User Guide

PowerChute™ Network Shutdown v4.4.1

Hyper-V and SCVMM

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PowerChute™
— NETWORK SHUTDOWN

Schneider Electric

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Introduction

PowerChute™ Network Shutdown (PowerChute) works in conjunction with the UPS Network Management Card (NMC) to provide network-based shutdown of multiple computer systems.

In the case of a UPS critical event, the software performs a graceful, unattended system shutdown before the UPS battery is exhausted. The number of protected systems is limited only by the capacity of the UPS.

View these Application Notes for detailed information on using PowerChute in specific environments.

After installation, it is essential to configure the software using the PowerChute Setup wizard. This ensures that PowerChute is aware of UPS critical events in order to protect your system.

UPS Configuration

This section contains information on the topics below:

- Network Configuration
- UPS Configuration Options
- Network Management Card Connection
- Advanced UPS Setups
- Outlet Group Registration
- Network Management Card Settings

Network Configuration

PowerChute can use IPv4 or IPv6 to communicate with the Network Management Card(s).

IPv6 support is available only for Network Management Card 2 firmware 6.0.X or higher, and Network Management Card 3.

Select IP

If your computer has more than one IPv4 address you will need to select one of the available addresses. The IP address you select will be registered with the NMC and displayed in the NMC user interface under Configuration - PowerChute Clients.

IPv6 Configuration

If you are using IPv6 to communicate with the NMC(s), each network adapter on your machine will typically have several IP addresses assigned to it. Each adapter will have at least one link-local address and one global unicast address assigned to it.

Use the **Unicast IP Address** drop-down box to specify which address to use. The address type selected in this drop-down box must match the address type that you enter for the NMC(s) on the Network Management Card Connection page. This unicast address will be registered on the NMC(s) and displayed on the PowerChute Network Shutdown Clients page of the NMC.

fe80::88c8:3d95:bc02:74cc is an example of a link-local address.

2001:112:1:0:88c8:3d95:bc02:74cc is an example of a global unicast address.

Multicast Option

The NMC supports sending communication packets to an IPv6 Multicast address instead of sending unicast packets to each PowerChute agent. To use this, enable the **Multicast** check box and enter an IPv6 Multicast address.

The multicast address that is entered here will be registered on the NMC(s) instead of the unicast address and displayed on the PowerChute Network Shutdown Clients page of the NMC. The NMC(s) will send communication packets to that multicast address.

FF02::1 is an example of a **multicast address with link-local scope** so that only nodes on the same physical network segment will receive it. If using a link-local unicast address, you must use a multicast address with link-local scope.

FF0E::1 is an example of a **multicast address with global scope** and the NMC will use its global unicast address to send the packet. If using a global unicast address you must use a multicast address with global scope.

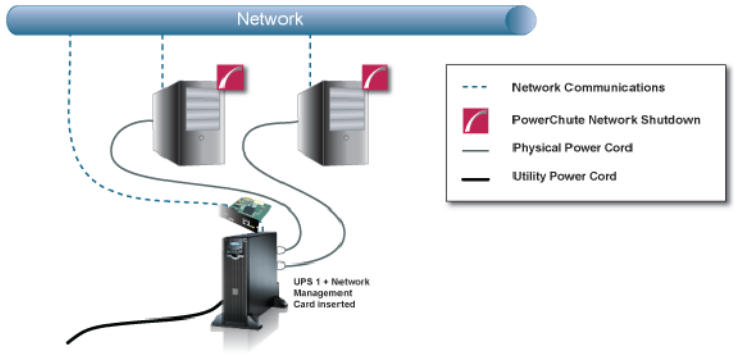
For detailed information, please view "The Communications Process of PowerChute Network Shutdown" here.

UPS Configuration Options

For a detailed overview of which UPS's support each configuration, please view the "PowerChute Network Shutdown Operating Modes and supported UPS Configurations" Application Note here.

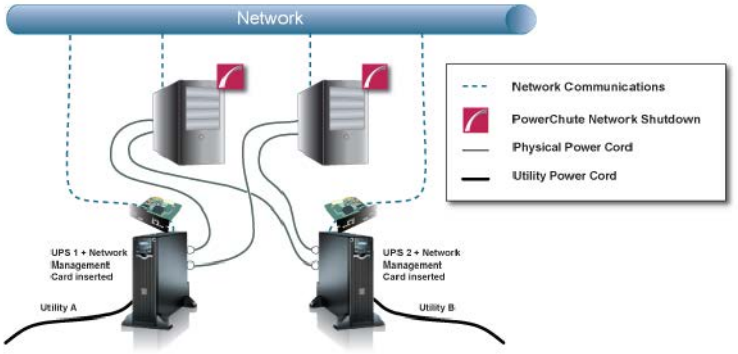
Single-UPS Configuration

Single-UPS Configuration: All servers are protected by a single UPS. The UPS Network Management Card communicates with each server that has PowerChute installed.



Redundant-UPS Configuration

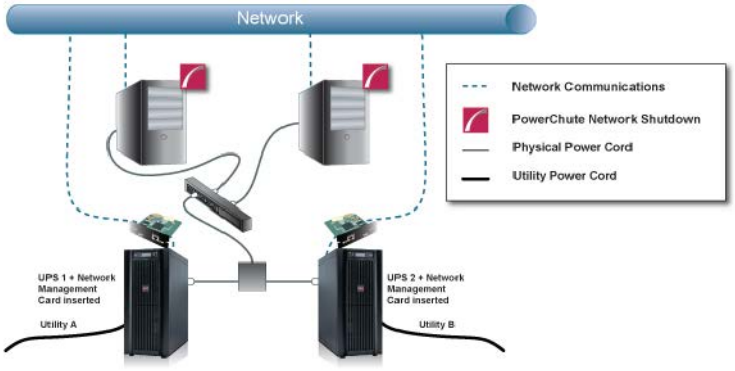
Redundant-UPS Configuration: Two or more UPS's of the same model protect each server. Each UPS can support the server load on its own. All UPS Network Management Cards communicate with each server that has PowerChute installed.



For detailed information, please view "Using PowerChute Network Shutdown in a Redundant-UPS Configuration" Application Note here.

Parallel-UPS Configuration

Parallel-UPS Configuration: Two or more UPS's of the same model protect the load and provide redundancy or increased capacity depending on the load. The UPS outputs are tied together so a single output goes to the load. All UPS Network Management Cards communicate with each server that has PowerChute installed.

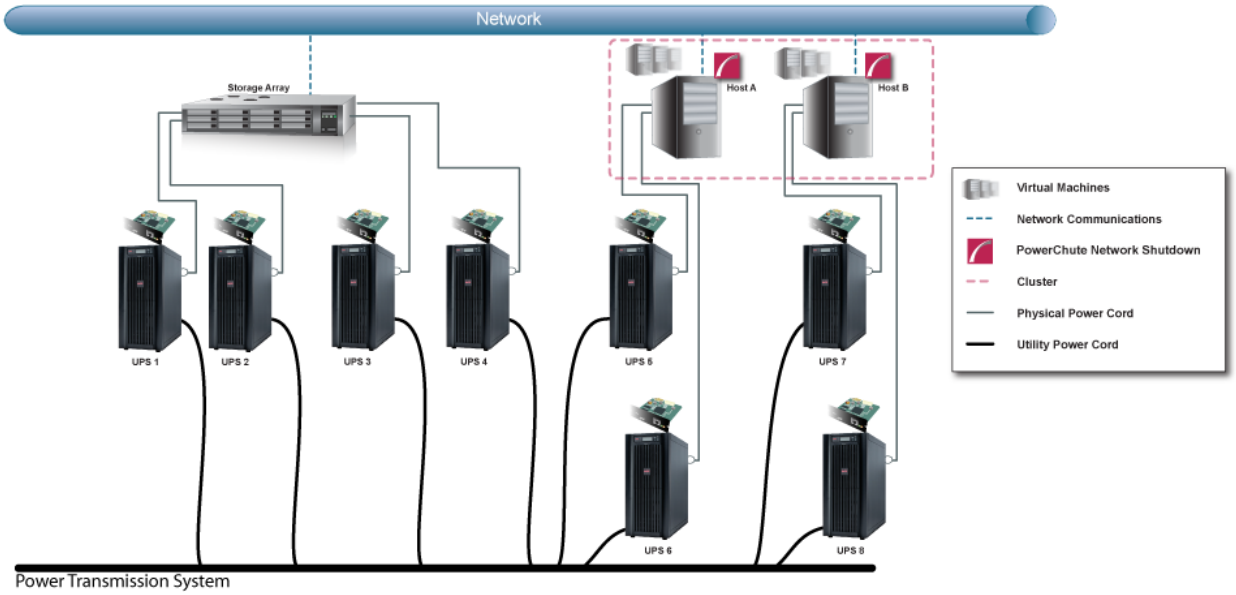


Note: To use the Parallel-UPS configuration, your UPS devices must already be configured to operate in parallel mode.

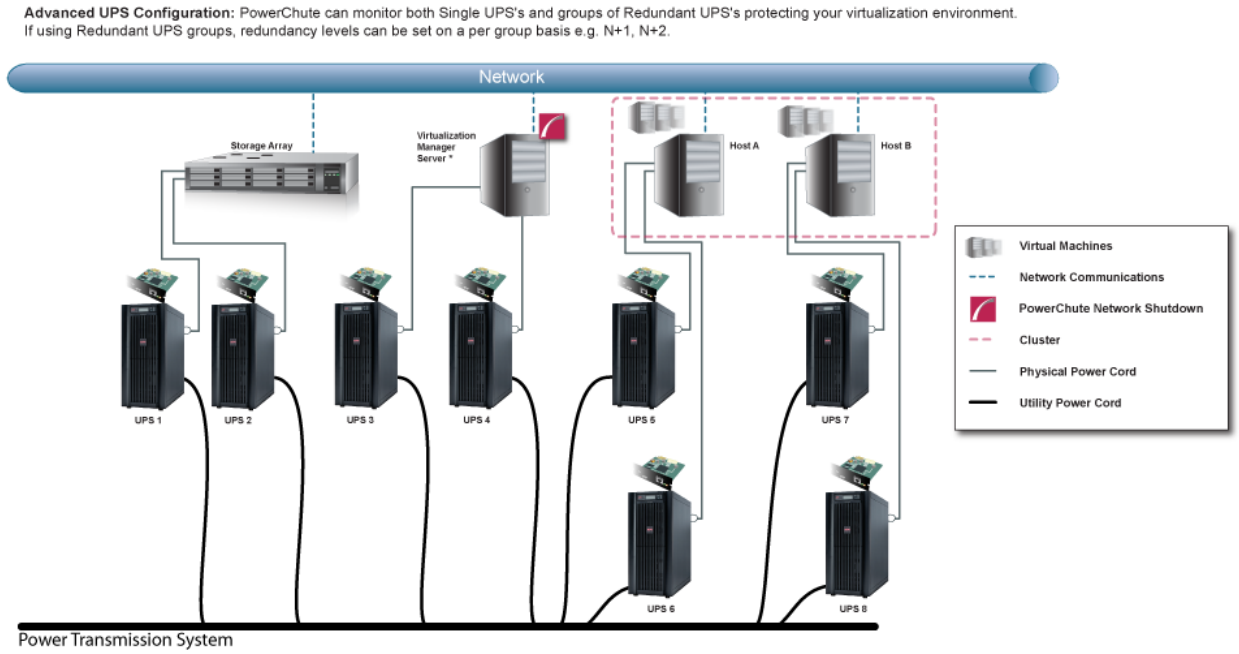
For detailed information, please view “Using PowerChute Network Shutdown in a Parallel-UPS Configuration” Application Note here.

Advanced UPS Configuration - Hyper-V

Advanced UPS Configuration: PowerChute can monitor both Single UPS's and groups of Redundant UPS's protecting your virtualization environment. If using Redundant UPS groups, redundancy levels can be set on a per group basis e.g. N+1, N+2.



Advanced UPS Configuration - SCVMM



* Virtualization Manager Server is System Center Virtual Machine Manager (SCVMM)

For detailed information, please view the “Using PowerChute Network Shutdown in an Advanced Redundant Setup” Application Note here.

Network Management Card Connection

Network Management Card 2 firmware v6.8.0 and higher, and Network Management Card 3 firmware v1.1.0.16 and higher uses the HTTPS protocol by default. The default protocol for PowerChute is HTTPS which can be changed to HTTP, although it is not recommended.

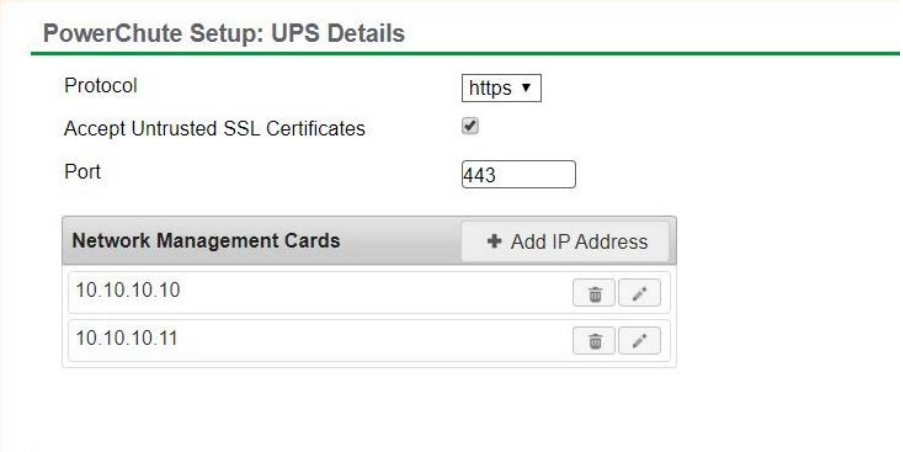
The default port is 80 for HTTP, and 443 for HTTPS. Do not change this number unless you changed the port being used by your NMC.

The NMC uses a self-signed SSL certificate by default when HTTPS is enabled. You need to enable "Accept Untrusted SSL Certificates" to allow PowerChute to establish communication with the NMC if a self-signed certificate is being used by the NMC.

For Redundant and Parallel configurations, you need to enter more than one **IP address** to enable communications with all the relevant NMCs.

For more information on UPS configurations and supported UPS models, view the Application Note "PowerChute Network Shutdown Operating Modes and supported UPS Configurations" here.

Add each IP address using the **+ Add IP Address** button. Enter the IP address of the NMC in the UPS. Click **OK**.



To edit an IP address, click the icon. To delete an IP address, click the icon.

Adding a Trusted Certificate to PowerChute for NMC communication

When using the HTTPS protocol to communicate with the NMC, you must select the **Accept Untrusted SSL Certificates** check box. However, it is possible to create a Trusted Certificate file and add it to the PowerChute truststore.

Your NMC Security Handbook has details on the Security Wizard used to create the Trusted Certificate file with an extension .CRT. This file is then used to create components that can be uploaded to the NMC to replace the default self-signed certificate.

In order to facilitate the trusted SSL communication of PowerChute with the NMC, this Trusted Certificate file must then be added to the system Java **cacerts** keystore or to the **PowerChutekeystore** file. (You can do this using the Java keytool.exe; for details see the Java help documentation). Adding it to the cacerts keystore means it is available to all your applications as distinct from just PowerChute.

By default the **PowerChute-keystore** file is located in APC\PowerChute\group1. If you add the Trusted Certificate and you subsequently get a connection error with the NMC, then it could be because a)

the certificate has expired, b) it is not yet valid, or c) it has been revoked. In any of these cases, you need to add a new Trusted Certificate to the PowerChute server or to upload a new valid SSL certificate to the NMC.

For more information, see the PowerChute Network Shutdown Security Handbook.

The **PowerChute-keystore** file only exists after the first attempt is made to communicate with the NMC using HTTPS (by using the configuration wizard for example). For this reason, for a silent installation you must add the Trusted Certificate to the Java cacerts keystore.

PowerChute only checks the keystore when its service starts. After you add the Trusted Certificate, you will need to re-start the PowerChute service if it's already running.

NMC PowerChute Support

In NMC 2 firmware v6.8.0 and higher and NMC 3 firmware v1.1.0.16 and higher, PowerChute support is disabled by default. This may result in an error while PowerChute registers with the NMC(s). If an error is displayed, log in to the NMC UI and ensure PowerChute support is enabled.

In the NMC Web UI, you must specify a user name and authentication phrase before PowerChute can be enabled. You must also choose the protocol used to communicate with PowerChute (HTTP/HTTPS). **NOTE:** The chosen protocol must be enabled on the NMC before PowerChute communications can be established. For more information, refer to the NMC User Guide available on the APC website.

Advanced UPS Setups

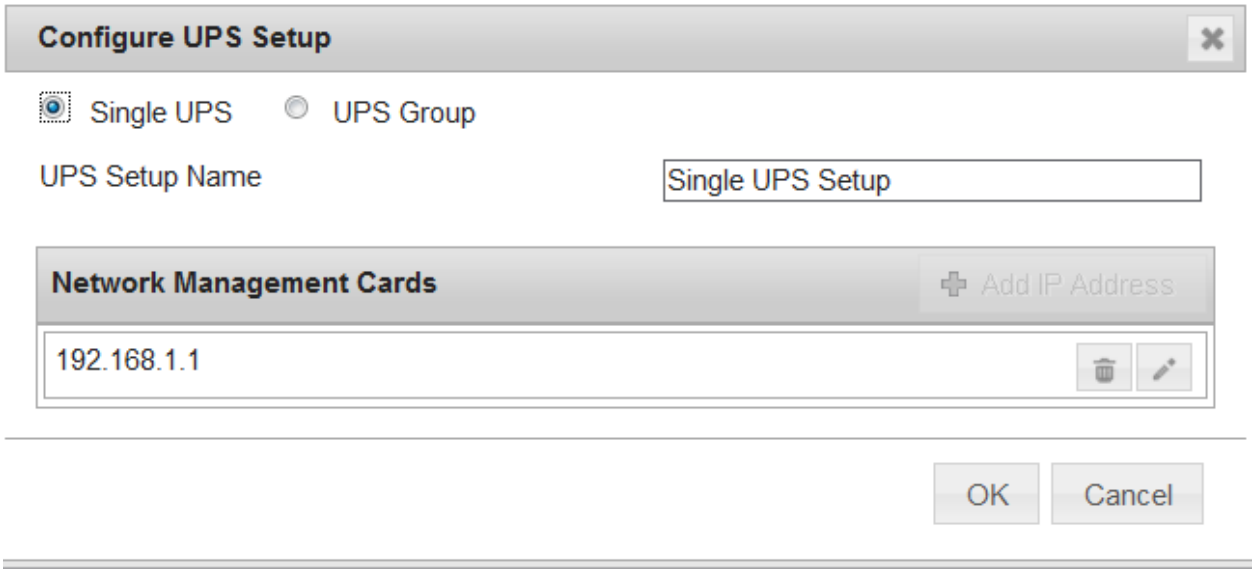
Add UPS Setup

In an Advanced UPS configuration, a single instance of PowerChute Network Shutdown can monitor multiple UPS setups and initiate graceful shutdown of equipment based on different redundancy levels. Each setup can be a single UPS or a UPS group. A single UPS setup is represented by the icon. A UPS group is represented by the icon.

For example, one setup may be a group of UPS's that are configured with N+2 redundancy. Another setup may be a single UPS.

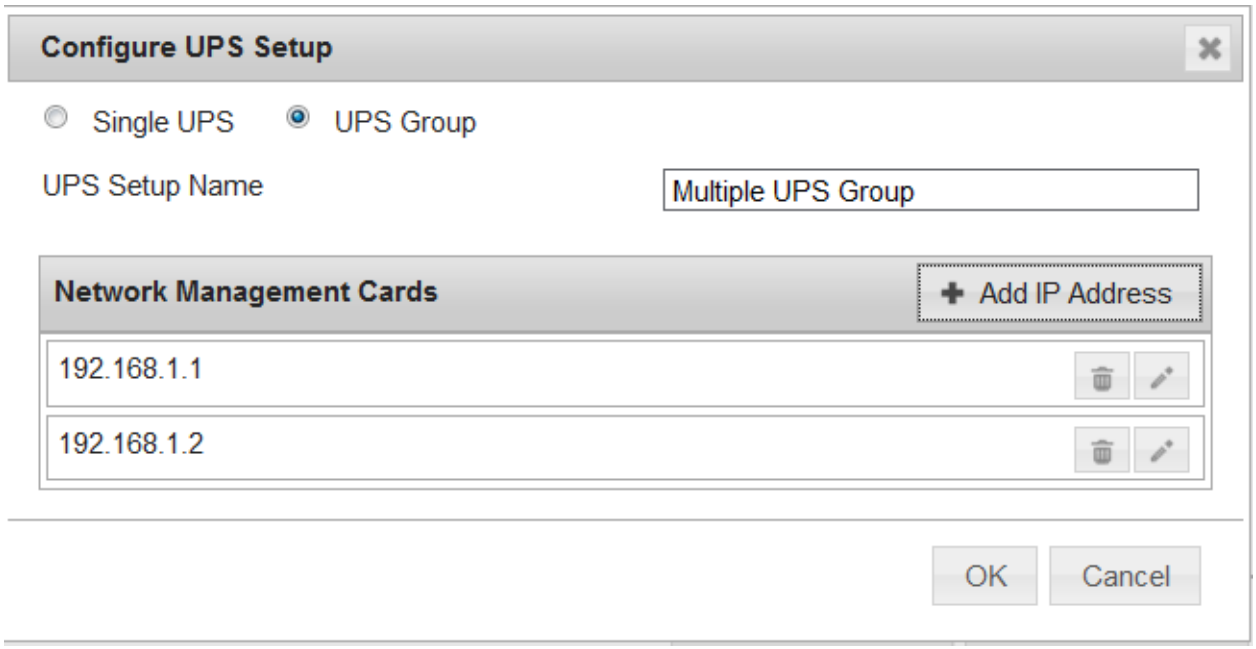
On the **UPS Details** page of the Setup Wizard, click the **+ Add UPS(s)** button to create a new setup.

To create a setup with a single UPS, on the Configure UPS Setup dialog choose **Single UPS**:



1. Enter a **UPS Setup Name** (with a maximum of 20 ASCII characters)
2. Click the **+ Add IP Address** button and enter the IP address of the Network Management card in the UPS. Click **OK**.
3. Click **OK** to complete Single UPS Setup.

To create a setup with a group of UPS devices, choose **UPS Group**:



1. Enter a **UPS Setup Name** (with a maximum of 20 ASCII characters)
2. Click the **+ Add IP Address** button and enter the IP address of the Network Management card in the UPS. Click **OK**.
3. Repeat for each of the UPS devices to be added to the UPS group. A minimum of 2 IP addresses is required to set up a UPS Group.
4. Click **OK** to complete Group UPS Setup.

Repeat for each UPS setup required.

To edit a UPS Setup, click the icon. To delete a UPS setup, click the icon.
Click the **Next** button to go to the next step of the Setup Wizard.

PowerChute has been tested with a total of 16 NMCs in an advanced configuration. However it is possible to configure for more than 16 NMCs in this configuration.

For detailed information, please view the “Using PowerChute Network Shutdown in an Advanced Redundant Setup” Application Note here.

Outlet Group Registration

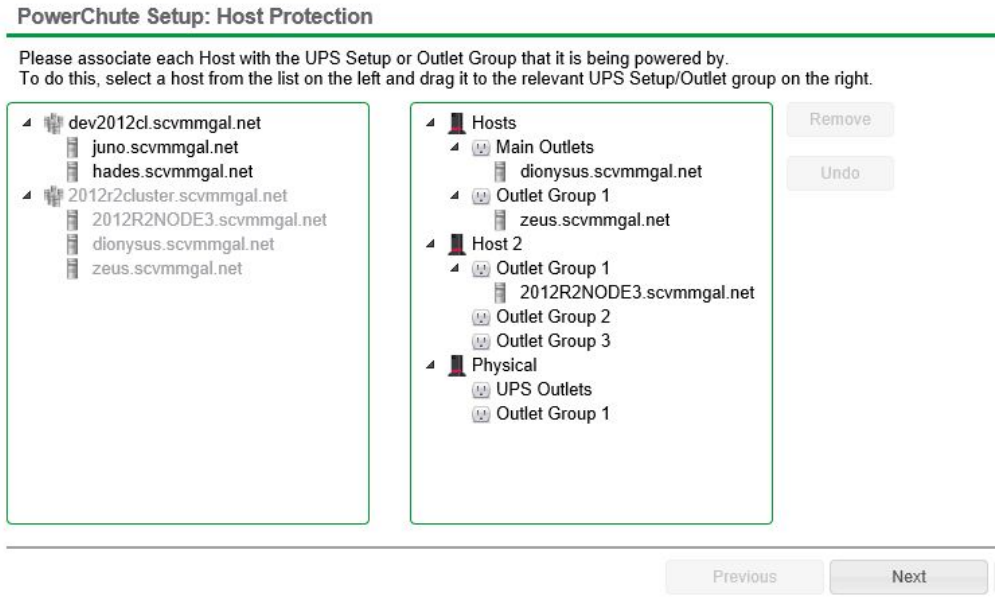
If your UPS supports outlet groups you must specify which one the server is being powered by so that PowerChute can monitor it for shutdown events and also issue turn-off commands to that outlet group.

UPS Shutdown Behavior in Mixed UPS Environments

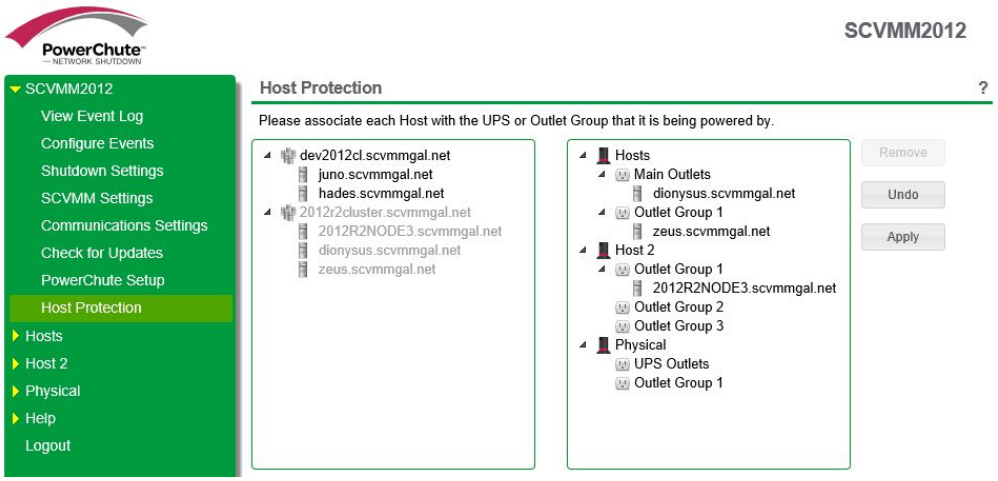
If your servers are being powered by a mix of outlet-aware UPS's (e.g. SMX/ SMT) and non-outlet-aware UPS's (e.g. SU/ SUA) in a Redundant UPS Configuration, PowerChute only provides the option to turn off the UPS and not the outlet group.

Your servers are still protected if there is a UPS critical event or if the outlet group is commanded to shut down e.g. via the NMC User Interface.

This also applies for the **Advanced UPS configuration** if there are hosts (managed by SCVMM) associated with more than one outlet group on the same NMC.



PowerChute Setup - hosts associated with more than one outlet group on the same NMC



PowerChute Main UI - hosts associated with more than one outlet group on the same NMC

Network Management Card Settings

For Single, Redundant and Parallel UPS configurations, the IP address of each NMC that PowerChute is communicating with is displayed under the **UPS Configuration** menu option.

For Advanced UPS configuration, each UPS Setup is displayed as a menu item and the IP address of the NMC(s) with which PowerChute is communicating is displayed under each UPS setup.

Click on the IP address to view the UPS information specific to that NMC.

