

Frequently Asked Questions

PowerChute™ Network Shutdown

PowerChute™ Network Shutdown initiates unattended graceful shutdown to protect IT infrastructure and automated remote start-up to maximize uptime and ensure IT business continuity. PowerChute works with the Schneider Electric UPS and Network Management Card to protect your physical and virtual IT environment threats to IT availability. PowerChute has validated integrations with industry leading virtual and HCI vendors.

Frequently Asked Questions

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1. What HCI and Virtual Infrastructure does PowerChute Network Shutdown support?

- VMware vSphere 7.0 and above managed by vCenter Server
- Hyper-V, System Center Virtual Machine Manager (SCVMM)
- VMware vSAN including stretch cluster
- Dell VxRail including stretch cluster
- Cisco HyperFlex
- HPE SimpliVity
- Nutanix AHV and ESXi
- Standalone VMware vSphere ESXi 7.0 and above

For the latest on all supported operating systems and versions, please view the compatibility chart [here](http://www.apc.com/wp/?um=200) (<http://www.apc.com/wp/?um=200>).

As well as VMware and vSAN, validated integrations are supported by the below HCI alliance partners.



2. What are the licensing requirements for PowerChute Network Shutdown?

- A subscription is required for v5.0 and above for virtual and HCI environments.
- A 30-day trial is available to test in your environment before purchase.
- v4.4 or lower installed in a virtual or HCI environment will continue to operate; however, a subscription will be required to upgrade to v5.0 or above.
- Windows and Linux operating systems or stand-alone (host shutdown only) VMware ESXi, Hyper-V hosts do not require a subscription.

PowerChute Network Shutdown subscription quantity should match or be higher than the node (hypervisor host) quantity:

- A node is defined as a hypervisor host that is part a Virtualization/HCI Cluster and provides compute resources i.e., runs Virtual Machines (VMs).

3. What are the key benefits of upgrading to PowerChute Network Shutdown v5.x?

#	Feature	Benefit	v5.x	v4.4.x
1	vSphere Cluster Services (vCLS) support	Supports vCLS introduced in vSphere 7 Update 1 – No need for time consuming, unvalidated scripts, mitigating risk.	✓	✗
2	VM prioritization support	Prioritize & sequence the migration, shutdown & automatic startup of VMware ESXi & Hyper-V VMs.	✓	✗
3	Enhanced security & access to latest cybersecurity updates	Hardened security with latest updates in PKI support across the interfaces. CIS benchmarking* - reduce the attack surface and minimize the risk of cyberattacks.	✓	✗
4	Ongoing Software Updates	Support for latest virtualization environment updates & troubleshooting.	✓	✗
5	Validated integrations with the latest HCI releases	Validated integrations with the latest versions of virtual and HCI infrastructure for ease of deployment.	✓	✗
6	Dell VxRail API Integration	PowerChute can now be fully deployed within the VxRail cluster through the VxRail API integration - saving space and reducing hardware needs; VxRail cluster shutdown redundancy provided with the Network Management Card 3.	✓	✗

4. What's new in PowerChute Network Shutdown v5.2?

What's new?	Benefits
Prioritize & sequence the migration, shutdown & automatic startup of Hyper-V VMs	Flexibility - Enhances stability, optimizes resources, boosts performance, simplifies management, and aids disaster recovery.
PowerChute event logging to OS (with unique event ID & associated severity)	Ease of monitoring & troubleshooting - PowerChute events logged to Windows event log and Syslog in Linux provide single pane view of PowerChute events along with other applications
PowerChute virtual appliance complies with Center for Internet Security (CIS) benchmark profile 2	Peace of mind – Considered to be “defense in depth”, the compliance offers enhanced security with a reduced attack surface to minimize risk of cyberattacks.
Blocked script injection from PowerChute config.ini in web UI	Cybersecure - Preventing script injection helps protect the system from malicious code execution, which can lead to unauthorized access, data breaches or system compromise
Support log bundle download from main UI for easier troubleshooting	Convenience - Single click generation and download of all logs without needing to navigate complex system menus or use command-line interfaces to assist in troubleshooting
Detailed event logs during error conditions	Ease of troubleshooting - Comprehensive information about what went wrong, when it happened, and the context in which the error occurred, making it easier to identify and resolve issues quickly

5. Can I upgrade to a newer version during my PowerChute Network Shutdown subscription period?

Customers who have a valid subscription and have PowerChute Network Shutdown v4.5 or above installed can update to the latest version using the same subscription.

