

PowerChute™ Serial Shutdown v1.2

Release Notes

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Introduction

PowerChute Serial Shutdown builds upon our previous graceful shutdown agent, PowerChute Business Edition. You can upgrade on Windows, but Linux requires a clean installation.

Additional resources:

- The Troubleshooting section of the [Installation Guide](#) provides additional troubleshooting information.
- To validate the authenticity of software downloads, see the [MD5/SHA-1/SHA-256 Hash Signature Reference Guide](#).

How to Log On

You can access the user interface of the PowerChute Serial Shutdown Agent in two ways, locally and remotely.

To access the PowerChute Serial Shutdown Agent on a **local** Windows computer, select the Windows **start** button, then select **PowerChute Serial Shutdown > PowerChute Serial Shutdown**.

To access the PowerChute Agent **remotely**, in a Web browser type the servername or Agent IP address and port:

```
https://servername:6547
```

```
https://agentipaddress:6547
```

For example, if your server is named COMP1, enter:

```
https://COMP1:6547
```

If you have forgotten the username or password created during installation, you can reset the credentials by using the PowerChute configuration file. See “Resetting your Username and Password” in the [User Guide](#).

New Features

New Features	UPS Family		
	Smart-UPS	Easy UPS	Back-UPS
The Windows Installer has a Windows Firewall page which will be displayed during installation if the Windows Firewall is enabled on the system. On this page you can choose to enable remote PowerChute Web UI access in the Windows Firewall.	◆	◆	◆
The OpenJDK bundled with PowerChute Serial Shutdown has been upgraded to the latest version of Adoptium OpenJDK 17 (LTS) available at the time of release.	◆	◆	◆
The Windows Installer has a Windows Firewall page which will be displayed during installation if the Windows Firewall is enabled on the system. On this page you can choose to enable PowerChute SNMP access in the Windows Firewall.	◆	◆	
If SmartConnect is enabled on your UPS, a Cloud Communication Status will be displayed on the UPS Status page in the PowerChute Web UI. The UPS main menu has a 'SmartConnect' menu-item that will open the SmartConnect Web Portal in a new browser tab.	◆		
Once the hibernate option is available and enabled, users can choose between OS Hibernate and OS Shutdown in the Shutdown Settings page on the Web UI.			◆
Back-UPS users can access the PowerChute Serial Shutdown Web UI in their browser without creating a user account during installation.			◆
A Notification/System Tray icon is created for PowerChute Serial Shutdown when installed on a computer connected to a Back-UPS model.			◆

Known Issues

Known Issue	UPS Family		
	Smart-UPS	Easy UPS	Back-UPS
When Windows OS is resuming operations after hibernate/sleep, the PowerChute Serial Shutdown agent service will restart. The Web UI will be unavailable for one minute after returning from hibernate/sleep and your OS will be momentarily unprotected.	◆	◆	◆
During an install, upgrade, or uninstall, an error may occur. Resolution: Ensure the APC folder is not open in Explorer or the command line and click "Try again" in the error dialog box.	◆	◆	◆

<p>An error message is shown after stopping or restarting the PowerChute service on Windows operating systems:</p> <p>Windows could not stop the APCPBEAgent service on Local Computer. Error 1053: The service did not respond to the start or control request in a timely fashion.</p> <p>Resolution: This error message can be ignored. PowerChute continues to operate after the service is started.</p>	◆	◆	◆
<p>For silent installations, the <code>silentInstall.ini</code> file must be in the same folder as the setup executable.</p>	◆	◆	◆
<p>The PowerChute UI may display an error message when the Battery Installation Date is configured for some UPS devices.</p>	◆	◆	◆
<p>Some SNMP OIDs are not available for some UPS types.</p>	◆	◆	
<p>When the PowerChute service is stopped, an error may be displayed in the Windows Event Viewer:</p> <p>Timed out (30000 msec) occurred while waiting for the transaction response from APCPBEAgent service.</p> <p>Note: This issue occurs due to a timing issue with the PowerChute shutdown process and active threads and is specific to Windows Server Core systems.</p>	◆	◆	
<p>When a shutdown is initiated via the Shutdown Now screen in the PowerChute UI, an error may be displayed in the Windows Event Viewer:</p> <p>The APCPBEAgent service terminated unexpectedly.</p> <p>Note: This issue occurs due to a timing issue with the PowerChute shutdown process and active threads. This issue is specific to Windows Server Core systems and does not affect any functionality.</p>	◆	◆	
<p>No record is logged in the Event Log if you try to put your UPS into bypass mode and it is unsuccessful.</p> <p>Note: This issue is specific to UPS devices that support bypass.</p>	◆	◆	