UPS information displayed includes:

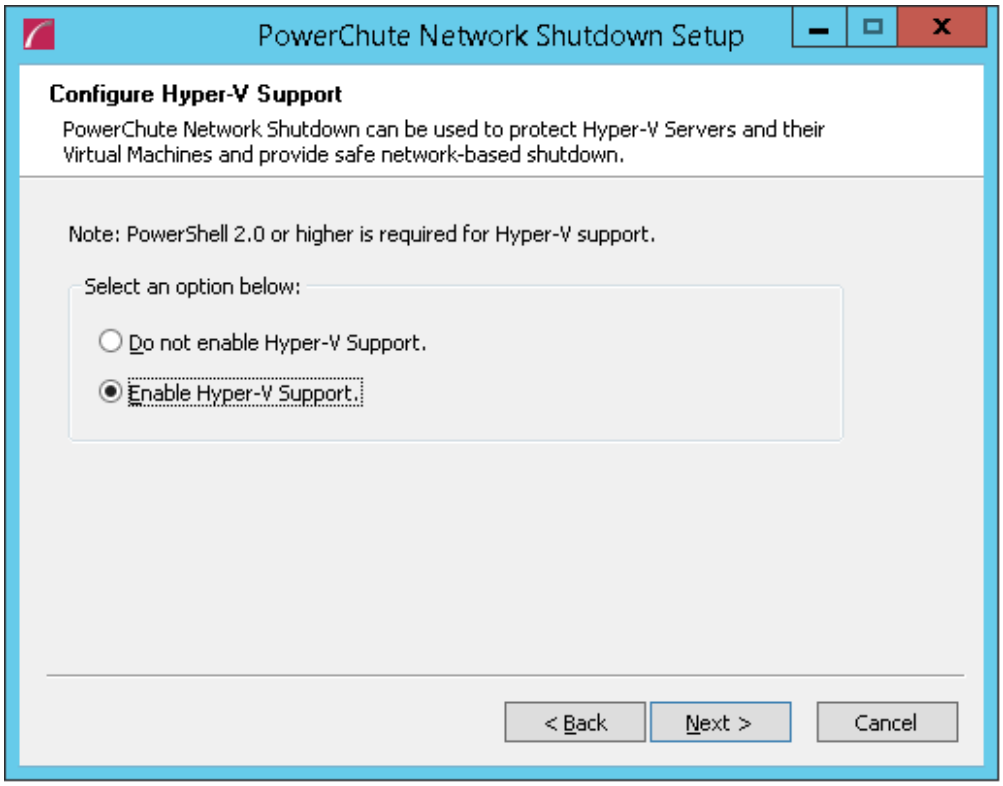
- NMC IP Address
- UPS model name
- UPS configuration

The NMC Host Name from the NMC's DNS settings page under Network - DNS - Configuration is also displayed. This is not the same as the UPS name that can be set under Configuration - UPS General on the NMC.

Clicking the **Launch** button opens the NMC user interface.

Hyper-V and SCVMM Configuration

To enable Hyper-V® and SCVMM® configuration options in PowerChute Setup, **Enable Hyper-V Support** must be selected during the installation.



Powershell scripts are used to perform Live Migration of VMs and Graceful VM shutdown for Hyper-V and Maintenance Mode/Host Shutdown in SCVMM. By default, Windows® prevents the execution of Powershell scripts. The PowerChute installation program will automatically detect if Powershell script execution is enabled and provide an option to enable it if it is not.

To verify that the Execution Policy has been changed, open a new command prompt window and enter the command:

```
powershell Get-ExecutionPolicy
```

Verify that it has been set to `remotesigned`.

If it is not set to `remotesigned`, open a command prompt and type the following

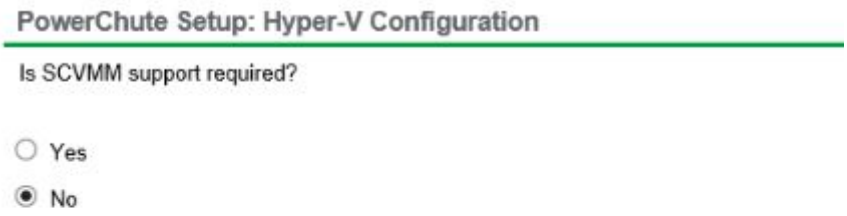
```
powershell Set-ExecutionPolicy remotesigned
```

For more information on the Execution Policy settings see http://technet.microsoft.com/en-us/library/ee176961.aspx.

Hyper-V Configuration

For Hyper-V hosts that are not managed by SCVMM, PowerChute must be installed directly on each Hyper-V host.

During the PowerChute Setup select "No" on the Hyper-V Configuration page.

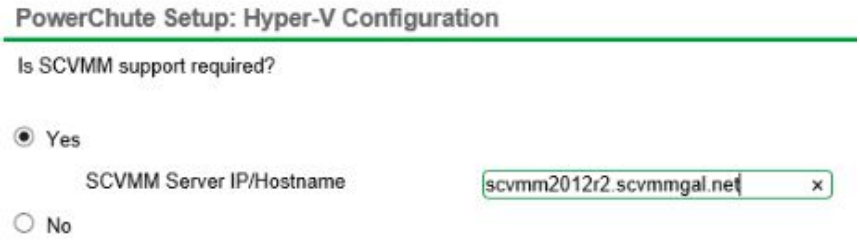


The option to choose a configuration of Hyper-V unmanaged by SCVMM is available in PowerChute Setup: Hyper-V Configuration

You can enable VM Migration and VM Shutdown/Startup options using the PowerChute Setup wizard or on the **Virtualization Settings** page.

SCVMM Configuration

During the PowerChute Setup select "Yes" on the Hyper-V Configuration page.



The option to add support for SCVMM is available in PowerChute Setup: Hyper-V Configuration.

PowerChute can protect Hyper-V hosts that are managed by System Center Virtual Machine Manager (SCVMM).

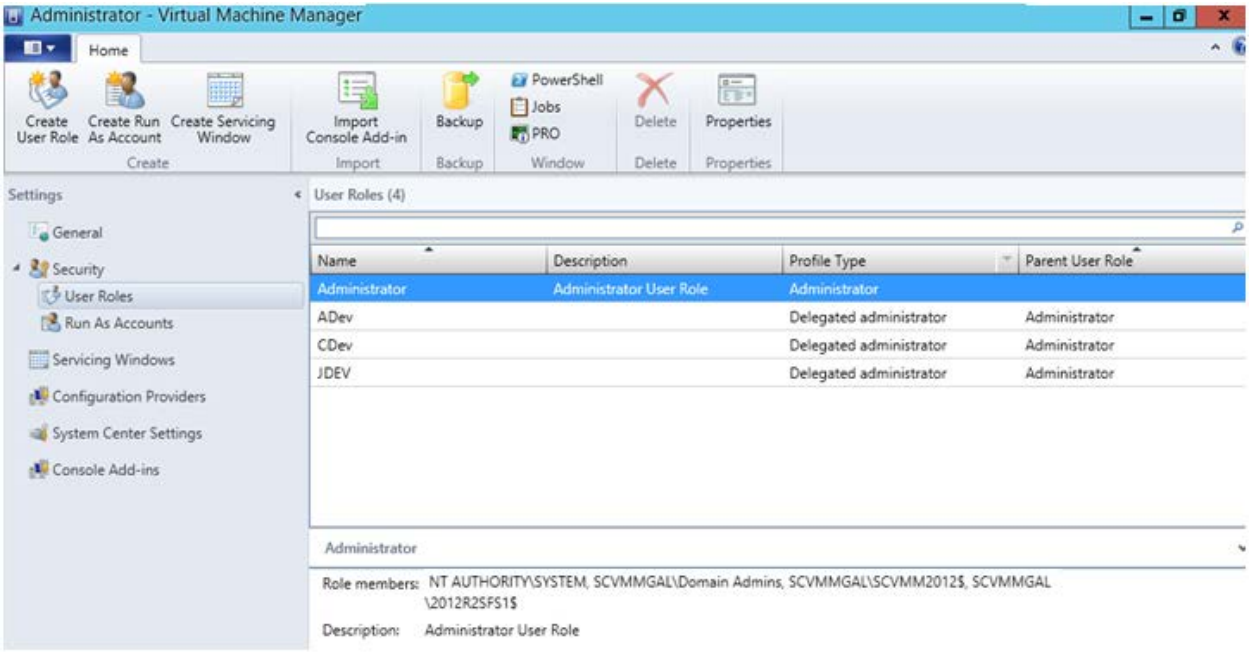
PowerChute can be installed on the same server as SCVMM, or on a remote server.

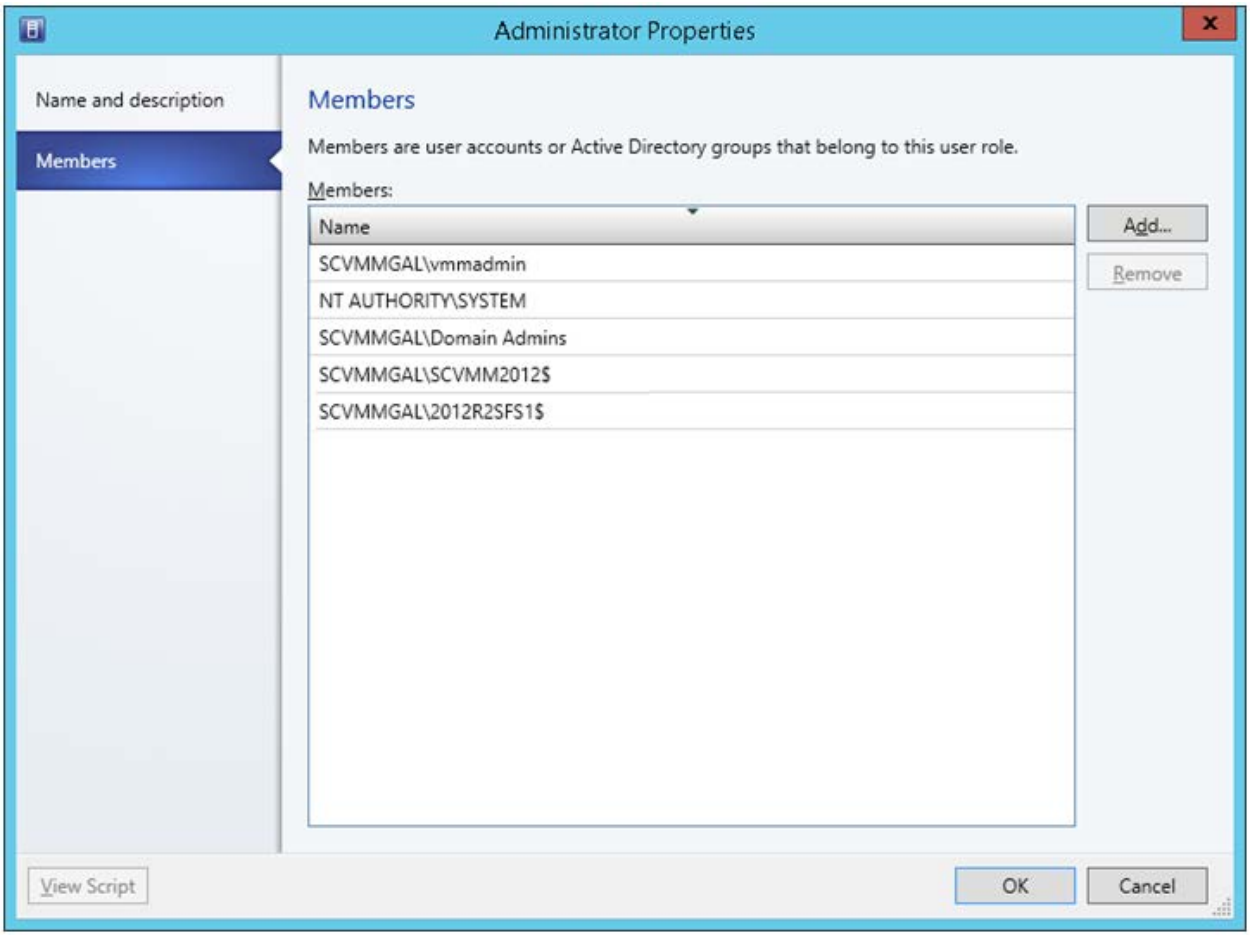
If PowerChute is installed on a remote server:

- It is necessary to also install the SCVMM console on that server to provide the Powershell modules used by PowerChute.
- It is necessary to add the machine account on which PowerChute is installed to the Administrator User Role in SCVMM settings.

To add the machine account on which PowerChute is installed to Administrator User Role in SCVMM:

1. In SCVMM Console, Click **Settings**.
2. Expand **Security** and select **User Roles**.
3. Right click on the Administrator role in the right hand pane and select **Properties**.
4. In the **Administrator Properties** dialog click **Members**.
5. Click the **Add** button and enter the machine name on which PowerChute is installed.
6. Click OK twice.
7. The PowerChute machine account should be listed under **Role Members**.

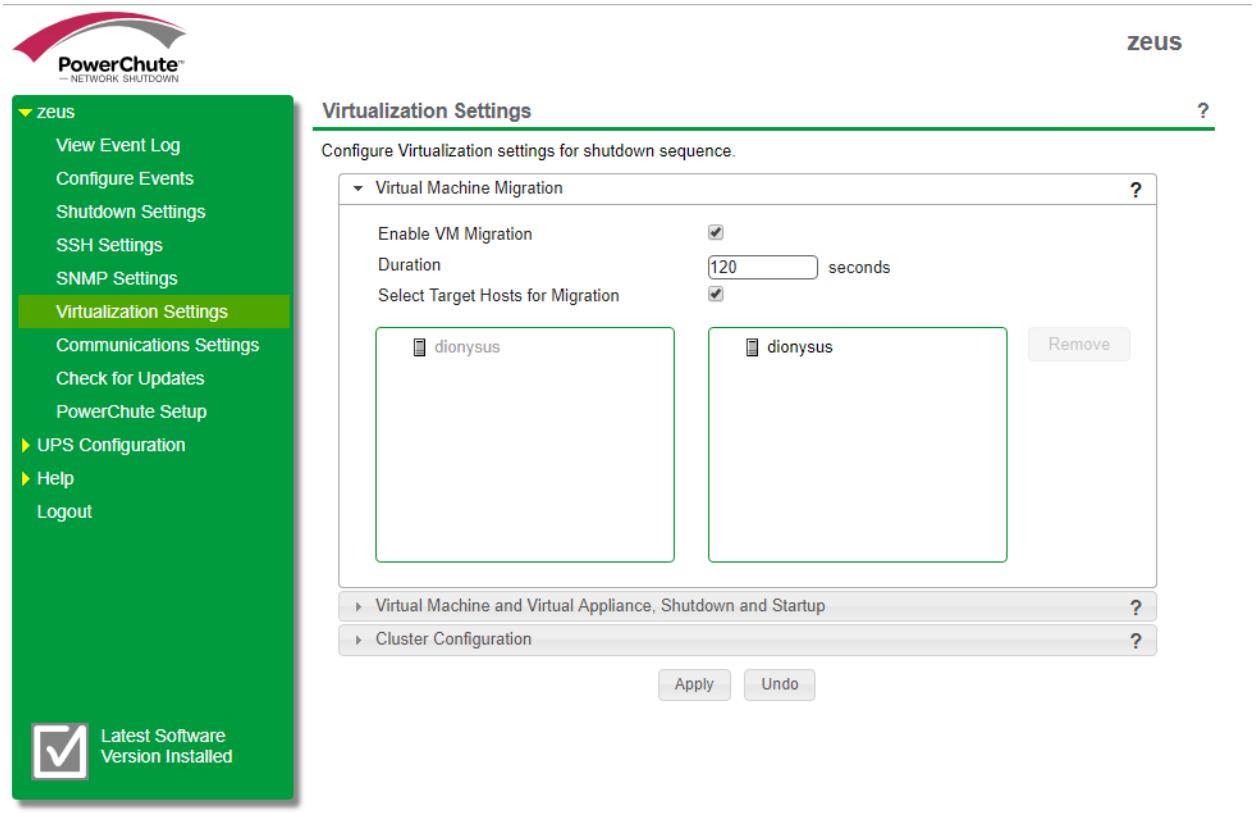




The PowerChute machine account listed under Role Members, as described in Step 7 above.

Virtualization Settings

Virtual machine (VM) settings like VM migration and VM shutdown can be configured on this page.



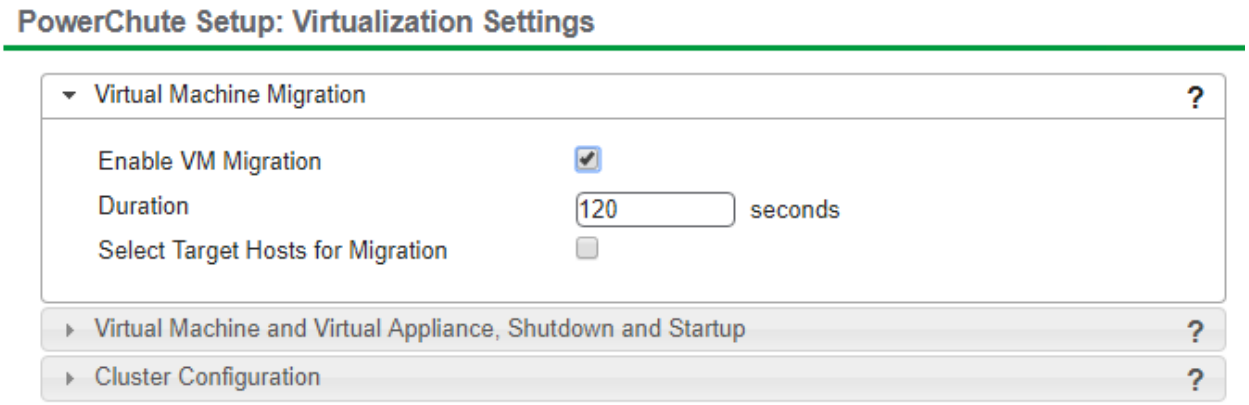
For more information, see:

- Virtual Machine Migration
- Virtual Machine Shutdown/Startup
- Cluster Configuration

Virtual Machine Migration on Hyper-V

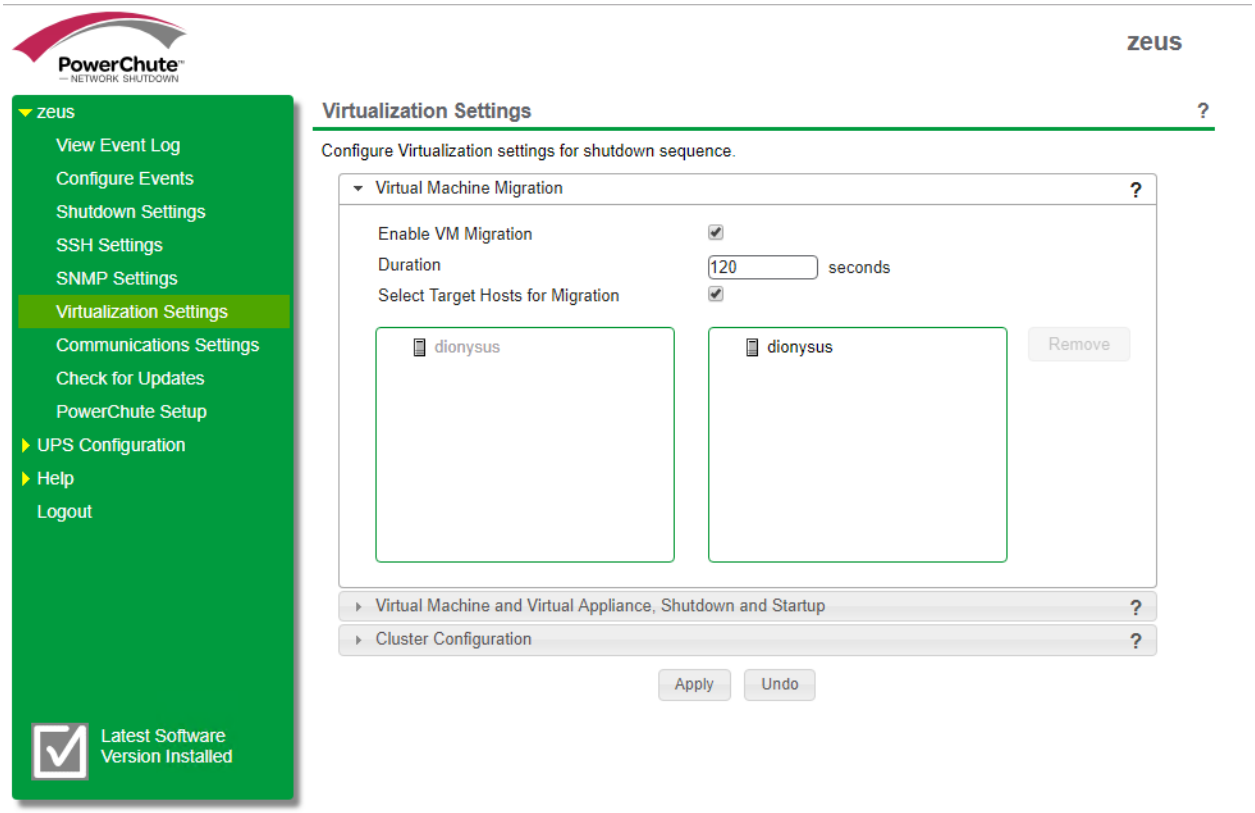
Migration is only supported for VMs running on Hyper-V hosts that are part of the same Failover Cluster. Each VM must be configured as Highly Available.

These settings are not available if SCVMM support is enabled. For more detail on SCVMM Virtual Machine Migration options, see SCVMM Host Maintenance Mode.



If you enable Virtual Machine migration, use the **Duration** field to set the time allowed for the VMs to migrate to another healthy Host in the Cluster. VMs will not be migrated to Hosts that are powered off, in a disconnected state, in maintenance mode or affected by a UPS critical event.

By default, PowerChute will migrate VMs to any available Host in the same cluster. To control where VMs get migrated to, enable the **Customize target host for Migration** option in the Virtualization Settings page of the PowerChute Setup Wizard or in the main UI.

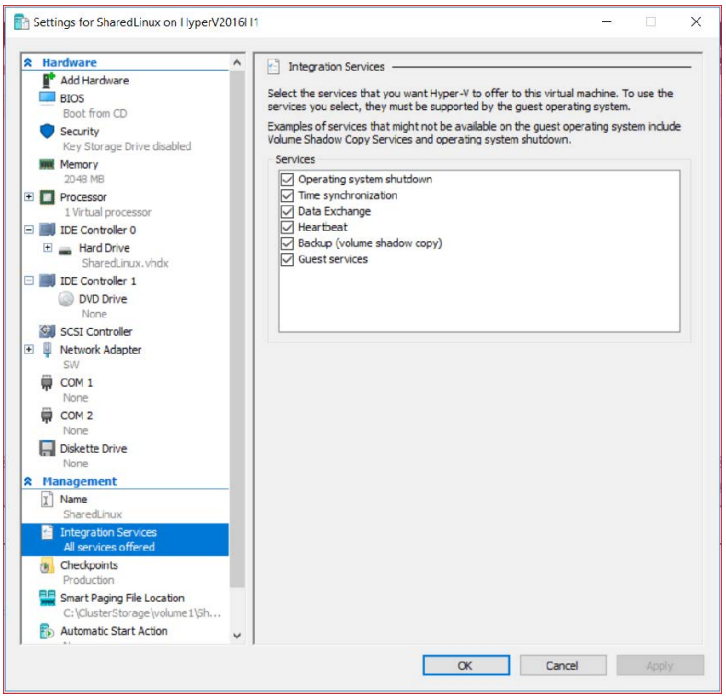


The left pane shows all available hosts in the Failover Cluster. To specify a host to which the VM should migrate in the event of a UPS critical event, drag and drop the host to the right pane. Virtual Machines will be migrated in the order that they appear in the right pane.

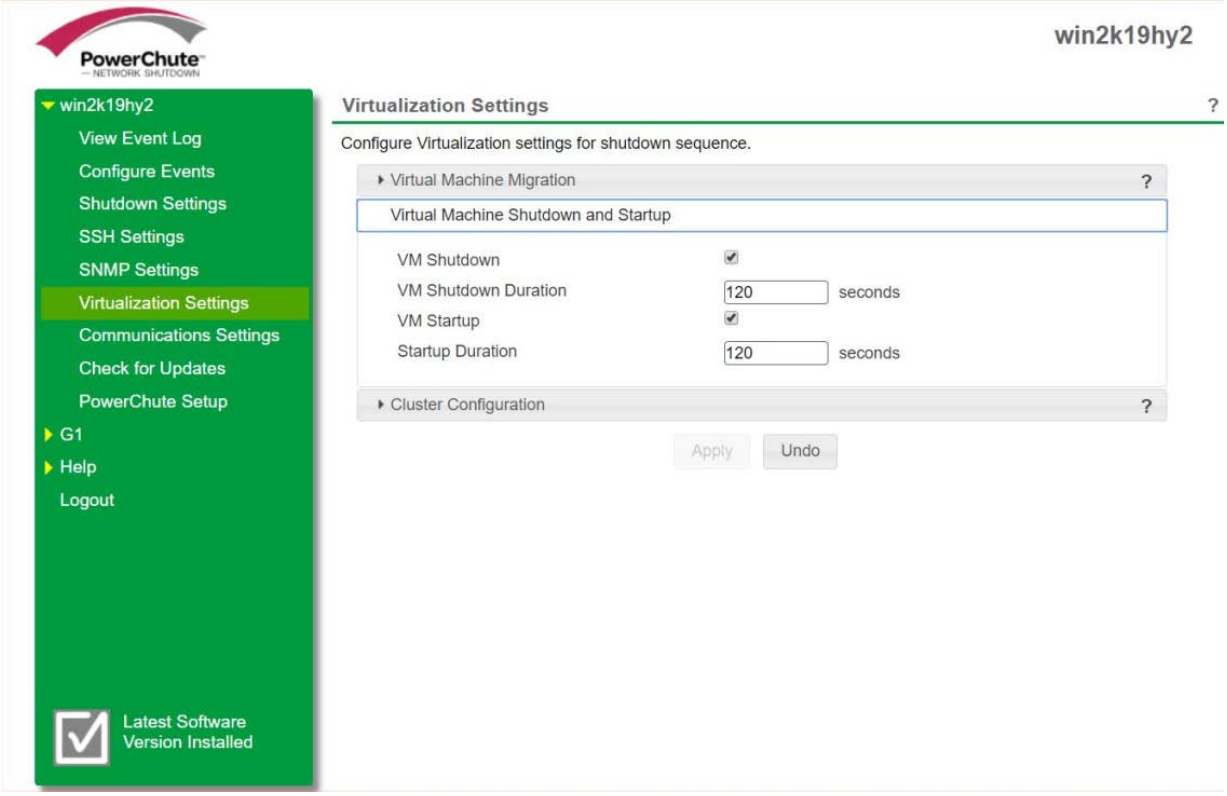
If all VMs have been migrated before the duration time has elapsed, PowerChute will wait until the remaining time has passed before proceeding with the next step in the sequence. If the duration time is not long enough, all VMs may not be migrated. These VMs will be shut down gracefully if VM Shutdown is selected as the next step in the sequence.

Virtual Machine Shutdown/ Startup

To ensure graceful Virtual Machine (VM) shutdown due to a UPS critical event, each VM must have Integration Services installed with **Operating system shutdown** enabled.



Once VM shutdown is enabled, the **Duration** field is the time allowed for all the VMs to gracefully shut down.



If the VMs are shut down before the duration time, PowerChute waits until this time has elapsed before proceeding to the next step in the sequence.

Using the **Duration** field, ensure that you allow sufficient time to allow all your VMs to be gracefully shut down before the hosts are commanded to shut down.

Re-starting after a shutdown

Selecting **Enable VM Startup** restarts any VMs that were shut down once a UPS critical event has been resolved. PowerChute first checks that the Host is available.

If VMs are in the process of being started when a critical event occurs, PowerChute waits for the **VM Startup** duration time to elapse before shutting down VMs. This is to ensure that the VMs are shut down gracefully.

Restarting after a shutdown in a Failover Cluster

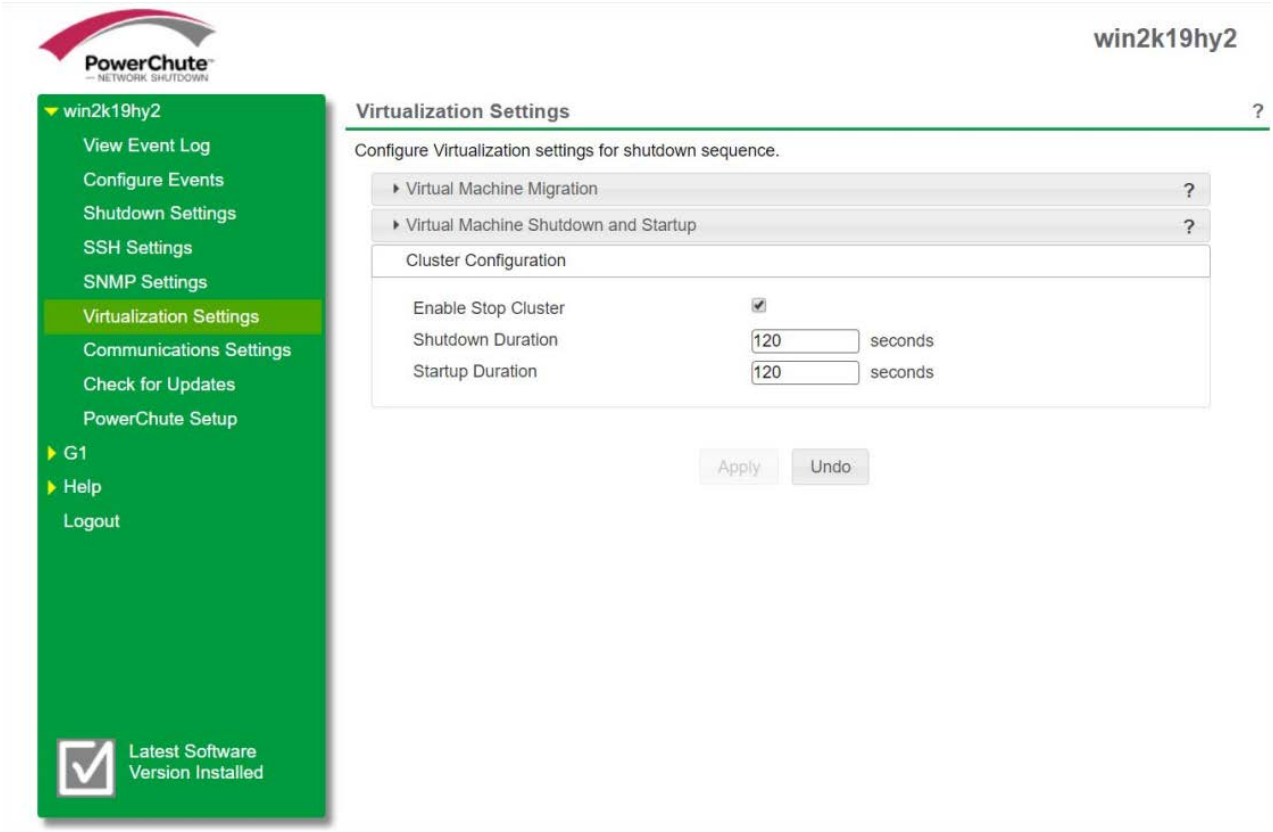
When a Hyper-V Host in a Failover Cluster is shut down, Failover Clustering will move the VMs on that Host to another Host in the Cluster, if there is one available. The VMs do not fail back to their original host when it is powered back on. In order for PowerChute to power on VMs that are running on a different node in the cluster to the one on which PowerChute is installed, it is necessary to modify the security permissions for the Cluster Computer Object in Active Directory, as outlined below:

1. Open Active Directory Users and Computers.
2. In the View menu select **Advanced Features.**
3. Click on the **Computers** container in the left hand pane.
4. Select the Cluster computer account in the right hand pane.
5. Double click on the Cluster computer account to open the properties dialog and go to the **Security** tab.
6. Click **Add.**
7. Click **Object Types** and enable **Computers**. Click OK.
8. Enter the Failover Cluster node machine name on which PowerChute is installed.
9. Grant **Full Control.**
10. Click **Apply.**

Repeat steps 8-10 for each node in the Failover Cluster on which PowerChute is installed.