Note: Customers must first return the subscription from their current PowerChute installation. They can then deploy the latest virtual appliance and use the same subscription & activation. The subscription expiry date will be retained on re-activation of the subscription. Please refer to the knowledge base article [FAQ000259017](#) for details on “How to return & re-use the PowerChute Network Shutdown license.”

If you fail to return the subscription before your installed virtual appliance is deleted, please contact [technical support](#) to have the subscription manually reset for usage on your new virtual appliance deployment.

6. What is the subscription quantity required for virtualization and HCI infrastructure set-ups?

Functionality which requires a PowerChute subscription includes:

- Virtual Machine (VM) Migration / VM Shutdown / VM Startup
- VM Prioritization
- HCI Integration for Cluster Shutdown
- Host maintenance mode

Only one subscription (Activation ID) can be used per PowerChute agent. You need to generate sufficient quantity to cover all hosts protected by the PowerChute agent.

Subscription quantity required is per Virtualized or HCI node: A node is defined as a hypervisor host that is part of a Virtualization/ HCI Cluster and provides compute resources i.e., runs Virtual Machines (VMs).

System	Example of Virtualization Set-Up	Subscription Requirements
Windows	No Virtualization E.g., Windows Server 2016, Windows Server 2022, Windows 10	Free
Linux	No Virtualization E.g., Red Hat, Ubuntu, Debian	Free
Microsoft Hyper-V	Host shutdown only** No Hyper-V support enabled in PowerChute	Free
VMware	Host shutdown only**	Free
VMware	3 ESXi Hosts managed by vCenter Server	3 Subscriptions
	vSphere HA/DRS Cluster – 4 nodes	4 Subscriptions
Microsoft Hyper-V	3 Hyper-V hosts managed with SCVMM	3 Subscriptions
	5 Hyper-V hosts with PowerChute Hyper-V support enabled	5 Subscriptions
Dell VxRail	2 vSAN nodes, 1 management node and 1 witness node	3 (2 vSAN & 1 management node – Witness node does not

		require a subscription)
Nutanix AHV Cluster	3 AHV nodes with PowerChute installed on a windows machine	3 (Windows machine does not require a subscription)
HPE SimpliVity Cluster	2 HPE SimpliVity nodes	2 Subscriptions
Cisco HyperFlex Cluster	2 HyperFlex nodes	2 Subscriptions

**Host Shutdown only – VM Shutdown/Startup managed and configured using Hypervisor management tool. Please refer to:

- [FAQ000266949](#) - How to install and configure an unlicensed version of PowerChute Network shutdown on standalone ESXi host **or**
- [FAQ000265266](#) - How to install and configure an unlicensed version of PowerChute Network Shutdown on Hyper-V Server.

7. What are the pre-requisites for PowerChute Network Shutdown v5.x?

PowerChute Network Shutdown v5.x requires the following:

- An APC or Schneider Electric UPS sized correctly to support your Virtual or HCI Infrastructure.
- Schneider Electric UPS Network Management Card
- Either a 1-Year, 3-Year, 5-Year or 6-Year PowerChute subscription with sufficient quantity to cover all virtualized nodes in the cluster.

Note: For Dell VxRail, the Network Management Card 3 is required. Kindly check the supported Network Management Card firmware version for your UPS [here](#).

8. How do I purchase, activate, renew, or increase the quantity of my PowerChute subscription?

To know more about PowerChute licenses, including *How to purchase or renew*, *How to increase the license quantity*, *how to reuse/redeploy PowerChute license server* or *what happens when PowerChute license expires*, please visit the [mySchneider Software Management FAQ online](#).