<p>The below SNMP OIDs do not work as expected in a MIB browser:</p> <pre>upsAdvBatteryNumOfBattPacks, upsAdvTestCalibrationResults, upsAdvTestDiagnosticSchedule, upsOutletGroupConfigLoadShedControlSkipOffDelay.</pre> <p>Resolution: Make the necessary configuration changes via the PowerChute Web UI instead of a MIB browser for the affected OIDs.</p>	◆	◆	
<p>When PowerChute is installed on Linux using a non-default location, the jre directory (APC/PowerChuteSerialShutdown/jre) is not removed following an uninstallation.</p> <p>Resolution: This issue only occurs in the above scenario. You must manually delete the jre directory and its contents.</p>	◆	◆	
<p>RPM uninstaller inaccurately reports the below error:</p> <pre>Error: cannot remove /opt/APC/PowerChuteSerialShutdown Agent directory not empty</pre> <p>Description: This is incorrect as the directory is properly removed during the uninstallation.</p>	◆	◆	
<p>When the OpenJDK version is upgraded in Linux based operating system, an error is displayed in the terminal pointing to line 206 in the config.sh script:</p> <pre>No such file or directory</pre> <p>Resolution: You must manually edit line 206 of the config.sh script to add the new JDK path. For more information, see FAQ000219751.</p>	◆	◆	
<p>PowerChute inaccurately reports an unsuccessful SNMPv3 connection attempt in the Event Log.</p> <p>Resolution: Certain MIB browsers attempt initial connections before using the correct username specified in PowerChute. SNMPv3 connection has been successful, and the Event Log report indicating an unsuccessful connection attempt can be disregarded in this scenario.</p>	◆	◆	
<p>If PowerChute Serial Shutdown is already installed on Linux Operating Systems, it is possible to also install PowerChute Business Edition which leads to an unsupported configuration. This issue does not impact Windows, where installation of PowerChute Business Edition is blocked if PowerChute Serial Shutdown is already installed.</p>	◆	◆	
<p>Some UPS devices with the RT prefix, e.g. RT 2200 XL, RT 1000 XL, and some Back-UPS models, display a number of events in the Event Configuration screen that are not supported by these models. For example: AVR Boost Enabled, AVR Trim Enabled, AVR Boost Not Enabled, AVR Trim Not Enabled, Extended Undervoltage, Extended Overvoltage, Frequent Undervoltage, and Frequent Overvoltage.</p> <p>Note: This issue is specific to these UPS devices and does not affect any functionality.</p>	◆		◆

<p>The 940-0023 cable does not perform properly with a UPS using Simple Signaling.</p> <p>Description: PowerChute requires the 940-0020 or the 940-0128 cable for UPS communications using Simple Signaling. If you were using the 940-0023 cable with a previous PowerChute product, you must replace it with the 940-0020 or 940-0128 cable when you use PowerChute Serial Shutdown.</p>	◆		
<p>No events are logged in the Event Log for "Runtime Calibration" if PowerChute is configured with Simple Signaling and communicating with a 990-0128D cable.</p>	◆		
<p>PowerChute loses communications with the UPS when the Interface Expander 2 (IE2) card is disconnected and reconnected from the UPS SmartSlot.</p> <p>Resolution: Remove the IE2 card from your UPS device and reconnect it after 5 minutes.</p>	◆		
<p>Upgrades from PowerChute Business Edition v10.x to PowerChute Serial Shutdown v1.2 are not supported if simple signaling is used.</p>	◆		
<p>When configuring the total number of battery packs, the PowerChute UI may display an error message.</p> <p>NOTE: This issue is specific to Type B UPS devices with external battery packs.</p>	◆		
<p>PowerChute loses communications with SMTL1500RM3UC, SMT1500RM2UC, SMT700X167, and SMT750I-CH UPS devices when connected via a serial communications cable and an "On Battery" or "[Outlet Group] commanded to: shutdown using delay" event is resolved.</p> <p>Resolution: You must manually restart the PowerChute service.</p>	◆		
<p>For some UPS devices with the XU prefix, e.g. XU1K3LLXXRCC, XU2K0LLXXRCC, when the UPS shuts down following a critical event (e.g. Low Battery), communications are not re-established after the critical event is resolved.</p> <p>Resolution: To work around the issue, manually restart the PowerChute service.</p>	◆		
<p>When PowerChute is configured with a Smart-UPS 1000X, the PowerChute UI incorrectly reports the UPS Model as a Smart-UPS 1000XL.</p>	◆		
<p>Some UPS devices with the SMX and SMC prefix, e.g. SMX3000LVNC, SMX3000HVNC, SMC1500I, do not allow the values for High and Low Transfer Values to be edited in the UPS Settings screen.</p> <p>Description: When the values are edited and saved, the new values do not persist and instead, the previous values remain. To work around this, you can change these values using a Network Management Card (NMC).</p>	◆		
<p>On some UPS devices with the SUA prefix, e.g. SUA3000RM, the "Replace Battery" event is logged in the Event Log and the UPS status changes to "Replace Battery" in the Battery Management page after a "Self Test Failed" event.</p>	◆		