Cluster Configuration

In a Hyper-V configuration, you have the option to stop the cluster as part of the shutdown sequence. If the **Enable Stop Cluster** checkbox is enabled, PowerChute will stop your Hyper-V cluster after VMs are migrated and shut down, and before the PowerChute operating system is shut down.



Using the **Shutdown Duration** field, ensure that you allow sufficient time for your cluster to stop.

Re-starting after a shutdown

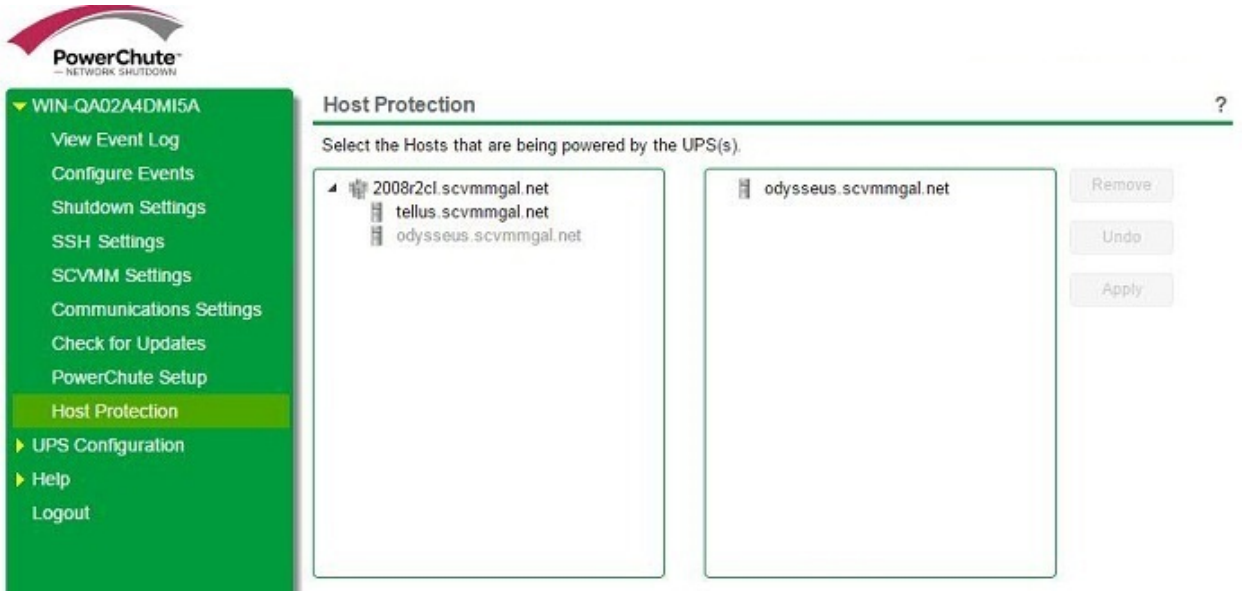
The time specified in the **Startup Duration** field is the time PowerChute will wait before re-starting your cluster once a UPS critical event has been resolved.

SCVMM Host Protection

PowerChute displays all of the Hyper-V hosts in the inventory managed by SCVMM in a tree view. From this screen you can select the hosts that PowerChute should protect.

Single, Redundant and Parallel UPS configurations

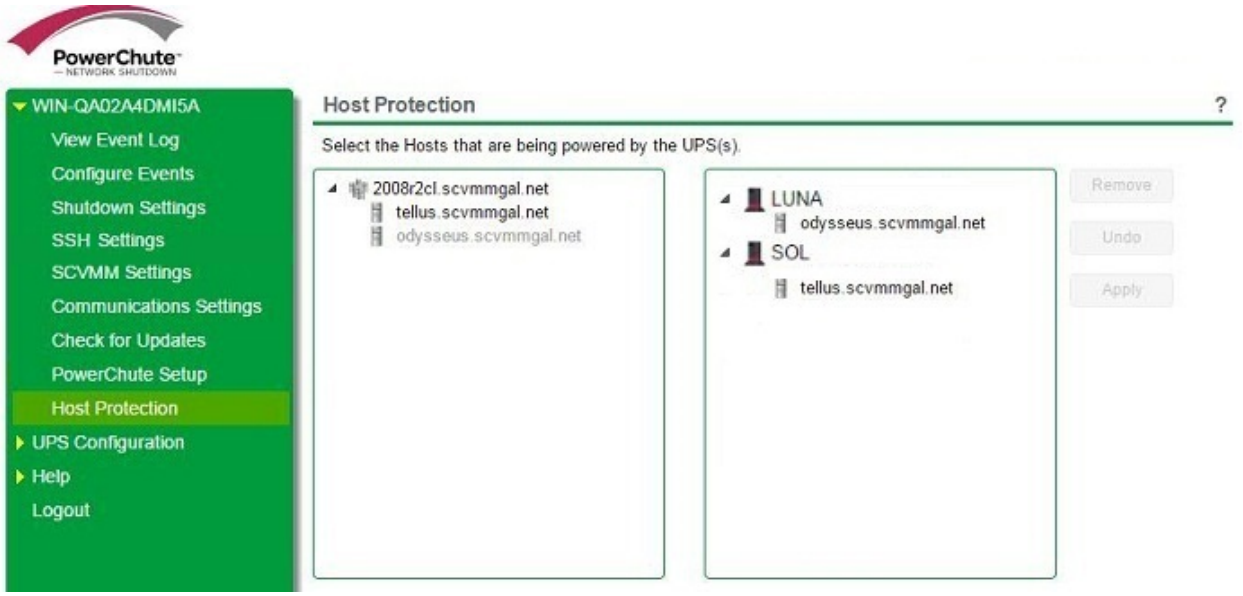
Specify the hosts in the left hand panel you want to protect by dragging them to the right-hand panel of this screen.



When a critical UPS event occurs, PowerChute will shutdown the hosts in the order that they appear in the right-hand panel. You can change this order by clicking on a host in the right-hand panel and dragging it up or down.

Advanced UPS configuration

In advanced UPS configuration the Hyper-V hosts are powered separately by one or more UPS(s) in a UPS setup. The right-hand panel shows the UPS Setups that have been configured and are monitored by PowerChute.



It is necessary to associate each host in the left-hand panel with the UPS Setup by which it is powered. To do this, drag each host from the left hand panel to the UPS Setup in the right hand panel.

If the IP address/Hostname of any of the hosts are changed it will be necessary to re-associate the hosts with the UPS's.

Physical UPS Setup Power Protection

In advanced UPS Setups, PowerChute can monitor UPS's which are powering equipment outside a Hyper-V cluster (e.g. a Storage Array Device or a physical server machine running PowerChute).

For more information see Shutdown Settings for Advanced UPS Setups.

On the **SCVMM Host Protection** page, do not link Hyper-V Hosts with the UPS devices that are powering the physical equipment.

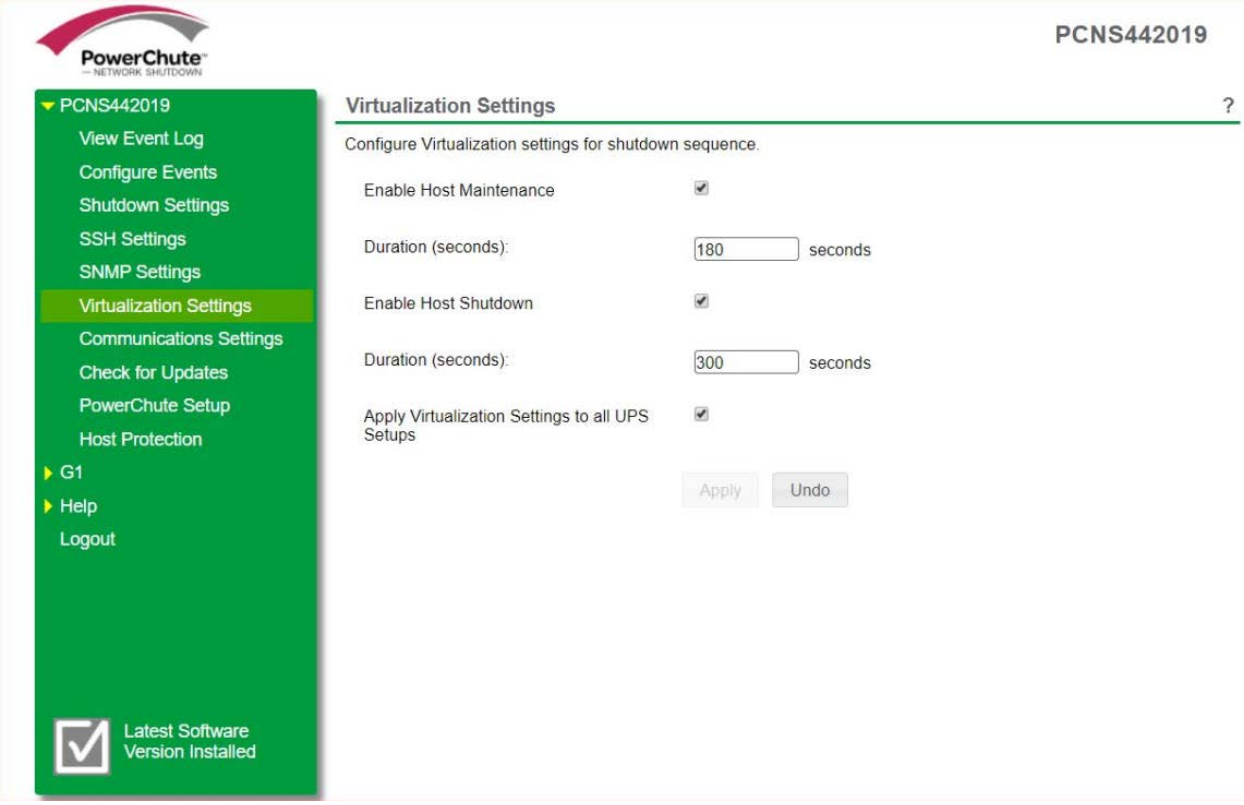
The following additional options will then be displayed on the Shutdown Settings page:

- **Shutdown PowerChute Server -** This is enabled by default and is used to gracefully shut down the physical machine running PowerChute. This option can be disabled if the UPS is powering a Storage Array Device.
- **Execute Virtualization Shutdown Sequence -** This triggers a shutdown sequence using the actions configured on the Virtualization Settings page. This option should be enabled for all UPS Setups that are powering physical equipment.

SCVMM Virtualization Settings

Host Maintenance and Host Shutdown settings are configured in Virtualization Settings.

In an Advanced UPS Configuration, settings entered on this page will be applied to all UPS Setups if the check box **Apply SCVMM settings to all UPS Setups** is selected. This checkbox is enabled by default.



If you have applied settings to individual UPS Setups you should uncheck this option to prevent them from being overwritten.

The SCVMM settings can be applied to all UPS Setups that have associated hosts.

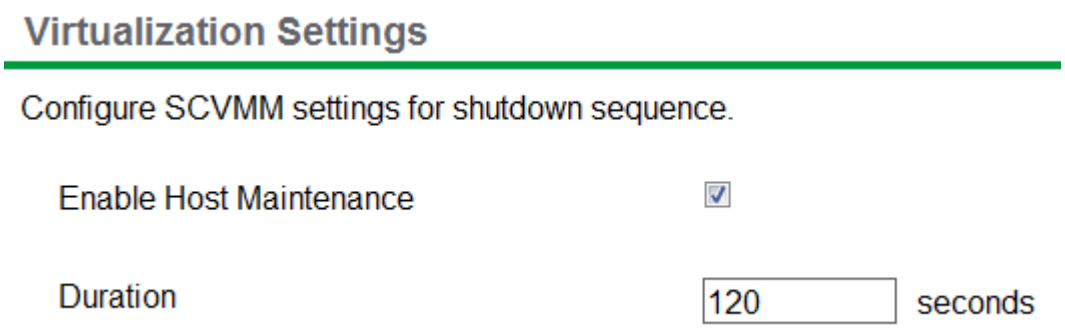
Host Maintenance Mode

If Host Maintenance Mode is enabled, PowerChute will command SCVMM to start a maintenance mode task on the managed hosts when a critical UPS event occurs. Host Maintenance is enabled by default.

When a host is placed into Maintenance mode SCVMM can:

1. Move all virtual machines to other available hosts in the cluster.
2. Place all running virtual machines into a saved state.

PowerChute will leverage the Maintenance mode command by attempting to first move virtual machines to other hosts in the cluster. If this is not successful, PowerChute will use the Maintenance mode command to place all running virtual machines in a saved state. **Maintenance Mode Duration** represents the amount of time that PowerChute will wait before proceeding with the rest of the shutdown sequence. The PowerChute Maintenance Mode option is configured in Virtualization settings.

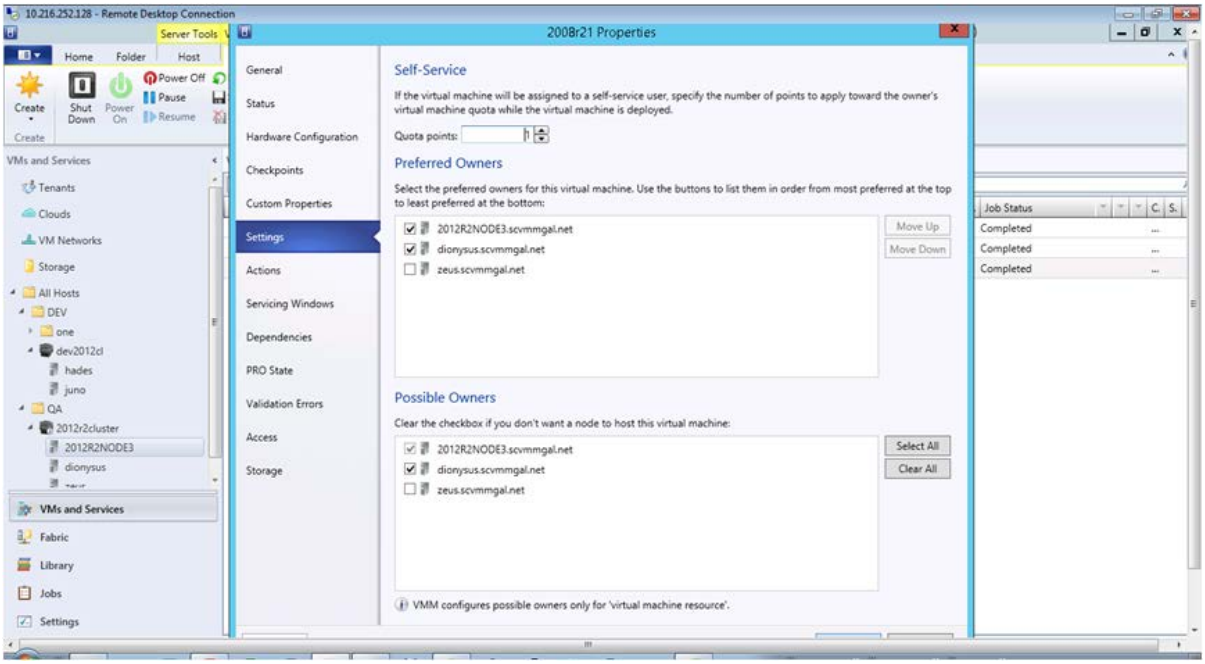


The Virtualization settings can be applied to all UPS Setups that have associated hosts.

When hosts are taken out of Maintenance Mode, SCVMM does not re-start the Virtual Machines automatically, or fail them back to the original host if they were migrated. The Virtual Machines must be started manually, through SCVMM.

Specifying Target Hosts for VM Migration in SCVMM

In SCVMM, **Possible Owners** of a VM can be set in Virtual Machine Settings for each individual VM:



Possible Owners are the nodes to which a Virtual Machine can migrate, in the event of a maintenance mode task initiating migration of VMs. To prevent a VM from migrating to a particular host, clear the checkbox in the Possible Owners list associated with that host.

Host Shutdown

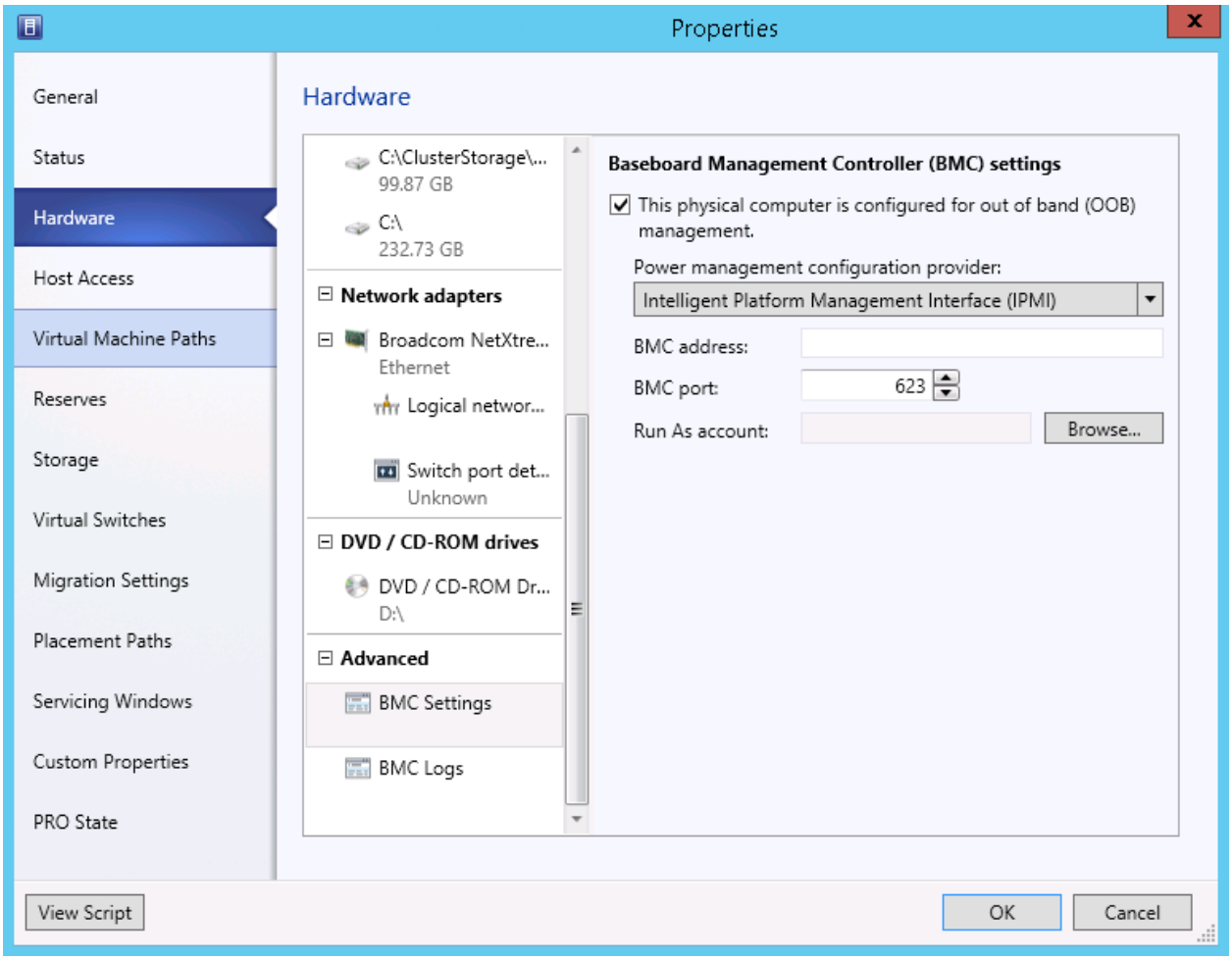
PowerChute can remotely shutdown a host managed by SCVMM 2012 or later.

Host Shutdown is only available for SCVMM 2012 or later.

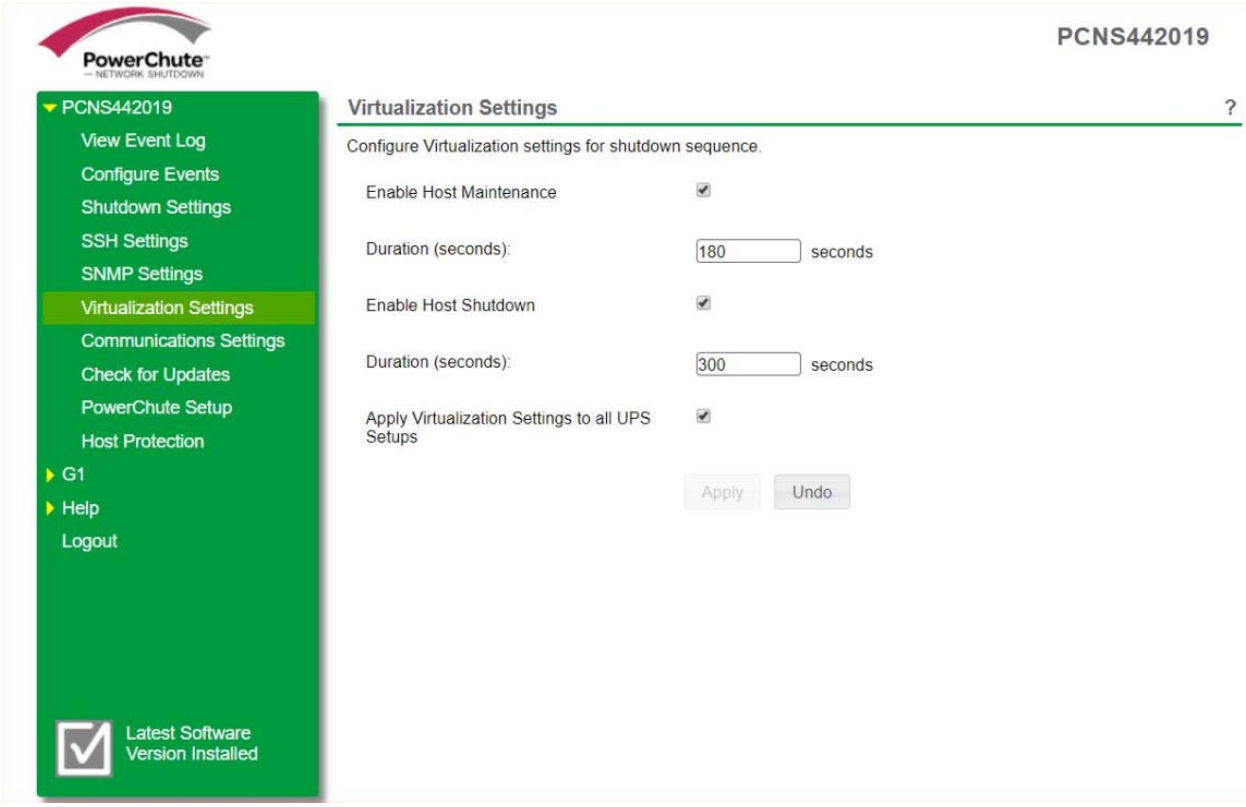
Baseboard Management Controller (BMC) settings must be configured in SCVMM to allow PowerChute to remotely shutdown hosts.

If BMC is not configured, PowerChute will not make the Host Shutdown option available.

If BMC settings are not enabled on all Hosts, the Host Shutdown option will not be available in the PowerChute user interface.



The PowerChute option to configure Host Shutdown is available in Virtualization Settings.



For more information on Host Shutdown, see Shutdown Scenarios.

Shutdown Settings

The Shutdown Settings page enables you to configure UPS turnoff and the shutdown command files.

- UPS Shutdown
- Shutdown Command Files
- Shutdown Settings for Advanced UPS Configurations

UPS Shutdown

The default setting is **Do not turn off the UPS**.

You can select **Turn off the UPS** if you want to preserve battery power. Some UPS's do not support UPS turnoff through PowerChute or the NMC. For these models, it can only be done at the UPS itself. Please check your UPS documentation to ensure your model supports UPS turnoff.

If your UPS has Switched Outlet Groups, then the **Turn off the UPS Outlet Group** option enables you to turn off the outlet group that supplies power to the PowerChute protected server after a critical event occurs.

The default behavior for most UPS's if they are turned off following an on-battery shutdown is that they will turn on again once input power is restored.

The **On-Battery Shutdown Behavior** setting can be found in the NMC under Configuration – Shutdown where you can change the behavior to Turn off and Stay off if required.

Turn Off Single UPS On Battery in a Redundant-UPS Configuration

This is not available for an Advanced UPS Configuration that contains UPS Setups with Redundant UPS devices.

In a Redundant UPS configuration you have the option to turn off one of the UPS's after it has switched to battery power. This is designed to prolong the battery life and preserve the battery power of the UPS. If using this feature on a UPS that supports outlet groups the option "Turn off the UPS" should be enabled.

The load is still protected by the other UPS in the configuration.

After the specified delay, PowerChute will issue a command to gracefully turn off the UPS.

If one UPS is on battery and another UPS switches to battery before the configured delay for Single UPS turn off has elapsed, then the first UPS will not be turned off.

If the shutdown action is enabled for the **On Battery** event, a Multiple Critical event condition will occur if a second UPS switches to battery power (after the first UPS has been commanded to turn off by PowerChute). When this occurs the shutdown sequence will start after 10 seconds.

Shutdown Command Files

A Shutdown Command File can be configured to run if a UPS critical event is triggered.

Full path to command file: You must specify the full path name of the command file, including the disk drive or volume name. For Linux and Unix systems, the file should execute permissions of **chmod +x [command file name]**.

The command file must be located in the user_files folder, or a sub-folder, in the PowerChute installation directory. If the default installation directory was chosen during installation, this location will be:

- C:\Program Files\APC\PowerChute\user_files for Windows systems
- /opt/APC/PowerChute/user_files/ for Linux systems

NOTE: If you are upgrading to PowerChute v4.4, any command files used in a previous version of PowerChute must be manually added to the user_files folder. If the command files are not added to the directory, you will see the below errors/warnings for the ShutdownStarting event, and all events configured to run a command file, in the Event Log:

```
ERROR: Event ShutdownStarting is enabled for command file execution, but an
invalid value for shutdownCommandFile is specified.
WARNING: Disabling command file execution for event ShutdownStarting due to
bad parameters. Please validate the configuration.
```

It is strongly recommended you validate your configuration after an upgrade.

Duration: Enter the number of seconds that the shutdown command file requires to execute.

NOTE: For Advanced UPS Configurations, if there are different command files configured for each UPS Setup, PowerChute may need to wait for all command files to finish executing before proceeding with the final steps in the shutdown sequence. This is dependent on the timing that UPS critical events occur on each UPS Setup. PowerChute will automatically increase the Outlet Group Power Off delay or Maximum Required delay (non-outlet aware UPS) to include the combined total of the shutdown command file durations for each UPS Setup. This can impact the runtime available on the UPSs during a shutdown. To accommodate this, set the low battery duration on the UPSs accordingly.

Execute Command File After Host Shutdown: Enable this option to execute the command file following Host Shutdown. This option is only available when PowerChute is installed on a SCVMM physical machine, with Host Shutdown Enabled. See SCVMM Host Shutdown.

Delay: Enter the number of seconds that the Host requires to shut down, before the command file is executed.

You must determine the time required for your command file to execute. PowerChute cannot determine whether the command file has completed, so it will wait only the amount of time entered before triggering an operating system shutdown.

The command file runs using the local system account. For Linux/Unix the command file must be executed with root privileges. PowerChute cannot execute programs that require interaction with the desktop; only command line enabled programs are supported.

