Review the selections and click **Confirm Configuration**. The Save Configuration popup displays.

3. Enter a name for the configuration and click **Save**. Your new configuration displays.
4. Click the **Apply Configuration** button in the upper right corner of the window. The Apply Configuration popup displays.

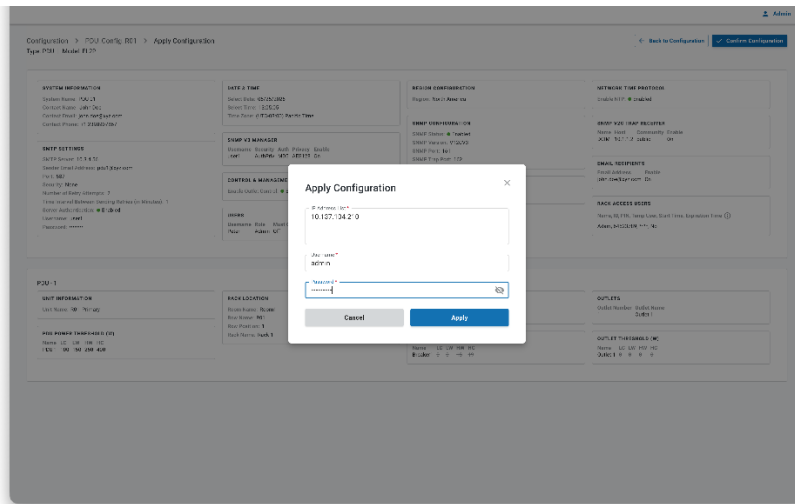


Figure 14: Apply Configuration

5. Click **View Task** in the Configuration Submitted popup.

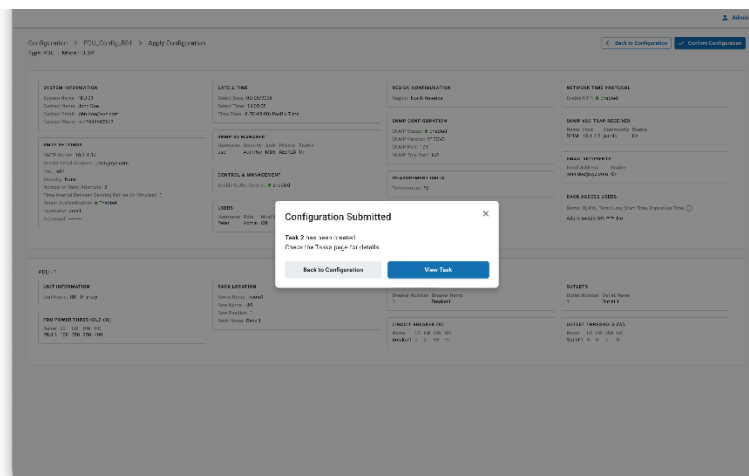


Figure 15: Configuration Submitted

Section 5 – Task Overview

After a firmware upload or configuration upload is done, a task is created and can be viewed under the **Tasks** section.

