**Inno Monitor Q & A**

**Q：Which miners does the batch management of this software apply to?**

**A:** Batch management of this software applies to INNOSILICON miners of any model as long as they are upgraded to the firmware version of March 2019 or the later version.

**Q: How to configure the scanned IP range?**

**A:** The first two digits of the start IP and end IP shall be the same and the start IP shall be smaller than the end IP. At the same time, it is necessary to pay attention to the IP range like 192.168.0.100~192.168.1.200, which actually contains 192.168.0.100~192.168.0.200 and 192.168.1.100~192.168.1.200 (including the first and last) but does not contain 192.168. 0.201~192.168.0.255.

**Q: Why is the quantity of scanned miners less than the expected quantity of miners online?**

**A:** Pls go to “Options”>> “Settings” >> “Query” page in the menu bar to modify query parameters by decreasing concurrency and increasing timeout properly and rescan the miners. The typical concurrency and timeout in large mine farms shall be 500 and 20 respectively. The other case is that the firmware version of the miners is too old. Pls upgrade the firmware version to March 2019 or the later version to make sure all the miners can be scanned. Apart from this, a small amount of miners are missed in the scanned results (e.g. less than 1%) which may be caused by unstable operation and constant restart of these miners.

**Q: How to display the offline miners in the process of scanning?**

**A:** Not only the online miners shall be displayed but also the offline miners shall be included in the scan results for the purpose of statistics during daily operation and maintenance. Go to the “Options”>> “Settings” >> “Query” page, check the “Show Offline Miners” checkbox and save it. Rescan the miners and all the IPs within the IP range will be displayed in the miner IP list. While for the offline miners, there is no other information except for IP and error code.

**Q: What do the error codes -1, -2 and -3 mean respectively?**

**A:** When the “Show Offline Miners” function is enabled, the reasons why the offline miners are not online will be displayed in the “Errcode” column, among which -1 indicates unknown reasons, -2 indicates a timeout (The miner may be turned off.) and -3 indicates authentication failure (The password may be incorrect.).

**Q: Why is it prompted failure in the batch management operation but is found successful actually after rescanning miners?**

**A:** Maybe due to poor network conditions, the software does not receive the data returned by miners. Pls Go to the “Options”>> “Settings” >> “Batch” page and prolong the corresponding timeout properly to mitigate such cases.

**Q: Why is it prompted failure in the process of upgrading the firmware in a batch?**

**A:**There are usually three possible reasons for the upgrade failure: the mismatch of the firmware with the miner to be upgraded, too much bandwidth it takes in the process of transmitting the upgrade patch file which causes the software fails to receive the feedback of successful upgrade from miners and the narrow bandwidth which makes it unavailable to transmit upgrade packages to multiple miners at the same time. As for the second condition, pls rescan the miner minutes later after the prompted upgrade failure to see whether it has been upgraded successfully actually. For the third condition, pls go to the“Options”>> “Settings” >> “Batch” page, decrease the concurrency for the firmware to be upgraded, prolong the timeout properly and try again.

**Q: What’s the correct csv format in the process of importing IPCSV?**

**A:** The correct IPCSV shall contain at least two IP addresses per line, that is the start IP and end IP. Any line that does not conform to the format shall be ignored.

**Q: What does the prompt message “There are too many Ip ranges. Do you need to sort them automatically?” mean in the process of importing IPCSV?**

**A:** If there are too many lines in the IPCSV file, the user will be reminded by the software whether to merge the overlapped IP address automatically or not. Pls select No if you wish to import in the original format.

**Q: What shall I do to display the hash rate for all the eight hash boards in my miner?**

**A:** Pls go to “Options”>> “Settings” >> “Miners” page and check the attributes in the “Attributes Display/Hide” column as needed. It shall be noted that the pool attribute represents the pool currently in use. Pool 1, Pool 2 and Pool 3 mean the pool 1/2/3 respectively configured by the user. Pls note the difference.

**Q: How to use the “Grab IP” function?**

**A:** This function can be used to grab the miner IP. Click the “Start” icon, press the IPSET button on the miner and release it until the red and green indicators on the miner are lit at the same time. If the network is well connected, the basic information of miners can be seen in “Grab IP” form.

**Q: What’s the Standby mode?**

**A:** As of June 20, 2019, the standby mode are added to some model of miners, which allows miners to operate at very low power consumption. Miners under the standby mode cannot mine. Currently the function is only available on some models of miners. If no “Standby” icon is displayed in the miner list, the function is unavailable on this model of miners or on miners with the current version of firmware.