Shutdown Settings for Advanced UPS Configurations

With Advanced UPS configurations, PowerChute can monitor multiple UPS setups, including single UPS devices and groups of redundant UPS devices that you have created (see “Advanced UPS Setups”).

For each setup, you need to specify the following:

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Number of UPS’s required to power load</td><td>Set this value to the minimum number of UPS’s that must be available to support the equipment that is being powered by the UPS’s in the setup.

The value set here will be subtracted from the total number of UPS’s in the setup and used to calculate the number of additional (redundant) UPS’s.

In redundancy terminology, this is the N in N+x.

This setting is not displayed for UPS Setups with a Single UPS device.</td></tr>
<tr><td>Number of additional (redundant) UPS’s</td><td>This will appear in a setup with more than one UPS. It represents the number of extra UPS’s in the setup. This option is associated with the number of UPS critical events required to trigger shutdown:

<table><tr><th>Redundancy level</th><th>No. of critical events that will trigger a shutdown sequence</th></tr><tr><td>N+1</td><td>2</td></tr><tr><td>N+2</td><td>3</td></tr><tr><td>N+3</td><td>4</td></tr></table>
Multiple critical events occurring on the same UPS does not impact the above table values.

In redundancy terminology, this is the x in N+x.

This setting is not displayed for UPS Setups with a Single UPS device.</td></tr>
<tr><td>Total number of UPS’s in Setup</td><td>This is the total of the above two rows and is calculated automatically.</td></tr>
</table>

<table>
<tr><td>Run Command</td><td>When a shutdown sequence is triggered you can configure PowerChute to execute a command file.

Note: If the same command file is configured for each setup and a shutdown sequence is triggered for more than one setup at the same time, the command file is only executed once.

See Shutdown Command Files.</td></tr>
<tr><td>Shut down PowerChute Server</td><td>This is enabled by default and is used to gracefully shut down the physical machine running PowerChute.

This option should be disabled if the PowerChute machine is not being powered by the UPS's in a particular setup, and if it is being used to remotely shut down other servers/ equipment.

This option is not available if PowerChute is installed on a Hyper-V host.</td></tr>
<tr><td>Shut down if Redundancy lost</td><td>If this option is enabled, when the number of UPS critical events is the same as the number of additional (redundant) UPS's, a shutdown sequence will be triggered.

This option is associated with the number of UPS critical events required to trigger shutdown:

<table><tr><th>Redundancy level</th><th>No. of critical events that will trigger a shutdown sequence</th></tr><tr><td>N+1</td><td>1</td></tr><tr><td>N+2</td><td>2</td></tr><tr><td>N+3</td><td>3</td></tr></table>
Multiple critical events occurring on the same UPS does not impact the above table values.

This option is not shown if there are no additional (redundant) UPS's. For example, this option will not appear if the number of UPS's required to power the load is the same as the total number of UPS's in the group.</td></tr>
<tr><td>UPS Shutdown</td><td>Use this option to set the required UPS behavior after connected equipment or servers are gracefully shut down. For more information see UPS Shutdown.</td></tr>
</table>

Execute Virtualization Shutdown Sequence	Use this option to shut down the virtualization hosts in a managed environment. The shutdown actions in this sequence are set on the Virtualization Settings page. This option is not available if PowerChute is installed on a Hyper-V host. This option is available only in a configuration in which a UPS setup is powering something other than a virtual host (e.g. a storage array) - it is enabled by default.

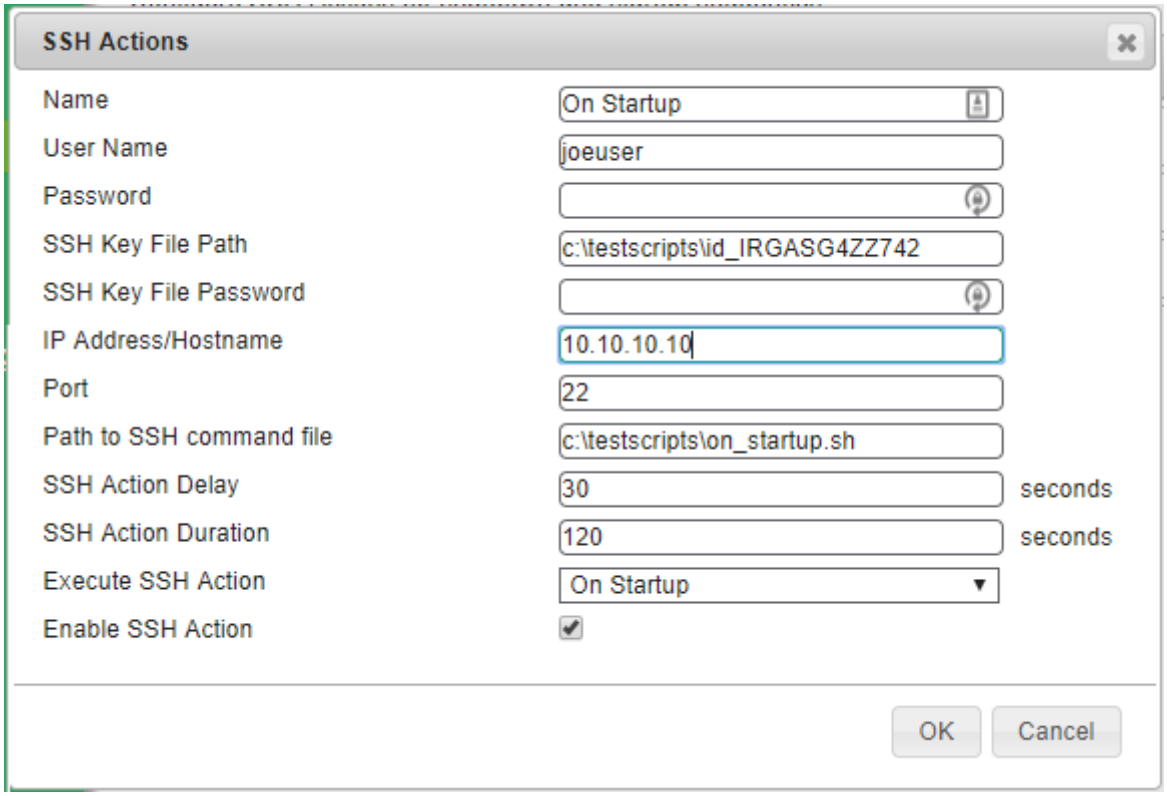
SSH Settings

PowerChute Network Shutdown can be configured to execute commands on a remote host via an SSH connection. To create an SSH action, click **Add Action** and configure the following:

1. **Name:** A unique name for each SSH action of a length less than or equal to 255 ASCII characters.
2. Configure one of the following authentication methods:
    - **User Name** and **Password:** Enter the user name and password to connect to the remote host.
    - **User Name**, **SSH Key File Path** and **SSH Key File Password:** Specify the path to a shared SSH key. This option requires you to generate an SSH key and copy it to your target systems. See SSH Command File Location.
3. **IP Addresses/FQDN** and **Port:** The IP address or Fully Qualified Domain Name (FQDN) and port of the target SSH component.
4. **Path to SSH command file:** You must specify the full path name of the command file, including the disk drive or volume number. See SSH Command File Location.
5. **SSH Action Delay:** Enter the amount of time, in seconds, that PowerChute will wait before connecting to the remote host and begin sending commands. The default value is 0.
6. **SSH Action Duration:** Enter the amount of time, in seconds, for the SSH action to complete before proceeding with the rest of the shutdown sequence.

    Using the **SSH Action Duration** field, you must allow sufficient time for all your SSH actions to complete.

7. **Execute SSH Action:**
    - **On Startup:** Execute the SSH command file when the PowerChute service re-starts. In an advanced configuration, the SSH command file is executed when the critical UPS event is resolved.
    - **Before Host Shutdown:** Execute the SSH command file before host shutdown.
    - **After Host Shutdown:** Execute the SSH command file after host shutdown.
8. **Enable SSH Action:** Allows you to enable or disable the configured SSH action. This checkbox is enabled by default when a new SSH action is created.



NOTES:

- PowerChute takes the command file provided and passes it line-by-line to the remote host over an SSH connection. As a result, incomplete lines may be interpreted incorrectly by the remote host. You must ensure that your SSH command file contains complete lines and commands so the remote host can interpret the file correctly.
- The line ending style of the command file must match that of the PowerChute target host operating system. For example, a command file configured on PowerChute running on a Windows host must contain Windows style text line endings.
- Recognized command prompts are:
  - $ (Linux)
  - # (Linux admin/root)
  - > (Windows, or RPDU)
- Custom command prompts can be added via the PowerChute configuration file (`pcnsconfig.ini`) by adding the "`ssh_prompt_regex`" setting to the `[SSHAction]` section. For example: to add a custom command prompt of "~", add "`ssh_prompt_regex = \~\s`".
- The PowerChute Event Log only displays that an SSH action has completed. The Event Log does not show if the SSH action has completed successfully or not.
- If a value is specified in the **SSH Action Delay** field, the Event Log does not log that an SSH action is running with a configured delay.

SSH Command File Location

The SSH key file, if configured, and command file must be located in the user_files folder, or a sub-folder, in the PowerChute installation directory. If the default installation directory was chosen during installation, this location will be:

- C:\Program Files\APC\PowerChute\user_files for Windows systems
- /opt/APC/PowerChute/user_files/ for Linux systems

NOTE: If you are upgrading to PowerChute v4.4, any key files and/or command files used in a previous version of PowerChute must be manually added to the user_files folder. If the files are not added to the directory, you will see the below errors in the Event Log:

```
ERROR: The ini contains an invalid value for ssh_command_file_path in
section SSHAction0.
ERROR: The ini contains an invalid value for ssh_keyfile_path in
section SSHAction0.
```

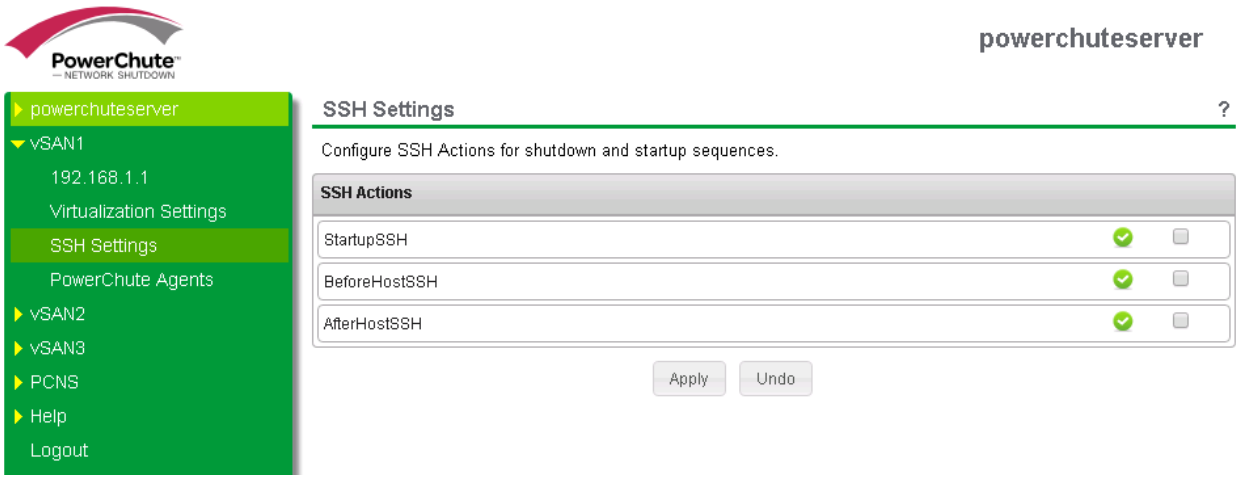
It is strongly recommended you validate your configuration after an upgrade.

SSH Settings in an Advanced UPS Configuration

In an Advanced UPS configuration, SSH actions can be enabled and disabled for each UPS setup.

The symbol indicates that an SSH action is enabled in the main SSH Settings screen. To run an SSH action for a particular UPS setup, enable the checkbox next to the symbol.

SSH actions that are not enabled do not display the symbol. These disabled actions will not be executed if enabled for a UPS setup.



SNMP Configuration

PowerChute Network Shutdown can be configured to communicate via Simple Network Management Protocol (SNMP), and can be discovered via SNMP by Network Management tools, such as StruxureWare Data Center Expert. Using SNMP, you can query and configure PowerChute settings, and generate SNMP traps for UPS critical events and lost communication events.

SNMPv1 and SNMPv3 are supported by PowerChute Network Shutdown. IPv4 and IPv6 are both supported. Go to **SNMP Settings** in the web user interface to complete the configuration and make PowerChute accessible via SNMP. It is not necessary to re-start the PowerChute service when enabling SNMP or making SNMP configuration changes via the web user interface. PowerChute configuration changes via SNMP are logged to the Event Log.

Enter the **SNMP Discovery Port**. The default value of 161 is automatically populated, but this can be edited if this port is already in use. The Port number availability is automatically checked, and if it is not available, a new port number must be entered.

See:

- SNMPv1 Configuration
- SNMPv3 Configuration
- SNMP Trap Configuration
- SNMP Data Points
- SNMP Troubleshooting

SNMPv1 Configuration

Select **Enable SNMPv1 access** to configure the User Profiles required to communicate via SNMPv1. Select **Add Profile** and configure:

1. **Community Name**: The Community Name is sent with each SNMP request to obtain access to a device. The maximum length is 15 ASCII characters.
2. **NMS IP/Host Name**: The IP address, Host Name or Fully Qualified Domain Name of the Network Management System (NMS). An NMS is software that is used to manage software and hardware components on the network. It can be used to manage PowerChute via SNMP by issuing SNMP GET and SET commands. The default value of 0.0.0.0 permits access from any NMS.
3. **Access Type:**
    - **Disable**: No SNMP GET or SET requests are permitted.
    - **Read**: Only SNMP GET requests are permitted.
    - **Read/Write**: SNMP GET and SET requests are permitted.

To edit an existing SNMPv1 user profile, click the button. To delete an SNMPv1 user profile, click the button.

Click **Apply** to save the SNMPv1 configuration.

Certain Network Management Systems require the SNMP Engine ID to communicate via SNMP. The **SNMP Engine ID** is displayed on the SNMP Settings page of the PowerChute user interface.

SNMPv1 is less secure than SNMPv3. SNMPv1 does not provide encryption or authentication, and the Community Name is sent over the network in plain text. To use encryption and authentication with SNMP, configure SNMPv3 settings.

SNMPv3 Configuration

Select **Enable SNMPv3 access** to configure the SNMPv3 settings. Select **Add Profile** and configure:

1. **User Name**: In SNMPv3, all GET and SET requests and SNMP Traps are matched to a user profile by the User Name. Enter a user name of a length less than or equal to 32 ASCII characters.
2. **Authentication Protocol**: Select MD5, SHA-1 or SHA-2 (SHA256 or SHA512) protocol. It is recommended to use an SHA-2 protocol, if the NMS supports it.

   It is not recommended to use the MD5 protocol.
3. **Authentication Passphrase**: Enter an authentication password for the protocol selected, of 8-32 ASCII characters.
4. **Privacy Protocol**: Select AES-128, AES-192*, AES-192 Ex†, AES-256* , AES-256 Ex†, or DES. It is recommended to use the AES-256 protocol, if the NMS and PowerChute JRE support it.
5. **Privacy Passphrase**: Enter a privacy password for the encryption protocol selected, of 8-32 ASCII characters.
6. **Access Type:**
   - **Disable**: No SNMP GET or SET requests are permitted.
   - **Read**: Only SNMP GET requests are permitted.
   - **Read/Write**: SNMP GET and SET requests are permitted.

To edit an existing SNMPv3 user profile, click the button. To delete an SNMPv3 user profile, click the button.

Click **Apply** to save the SNMPv3 configuration.

Certain Network Management Systems require the SNMP Engine ID to communicate via SNMP. The **SNMP Engine ID** is displayed on the SNMP Settings page of the PowerChute user interface.

SNMP Trap Configuration

You can specify the device(s) that receive the SNMP traps generated by PowerChute for UPS critical and lost communication events.

To configure a Trap Receiver, select **Add Trap Receiver** and configure:

1. **Enable**: Select the checkbox to enable the Trap Receiver.
2. **NMS IP/Host Name**: The IP address, Host Name or Fully Qualified Domain Name of the NMS.
3. **Port**: The port on which the NMS will listen for incoming traps. The default port number is 162.
4. **SNMPv1**: Select this if you want to send the traps via SNMPv1.
    - **Community Name**: Enter the Community Name of the SNMPv1 user profile to be used as an identifier when SNMPv1 traps are sent to this receiver.
5. **SNMPv3**: Select this if you want to send the traps via SNMPv3.
    - **User Name**: Select the user name of the SNMPv3 user profile to be used as an identifier when SNMPv3 traps are sent to this receiver.

Click the **SNMP Trap Receiver Test** to send a test trap to the configured Trap Receiver. Check the Trap Receiver to ensure that the test trap was received.

To edit an existing SNMP Trap Receiver, click the button. To delete an SNMP Trap Receiver, click the button.

UPS Critical Events

PowerChute sends SNMP traps to the configured Trap Receiver(s) upon the following events:

- **PowerChute Critical Event triggers a Shutdown**
  When a critical event (such as On Battery) occurs and a Shutdown is triggered, PowerChute sends an SNMP trap detailing the **Event Name, UPS Setup** (for advanced configurations)**,** and **Affected Virtual Hosts** (if Virtualization support is enabled).
- **PowerChute Critical Event Resolved**
  If the option to **Send Trap when condition is cleared** is enabled, when a PowerChute Critical Event which triggered a Shutdown is resolved, PowerChute sends an SNMP trap to the configured NMS.

Lost Communication Events

PowerChute sends SNMP traps to the configured Trap Receiver(s) upon the following events:

- **Network Communications Lost**
  If PowerChute cannot communicate with the Network Management Card of the UPS, a trap is sent to the configured Trap Receiver.
- **UPS Communications Lost**
  If the Network Management Card cannot communicate with the UPS, a trap is sent to the configured Trap Receiver.

If the option to **Send Trap when condition is cleared** is enabled, the following traps are sent:

- **Network Communications Lost Resolved**
  If PowerChute regains communication with the Network Management Card of the UPS, a trap is sent to the configured Trap Receiver.

- **UPS Communications Lost Resolved**
  If communication is regained between the NMC and the UPS, a trap is sent to the configured Trap Receiver.

Other Events

- **Software Update Available Trap**
  When the PowerChute Auto Update functionality detects that there is a new update available; a trap is sent to the configured Trap Receiver.
- **PowerChute Test Trap**
  When configuring a Trap Receiver, a test trap can be sent to determine if the Trap Receiver is receiving the traps. See SNMP Trap Receiver Test.

See SNMP Data Points > PowerChute Traps for more information on PowerChute SNMP Trap OIDs.

Configuring SNMP Trap Notification Settings

To configure the settings for UPS Critical Event or Lost Communication traps:

1. Go to **SNMP Settings > SNMP Traps**
2. Click on the icon next to **UPS Critical Events** or **Lost Communication Events**
3. Select the **Enable** checkbox to enable traps for critical events.
4. **Delay**: Specify the length of time that Event must persist before a trap is sent. If the Event is cleared before this time, no trap is sent.
5. **Repeat Interval**: Specify the time interval in seconds that the trap is re-sent.
6. Select:
   - **Repeat until condition clears** if you want the trap to be sent at the repeat interval until the Event is cleared.
   - **Repeat X times** to specify the number of times the trap will be sent when the Event occurs.
7. Select **Send Trap when condition is cleared** to be notified when the Event is cleared.
   Note: If the PowerChute server is shut down due to a UPS Critical Event, no clearing Trap will be sent to the NMS.

SNMP Data Points

The tables below describe the PowerChute configuration details that are available for SNMP polling and/or configuration.

PowerChute Identity Information

Object Identifier Name	Access	Description
pcnshostname	read-only	The hostname of the PowerChute instance.
pcnsVersion	read-only	The version of PowerChute installed.
pcnsOS	read-only	The version of the Operating System upon which PowerChute is installed.
pcnsJavaVersion	read-only	The version of Java upon which PowerChute is running.

PowerChute Networking Settings

Object Identifier Name	Access	Description
pcnsUIProtocol	read-only	The web protocol that is used to connect to the PowerChute web user interface.
pcnsHttpPort	read-only	The port that is used to connect to the PowerChute web user interface.
pcnsHttpsPort	read-only	The port that is used to connect via https to the PowerChute web user interface.
pcnsNetworkConfig	read-only	Configuration of the TCP network: IPv4/IPv6.
pcnsVirtualInstall	read-only	The Virtualization technology for which PowerChute is configured.

PowerChute Network Management Card Settings

Object Identifier Name	Access	Description
pcnsMode	read-only	The configuration of the UPSs that PowerChute is monitoring. See UPS Configuration Options.
pcnsNMCPort	read-only	The port used to connect to all of the Network Management Card(s).
pcnsNMCProtocol	read-only	The web protocol used to connect to all of the Network Management Card(s).
NMC details are contained in an SNMP table named `pcnsNmcTable`. Each table entry contains:		
pcnsNMCIndex	read-only	The Index of the NMC within the PowerChute setup.
pcnsNMCAddr	read-only	The IP address of the NMC
pcnsNMCOutlet	read-only	The Outlet Group of the NMC on which PowerChute is enrolled.

PowerChute Shutdown Settings

Object Identifier Name	Access	Description
pcnsShutdownCommandFileEnabled*	read-write	Specify if Shutdown a Command File is configured to run if a UPS critical event is triggered. See Shutdown Command Files.
pcnsShutdownCommandFileDelay*	read-write	The number of seconds that a host requires to shut down, before the command file is executed. This setting is applicable to virtualization support only.
pcnsShutdownCommandFile*	read-write	The full path name of the command file, including the disk drive or volume name. See Shutdown Command Files.
pcnsShutdownCommandFileDuration*	read-write	The number of seconds that the shutdown command file requires to execute.
pcnsTurnOffUps*	read-write	The setting to turn off the UPS after performing a graceful shutdown.
pcnsTurnOffSOG*	read-write	The setting to turn off the Outlet Group of the UPS when performing a graceful shutdown.
pcnsRuntimeRemainingThreshold	read-write	This defines a threshold for runtime remaining. When the UPS in running on battery power and the runtime remaining on

		the UPS drops below the threshold, PowerChute triggers a shutdown sequence. See Sequenced Server Shutdown for more information.
pcnsRuntimeRemainingCmdFileThreshold	read-write	This defines a threshold for runtime remaining. When runtime remaining drops below this threshold, PowerChute executes the command file.
* **Note**: These OIDs are not available for Advanced UPS Setups. See below for equivalent OIDs for Advanced UPS Setups.		

PowerChute Events

The table below details the OID Names of the Configurable Events that can be configured via SNMP, and the names of the Events as seen in the PowerChute User Interface.

Object Identifier Name	PowerChute UI Reference
pcnsPowerFailed	UPS On Battery
pcnsPowerRestored	Input Power Restored
pcnsOverload	UPS Overloaded
pcnsOverloadSolved	UPS Overload Corrected
pcnsRunTimExceeded	Runtime exceeded
pcnsRunTimeWithinRange	Runtime is sufficient
pcnsRunTimeBelowThreshold	Runtime remaining below threshold
pcnsRunTimeAboveThreshold	Runtime remaining above threshold
pcnsBatteryDischarged	Battery Discharged
pcnsBatteryChargeInRange	Battery Recharged
pcnsFaultBypassEnabled	Bypass due to hardware error or overload
pcnsBypassEnabled	Maintenance Bypass
pcnsBypassManualEnabled	Bypass ended
pcnsBypassDisabled	Bypass ended

pcnsBypassContactorFailed	Bypass Switch failed
pcnsBypasContactorOk	Bypass Switch replaced
pcnsCommunicationLostOnBattery	Communication lost while on Battery
pcnsCommunicationLost	NMC cannot communicate with the UPS

Object Identifier Name	PowerChute UI Reference
pcnsNetCommunicationLost	PowerChute cannot communicate with the NMC
pcnsCommunicationEstablished	Communication established
pcnsMinRedundancyLost	Minimum Redundancy lost
pcnsMinRedundancyRegained	Minimum Redundancy restored
pcnsParallelRedundancyLost	Parallel Redundancy lost
pcnsParallelRedundancyRegained	Parallel Redundancy restored
pcnsMaxInternalTempExceeded	UPS Temperature Overheated
pcnsMaxInternalTempInRange	UPS Temperature Normal Again
pcnsMinLoadCapabilityLost	Load (kVA) Alarm Violation
pcnsMinLoadCapabilityRegained	Load (kVA) Alarm Violation cleared
pcnsEnviornmentCommunicationEstablished	Communication Established with EMC
pcnsEnviornmentCommunicationLost	Communication Lost with EMC
pcnsTempInRangeProbeX	Temperature Probe X In Range
pcnsTempOutOfRangeProbeX	Temperature Probe X Out Of Range
pcnsHumidityInRangeProbeX	Humidity Probe X In Range
pcnsHumidityOutOfRangeProbeX	Humidity Probe X Out Of Range
pcnsContactFaultX	Contact Zone X Alarm
pcnsContactNormalX	Contact Zone X Normal

For each event you can access:

OID Name	Access	Description
[event name]Desc	read-only	The description of the event.
[event name]EnableLogging	read-write	Enable or disable logging to the event log for this event.
[event name]EnableCommandFile	read-write	Enable or disable command file execution for this event.
[event name]CommandFilePath	read-write	Specify a Command File and full path to be executed upon this event.
[event name]CommandFileDelay	read-write	The number of seconds that a host requires to shut down, before the command file is executed. **Note**: This is not available for pcnsRunTimeBelowThreshold. See pcnsRunTimeBelowThresholdCommandFileThreshold.

For some events you can access:

OID Name	Access	Description
[event name]EnableShutdown	read-write	Perform a graceful shutdown of the host when this event occurs.
[event name]ShutdownDelay	read-write	The amount of time in seconds that PowerChute should wait before initiating the shutdown process.

For `pcnsRunTimeBelowThreshold` you can access:

OID Name	Access	Description
pcnsRunTimeBelowThresholdCommandFileThreshold	read-write	If Runtime Remaining falls below this threshold, the command file is executed.
pcnsRunTimeBelowThresholdShutdownThreshold	read-write	If Runtime Remaining falls below this threshold, a graceful shutdown of the host is initiated.

PowerChute Traps

The table below details the OID Names of the SNMP traps sent by PowerChute for critical and lost communication events.

UPS Critical Events

OID Name	Level	Description
pcnsCriticalEventActive	Severe	PowerChute Network Shutdown has begun a graceful shutdown of the host due to a critical event.
pcnsCriticalEventResolved	Informational	The PowerChute Network Shutdown critical event has been resolved, and graceful shutdown of the host continues.

Lost Communication Events

OID Name	Level	Description
pcnsNetworkComsLost	Severe	PowerChute cannot communicate with the NMC.
pcnsNetworkComsLostResolved	Informational	PowerChute has regained communication with the NMC.
pcnsNMCComsLost	Severe	The NMC cannot communicate with the UPS.
pcnsNMCComsLostResolved	Informational	The NMC has regained communication with the UPS.

Other Events

OID Name	Level	Description
pcnsTest	Informational	PowerChute has sent a test trap to the NMS.
pcnsUpdateAvailable	Informational	PowerChute has detected that an update is available.

Event Configuration

When UPS events occur, PowerChute can be configured to log the event, notify users, execute a command file or initiate a system shutdown through the Configure Events screen.

The symbol indicates that the action is enabled for this event while the symbol indicates that the action is not enabled.

Descriptions of events are in the PowerChute Events and Logging sections.

Notifications

PowerChute can send a message to one user or all logged-in users when an event occurs:

Notify all users: For Windows, the message will be sent to all users who are on the same network. For Linux or Unix, all users who are logged onto the server with a terminal prompt open will be notified.

Notify only this user: On Windows, enter the machine name. On Linux or Unix systems, enter the user name. The user will still need to be logged onto the server with a terminal prompt open to be notified.

Repeat Interval: The time interval, in seconds, at which the message will be repeated while the event condition exists. If this field is blank or zero, the message will not be repeated.

Delay (if required): Enter the amount of time in seconds that PowerChute should wait after the event occurs before notifying users. Users will be notified immediately if a shutdown event is triggered.

For Windows operating systems, PowerChute can only send notifications if the operating system supports the messenger service. If not supported, there is no option displayed in the UI. See Knowledge Base article FA169440 for more information. (If you have difficulty with this link, enter "FA169440" at https://www.apc.com/us/en/faqs/home/).

Event-Driven Command Files

If required, PowerChute can be configured to execute a command file after certain events are triggered. Click the symbol on the event row and select the **Enable Command File** check box.

Delay: Enter the amount of time in seconds that PowerChute should wait when the event occurs before executing the command file.

If a shutdown command file is also configured, both command files will be executed in parallel.

Full path to command file: You must specify the full path name of the command file, including the disk drive or volume name.

The command file runs using the local system account. PowerChute cannot execute programs that require interaction with the desktop; only command line-enabled programs are supported.