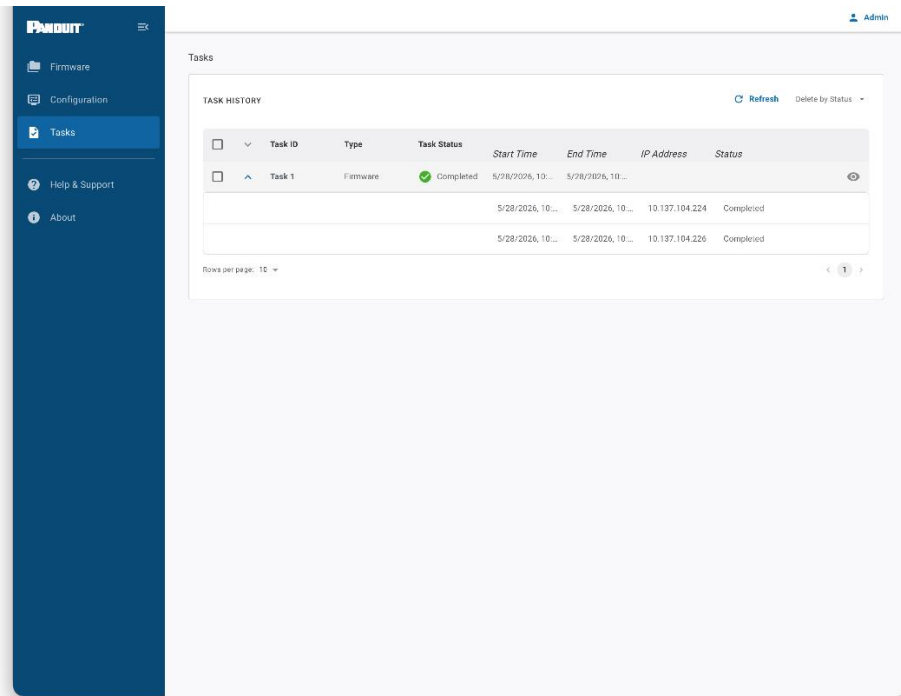


Figure 16: Task History

Option	Description
Task ID	Identifies the task for future reference
Type	Informs if the task is related to firmware or configuration
Task Status	Shows if the task for all managed devices is running, completed successfully or if it failed
Start Time	Informs the date/time when a task for a managed device started
End Time	Informs the date/time when a task for a managed device ended
IP Address	Shows the IP address(es) related to a specific task
Status	Shows if the task for a managed device is running, was completed successfully or if it failed

Managing Tasks

When a task is running, you can click the **Refresh** icon to update information related to that task.

For tasks that are completed, you can delete them by clicking the **Delete** button. Three options are available:

- Delete selected tasks: Click the check box close to the Task ID you want to delete and then click the **Delete** icon.
- Delete all completed tasks: Click the arrow next to the **Delete** button and select **Delete All Completed**.
- Delete all failed tasks: Click the arrow next to the **Delete** button and select **Delete All Failed**.

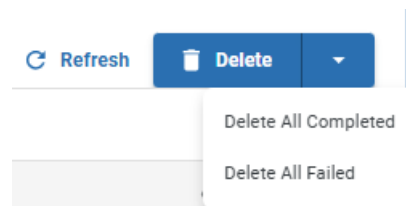





Figure 17: Task Options

When a task fails, you will see the Failed status on both the Task (Task Status) and the at the specific managed device (Device Status). Click on the arrow close to the Failed text under Device Status and a message box will show up providing information about the error. You can also click on the **Eye** icon (👁) next to the **Recover** button to get additional information.

A failed task can be recovered for retry. Click on the **Recover** button that corresponds to the failed task. A pop-up window will appear asking you to confirm that action. You will be redirected to the specific section (Firmware or Configuration) and the username, password and IP address(es) from the failed devices will be auto filled for you.

Device Status	Start Time	End Time	Type	Task Status	
	29.07.2025 12:16 PM	29.07.2025 12:16 PM	Firmware Update	 Failed	 Recover
 Failed	29.07.2025 12:16 PM	29.07.2025 12:16 PM			


 **Firmware update failed. Error message is shown below, please make appropriate changes and try again.**
java.lang.RuntimeException: java.net.ConnectException: Failed to connect to /10.0.0.1:443

Figure 18: Failed Task

Section 6 – Help & Support

These sections provide useful information about the SiteCommand Utility.