On Type B UPS devices, except models with the SRC prefix, e.g. SRC1K1, SRC2KI, SRC1K1-IN, and SRC1KUXI, a self test can be initiated if the battery percentage is below 70%.	◆		
Bypass-related events are not shown in the Event Configuration screen for some UPS devices with the SRC prefix and UXI postfix, e.g. SRC2KUXI, SRC2000UXI, SRC3000UXI.	◆		
Some fields in the Predictive Battery Replacement section of the Battery Management page may behave differently for UPS devices with the SRT prefix and LI postfix, e.g. SRT1500UXI-LI, SRT1000RMXLI. Description: The "Battery Installation Date" field cannot be modified, and the date might not reflect the correct factory installation date. The "Predicted Replacement Date" field shows the manufacture date of the battery pack instead of the battery replacement date.	◆		
Following a power outage event, UPS devices with the SRC prefix, e.g. SRC1KI, SRC2KI, do not automatically turn on when power is restored before the UPS turns off. You can configure power failure events through the Shutdown Settings screen and select one of the following options: "Immediately", "After UPS has been on battery for", or "At runtime limit". Resolution: Manually turn the UPS on after the power outage event is resolved. If the power outage was caused by the removal of the power cable, reconnect the cable after the UPS turns off.	◆		
When the serial communications cable is disconnected and reconnected multiple times from UPS devices with the SRTL prefix, e.g. SRTL3KRM1UNC, SRTL3KRM1UC, communications may be lost with the UPS. Note: This issue is specific to these UPS devices. It is highly recommended you do not quickly disconnect and reconnect the communications cable. To resolve the issue, uninstall and reinstall PowerChute to regain communications with the UPS ensuring that the communications cable is connected.	◆		
The Device Status intermittently displays as "Unknown" in the UI. Note: This issue only occurs with some Easy UPS devices with the SRV prefix using a USB connection.		◆	
The PowerChute UI erroneously reports "Value not found" for Bypass Upper Voltage and Bypass Lower Voltage for some Easy UPS devices with the SRV prefix.		◆	
A "Self Test Failed" event sometimes triggers an "On Battery" event for some Easy UPS devices with the SRV prefix.		◆	
When the UPS device's external battery is disconnected and its runtime falls to 0, the "Battery Discharged" and "Insufficient Runtime Available" events occur and are logged in PowerChute, resulting in a shutdown of the PowerChute machine. Note: This issue only occurs with some Easy UPS devices with the SRV prefix.		◆	

<p>When a self test is initiated via the Diagnostics screen, the test progress is not recorded in the “Self Test Status” section of the Diagnostics screen and the result is not recorded in the Event Log.</p> <p>Note: This issue occurs intermittently for some Easy UPS devices with the SRV prefix.</p>		♦	
<p>If you initiate a UPS self test via the Diagnostics page for Back-UPS models, the result may return as “Unknown.” If this occurs, then try initiating the self test again. If the issue persists, your Back-UPS may not support manual self tests.</p>			♦
<p>When you perform a self test on a BGM Back-UPS device, the “On Battery” and “No Longer On Battery” events are erroneously logged to the Event Log.</p>			♦
<p>AVR Trim and AVR Boost-related events are not logged to the Event Log for BGM Back-UPS devices.</p>			♦
<p>The “Test Alarm” diagnostic does not work for some Back-UPS devices with the BGM, BVN, and BV prefixes.</p>			♦
<p>SNMP and scheduled shutdowns are not supported for Back-UPS devices. If you had these features enabled and configured in PowerChute Business Edition v10.x and upgrade to PowerChute Serial Shutdown v1.2, these features will not work as expected.</p> <p>Recommendation: Uninstall PowerChute Business Edition v10.x and then install PowerChute Serial Shutdown v1.2 instead of upgrading. If you want to upgrade and retain your configuration settings, ensure that you disable both SNMPv1 and SNMPv3 in the PowerChute Business Edition UI and there are no scheduled shutdowns configured before upgrading to PowerChute Serial Shutdown.</p>			♦
<p>When some Back-UPS devices trigger an Overload event, it is not reflected in PowerChute.</p>			♦

Fixed Issues

Fixed Issues	UPS Family		
	Smart-UPS	Easy UPS	Back-UPS
Closing the browser without logging off in the PowerChute Web UI will no longer result in a 15 minute wait before you can log on again. Your log in session will now automatically terminate if no requests are received from the browser. You can then log back in after a minute.	◆	◆	◆
In the <code>pcssconfig.ini</code> file, the Retries key has been replaced with CommsTimeOut which represents the duration of time (in seconds) that PowerChute Serial Shutdown has retried to establish communications with the UPS before reporting a Communications Lost event.	◆	◆	◆
If the PowerChute Agent service starts without a network connection available, the Web UI will be accessible using an IP address once network connection is established. It is no longer required to restart the PowerChute Agent service for getting Web UI access using an IP address.	◆	◆	◆
The SNMP Settings page now validates that the SNMP port is in range [80..44444].	◆	◆	
You will no longer receive an error message when stopping the PowerChute Agent Service for a Simple Signaling UPS connection.	◆		
Once the Back-UPS device supports manual self-tests, initiating a self-test via the Diagnostics page will always return a valid update.			◆