The command file must be located in the user_files folder, or a sub-folder, in the PowerChute installation directory. If the default installation directory was chosen during installation, this location will be:

- C:\Program Files\APC\PowerChute\user_files for Windows systems
- /opt/APC/PowerChute/user_files/ for Linux systems

NOTE: If you are upgrading to PowerChute v4.4, any command files used in a previous version of PowerChute must be manually added to the user_files folder. If the command files are not added to the directory, you will see the below errors/warnings for all events configured to run a command file in the Event Log. For example:

```
ERROR: Event PowerFailed is enabled for command file execution, but an
invalid value for event_PowerFailed_commandFilePath is specified.
WARNING: Disabling command file execution for event PowerFailed due to bad
parameters. Please validate the configuration.
```

It is strongly recommended you validate your configuration after an upgrade.

Shutdown Actions

When the Shutdown Action is enabled for an event, PowerChute treats the event as critical and will trigger a shutdown sequence. Shutdown is not supported for all events: this is indicated by the presence or absence of an icon on the event row.

The **Delay** field is the amount of time in seconds that PowerChute should wait before initiating the shutdown sequence. By default, the **On Battery** event has a delay of 120 seconds, whereas the default for all other events is 0 seconds.

By default, PowerChute will only trigger a shutdown sequence if a low battery condition occurs or the UPS is commanded to turn off. Shutdown cannot be disabled for these events using the PowerChute user interface.

Sequenced Server Shutdown

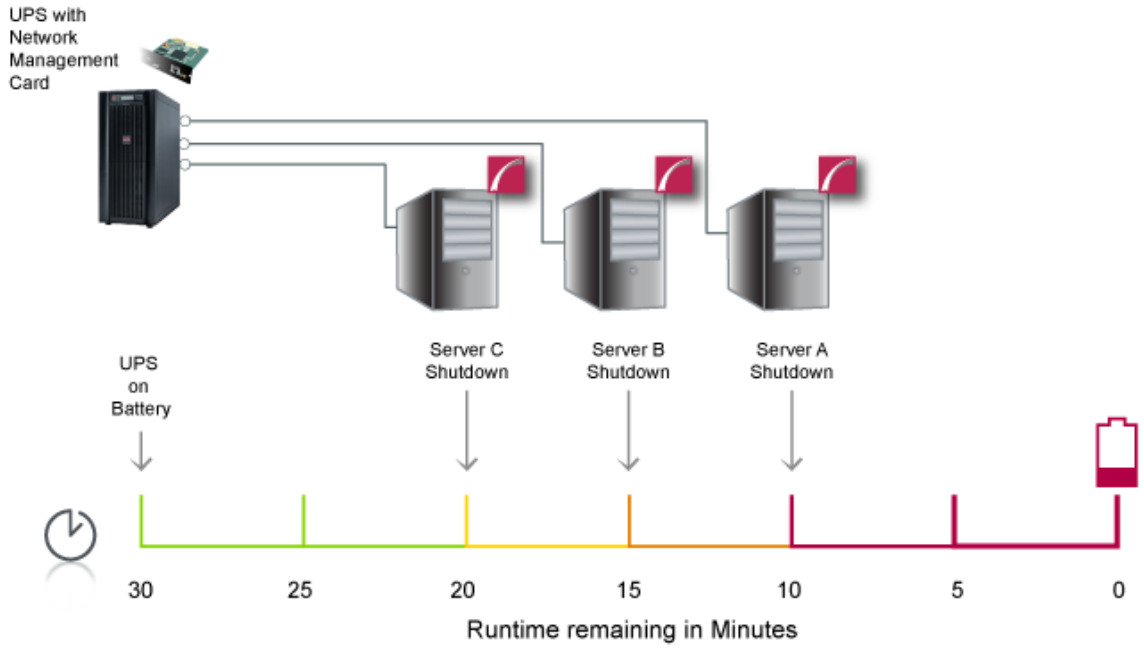
The **Runtime Remaining below Threshold** event can be used to sequence the order that your servers shut down during an extended power outage.

This is useful if you have multiple servers powered by the same UPS and you want to extend the runtime for your higher priority servers. It also ensures that lower priority servers are the first to be shut down.

This event will trigger a server shutdown command when the UPS is running on battery power and the runtime has dropped below the threshold configured. You can also configure a command file to execute before shutdown occurs by specifying a higher runtime threshold value for the **Run Command File** event action.

Example

1. You have 3 servers powered by the same UPS. Your lower priority server is Server C while you want to keep Server A running as long as possible.
2. You want Server A to shut down when the UPS protecting it has 10 minutes runtime remaining.
3. You want Server B to shut down when the UPS protecting it has 15 minutes runtime remaining.
4. You want Server C to shut down when the UPS protecting it has 20 minutes runtime remaining.
5. Configure each PowerChute Agent with the following threshold values:
    - Server A – 10 minutes
    - Server B - 15 minutes
    - Server C - 20 minutes
6. Each server is shut down when the runtime remaining drops below the threshold configured.



Sample Shutdown Scenarios

The following scenarios provide examples of how PowerChute and the UPS behave when a shutdown sequence is triggered.

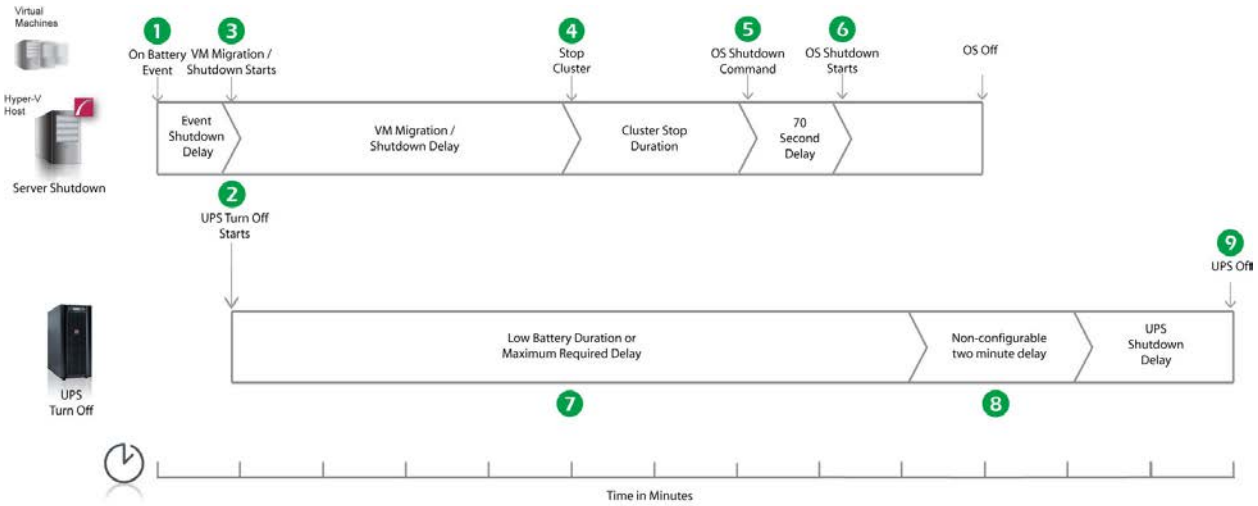
Hyper-V: UPS without Outlet Groups

The time taken to suspend the Cluster node is not configurable and may vary depending on your environment. This delay can be incorporated into the VM Migration or VM Shutdown duration.

Example 1: Hyper-V Failover Cluster, Turn off the UPS enabled, stop cluster enabled, no shutdown command file configured.

PowerChute is installed on one of the nodes in a Hyper-V Failover Cluster. The option to Turn off the UPS is enabled on the Shutdown settings page. The option to stop the Cluster is enabled in the Virtualization Settings page. No shutdown command file is configured. VM migration and VM shutdown are enabled with a 120 second delay configured for each.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the UPS. UPS turn off starts.
3. PowerChute suspends the Cluster node and starts to migrate VMs and then shut down any VMs that cannot be migrated.
4. After 4 minutes (VM migration delay = 120, VM shutdown delay = 120), PowerChute stops the cluster.
5. After 2 minutes (stop cluster duration = 120), PowerChute starts the operating system shutdown sequence.
6. After a 70-second delay the operating system starts to shut down.
7. The UPS will wait the amount of time indicated by one of the following, whichever is greater:

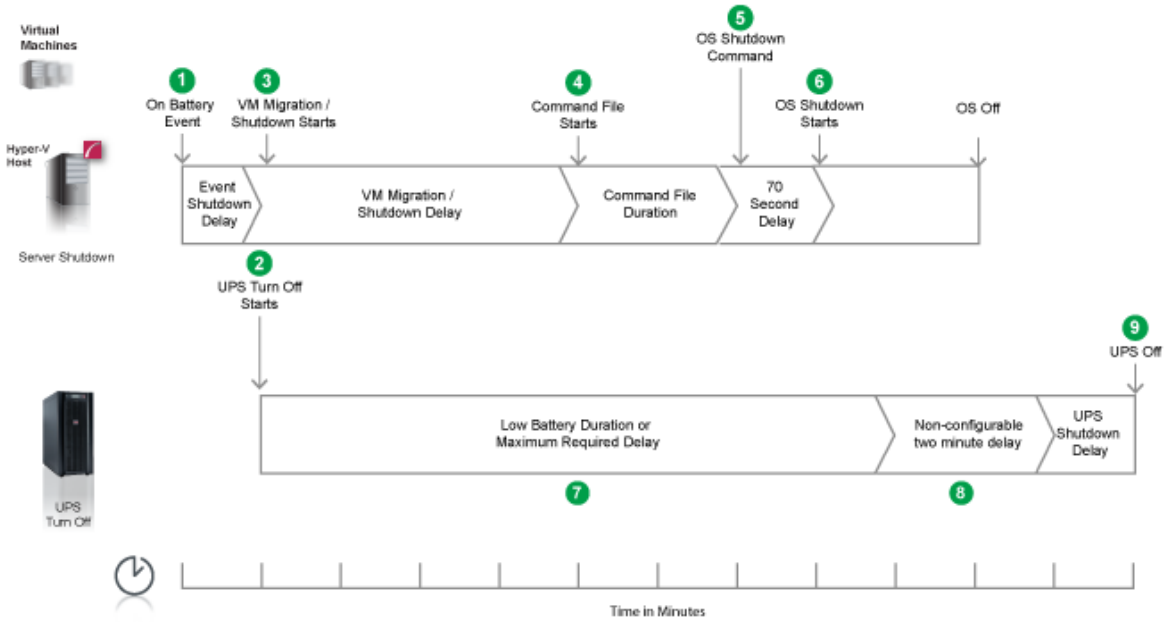
   Low Battery Duration or **Maximum Required Delay**.
   These are shown on the **UPS Shutdown** page in the NMC user interface.
8. After this delay, a further non-configurable two minute delay is counted down.
9. The UPS will then turn off after the user-configurable **Shutdown Delay** time has elapsed.
   This is configurable on the **UPS Shutdown** page in the NMC user interface.

It is recommended that the **Low Battery Duration** is configured to allow enough time for the operating system shutdown to complete. Ideally, the operating system should have shut down before the non-configurable two minute delay (step 8) starts to count down.

Example 2: Hyper-V Failover Cluster, Turn off the UPS enabled, shutdown command file configured.

PowerChute is installed on one of the nodes in a Hyper-V Failover Cluster. The option to Turn off the UPS is enabled on the Shutdown settings page. A shutdown command file is configured. VM migration and VM shutdown are enabled with a 120 second delay configured for each.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the UPS. UPS turn off starts.
3. PowerChute suspends the Cluster node and starts to migrate VMs and then shut down any VMs that cannot be migrated.
4. After 4 minutes (VM migration delay = 120, VM shutdown delay = 120), PowerChute executes the shutdown command file.
5. After the duration configured for the shutdown command file has elapsed, PowerChute resumes the cluster node and starts the operating system shutdown sequence.
6. An additional 70 second delay is counted down before the operating system starts to shut down.
7. The UPS will wait the amount of time indicated by one of the following, whichever is greater:

   Low Battery Duration or **Maximum Required Delay**.

   These are shown on the UPS Shutdown page in the NMC user interface.

8. After this delay, a further non-configurable two minute delay is counted down.
9. The UPS will then turn off after the user-configurable Shutdown Delay time has elapsed (this is configurable on the UPS Shutdown page in the NMC user interface).

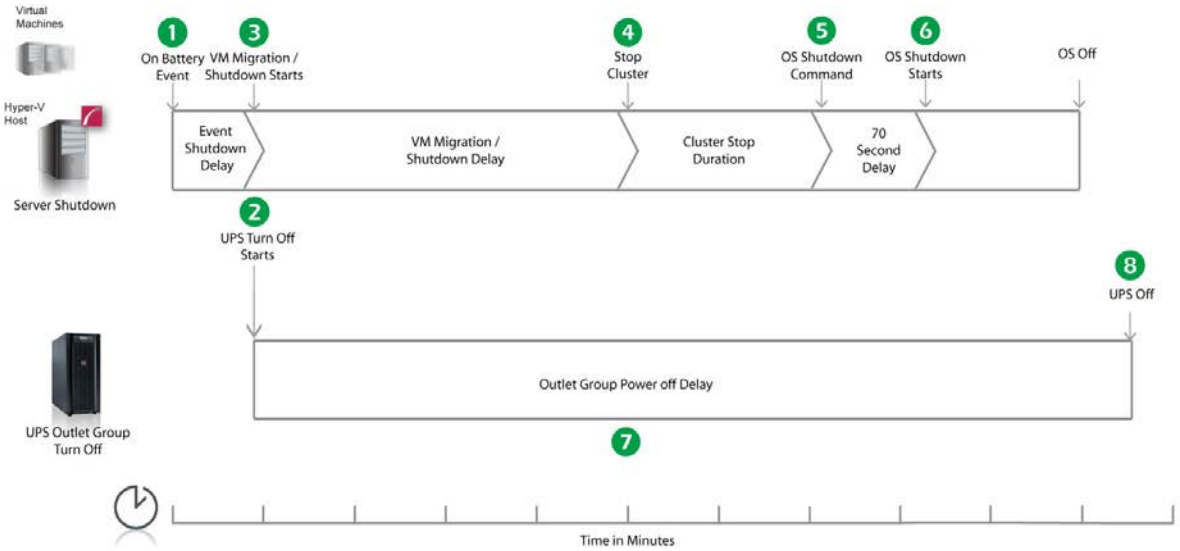
It is recommended that the **Low Battery Duration** is configured to allow enough time for the shutdown command file and operating system shutdown to complete. Ideally, the operating system should have shut down before the two minute delay (step 8) starts to count down.

Hyper-V: UPS with Outlet Groups

Example 1: Hyper-V Failover Cluster, Turn off the Outlet Group enabled, stop cluster enabled, no shutdown command file configured.

PowerChute is installed on one of the nodes in a Hyper-V Failover Cluster. The option to Turn off the Outlet Group is enabled on the Shutdown settings page. The option to stop the Cluster is enabled in the Virtualization Settings page. No Shutdown command file is configured. VM migration and VM shutdown are enabled with a 120 second delay configured for each.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



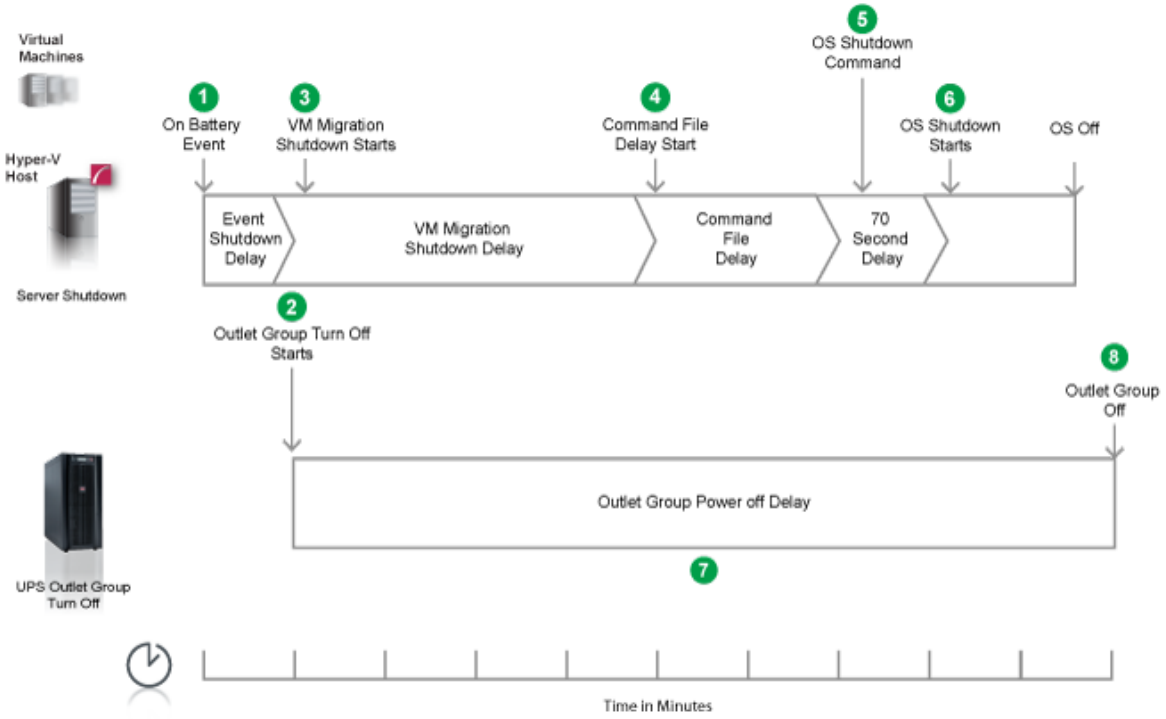
1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the outlet group that PowerChute is registered with. The outlet group turnoff starts.
3. PowerChute suspends the Cluster node and starts to migrate VMs and then shut down any VMs that cannot be migrated.
4. After 4 minutes (VM migration delay = 120, VM shutdown delay = 120), PowerChute stops the cluster.
5. After 2 minutes (stop cluster duration = 120), PowerChute starts the operating system shutdown sequence.
6. After a 70-second delay the operating system starts to shut down.
7. The outlet group will turn off after the **Power Off Delay** (configurable on the **Configuration** - **Outlet Groups** page in the NMC user interface) has elapsed.
    - If registered with the Main Outlet Group, the UPS will wait for any Switched Outlet Groups to turn off before the Main Outlet Group turnoff starts.
    - If registered with a Switched Outlet Group, only that delay is counted down.

It is recommended that the outlet group **Power Off Delay** is configured to allow enough time for the operating system shutdown to complete. You should allow extra time to ensure that the outlet group does not turn off before the operating system.

Example 2: Hyper-V Failover Cluster, Turn off the Outlet Group enabled, shutdown command file configured.

PowerChute is installed on one of the nodes in a Hyper-V Failover Cluster. The option to Turn off the Outlet Group is enabled on the Shutdown settings page. A shutdown command file is configured. VM migration and VM shutdown are enabled with a 120 second delay configured for each.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the outlet group. The outlet group turnoff starts.
3. PowerChute suspends the Cluster node and starts to migrate VMs and then shuts down any VMs that cannot be migrated.
4. After 4 minutes (VM migration delay = 120, VM shutdown delay = 120), PowerChute starts to execute the shutdown command file.
5. After the duration configured for the shutdown command file has elapsed, PowerChute resumes the cluster node and starts the operating system shutdown sequence.
6. An additional 70 second delay is counted down before the operating system starts to shut down.
7. The Outlet Group will turn off after the **Power Off Delay** (configurable on the **Configuration - Outlet Groups** page in the NMC user interface) has elapsed.
    - If registered with the Main Outlet Group, the UPS will wait for any Switched Outlet groups to turn off before the Main Outlet Group turn off starts.
    - If registered with a Switched Outlet Group only that delay is counted down.

It is recommended that the Outlet Group **Power Off Delay** is configured to allow enough time for the shutdown command file and the operating system shutdown to complete. You should allow extra time to ensure that the outlet group does not turn off before the operating system.

Recommended Power-Off Delays for Outlet groups

By default, the outlet group **Power Off Delay** will be the same value as the Low Battery duration configured on the NMC. PowerChute will automatically increase the Power Off Delay for the outlet group it is registered with, if the total shutdown time it needs is greater than the Power Off Delay.

The total shutdown time includes the following values:

- VM Migration delay
- VM Shutdown and Startup Delays
- Cluster Shutdown/Startup Duration
- Shutdown Command File Duration
- SSH Action Duration
- Built-in delay of 2 minutes (this consists of a 10 second OS shutdown delay and a 60 second OS shutdown duration; rounded up)

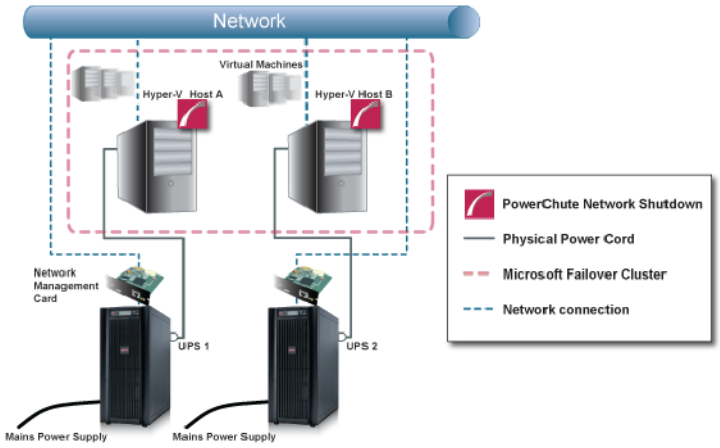
The time required to gracefully shut down your operating system is not covered by the total shutdown time, as PowerChute cannot determine how long it will take to complete.

The Power Off Delay for the outlet group should be long enough for the OS to gracefully shut down. You should add extra time to allow for unforeseen circumstances.

The Low Battery Duration set on the NMC should be equal to or greater than the Power Off Delay for the outlet group.

Hyper-V Shutdown - Single UPS Configuration

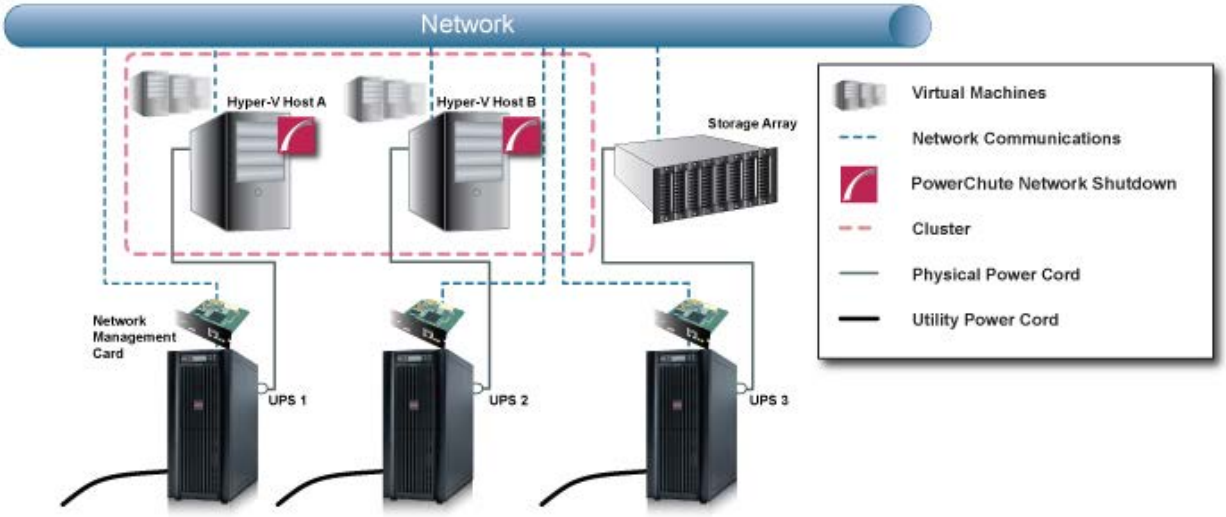
There are two Clustered Hyper-V Hosts (nodes), each protected by a separate UPS. PowerChute is installed on each host in the cluster. VM Migration is enabled.



1. UPS #1 has been running on Battery power for X number of seconds.
2. PowerChute issues a command to turn off UPS #1 and UPS turnoff starts.
3. PowerChute suspends that cluster node.
4. PowerChute migrates VMs to the other Host in the cluster, if VM Migration is enabled.
5. After the migration duration elapses, PowerChute shuts down any powered on VMs on Host A.
6. PowerChute executes the shutdown command file after the VM shutdown duration elapses.
7. When the shutdown command file duration has elapsed the OS shutdown sequence starts.
8. Following the Low Battery/Maximum required delay, Non-configurable 2 minute delay and Shutdown delay, UPS #1 gracefully turns off.

Hyper-V Shutdown - Advanced UPS Configuration

In the example below, there are two Hyper-V hosts and a Storage Array, each protected by their own UPS. PowerChute is running on both Hyper-V hosts A and B, which are in a failover cluster. A shutdown command file has been configured for UPS Setup #1 containing UPS #1. On each instance of PowerChute there are 2 UPS Setups with a Single UPS in each (Host A – UPS1 and UPS3, Host B – UPS 2 and UPS 3).



Critical event on UPS #1: VM Migration/VM Shutdown are enabled.

1. UPS #1 has been running on Battery power for X number of seconds.
2. PowerChute issues a command to turn off UPS #1.
3. PowerChute suspends the Cluster node (Hyper-V Host A) and starts to migrate VMs and then gracefully shuts down any VMs that cannot be migrated.
4. After the VM Migration and VM Shutdown duration have elapsed, PowerChute executes the shutdown command file configured for UPS Setup #1.
5. When the shutdown command file duration has elapsed the OS shutdown sequence starts.
6. After 70 seconds the OS starts to shutdown on Hyper-V Host A.
7. UPS #1 waits for the greater of Low Battery Duration/Maximum Required Delay (Non-Outlet aware UPS) or the Outlet Group Power Off delay.
8. UPS #1turns off after the user-configurable Shutdown Delay time has elapsed or the Outlet Group turns off after the Power Off Delay elapses.

Critical event on UPS #3: Shutdown PowerChute Server and Execute Virtualization Shutdown Sequence is enabled for UPS Setup #3.

1. UPS #3 has been running on Battery power for X number of seconds.
2. PowerChute issues a command to turn off UPS #3 and UPS turnoff starts. UPS #1 and UPS #2 are not commanded to turn off.

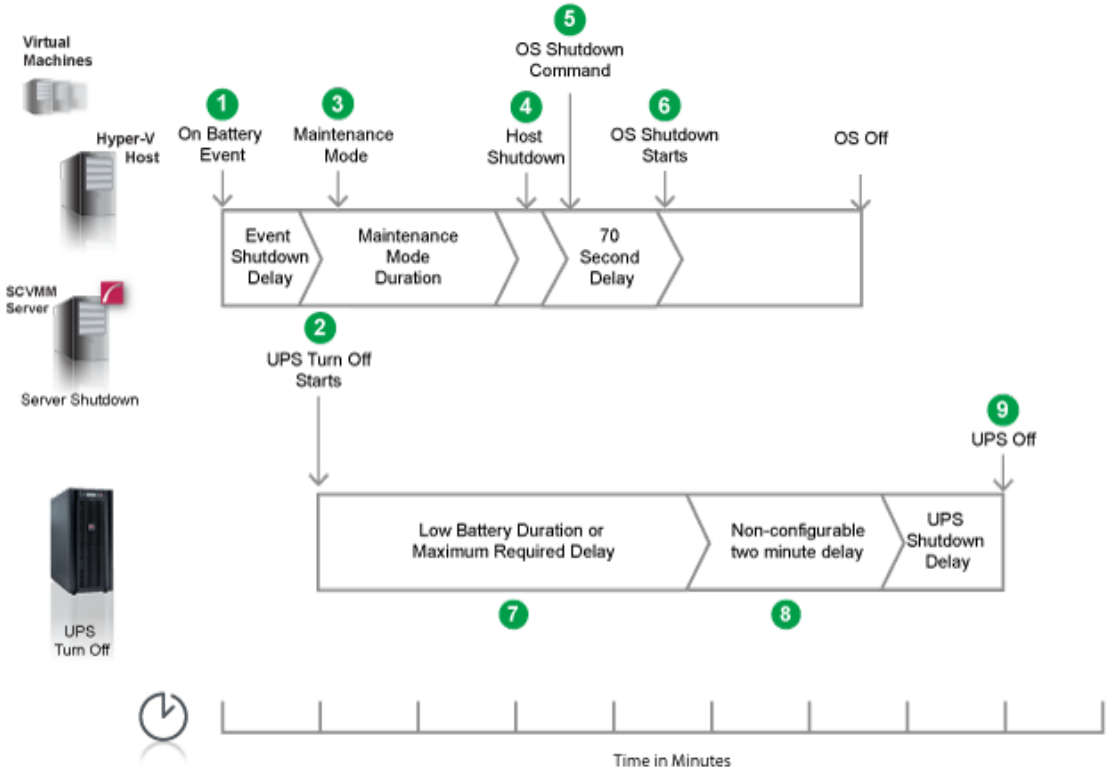
3. PowerChute suspends the Cluster nodes (Hyper-V Host A and Host B) and starts the VM Migration (this will not migrate any VMs since both Hosts have a critical UPS event).
4. When the VM Migration duration has elapsed PowerChute gracefully shuts down VMs on Hyper-V Hosts A and B.
5. After the VM Shutdown duration has elapsed, PowerChute executes the shutdown command file configured for UPS Setup #3.
6. When the shutdown command file duration has elapsed the OS shutdown sequence starts.
7. After 70 seconds the OS starts to shutdown on Hyper-V Host A and B.
8. UPS #3 waits for the greater of Low Battery Duration/Maximum Required Delay (Non-Outlet aware UPS) or the Outlet Group Power Off delay.
9. UPS #3 turns off after the user-configurable Shutdown Delay time has elapsed or the Outlet Group turns off after the power off Delay elapses.