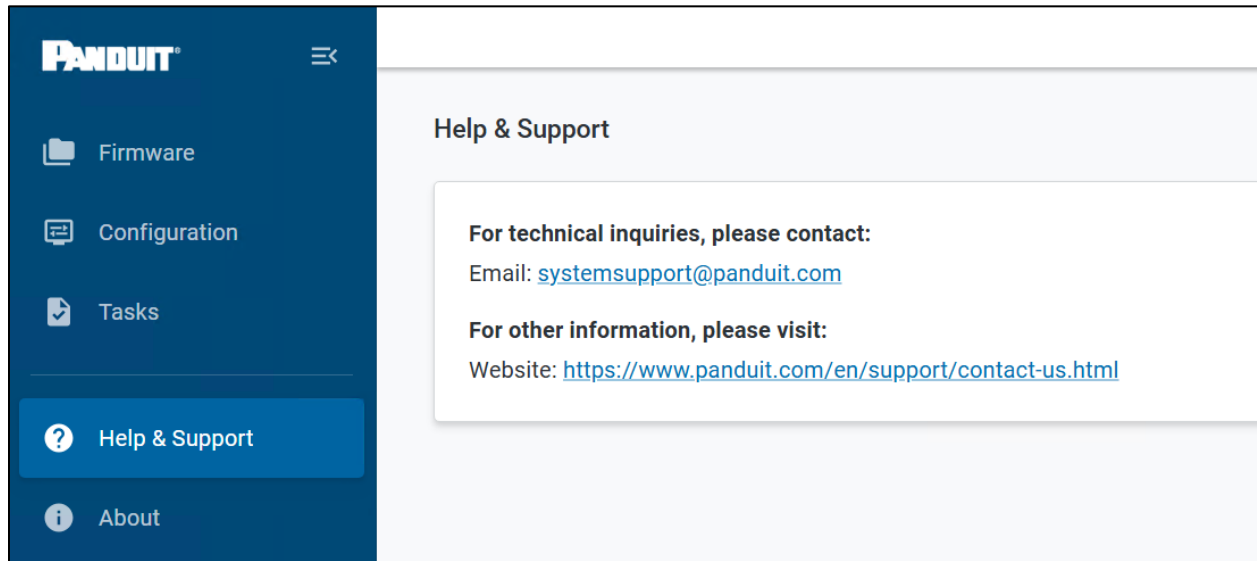


Figure 19: Help & Support Menu

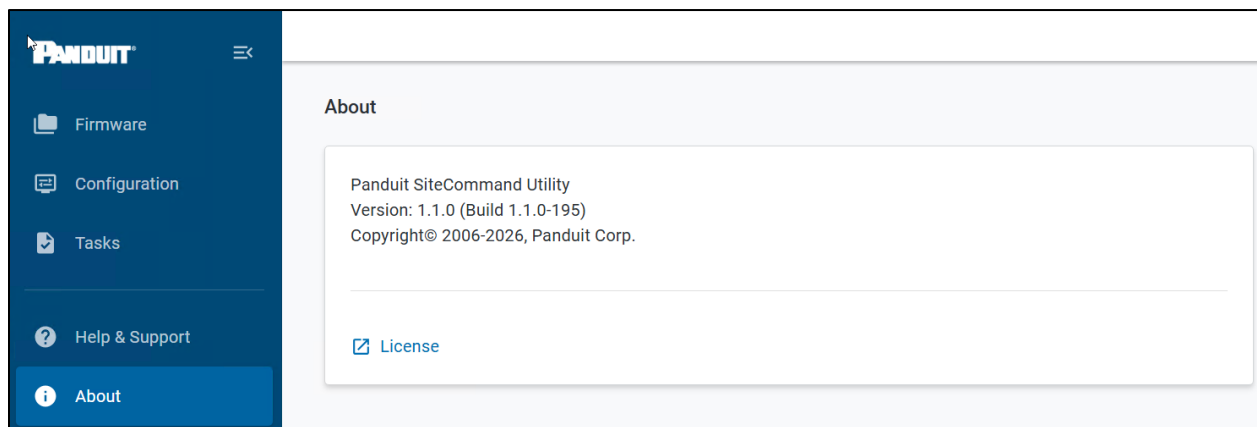


Figure 20: About Window

Appendix A: Uninstall SiteCommand Utility

If you no longer need SiteCommand Utility, you can safely uninstall it from your Windows system. The following steps are for Windows 11.

Note: You need admin privileges to proceed with these instructions.

1. Click on the Windows search option located on the taskbar.
2. Type "Add or Remove Programs" in the search box.
3. Scroll through the list or use the search bar to find **SiteCommand Utility**.