SCVMM: UPS without Outlet Groups

Example 1: Turn off the UPS enabled, no shutdown command file configured.

PowerChute is installed on the physical System Center Virtual Machine Manager (SCVMM) machine and configured for a Single/Redundant UPS configuration with several Hyper-V hosts managed by SCVMM. The option to Turn off the UPS is enabled on the Shutdown settings page. No shutdown command file is configured.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the UPS.
3. PowerChute sends a command to SCVMM to start a maintenance mode task on the hosts.
4. After 2 minutes (Maintenance Mode duration), PowerChute issues a Host Shutdown command (available on SCVMM 2012 only).
5. After a few seconds PowerChute issues the Operating System Shutdown Command on the SCVMM machine.
6. After a 70 second delay the Operating System shutdown starts.
7. The UPS will wait the amount of time indicated by one of the following, whichever is greater:

   Low Battery Duration or **Maximum Required Delay**.
   These are shown on the **UPS Shutdown** page in the NMC user interface.
8. After this delay, a further non-configurable two minute delay is counted down.

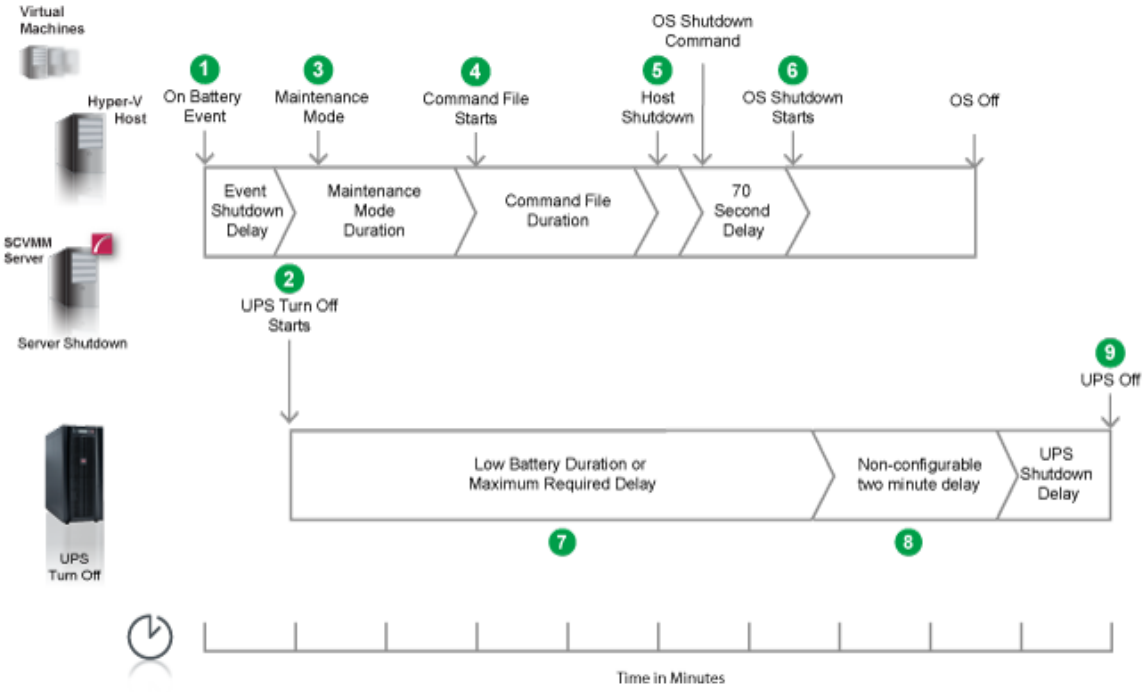
9. The UPS will then turn off after the user-configurable **Shutdown Delay** time has elapsed.
   This is configurable on the **UPS Shutdown** page in the NMC user interface.

It is recommended that the **Low Battery Duration** is configured to allow enough time for the operating system shutdown to complete. Ideally, the operating system should have shut down before the non-configurable two minute delay (step 8) starts to count down.

Example 2: Turn off the UPS enabled, shutdown command file configured.

PowerChute is installed on the SCVMM physical machine and configured for a Single/Redundant UPS configuration with several Hyper-V hosts managed by SCVMM. The option to Turn off the UPS is enabled on the Shutdown settings page. A shutdown command file is configured.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the UPS. UPS turnoff starts.
3. PowerChute sends a command to SCVMM to start a maintenance mode task on the hosts.
4. After 2 minutes (Maintenance Mode duration), PowerChute executes the shutdown command file.
5. After the duration configured for the shutdown command file has elapsed, PowerChute issues the host shutdown and operating system shutdown commands.
6. An additional 70 second delay is counted down before the operating system starts to shut down.
7. The UPS will wait the amount of time indicated by one of the following, whichever is greater:

Low Battery Duration or **Maximum Required Delay**.
These are shown on the UPS Shutdown page in the NMC user interface.

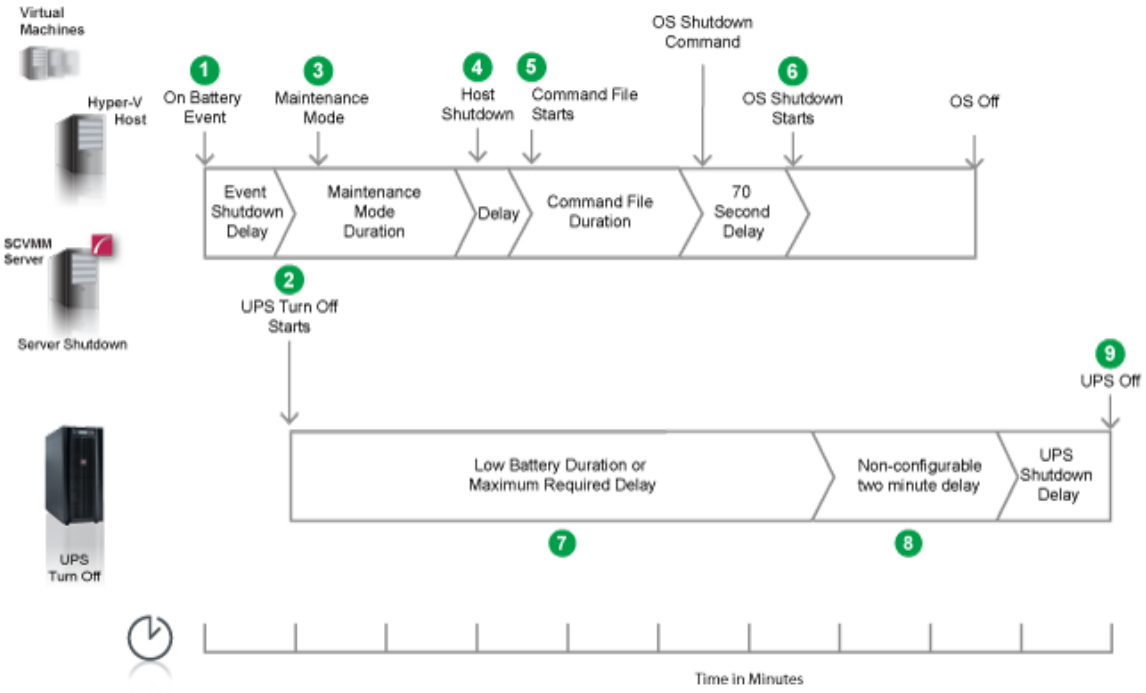
8. After this delay, a further non-configurable two minute delay is counted down.
9. The UPS will then turn off after the user-configurable Shutdown Delay time has elapsed (this is configurable on the UPS Shutdown page in the NMC user interface).

It is recommended that the **Low Battery Duration** is configured to allow enough time for the shutdown command file and operating system shutdown to complete. Ideally, the operating system should have shut down before the two minute delay (step 8) starts to count down.

Example 3: Turn off the UPS enabled, shutdown command file configured, Execute Command File after Host Shutdown enabled.

PowerChute is installed on the SCVMM physical machine and configured for a Single/Redundant UPS configuration with several Hyper-V hosts managed by SCVMM. The option to Turn off the UPS is enabled on the Shutdown settings page. A shutdown command file is configured and Execute Command File after Host Shutdown is enabled, with a 30 second delay.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the UPS. UPS turnoff starts.
3. PowerChute sends a command to SCVMM to start a maintenance mode task on the hosts.
4. After 2 minutes (Maintenance Mode duration), PowerChute issues the host shutdown command.
5. Following the configured 30 second delay, PowerChute executes the shutdown command file.

6. After the duration configured for the shutdown command file has elapsed, PowerChute issues the host shutdown and operating system shutdown commands. An additional 70 second delay is counted down before the operating system starts to shut down.
7. The UPS will wait the amount of time indicated by one of the following, whichever is greater: **Low Battery Duration** or **Maximum Required Delay**. These are shown on the UPS Shutdown page in the NMC user interface.
8. After this delay, a further non-configurable two minute delay is counted down.
9. The UPS will then turn off after the user-configurable Shutdown Delay time has elapsed (this is configurable on the UPS Shutdown page in the NMC user interface).

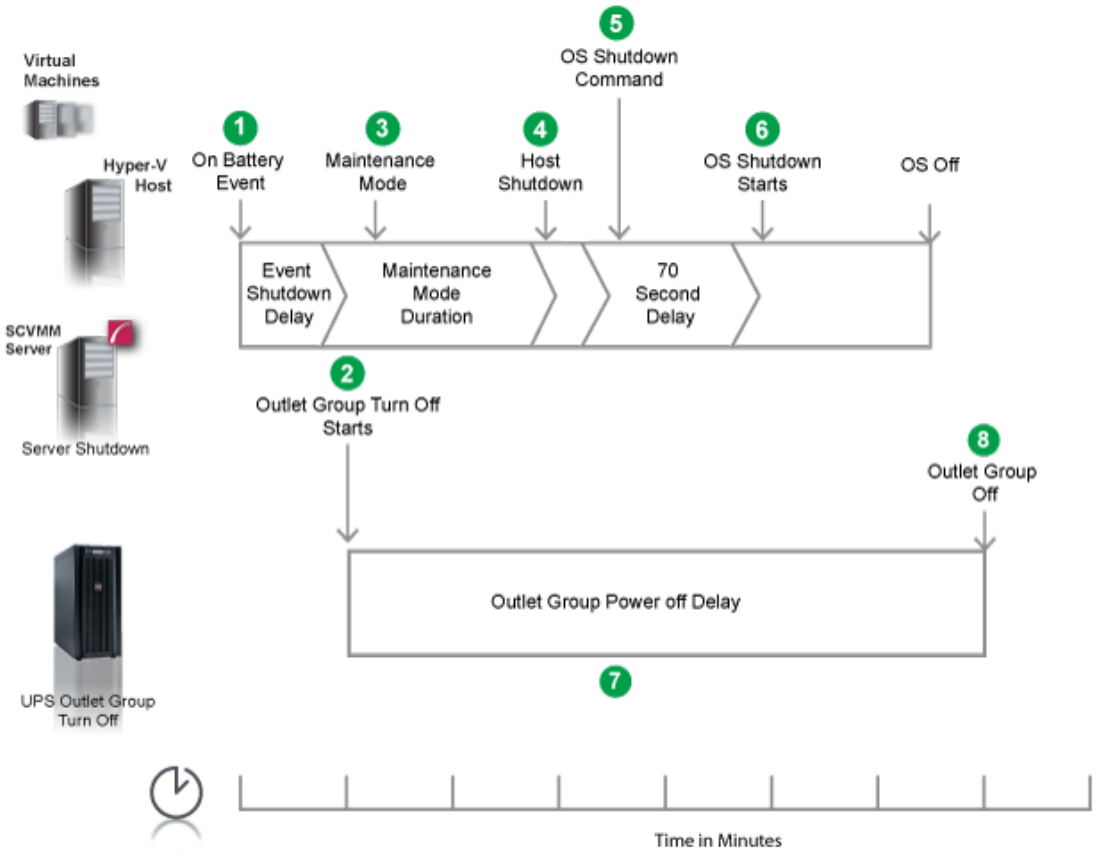
It is recommended that the **Low Battery Duration** is configured to allow enough time for the shutdown command file and operating system shutdown to complete. Ideally, the operating system should have shut down before the two minute delay (step 8) starts to count down.

SCVMM: UPS with Outlet Groups

Example 1: Turn off the Outlet Group enabled, no shutdown command file configured.

PowerChute is installed on the SCVMM physical machine and configured for a Single/Redundant UPS configuration with several Hyper-V hosts managed by SCVMM. The option to Turn off the Outlet Group is enabled on the Shutdown settings page. No Shutdown command file is configured.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the outlet group that PowerChute is registered with. The outlet group turnoff starts.
3. PowerChute sends a command to SCVMM to start a maintenance mode task on the hosts.
4. After 2 minutes (Maintenance Mode duration), PowerChute issues the host shutdown command.
5. After a few seconds PowerChute issues the Operating System shutdown command.
6. After a 70 second delay the operating system starts to shut down.
7. The outlet group will turn off after the **Power Off Delay** (set up on the NMC **Configuration** - **Outlet Groups** page) has elapsed.

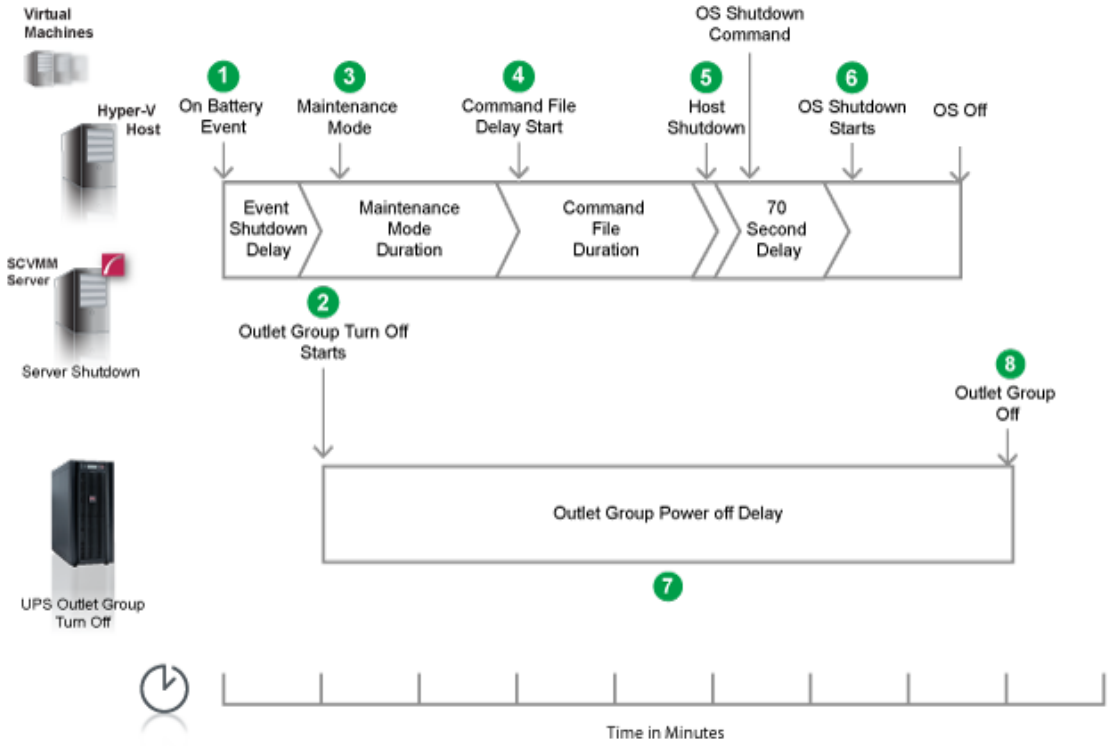
- If registered with the Main Outlet Group, the UPS will wait for any Switched Outlet Groups to turn off before the Main Outlet Group turnoff starts.
- If registered with a Switched Outlet Group, only that delay is counted down.

It is recommended that the outlet group **Power Off Delay** is configured to allow enough time for the operating system shutdown to complete. You should allow extra time to ensure that the outlet group does not turn off before the operating system.

Example 2: Turn off the Outlet Group enabled, shutdown command file configured.

PowerChute is installed on the SCVMM physical machine and configured for a Single/Redundant UPS configuration with several Hyper-V hosts managed by SCVMM. The option to Turn off the Outlet Group is enabled on the Shutdown settings page. A shutdown command file is configured.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



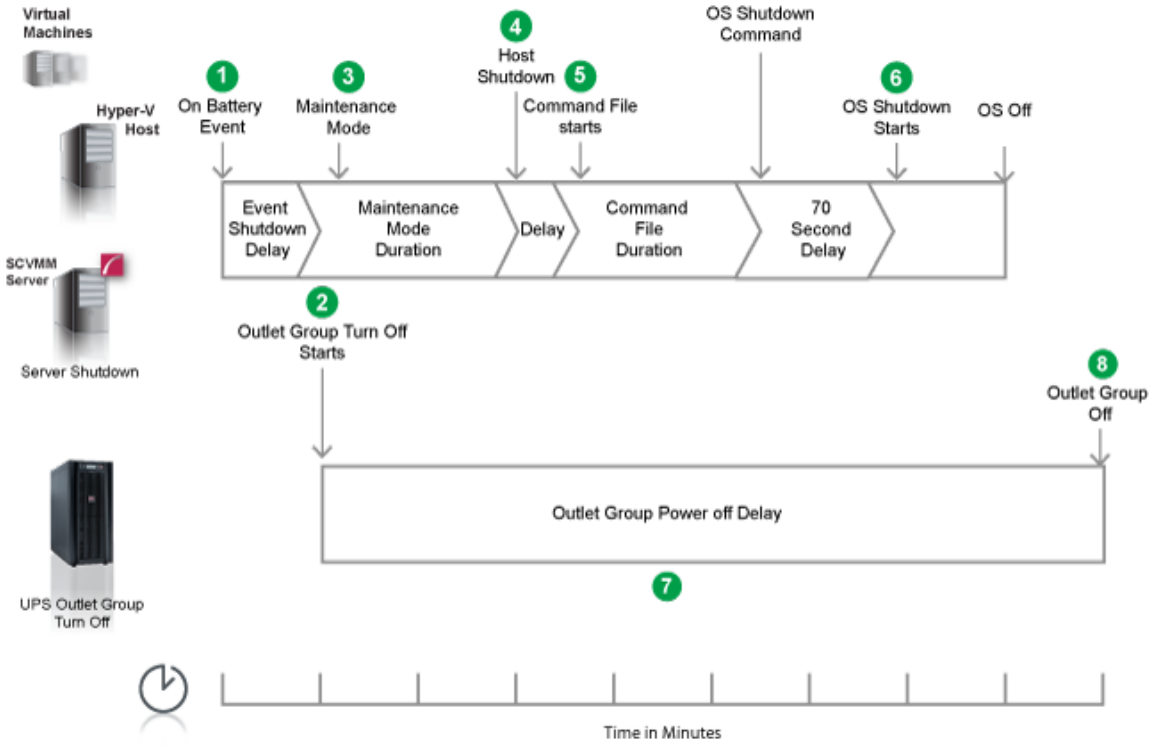
1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the outlet group. The outlet group turnoff starts.
3. PowerChute sends a command to SCVMM to start a maintenance mode task on the hosts.
4. After 2 minutes (Maintenance Mode duration), PowerChute starts to execute the shutdown command file.
5. After the duration configured for the shutdown command file has elapsed, PowerChute issues the host shutdown and operating system shutdown commands.
6. An additional 70 second delay is counted down before the operating system starts to shut down.
7. The Outlet Group will turn off after the **Power Off Delay** (configured on the NMC **Configuration** - **Outlet Groups** page) has elapsed.
   - If registered with the Main Outlet Group, the UPS will wait for any Switched Outlet groups to turn off before the Main Outlet Group turn off starts.
   - If registered with a Switched Outlet Group only that delay is counted down.

It is recommended that the Outlet Group **Power Off Delay** is configured to allow enough time for the shutdown command file and the operating system shutdown to complete. You should allow extra time to ensure that the outlet group does not turn off before the operating system.

Example 3: Turn off the Outlet Group enabled, shutdown command file configured, Execute Command File after Host Shutdown enabled.

PowerChute is installed on the SCVMM physical machine and configured for a Single/Redundant UPS configuration with several Hyper-V hosts managed by SCVMM. The option to Turn off the Outlet Group is enabled on the Shutdown settings page. A shutdown command file is configured and Execute Command File after Host Shutdown is enabled, with a 30 second delay.

When a critical UPS event, such as On Battery occurs, the following sequence is triggered.



1. PowerChute reports that the UPS is on battery.
2. After the shutdown delay configured for the On Battery event has elapsed, PowerChute sends a command to turn off the outlet group. The outlet group turnoff starts.
3. PowerChute sends a command to SCVMM to start a maintenance mode task on the hosts.
4. After 2 minutes (Maintenance Mode duration), PowerChute issues the host shutdown command.
5. Following the configured 30 second delay, PowerChute starts to execute the shutdown command file. After the duration configured for the shutdown command file has elapsed, PowerChute issues the operating system shutdown command.
6. An additional 70 second delay is counted down before the operating system starts to shut down.
7. The Outlet Group will turn off after the **Power Off Delay** (configured on the NMC **Configuration** - **Outlet Groups** page) has elapsed.
   - If registered with the Main Outlet Group, the UPS will wait for any Switched Outlet groups to turn off before the Main Outlet Group turn off starts.
   - If registered with a Switched Outlet Group only that delay is counted down.

It is recommended that the Outlet Group **Power Off Delay** is configured to allow enough time for the shutdown command file and the operating system shutdown to complete. You should allow extra time to ensure that the outlet group does not turn off before the operating system.

Recommended Power-Off Delays for Outlet groups

By default, the outlet group **Power Off Delay** will be the same value as the Low Battery duration configured on the NMC. PowerChute will automatically increase the Power Off Delay for the outlet group it is registered with, if the total shutdown time it needs is greater than the Power Off Delay.

The total shutdown time includes the following values:

- Shutdown Command File Duration
- SSH Action Duration
- Built-in delay of 2 minutes (this consists of a 10 second OS shutdown delay and a 60 second OS shutdown duration; rounded up)

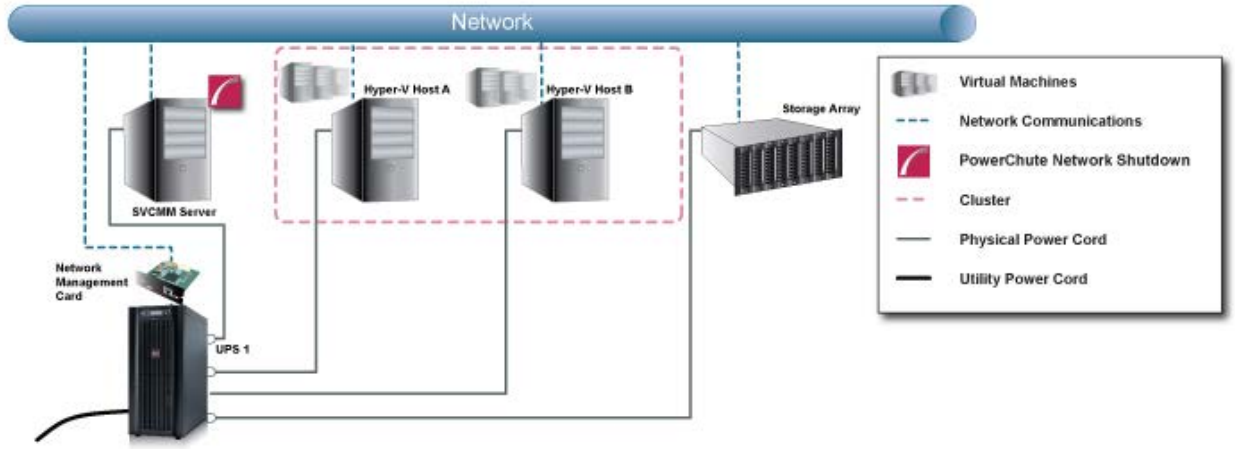
The time required to gracefully shut down your operating system is not covered by the total shutdown time, as PowerChute cannot determine how long it will take to complete.

The Power Off Delay for the outlet group should be long enough for the OS to gracefully shut down. You should add extra time to allow for unforeseen circumstances.

The Low Battery Duration set on the NMC should be equal to or greater than the Power Off Delay for the outlet group.

SCVMM Shutdown - Single UPS Configuration

In the example below, a single UPS is powering the SCVMM Server, Hyper-V hosts and a Storage array. PowerChute is installed on the SCVMM Server machine outside the cluster. A Shutdown command file has been configured. UPS Turn off has been enabled on the Shutdown Settings page.



Critical event on UPS #1: Maintenance mode and Host Shutdown is enabled on the Virtualization Settings page in PowerChute. BMC Setting have been enabled on Hyper-V Hosts A and B.

1. UPS #1 goes on battery.
2. A UPS critical event occurs after the shutdown delay for the On Battery event has elapsed and the shutdown sequence starts. PowerChute issues a command to turn off the UPS/Outlet Group and UPS/Outlet Group turnoff begins.
3. PowerChute starts a maintenance mode task on Hyper-V hosts A and B. This will attempt to migrate VMs from Host A. Any VMs that do not successfully migrate will be placed into a saved state. Powered-on VMs will be placed into a saved state on Host B. Failover Clustering will prevent all Hosts in a cluster from entering maintenance mode so only one of the Hosts will enter maintenance mode.
4. After the Maintenance Mode duration has elapsed PowerChute starts executing the shutdown command file.
5. After the Shutdown Command file duration has elapsed, PowerChute issues the Host Shutdown command to Hosts A and B.
6. Immediately after the Host Shutdown command is sent, the OS shutdown sequence starts on the SCVMM Machine.
7. The operating system starts shutting down following a 70 second delay.
8. UPS #1 waits for the greater of Low Battery Duration/Maximum Required Delay (Non-Outlet aware UPS) or the Outlet Group Power Off delay.
9. UPS #1 turns off after the user-configurable Shutdown Delay time has elapsed or the Outlet Group turns off after the power off Delay elapses.

SCVMM Shutdown - Advanced UPS Configuration

In the example below, separate UPS devices are powering the SCVMM server, Hyper-V Hosts and a storage array. PowerChute is installed on the SCVMM machine and is monitoring all of the UPS devices. There are 4 UPS Setups configured each with a single UPS (#1, #2, #3 and #4). A shutdown command file has been configured for UPS Setup #1 containing UPS #1.

Critical event on UPS #1: Maintenance mode and Host Shutdown is enabled on the Virtualization Settings page. UPS Setup #1 has Shutdown PowerChute Server and Execute Virtualization Shutdown Sequence enabled.

1. UPS #1 goes on battery.
2. After the shutdown delay for the On Battery event has elapsed, PowerChute sends a command to turn of UPS #1 and UPS turnoff starts.
3. A UPS critical event is triggered for the two Hyper-V hosts.
4. PowerChute starts a maintenance mode task on Hyper-V hosts A and B. This will attempt to migrate VMs from Host A. Any VMs that do not successfully migrate will be placed into a saved state. Powered-on VMs will be placed into a saved state on Host B. Failover Clustering will prevent all Hosts in a cluster from entering maintenance mode so only one of the Hosts will enter maintenance mode
5. After the Maintenance mode duration has elapsed, PowerChute executes the shutdown command file.
6. After the shutdown command file duration elapses, PowerChute issues the host shutdown command to Hosts A and B and then starts the OS shutdown sequence.
7. The operating system on the SCVMM server machine starts shutting down following a 70 second delay.
8. UPS #1 waits for the greater of Low Battery Duration/Maximum Required Delay (Non-Outlet aware UPS) or the Outlet Group Power Off delay.
9. UPS #1 turns off after the user-configurable Shutdown Delay time has elapsed or the Outlet Group turns off after the Power Off Delay elapses.

Critical event on UPS #2: Maintenance mode and Host Shutdown is enabled on the Virtualization Settings page.

1. UPS #2 goes on battery.
2. After the shutdown delay for the On Battery event has elapsed, PowerChute sends a command to turn of UPS #2 and UPS turnoff starts.
3. A UPS critical event is triggered for Hyper-V Host A
4. PowerChute starts a maintenance mode task on Hyper-V Host A. VMs will be migrated by SCVMM from Host A to Host B. Any powered-on VMs on Hosts A that cannot be migrated to Host B will be placed into a saved state.
5. After the Maintenance mode duration has elapsed, PowerChute issues the host shutdown command to Hosts A.
6. UPS #2 waits for the greater of Low Battery Duration/Maximum Required Delay (Non-Outlet aware UPS) or the Outlet Group Power Off delay.
7. UPS #2 turns off after the user-configurable Shutdown Delay time has elapsed or the Outlet Group turns off after the Power Off Delay elapses.