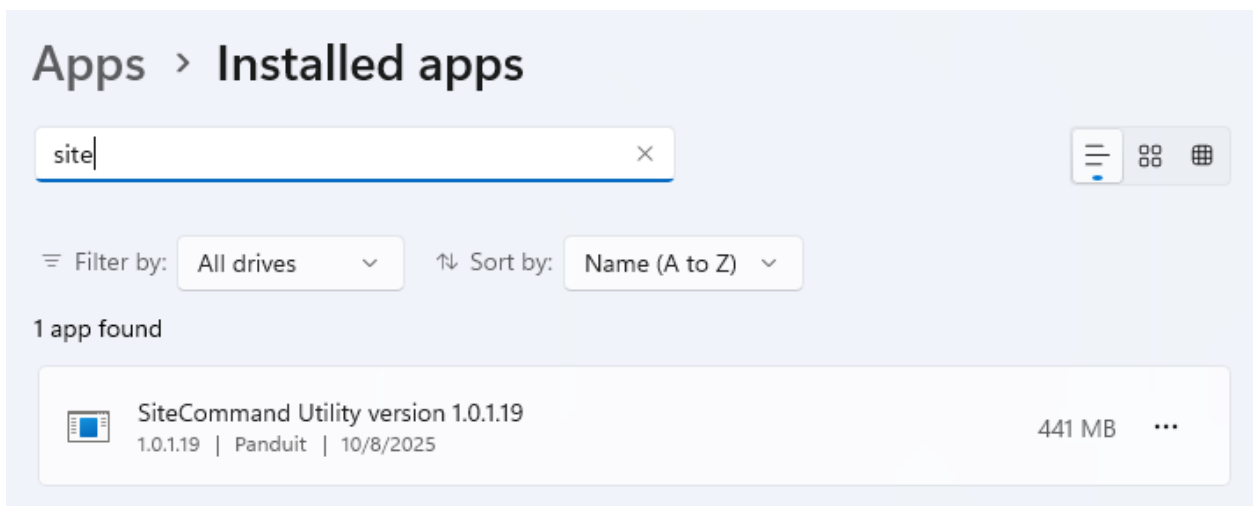


Figure 21: Installed App

4. Click on **SiteCommand Utility**, then click the **Uninstall** button, click the three-dot menu (...) and choose **Uninstall**.
5. Click on **Yes** when you are prompted with a message to confirm the uninstall process.

Note: Some uninstallations may require you to restart your computer. If prompted, save your work and proceed with a system reboot.

Appendix B: Password Reset

If you have changed the default password and cannot remember the current one, the steps below will reset the password to its default.

Note: If you don't have enough admin privileges in your computer, you might have to follow the instructions to uninstall SiteCommand Utility ([Appendix C: Uninstall SiteCommand Utility](#)) and install it again ([Appendix A: Install SiteCommand Utility](#)) in order to reset the password.

1. Using File Explorer, navigate to the directory where SiteCommand Utility was installed, (the default location is in `C:\Program Files\Panduit\SiteCommandUtility`).
2. Create a folder called “config”.
3. Create a file called `additional.properties` inside the folder “config”.
4. Open the file with a notepad application and add the following entry:
`reset.password=true`
5. Go to the Services app and restart SiteCommand Utility service (Right-click on its line and select **Restart** to restart the service or click on the **Restart** link located at the top left corner of the window).
6. Open SiteCommand Utility to login with the default password.
7. You will be prompted to change the password.
8. Go back to the directory where SiteCommand Utility was installed and delete the folder “config” that includes the file you created.
9. Go to the Services app and restart SiteCommand Utility service one last time (Right-click on its line and select **Restart** to restart the service or click on the **Restart** link located at the top left corner of the window).

Appendix C: System Restart

If your browser cannot load SiteCommand Utility login page, check if its service is running on your computer.

1. Click on the Windows search option located on the taskbar.
2. Type "services" in the search box.
3. Select the **Services** app from the search results.
4. Search for the service named SiteCommand Utility in the list.
5. Click on the service to view its status.
6. If the service is running, right-click on its line and select **Restart** to restart the service or click on the **Restart** link located at the top left corner of the window.

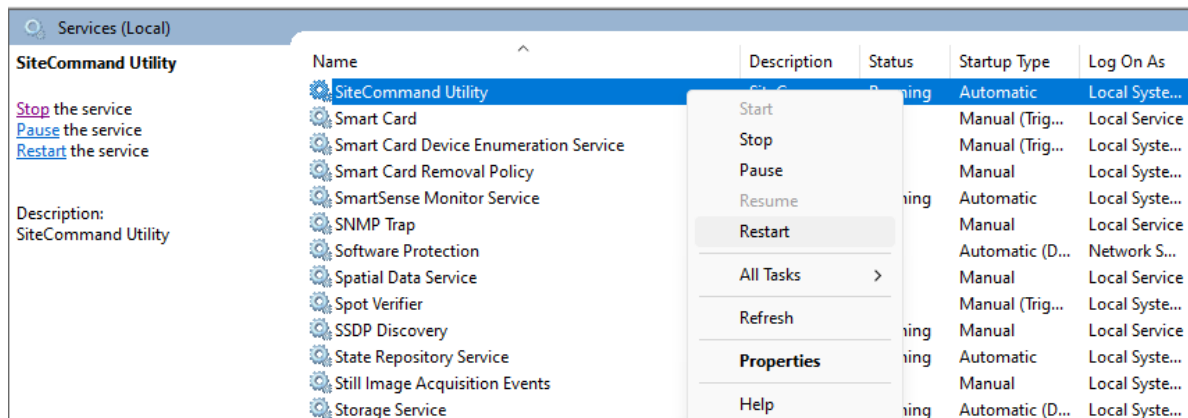


Figure 22: Restart Service

7. If the service is not running, right-click on its line and select **Start**, or click on the **Start** link located at the top left corner of the window.
Note: If you still cannot see SiteCommand Utility login page, you might have to uninstall it ([Appendix C: Uninstall SiteCommand Utility](#)) and install it again ([Appendix A: Install SiteCommand Utility](#))