PowerChute Events and Logging

The Event Log displays UPS events that affect PowerChute and the load that it is protecting. Not all UPS events are logged. The log is refreshed automatically every 30 seconds.

By default, event logging is enabled for all configurable and non-configurable PowerChute events. To disable logging of an event, use the **Configure Events** screen.

The **EventLog.txt** file is located in the **group1** folder where PowerChute is installed. When the file reaches 1000 log entries, the oldest third of the file is deleted.

1000 is the default value, but you can change it using the PowerChute Configuration (INI) File. To do this:

1. Stop the PowerChute service/daemon. For more information, see Knowledge Base article FA290624 (Enter "FA290624" at https://www.apc.com/us/en/faqs/home/).
2. Locate the **pcnsconfig.ini** file in the **group1** folder where PowerChute is installed and open it using a text editor.
3. In the section **[EventLog]** change the value for `logsize` to the desired value. For example, to change the value to 2000 entries, change `logsize` to:

   ```
   logsize = 2000
   ```

4. Save the pcnsconfig.ini file.
5. Restart the PowerChute service/daemon.

To completely clear the Event Log, use the **Delete Log File** button. Use **Export Log** to download a copy of the Event Log as a text file.

Configurable Events

- ## Available runtime has been exceeded

For both conditions below, the “total shutdown time” includes the following durations:

- VM migration duration - Hyper-V only
- VM shutdown and startup duration - Hyper-V only
- Host Maintenance duration - SCVMM only
- Shutdown command file duration
- SSH action duration
- Built-in duration of 2 minutes (this consists of a 10 second OS shutdown duration and a 60 second OS shutdown duration; rounded up)

This event occurs with either of the following conditions:

Condition 1.

When the total shutdown time required by PowerChute is greater than the Low Battery Duration minus two minutes configured for the UPS. In the event of a low battery condition, PowerChute will not have enough time to complete the shutdown sequence before the UPS powers off. For example, if the total shutdown time required is 3 minutes and Low Battery Duration is 4 minutes, the Available Runtime has been Exceeded event will be triggered.

Resolution: Increase the Low Battery Duration value on the NMC using Configure - Shutdown or decrease the shutdown durations being used by PowerChute.

Condition 2.

When the shutdown duration configured for the UPS On Battery event plus the total shutdown time required by PowerChute is greater than the Runtime Remaining on the UPS minus two minutes. This condition can be caused by having too great a load on the UPS when the battery is fully charged.

Resolution:

1. Remove some equipment from the UPS to increase the available runtime.
2. Decrease the shutdown duration time for the UPS On Battery event.
3. Decrease the command file execution time using the Shutdown Settings screen.

This event is logged and event actions are carried out even if it occurs on a single UPS in a Redundant or Parallel UPS configuration.

- ## Available runtime is sufficient

The available UPS Runtime/ Low Battery Duration is sufficient for PowerChute to shut down all equipment gracefully.

- ## Battery is discharged

The UPS battery runtime has fallen below an acceptable range. If there is a power outage, a low battery condition will occur. This can be caused if the UPS has been operating on battery for an extended time period.

If a Battery Recharged event does not occur within four hours, the UPS may not be charging properly, please contact APC Customer Support.

- Battery has recharged.

  The battery runtime of the UPS has returned to within an acceptable range.

- UPS in Bypass due to an internal hardware problem or UPS overload.

  The UPS has switched to bypass due to an internal hardware problem or because the UPS is overloaded.

- UPS has switched to bypass in response to the bypass switch at the UPS, typically for maintenance.

  A user put the UPS into bypass mode using a hardware switch.

- UPS has switched to bypass in response to the UPS front-panel or a user-initiated software command, typically for maintenance.

  The UPS has switched to bypass and cannot protect the load if a power outage occurs. This is a normal condition if maintenance is being performed on the UPS.

  If this event occurs when the UPS was not deliberately put into bypass, please contact Customer Support.

- UPS is no longer in Bypass.

  The UPS is no longer in a bypass state.

- Bypass switch is not working properly.

  The bypass contactor is not operating properly. This will prevent the UPS from being placed in bypass or returning from bypass. Please contact Customer Support.

- Bypass switch has been replaced.

  The bypass contactor is now operating properly.

- Communication has been lost while on battery.

  PowerChute lost communication while the UPS was on battery and cannot detect a Low Battery condition if the power outage continues. Graceful shutdown cannot be guaranteed.

  This occurs when the UPS is on battery and:

  - The Management Card cannot communicate with the UPS
    or
  - PowerChute cannot communicate with the Management Card.

- Network Management Card cannot communicate with the UPS.

  Communication between the NMC and the UPS has been lost. Make sure that the NMC is firmly inserted in its slot. This can occur during a firmware upgrade of the NMC.

- PowerChute cannot communicate with the Network Management Card.

  Network communication between PowerChute and the NMC has been lost. See Network Management Card Troubleshooting. This can occur during a firmware upgrade of the NMC.

- Communication has been established.

  Communication has been established between PowerChute and the NMC.

- UPS has switched to battery power.

  The UPS has switched to battery operation due to a power outage. If you can't restore power to the UPS, do the following:

  1. If there is no general power outage (i.e. if only this UPS has lost input power), check the building wiring and circuit breakers.
  2. If this event occurs occasionally and briefly, check to see if equipment on the same electrical circuit as the UPS uses high power periodically.
  3. This event can also be caused by poor power quality (i.e. power fluctuation). Decrease the sensitivity of the UPS through the NMC user interface.
  4. If the condition persists, contact an electrician to analyze your utility power.

- UPS is no longer running on battery power or output power has been turned on.

  The UPS is no longer running on battery power.

- The load has exceeded the user specified alarm threshold.

  The load on your UPS has exceeded the maximum load threshold, set in the NMC user interface. Reduce the load on the UPS or upgrade to a device that can support the existing load.

- The load no longer exceeds the user specified alarm threshold.

  The load on your UPS is no longer above the load threshold.

- Minimum redundancy lost.

  The UPS has too great a load or there are not enough power modules operational to support the desired redundancy.

  Check to see that all power modules are functioning properly and that the redundancy configuration is correct.

  If the condition persists, contact Customer Support.

- Minimum redundancy restored.

  The UPS can now support the desired redundancy.

- Parallel redundancy lost.

  The system has too great a load or there are not enough operational UPS's to support the desired redundancy level.

  Check to see that all UPS's are functioning properly and that the redundancy configuration is correct.

  If the condition persists, contact Customer Support.

- Parallel redundancy restored.

  The Parallel UPS system can now support the desired redundancy.

- The runtime remaining has dropped below the configured threshold while on Battery.

  The runtime remaining has dropped below the configured threshold while on battery. You can configure this threshold using the shutdown action on the Configure Events page.

  When the UPS in running on battery power and the runtime remaining on the UPS drops below the threshold, PowerChute will trigger a shutdown sequence. See "Sequenced Server Shutdown" for more information.

- The runtime remaining is now above the configured threshold or input power has been restored.

  Occurs when the UPS runtime is greater than the user defined threshold or if the UPS is no longer running on battery power.

- UPS has overheated which can cause damage.

  The UPS's internal temperature is too high. Make sure that there is at least one inch of clearance around the UPS, and that the UPS ventilation ports are not blocked. If this condition is not resolved quickly, damage may occur to your UPS.

- UPS is no longer overheated.

  The UPS's internal temperature has returned to an acceptable level.

- UPS output overload.

  The UPS has sensed a load greater than 100 per cent of its rated capacity. Remove attached equipment from the UPS until the condition is corrected. If this condition happens occasionally and briefly, check to see if some equipment connected to the UPS is using high power periodically (e.g. connected laser printers or photocopiers). If the condition persists, contact Customer Support.

- UPS overload condition has been corrected.

  A condition that caused the UPS output overload event to occur has been corrected.

Configurable Environmental Events

The following events are logged and event actions are carried out even if they occur on a single UPS in a Redundant or Parallel UPS configuration.

- Ambient Temperature Out Of Range Probe X.

  The temperature exceeds the threshold configured for the Environmental temperature probe.

- Ambient Temperature In Range Probe X.

  The temperature no longer exceeds the threshold configured for the Environmental temperature probe.

- Humidity out of Range Probe X.

  The humidity exceeds the threshold configured for the Environmental humidity probe.

- Humidity In Range Probe X.

  The humidity no longer exceeds the threshold configured for the Environmental humidity probe.

- Communication lost with Environmental Monitor.

  PowerChute has stopped receiving data from the Environmental Monitoring Card or the probe has been removed from the Universal I/O (UIO) port on the NMC.

  Check to see that the Environmental Monitoring Card is firmly inserted in its slot and has power. Check that environmental monitoring information is accessible through the NMC user interface.

  If PowerChute cannot communicate with the NMC you will need to correct that problem first.

- Communication established with the Environmental Monitor.

  PowerChute Network Shutdown is receiving data from the Environmental Monitoring Card/Probe.

- Contact X Alarm.

  One of the environmental input contacts is in an alarm state. Check in the location being monitored by this contact.

- Contact X Normal.

  One of the environmental input contacts has returned to a normal condition.

Non-Configurable Events

- Three unsuccessful logon attempts detected. Temporarily denying logon attempts from machine with IP <IP address>.

  There have been three invalid login attempts from a machine with the IP address listed in the event. Further login attempts will be prevented from this machine for two minutes. This is a security measure designed to prevent brute-force login attempts.

- Username was changed by user [User] from IP address [IP address]. New username is [Username].

  The Username has been changed by the user at the specified IP address. This is a security feature to notify the user when the Username has been changed.

- Password was changed by user [User] from IP address [IP address].

  The password has been changed by the user at the specified IP address. This is a security feature to notify the user when the password has been changed.

- Authentication phrase was changed by user [User] from IP address [IP address].

  The authentication phrase has been changed by the user at the specified IP address. This is a security feature to notify the user when the authentication phrase has been changed.

- Low-battery condition occurred.

  The runtime remaining on the UPS has dropped below the Low battery duration value while the UPS was on battery.

- UPS Turn off has been initiated.

  A graceful shutdown command has been issued to the UPS using the NMC User Interface, the LCD display or by PowerChute. This event is logged for all UPS Configurations.

- PowerChute Network Shutdown version X monitoring started.

  The PowerChute Web service has been started.

- Shutdown process started ‹OS name› will shut down soon.

  The operating system has started to shut down in response to a critical UPS event.

- Error: Outlet Group X is turned off for NMC X.

  The outlet group that PowerChute is registered with is turned off. This can indicate that PowerChute is not configured for the correct outlet group.

- Warning: Outlet Group X is turning off for NMC X.

  The outlet group that PowerChute is registered with is shutting down. A shutdown sequence will be started as a result.

- No Outlet Group specified. Using outlet group X.

  If PowerChute was not registered with an Outlet group during setup it will be automatically registered with the first outlet group on the UPS by default.

- PowerChute is unable to open TCP port [number]. Check that TCP port [number] is free.

  PowerChute uses TCP ports 3052 and 6547 for the Web User Interface. This event will be logged if another application is already using either of the above ports.

  Use the netstat command to identify which process is using these ports or change the values using the PowerChute Configuration File.

- PowerChute is attempting to open TCP port [number]

  PowerChute has begun to open the port it requires for the Web UI.

- PowerChute successfully opened TCP port [number].

  PowerChute has successfully opened the port it requires for the Web UI.

- PowerChute is unable to open UDP port 3052. Check that UDP port 3052 is free. This is required for NMC communication.

  PowerChute uses UDP port 3052 for communication with the NMC. This event will be logged if another application is already using this port. Use the netstat command to identify which application is using the port. This port cannot be changed.

- PowerChute is attempting to open UDP port 3052.

  PowerChute has begun to open the port required for NMC communications.

- PowerChute successfully opened UDP port 3052.

  PowerChute was able to open the port it needs for NMC communications.

- PowerChute cannot communicate with Network Management Card [ip_address]

  Reported when the PowerChute Agent cannot communicate with the Network Management Card over the network. This could be due to a mismatch in security credentials or a network issue.

- Network Management Card [ip_address] cannot communicate with the UPS.

  Reported when the Network Management Card cannot communicate with the UPS. If this issue persists please contact technical support.

- Connection unsuccessful because PowerChute received an untrusted SSL certificate from the NMC [protocol]://[ip_address]

  This can occur if registering with an NMC that has HTTPS enabled and is using an SSL certificate that is not signed by a trusted root certification authority.

  To accept the certificate, enable the option "Accept Untrusted SSL Certificates?" on the UPS Details page of the PowerChute Setup Wizard or add the certificate to the PowerChute-keystore.

- PowerChute received an untrusted SSL certificate from the NMC https://[ip_address].

  Occurs when registering with an NMC that has HTTPS enabled if the SSL cert is not signed by a trusted root certification authority.

- PowerChute added a Network Management Card Self-Signed Certificate to the keystore.

  If the option **Accept Untrusted SSL certificates** is enabled, PowerChute will automatically add self-signed and untrusted certs to its local keystore.

- UPS [ip_address] is running on battery power

  Reported when one UPS goes on battery in a UPS configuration with multiple UPS's.

- The On Battery UPS is no longer running on Battery power or output power has been turned on.

  Reported when one UPS in a UPS configuration with multiple UPS's returns to On Line operation.

- Outlet on UPS is turning off / UPS is turning off.

  The advanced option is enabled under UPS Shutdown Settings for a Redundant UPS Configuration and one UPS is on Battery.

- UPS [ip_address] has turned off.

  Reported when one UPS turns off in a UPS configuration with multiple UPS's.

- The turned off UPS has switched to On Line operation.

  Reported when one UPS turns back on in a UPS configuration with multiple UPS's.

- Multiple UPS's have been commanded to turn off / Outlet Group turn off has been initiated on Multiple UPS's.

  Reported in a Redundant UPS Configuration.

  In n+1 redundancy, this is reported when 2 UPS's turn off.

  In n+2 redundancy, this is reported when 3 UPS's turn off.

  In n+3 redundancy, this is reported when 4 UPS's turn off.

- Multiple UPS have turned off.

  Reported in a Redundant UPS Configuration.

  In n+1 redundancy, this is reported when 2 UPS's turn off.

  In n+2 redundancy, this is reported when 3 UPS's turn off.

  In n+3 redundancy, this is reported when 4 UPS's turn off.

- Multiple Critical Events occurred.

  This occurs in a Redundant or Parallel-Redundant UPS Configuration when two different critical UPS events are active.

- Parallel-UPS Configuration not supported at address [ip_address].

  One of the UPS devices in a Parallel-UPS configuration has been removed from the Parallel system.

- Turning off UPS [NMC IP Address].

  PowerChute has sent a graceful shutdown command to the UPS. This is logged when a critical event occurs and the option to Turn off the UPS is enabled on the Shutdown settings page.

- Turning off outlet [Outlet Name] on UPS [NMC IP Address]

  PowerChute has sent a graceful shutdown command to the UPS Outlet group. This is logged when a critical event occurs and the option to Turn off the UPS Outlet Group is enabled on the Shutdown settings page.

- SNMP[version]: New connection by user [User] from [IP Address].

  A new user has connected to PowerChute via SNMP. This event is logged the first time a user connects after the PowerChute service restarts, or a SNMP setting is changed.

- SNMP[version]: Unsuccessful connection attempt by user [User] from [IP Address].

  PowerChute detected a new user attempting to connect via SNMP. This event is logged the first time a user is unable to connect after the PowerChute service restarts, or a SNMP setting is changed.
  NOTE: Some SNMP managers make unsuccessful attempts as part of their connection process. This will be indicated by the user "initial".

- SNMP: Configuration changed by user [User] from [IP Address]. [Config.ini Section].[Config.ini Key] set to [New Value].

  A PowerChute setting has been changed by [User] via SNMP.

Configuration (INI) File Events

The table below lists events that may be logged as a result of manual changes to the PowerChute Configuration File.

See PowerChute Configuration File.

Before editing the Configuration file manually you should save a backup copy locally.

- Error: PowerChute cannot find the configuration file or the backup configuration file. Shutting down.

  PowerChute cannot locate pcsnconfig.ini or pcnsconfig_backup.ini to error.log in the group1 folder where PowerChute is installed. Please re-install PowerChute. If this does not resolve the issue contact APC technical support.

- Error: The ini file is missing the required [x] section

  A required section is missing or incorrectly named.

- Error: The ini file is missing [x] key from section [x].

  A required key is missing. Replace the missing key from a backup file.

- Error: The ini file could not find IP address information in section [x].

  NMC IP addresses are missing from the [NetworkManagementCard] section.

- Error: The ini contains an invalid value for [x] in section [x].

  An invalid value is present in the file and no previous good value or default is available in the backup file.

- Error: The ini contains an invalid value for [x] in section [x]. Using {2} instead. Please validate the configuration.

  An invalid value is found in the file but a previous valid value or default value is available in the backup file. This should be checked but no further action may be needed.

- Error: The key [x] in section [x], did not match the supplied regular expression.

  This can occur if you nter a username value that contains unsupported characters or if you entered a value other than http/https for the key protocol.

- Error: Could not convert the value of [x] in section [x] to its expected type.

  This can occur if you enter a non-numeric value where a numeric value is expected for example.

- Error: Event [x] is enabled for command file execution, but an invalid value for [x] is specified

  The command file specified cannot be found.

- The ini file has entries defined outside of a section.

  There are extra entries outside of a section that PowerChute does not recognize. These can be deleted.

- The invalid key [x] should be deleted from section [x] in the ini file.

  The configuration file contains keys that PowerChute does not recognize. These can be deleted.

- The ini file has detected duplicate values for [x] in section [x].

  When this occurs PowerChute will use the first value and this may result in an incorrect value being used e.g. if you enter 2 values for the HTTP port (80 and 8080), PowerChute will use 80 instead of 8080.

- The invalid section [x] should be removed from the ini file.

  The configuration file contains a section that PowerChute does not recognize. This can be deleted.

- Disabling command file execution for event [x] due to bad parameters. Please validate the configuration.

  This can occur on a Linux/ Unix system if the path to the command file is valid but the file itself does not have execute permissions.

- Username was changed from [Username 1] to [Username 2] via ini file.

  This notifies the user that the username has been changed via the ini file, for security purposes.

- Password was changed via ini file.

  This notifies the user that the password has been changed via the ini file, for security purposes.

- Authentication phrase was changed via ini file.

  This notifies the user that the authentication phrase has been modified via the ini file, for security purposes.

SSH Action Events

- Running SSH Action: [Action].

  PowerChute is running the SSH action [Action] on the remote host.

- SSH Action [Action] has already run.

  In an advanced UPS configuration, PowerChute runs each SSH action once for each host in the advanced group. This may result in multiple hosts attempting to run the same SSH action at the same time.

  This event is shown if a SSH action has already run on a host in the advanced group.

- SSH Action [Action] has completed.

  PowerChute has successfully completed executing the SSH action [Action] on the remote host.

- SSH Action [Action] has not completed within the configured duration.

  The SSH action [Action] could not complete as insufficient time was configured. Ensure sufficient time is provided in the **SSH Action Duration** field in the SSH Settings screen for your SSH actions to complete.

Java Update Events

- Updating Java using [Java file].

  PowerChute is attempting to update the Java version used by PowerChute to [Java file]. Allow 2-3 minutes for the Java update to complete.

- Java has successfully updated. Restarting PowerChute.

  The Java version used with PowerChute has successfully updated. The PowerChute service will restart for changes to take effect.

- Unable to update Java. See error.log for details.

  PowerChute was unable to update the Java version used with PowerChute. For more information, see error.log.

Critical Events in a Redundant-UPS Configuration

This topic does not apply to Advanced Configuration with Advanced UPS Setups. For more information about Critical Events in Advanced UPS Setups, please view the “Using PowerChute Network Shutdown in an Advanced Redundant Setup” Application Note here.

PowerChute Network Shutdown considers all UPS devices in a Redundant configuration as one UPS System. Each UPS must be able to support the entire load itself.

PowerChute follows these shutdown rules when it detects critical events:

- 2 identical critical events (such as **Low-Battery Condition Occurred** OR **UPS turn off has been initiated**) occurring in succession on 2 UPS devices cause a shutdown. The shutdown is immediate and no configured delay is counted down.
- 2 identical user-configured critical events such as **UPS On Battery** occurring in succession on 2 UPS devices will cause a shutdown. Any configured delay is counted down first.
- 2 different critical events (such as **Low-Battery Condition Occurred** and **PowerChute cannot communicate with the Management Card**) occurring in succession on 2 UPS devices cause the event called **Multiple Critical Events occurred** which always leads to a shutdown. Prior to the PowerChute shutdown process starting, a 10-second delay is counted. No configured delay time is counted down.

Critical Events in a Parallel-UPS Configuration

In Parallel-UPS configurations, the combined outputs of several UPS devices support the load. With this setup, PowerChute monitors the load as it changes to determine whether the mode of operation is Parallel Capacity or Parallel Redundant.

For example, you are operating in a Parallel Redundant mode (i.e., there are more UPS devices available than are required to provide power to the load) and then you increase the load by adding new servers. PowerChute detects if the mode of operation changes to Parallel Capacity (i.e., all UPS devices in the configuration are now required to provide power to the load). This could cause PowerChute to initiate a shutdown if just one critical event is triggered.

Scenario 1: Three 10kVA UPS devices supporting a 16kVA Server Load (Parallel Redundant)

In this Parallel Redundant configuration, two or more critical events occurring cause PowerChute to trigger a graceful shutdown of the server(s).

PowerChute follows these shutdown rules.

- 2 identical critical events (such as **Low-Battery Condition: Occurred** OR **UPS turn off has been initiated**) occurring in succession on 2 UPS devices cause a shutdown. The shutdown is immediate and no configured delay is counted down.
- 2 identical user-configured critical events such as **UPS: On Battery** occurring in succession on 2 UPS devices will cause a shutdown. Any configured delay is counted down first.
- 2 different critical events (such as **Low-Battery Condition: Occurred** and **PowerChute cannot communicate with the Management Card**) occurring in succession on 2 UPS devices cause the event called **Multiple Critical Events occurred** which always leads to a shutdown. Prior to the PowerChute shutdown process starting, a 10-second delay is counted. No configured delay time is counted down.

Scenario 2: Three 10kVA UPS devices supporting a 13kVA Server Load (Parallel Capacity)

In this Parallel Capacity configuration, one critical event triggers a graceful shutdown of the server(s).

However, if 2 occur, they have these delays.

- If 2 *identical* critical events occur in a parallel capacity configuration, then the event is only reported once and any configured delay is counted down.
- If 2 *different* critical events occur, then both events are reported separately and the shortest shutdown delay of the two is counted down.

Scenario 2: Two 10kVA UPS devices supporting an 8kVA Server Load (Parallel Capacity)

In this Parallel Capacity configuration, one critical event occurs and graceful shutdown of the server(s) is not triggered as the single UPS device can still support the connected load.

Scenario 3: Two 10kVA UPS devices supporting an 8kVA Server Load (Parallel Capacity)

In this Parallel Capacity configuration, two *identical* critical events occurring causes PowerChute to trigger a graceful shutdown of the server(s). The shutdown is immediate and no configured delay is counted down.

Hyper-V Virtualization Events

- UPS critical event [Event] triggered a shutdown sequence.

  A critical event has occurred on a UPS associated with this host. This will trigger a shutdown sequence.

- UPS critical event [Event] resolved on host

  The previously logged critical event has been resolved.

- Migrating VMs.

  A critical event has occurred and PowerChute is trying to migrate virtual machines to another host.

- Shutting down VMs.

  A critical event has occurred and PowerChute is trying to shut down virtual machines.

- Powering on VMs.

  A critical event has been resolved or a host has restarted, and PowerChute is trying to start up the VMs on that host.

- Attempting to power on VMs that did not start.

  PowerChute is reattempting to power on VMs following an unsuccessful attempt.

- Suspending cluster node.

  Before trying to migrate or shut down virtual machines (see events above), PowerChute suspends the hosts. This prevents other VMs getting powered on or migrated to this host while a critical event is active.

- Resuming cluster node.

  Before shutting down the operating system, PowerChute resumes the node in the failover cluster.
  This ensures the integrity of the cluster and that all services will be available when the OS is subsequently powered on.

- Cannot resume cluster mode. PowerChute will not be able to start VMs on this host.

  The cluster node cannot be resumed.

- Stopping the cluster.

  A critical event has occurred and PowerChute is trying to stop the cluster. This is the second last step in the shutdown sequence, and occurs after VMs are migrated and shut down, and before the PowerChute operating system is shut down.

- Unable to stop the cluster.

  PowerChute was unable to stop the cluster.

- Starting the cluster.

  A critical event has been resolved, and PowerChute is trying to start up the cluster.

- Unable to start the cluster.

  The cluster cannot be re-started.

SCVMM Virtualization Events

- UPS critical event [Event] occurred on host: [hostname].

  A critical event has occurred on a UPS associated with this host. This will trigger a shutdown sequence.

- UPS critical event [Event] resolved on host: [hostname].

  The previously logged critical event has been resolved.

- Starting Maintenance Mode on host: [hostname]

  A critical event has occurred and PowerChute is attempting to start Maintenance mode on the host affected.

- Starting Maintenance Mode on hosts: [hostname1, hostname 2]

  A critical event has occurred and PowerChute is attempting to start Maintenance mode on multiple hosts. This event is triggered when a critical event occurs on multiple hosts at the same time.

- Started Maintenance Mode on host: [hostname]

  PowerChute has successfully started maintenance mode on a host. This event is logged for each host on which the event occurs.

- Stopped Maintenance mode on host: [hostname]

  PowerChute has stopped maintenance mode on a host. This event is logged for each host on which the event occurs.

- Host [hostname] is already in Maintenance Mode

  The host on which PowerChute is attempting to start Maintenance mode is already in Maintenance mode. This event is logged for each host on which the event occurs.

- Host [hostname] is not in Maintenance Mode

  The host on which PowerChute is attempting to stop Maintenance mode is not currently in Maintenance mode. This event is logged for each host on which the event occurs.

- Start Maintenance Mode unsuccessful on host: [hostname]

  PowerChute has not successfully started Maintenance Mode on a host. This event is logged for each host on which the event occurs.

- Shutting down host [hostname]

  PowerChute is attempting to shut down the host via SCVMM. This event is logged for each host on which the event occurs.

- Shutdown Host has succeeded for host [hostname]

  PowerChute has successfully shutdown the host. This event is logged for each host on which the event occurs.

- Shutdown Host unsuccessful for host: [hostname]

  PowerChute shutdown of the host was not successful. This event is logged for each host on which the event occurs.

General

This section contains information on the topics below:

- Communications Settings
- PowerChute Agents
- PowerChute Configuration (INI) File
- Java Update
- User Interface Session Timeout
- Check for Updates
- Customer Support
- Customer Experience Improvement Program (CEIP)

Communications Settings

PowerChute Access

HTTPS is enabled by default and provides secure access to the PowerChute user interface. You may change the Protocol to HTTP (unencrypted) and this will come into effect after you restart the PowerChute service. For more information, please see Application Note “PowerChute Network Shutdown Security Features Overview” here.

PowerChute Security

The Username and Authentication Phrase are used to authenticate communications between PowerChute and the NMC. Therefore, you must set these values to be the same in both PowerChute and the NMC.

- The maximum number of characters for the user name is 10.
- The authentication phrase must be 15 to 32 ASCII characters.
- The password specified here is unique to PowerChute. The password requires:
    - Minimum 8 and maximum 128 characters in length
    - One upper and lower case letter
    - One number and special character
    - The username also cannot be part of the password.

Changes to the Username, Password and Authentication Phrase are logged to the event log. For more information see Non-Configurable Events.

If you forget your password, see Resetting your PowerChute username or password.

If PowerChute is registered with more than one NMC, they should all use the same administrator user name and authentication phrase.

Click the **Check Details** button on the Communications Settings page to validate that the PowerChute settings are the same as the NMC(s).

PowerChute Agents

The PowerChute Agents page, under the **UPS Configuration** menu option, lists all PowerChute Agents registered with the same NMC(s).

Loading this screen may be slow as PowerChute tries to resolve the host name for each Agent. If the host name cannot be resolved, just the IP address will be displayed. You can click on an IP address to launch the PowerChute user interface for that Agent.

A maximum of 50 PowerChute Agents can be registered with a single NMC. For more information, please view Application Note “PowerChute Network Shutdown with more than 50 computers” here.

If you uninstall a PowerChute Agent, its IP address remains registered with the NMC and must be removed manually using the NMC UI.

If **System Problem Report** is displayed when accessing the screen, this is because PowerChute has not received the information it requires from the NMC(s). During normal operation, this can happen due to network traffic. Try the menu selection again in a few minutes.

This may also occur if PowerChute cannot establish communication with the NMC.

See Network Management Card Troubleshooting.

PowerChute Configuration File

PowerChute stores all its settings in a configuration file called **pcnsconfig.ini**, located in the **group1** folder where PowerChute is installed.

This file is updated when running the PowerChute Setup and when you make configuration changes through the user interface, e.g. enabling shutdown actions for events.

After you have configured one installation of PowerChute with your required settings you can use the pcnsconfig.ini file to apply the same settings to another copy of PowerChute on a different machine. Certain settings such as the **localHostAddress** or **UnicastAddress** values in the [**Networking**] section will need to be edited manually for the target machine.

To apply the settings on the target machine:

Stop the PowerChute service. For more information, see Knowledge Base article FA290624 (Enter "FA290624" at https://www.apc.com/us/en/faqs/home/).

Replace the existing copy of pcnsconfig.ini in the group1 folder.

Start the PowerChute service.

Resetting your PowerChute username or password

If you forget your username or password, you can re-set them by editing the pcnsconfig.ini file.

In the [**NetworkManagementCard**] section of the INI file, set the following lines with your new values:

username= new user name

password= new password

Save the file and re-start the PowerChute service.

Java Update

The Java Update feature enables you to change the Java Runtime Environment (JRE) used by PowerChute to any other JRE already installed on your system. Follow the steps below to update the Java version used by PowerChute.

1. Download a valid JRE on your system. JREs can be downloaded from the OpenJDK website.

   PowerChute v4.3+ supports Java 11 or above. You can only update the Java version used with PowerChute to a 64-bit JRE.

   The Java versions supported by PowerChute are posted on the APC website at http://www.apc.com/wp/?um=200.

2. Navigate to the PowerChute installation directory, and create a new folder called “Updates”. If the default installation directory was chosen during installation, this location will be:

   - C:\Program Files\APC\PowerChute\Updates for Windows systems
   - /opt/APC/PowerChute/Updates/ for Linux systems

3. Copy the Java file downloaded in Step 1 above to the Updates directory.
4. Navigate to the **About** screen in the PowerChute UI (**Help > About**). In the **Java Update Available** field, the downloaded Java file will be listed in a drop-down box.
5. Select the Java version you want to update PowerChute to use from the drop-down box, and click **Upgrade**.
6. A confirmation dialog will appear. Click **OK**.
7. Another dialog will appear and PowerChute restarts. Wait 2-3 minutes for the Java version to successfully update.
8. When the PowerChute service restarts, refresh your browser and navigate to the **About** screen. The **Java Version** field will be updated to show the new Java used by PowerChute.

It is not necessary to keep the downloaded Java files in the Updates directory after the Java update is complete.

User Interface Session Timeout

The PowerChute user interface has a ten minute session timeout by default. Following ten minutes of inactivity, the session will be terminated and the login screen will display to enter the username and password. It is possible to increase or decrease the duration of the session timeout by editing the **Web.xml** file.

To change the session timeout duration:

1. Stop the PowerChute service. For more information, see Knowledge Base article FA290624 (Enter "FA290624" at https://www.apc.com/us/en/faqs/home/).

2. Open the folder where the installed files are located, and locate the file at the following location:

   ```
   \group1\comp\http\html\WEB-INF\web.xml
   ```

   Open the **Web.xml** file with a text editor.

3. Locate the the **<session-config>** element, e.g:

   ```
   <session-config>
     <session-timeout>10</session-timeout>

   </session-config>
   ```

4. The duration value in the **<session-timeout>** element can be changed. For example to change the timeout to 15 minutes, change the **<session-timeout>** value to 15, e.g.:

   ```
   <session-config>

     <session-timeout>15</session-timeout>

   </session-config>
   ```

5. Save the Web.xml file.

6. Start the PowerChute service.

The PowerChute UI will now timeout following a period of inactivity that corresponds to the new **<session-timeout>** value.

Check for Updates

The **Enable Automatic Updates** feature is selected by default and informs you when a new software update is available.

When enabled, PowerChute checks for available software updates when the service is started and every seven days after that. You can also check for updates immediately by clicking the **Check Now** button.

When a new software version is released, key details and a link to download the new version are displayed on the Check for Updates screen and logged in the Event Log and MIB browser via SNMP traps.

You can disable the software update notifications feature on the last screen of the PowerChute Setup wizard or on the Check for Updates page.

Customer Support

For customer support options, please visit www.apc.com/support as a starting point.

The Knowledge Base there contains detailed troubleshooting information for product issues.

You can also browse discussion forums or submit a query using e-mail.

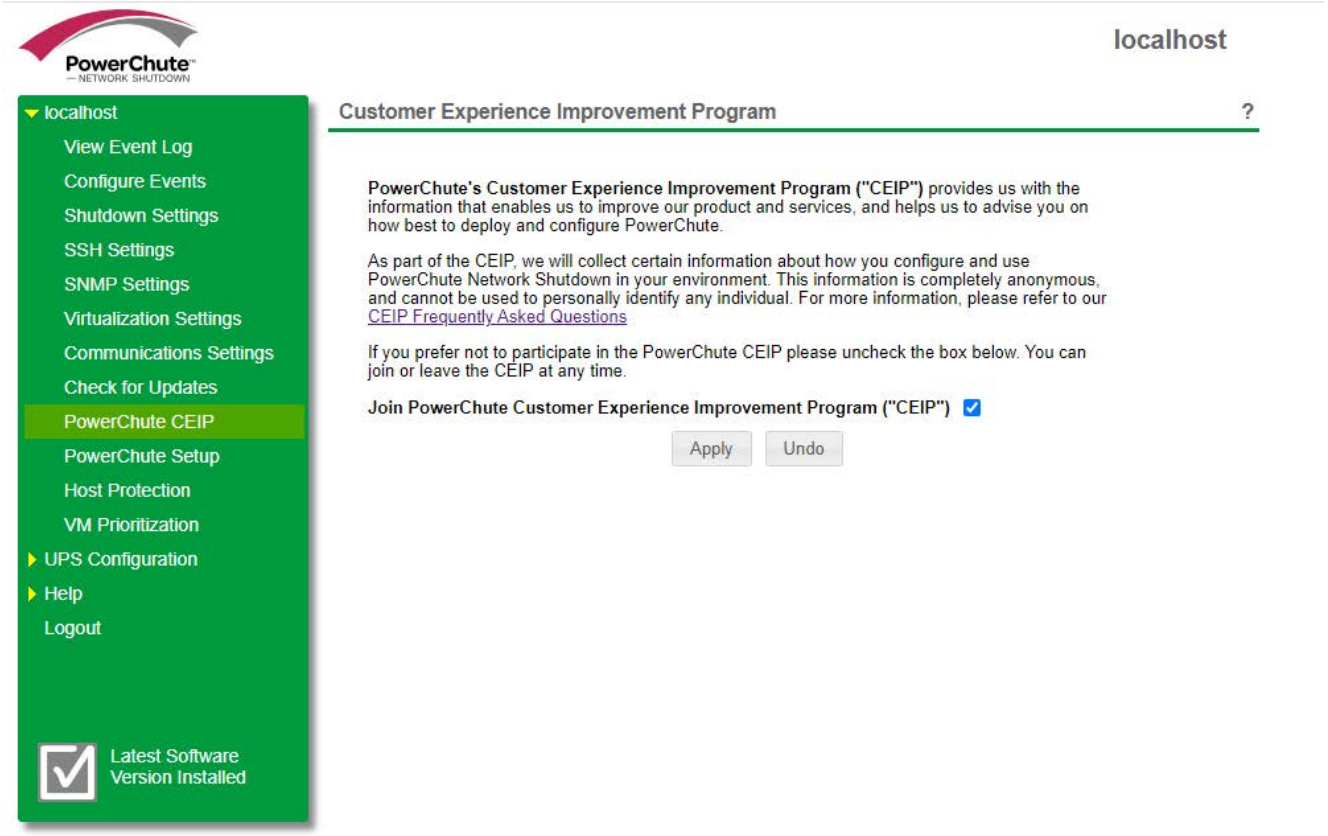
For country-specific support centers' contact details, go to www.apc.com/support/contact and select your country from the drop-down box list. This lists the contact details for support services you may require.

Customer Experience Improvement Program (CEIP)

PowerChute's Customer Experience Improvement Program (CEIP) provides us with the information that enables us to improve our product and services, and helps us to advise you on how best to deploy and configure PowerChute.

As part of the CEIP, we will collect certain information about how you configure and use PowerChute Network Shutdown in your environment. This information is completely anonymous, and cannot be used to personally identity any individual. For more information, please refer to the CEIP Frequency Asked Questions on the APC website.

By default, you are participating in the PowerChute CEIP. If you prefer not to participate, unselect the **Join PowerChute Customer Experience Improvement Program ("CEIP")** checkbox in the PowerChute CEIP page. You can join or leave the CEIP at any time.



Troubleshooting

This section contains information on the topics below:

- Network Management Card Troubleshooting
- Hyper-V Troubleshooting
- SCVMM Troubleshooting
- Browser Troubleshooting
- SSH Actions Troubleshooting
- SNMP Troubleshooting
- General Troubleshooting

Network Management Card Troubleshooting

PowerChute does not register with the Network Management Card(s) or PowerChute reports communications lost with the Network Management Card(s):

1. Verify that the Administrator Username and Authentication Phrase are the same for PowerChute and the NMC.
2. Verify that UDP port 3052 is not being blocked by a firewall.
3. Check the IP settings on the PowerChute machine and on the NMC user interface to verify that the default gateway and subnet mask are correct.
4. Check that the IP address of the Network Management Card has not changed after PowerChute was registered with the NMC. To check this, click on the Communications Settings menu item in PowerChute and check that the IP address shown in the Network Management Card section is correct.
5. Verify that there is a network connection between the PowerChute client computer and the Network Management Card. Attempt to access the Network Management Card from the PowerChute client computer, or use the ping utility from the Network Management Card.
6. A PowerChute Network Shutdown client that acquires its IP address through DHCP will lose communications with the Network Management Card when the client renews its DHCP address lease and acquires a different IP address. To resolve this issue,each system using PowerChute Network Shutdown must have a permanent IP address. Reserve IP addresses in the DHCP server by using the MAC address of the clients, so that they never change for the specified machines. The NMC should also have a static IP address.
7. Verify that the PowerChute service is started. If it is already started, stop the service and then restart it again.
8. Update the firmware on the NMC to the latest version which can be downloaded from the APC Web site, or contact “Customer Support”.

Hyper-V Troubleshooting

Suspending Cluster Node

The following messages may appear in the powerShellDebug.log:

Host is already in Paused state
Host state is suspended, there is no need to suspend the Host.

Error suspending the Host : [exception message]
An exception occurred while trying to suspend the Host. Check the detail provided in the exception message for more information.

VM Migration

The following message may appear in the EventLog:

Unable to find a suitable Host to migrate VMs to.
A suitable host was not found to migrate VMs to.

The following messages may appear in the powerShellDebug.log:

Error getting Clustered VMs List: [error message]
An error occurred retrieving a list of Highly Available VMs in the Custer, check the error message for more information.

There are no VMs to migrate
All Highly Available VMs are already powered off or there are not Highly Available VMs on the host.

There are no target nodes for migration
No target nodes were found to migrate VMs to. Verify that hosts have been added using the **Select Target Hosts for Migration** option.

Error no time left for migration
VM Migration did not complete within the given time period. The VM Migration duration may need to be increased to allow enough time for this to complete.

Unable to find target node [Host] for migration
Unable to find the target node in the cluster to migrate VMs to. This may occur if a Host that was added using **Select Target Hosts for Migration** option no longer exists in the Failover Cluster or was re-named.

Error no time left to migrate VM [VM]
VM Migration did not complete within the given time period and as a result there was not enough time to migrate the VM. The VM Migration duration may need to be increased to give enough time for this to complete.

Error migrating VM [VM] to target node [target] : [error message]
An error occurred while migrating a VM to the target node, check the error message for more information.

Error migrating VM [VM] to target node [target] : [exception message]
An exception occurred while migrating a VM to the target node, check the exception message for more information.

Target node [target] not available for migration
The state of the target node is not currently “Up” so VMs cannot be migrated to it.

Error using target node [target] for migration: [exception message]
An exception occurred while migrating VMs to the target node, check the exception message for more information.

Unable to migrate VMs : [VMs]
There was a problem while migrating all VMs to target nodes.

Error migrating VMs: [exception message]
An exception occurred while migrating VMs, check the exception message for more information.

VM Shutdown

The following messages may appear in the powerShellDebug.log:

There are no VMs to shutdown.
No powered on VMs were found on the Host to shutdown.

Error shutting down cluster VM [VM] : [error_message]
An error occurred while shutting down the VM, check the error message for more information.

Shutdown failed, power down non-clustered: [VM]
Unable to shutdown the non-clustered VM. PowerChute will attempt to power down the non-clustered VM. This will occur when Integration Services are not installed on the VM or the Guest OS Shutdown option in Integration Services has not been enabled.

Error powering down VM [VM] : [error_message]
An error occurred while powering down the VM, check the error message for more information.

Error shutting down VMs: [exception message]
An exception occurred while shutting down VMs, check the exception message for more information.

Resuming Cluster Node

The following messages may appear in the powerShellDebug.log:

Host is already in Up state
The state of the Host is Up, there is no need to resume the Host.

Error resuming the Host : [exception message]
An exception occurred while trying to resume the Host. Check the detail provided in the exception message for more information.

VM Startup

The following messages may appear in the EventLog:

Attempting to power on VMs that did not start.
If there was a problem powering on VMs PowerChute will re-attempt to power on VMs that did not start.

The following messages may appear in the powerShellDebug.log:

There are no VMs to start
There are no cluster or non-cluster VMs to start.

Error starting the cluster VM [VM] : [error message]
An error occurred while starting the cluster VM, check the error message for more information. The VM will get added to the reattempt VM startup list (if not already on the list)

Error VM startup failed for cluster VM [VM]
An error occurred while starting the cluster VM.
The VM will get added to the reattempt VM startup list (if not already on the list).

Error starting the non-cluster VM [VM] : [error message]
An error occurred while starting the non-cluster VM, check the error message for more information. The VM will get added to the reattempt VM startup list (if not already on the list)

Error VM startup failed for non-cluster VM [VM]
An error occurred while starting the non-cluster VM.
The VM will get added to the reattempt VM startup list (if not already on the list).

Removing VM as it does not exist on this Host
The non-cluster VM has been removed from the VM startup list as it does not exist on the Host.

Error starting VM [VM] : [exception message]
An exception occurred while starting VMs, check the detail provided in the exception message for more information.

Check if Cluster service is running
An exception occurred while starting VMs, check if Cluster service is running.

When a Hyper-V Host is being shut down Failover Clustering will move its VMs to another available node in the Cluster if possible. This occurs even if those VMs have been powered off. When critical UPS events occur at different times this can lead to all VMs being located on the last available node in the cluster. This can cause issues when VM Startup is enabled in PowerChute if that Host has insufficient resources to start the VMs. Failover Cluster does not automatically fail back VMs to their original host.

In order for PowerChute to power on VMs that are running on a different node in the cluster to the one on which PowerChute is installed, it is necessary to modify the security permissions for the Cluster Computer Object in Active Directory, as outlined below:

Open Active Directory Users and Computers.

In the View menu select **Advanced Features.**

Click on the **Computers** container in the left hand pane.

Select the Cluster computer account in the right hand pane.

Double click on the Cluster computer account to open the properties dialog and go to the **Security** tab.

Click **Add.**

Click **Object Types** and enable **Computers**. Click OK.

Enter the Failover Cluster node machine name on which PowerChute is installed.

Grant **Full Control.**

Click **Apply.**

Repeat steps 8-10 for each node in the Failover Cluster on which PowerChute is installed.

SCVMM Troubleshooting

Start Maintenance

If maintenance is not started on a host, check the Event log and powerShellDebug.log for troubleshooting information.

The following messages may appear in the EventLog:

Host [hostname] is already in Maintenance Mode.

PowerChute has attempted to start a Maintenance Mode task on a Host that is already in Maintenance mode.

Start Maintenance Mode unsuccessful on host [hostname]

PowerChute was unable to start a Maintenance Mode task on a host. There will be an individual message for each host that PowerChute could not start maintenance mode on.

PowerChute attempts to start Maintenance Mode on the host with MoveWithinCluster option.

SCVMM will attempt to migrate powered-on VMs to other Hosts in the cluster when this option is enabled.

The following messages may appear in the powerShellDebug.log:

Error Starting Maintenance Mode on host [hostname] with MoveWithinCluster: [error message]

Start Maintenance Mode with **MoveWithinCluster** option unsuccessful, see error message for more information.

Exception in Start Maintenance Mode with MoveWithinCluster: [exception message]

Start Maintenance Mode with **MoveWithinCluster** option unsuccessful, see the exception message for more information.

If Starting Maintenance Mode with **MoveWithinCluster** is unsuccessful, PowerChute attempts to Start Maintenance Mode without **MoveWithinCluster**

Re-attempting Start Maintenance Mode without MoveWithinCluster

If Maintenance Mode task is unsuccessful using **MoveWithinCluster**, PowerChute will then start the Maintenance mode task again without this option - this will place powered-on VMs into a saved state.

Error Starting Maintenance Mode on Host [hostname] : [error message]

Start Maintenance Mode unsuccessful, see error message for more information.

Timer elapsed before Job Completed

The Start Maintenance Mode task did not complete within the given time period. The Start Maintenance Mode duration may need to be increased to give enough time for this to complete.

Stop Maintenance

If maintenance is not stopped on a host, check the Event log and powerShellDebug.log for troubleshooting information.

The following messages may appear in the EventLog:

Host [hostname] is not in Maintenance Mode.

A Host is not in Maintenance Mode and PowerChute has attempted to Stop Maintenance Mode on the host.

Stop Maintenance Mode unsuccessful on Host [hostname]

PowerChute could not Stop Maintenance Mode on a host.

The following messages may appear in the powerShellDebug.log:

Error Stopping Maintenance Mode on Host [hostname] : [error message]

Stop Maintenance Mode unsuccessful, see error message for more information.

Host [hostname] is not in Maintenance Mode

Host is already in Maintenance Mode.

General powershellDebug.log Start/Stop Maintenance Mode error messages

This section covers general error messages that appear in the powerShellDebug.log as a result of Start/Stop Maintenance Mode.

Host not in valid state CommunicationState: [host communication state]

Host is in invalid state NotResponding

PowerChute will not be able to Start/Stop Maintenance Mode on a Host if its **CommunicationState** is **NotResponding**

Failed to retrieve information for Host [hostname] using Get-VMHost cmdlet.
PowerChute was unable to retrieve Host information.

Unable to connect to server: [SCVMM Server]
PowerChute was unable to connect to the SCVMM Server.

Error with Maintenance Mode: [exception message]
A general exception has occurred while trying to Start/Stop Maintenance Mode on the Host

Maintenance Mode failed for Host [hostname]

The Start/Stop Maintenance Mode task was unsuccessful for Host.

Maintenance Mode Job Timed Out

The Start/Stop Maintenance Mode task timed out.

Stop Host

If PowerChute cannot stop a host(s), check the Event log and powerShellDebug.log for troubleshooting information.

The following messages may appear in the EventLog:

Shutdown Host unsuccessful for host: [hostname]

PowerChute could not shut down the host.

The following messages may appear in the powerShellDebug.log:

Host is in invalid State: [host_state]

If the Host state is not “OK” or Host state is not “MaintenanceMode”. The Host is not in a valid state, PowerChute will not attempt to shut it down.

Already running a job on Host [hostname]

If a job is currently running on the Host, PowerChute will not attempt to shut it down.

Error Stopping Host : [exception message]

A general exception has occurred while trying to Stop the Host.

IsConfiguredForOutOfBandManagement is not supported, cannot shut down Host [hostname]

The Host is not configured for OutOfBandManagement. PowerChute will not attempt to shut down the host. To support Host Shutdown via SCVMM, BMC Settings need to be enabled on each Host, see SCVMM Host Shutdown.

Unable to connect to server: [SCVMM Server]

PowerChute was unable to connect to the SCVMM Server.

Connecting to SCVMM in PowerChute Setup

If PowerChute is having issues connecting to SCVMM, check the messages provided in the GUI and powerShellDebug.log file for troubleshooting information:

The following messages may appear in the GUI:

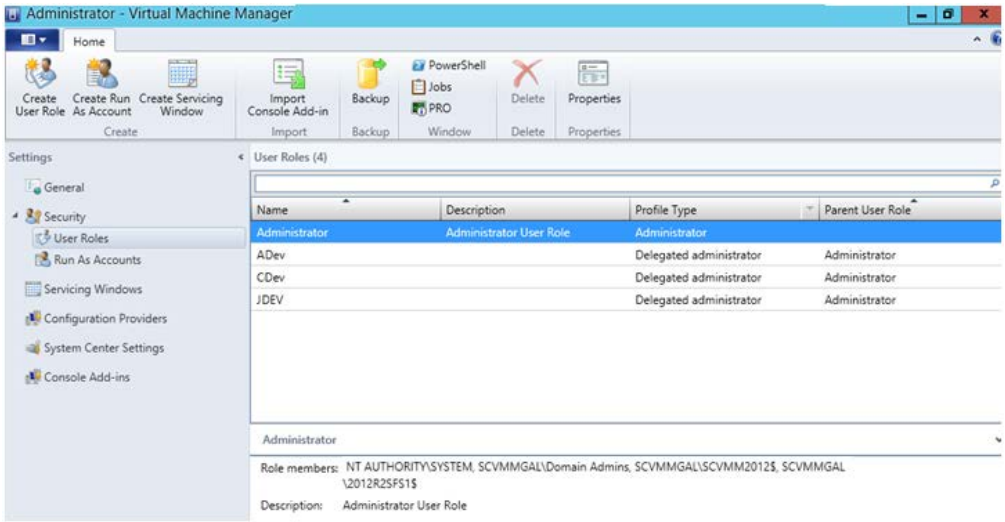
Could not connect to SCVMM Server. Please verify that the machine is accessible over the network and that the SCVMM Service is running.

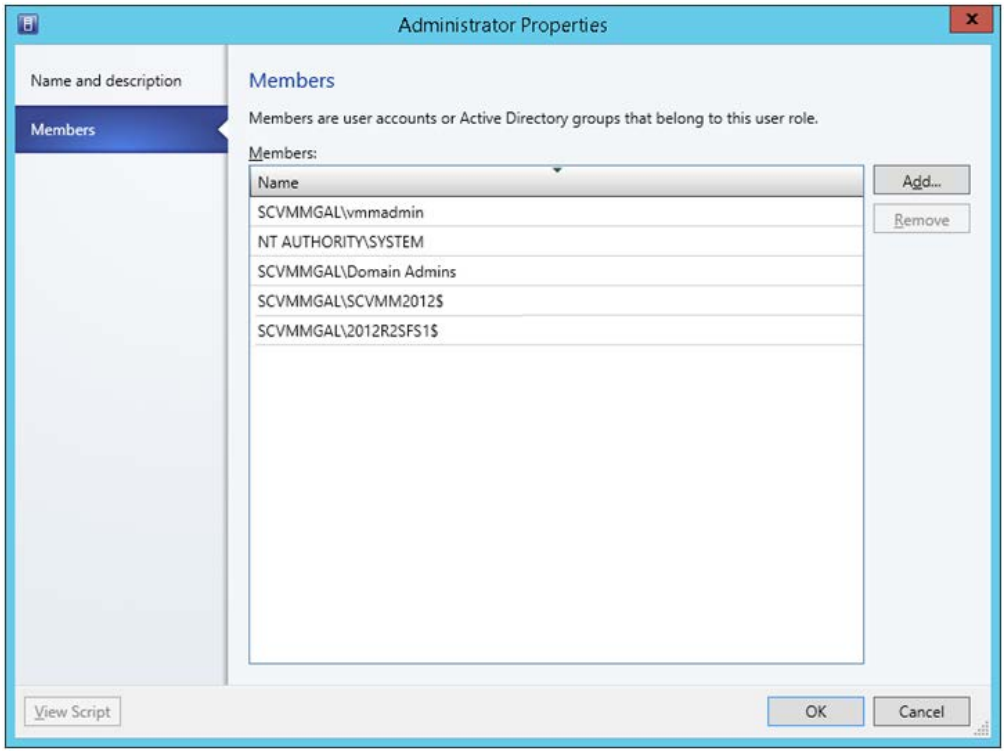
PowerChute is unable to connect to the SCVMM Server.

- Check that the hostname/IP entered is accessible on the network
- Check that the hostname/IP entered belongs to the SCVMM Server
- Check that the SCVMM Service is running on the SCVMM Server

Could not connect to SCVMM Server – access denied. Please check that this machine has permission to connect to SCVMM Server.

- Could not connect to SCVMM Server – access denied. Please check that this machine has permission to connect to SCVMM Server.





Server is inaccessible. Please verify that SCVMM Server IP/Hostname is correct.

- Check that the hostname/IP entered is accessible on the network
- Check that the hostname/IP entered belongs to the SCVMM Server
- Check that the SCVMM Service is running on the SCVMM Server

The following messages may appear in the powerShellDebug.log:

Error: failed to connect to SCVMM server: [SCVMM Server]

PowerChute is unable to connect to the SCVMM Server

Exception with Get-VMMServer: [exception message]

The most common exceptions types are as follows:

Error ID: 1602 – Unable to connect to the VMM Management Server [VMM Server]. The Virtual Machine Manager service on that server did not respond.

The SCVMM Service was not found on the SCVMM Server. The IP/Hostname of the SCVMM Server is accessible over the network.

Error ID: 1603 – Unable to connect to the VMM Management Server [VMM Server]. The attempt to connect timed out. (Note: IP/Host is not accessible)

The IP/Host of the SCVMM Server is not accessible over the network.

Error ID: 20414 – Permission problem while trying to execute the cmdlet on the server.

The SCVMM Service was found on the SCVMM Server and is accessible over the network. This machine does not have permission to connect to and execute powershell commands on the SCVMM Server.

PowerChute service does not restart after a host shut down

On a Windows server running SCVMM 2019, the PowerChute service does not automatically restart after the SCVMM server is shut down following a critical event. This is a known Microsoft issue. To resolve the issue, follow the steps outlined in Microsoft Knowledge Base article 922918 to modify the registry to increase the default service control manager timeout value.

Browser Troubleshooting

The PowerChute Web UI is accessed using a browser. For a list of supported browsers please view the Operating System Compatibility chart.

PowerChute requires cookies and JavaScript to be enabled in the browser in order to function correctly. If cookies are being blocked this will prevent logging into the PowerChute UI. To avoid this, allow cookies for the PowerChute URL.

Known Issues with Internet Explorer

- IE Enhanced Security is enabled by default for most Windows operating systems and this can block JavaScript for the PowerChute Application - to avoid this add the PowerChute URL to the Trusted Sites List under Tools - Internet Options - Security.

SSH Actions Troubleshooting

Error shown on screen when session times out

- When the user session times out or the PowerChute service restarts, clicking on the edit or delete icons on the SSH List View screen will result in an error message being shown on screen. Click on any of the menu items to return to the log in screen.

SNMP Troubleshooting

The Network Management System (NMS) cannot connect to PowerChute via SNMPv1:

1. Verify that there is a network connection between the NMS and PowerChute.
2. Verify that the SNMP Port specified during installation (161 by default) is not blocked for inbound communications by a firewall.
3. Verify that SNMPv1 is enabled in the PowerChute.
4. Verify that the Community Name specified in PowerChute matches the Community Name used by the NMS. The Community Name is case sensitive.
5. Verify that the NMS IP or Hostname specified in PowerChute matches the IP/Hostname of the NMS.
6. Verify that the Access Type specified in PowerChute is set to Read for SNMP Get requests, or Read/Write for SNMP Set requests.

The Network Management System (NMS) cannot connect to PowerChute via SNMPv3:

1. Verify that there is a network connection between the NMS and PowerChute.
2. Verify that the SNMP Port specified during installation (161 by default) is not blocked for inbound communications by a firewall.
3. Verify that SNMPv3 is enabled in the PowerChute.
4. Verify that the User Name specified in PowerChute matches the User Name used by the NMS. The user name is case sensitive.
5. Verify that the Authentication Protocol. Authentication Passphrase, Privacy Protocol and Privacy Passphrase used by the NMS match those specified in PowerChute.
6. Verify that the Access Type specified in PowerChute is set to Read for SNMP Get requests, or Read/Write for SNMP Set requests.

SNMP Traps sent by PowerChute are not received by the NMS:

1. Verify that there is a network connection between PowerChute and the NMS.
2. Verify that a Trap receiver has been added in PowerChute:
    - Verify that the UDP Port specified (162 by default) is not blocked for outbound communications by a firewall.
    - Verify that the SNMPv1 Community Name, or SNMPv3 User Profile used to send the Trap is configured in the NMS.
    - Verify that the Privacy Protocol selected is compatible with the Java JRE used by PowerChute:
    - Verify that the SNMP Trap Receiver Test was successful.
3. Verify that Traps for UPS Critical events are enabled.
4. Verify that Traps for Lost Communication events are enabled.

General Troubleshooting

The PowerChute service does not start if m11.cfg file is missing

If the m11.cfg file is moved, renamed, or deleted, the PowerChute service cannot start. If the m11.bak file is present, PowerChute will restore the m11.cfg file using this backup file when the PowerChute service is started. However, you will need to start the PowerChute service again after the m11.cfg file is restored.

If both the m11.cfg and m11.bak files are not present, you must uninstall and reinstall PowerChute.

Administrator access is required on all operating systems to open and edit the m11.cfg file. Ensure that the m11.cfg file is not modified in any way.

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