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Installation Overview

This installation guide serves as an introduction to PowerChute Business Edition (PowerChute) and includes a description of the product, the installation procedure, and various troubleshooting resolutions.

See:

- PowerChute Business Edition Agent
- Operating Systems and UPS Devices
- System, UPS, and Cable Requirements
- Installing the PowerChute Agent
- Troubleshooting

**IMPORTANT:**
After installing and configuring PowerChute Business Edition, we strongly recommend that you test your configuration before relying on it in a production environment.

Product Center

The PowerChute Business Edition Product Center page has many links to useful up-to-date information.

PowerChute Business Edition Agent

PowerChute Agents with Smart-UPS devices protect your servers

The Agent provides UPS status monitoring and, in the event of an extended power outage, system shutdown capabilities for your UPS-connected servers. See Operating Systems and UPS Devices.

This software must be installed on each computer that is directly attached to one of the UPS devices mentioned in Supported UPS Devices and Accessories.

You can also monitor your PowerChute Agents using a Network Management System (NMS), via SNMP and through EcoStruxure IT™.
Operating Systems and UPS Devices

When installing PowerChute, the configuration of the Agent installed will depend on your operating system and Smart-UPS device:

- For Windows operating systems, see Windows Installation.
- For Linux operating systems, see Linux Installation.
- Manual installation will occur if the automatic detection is unsuccessful, if no UPS is attached, or if you select manual installation. See Supported UPS Types, and Installing the PowerChute Agent.
- If you are using your UPS with an Interface Expander 2 card (AP9624) or a Share-UPS (AP9207) to support multiple servers with one UPS, you will need to configure the PowerChute Agents running the devices connected to the card/Share-UPS with Simple Signaling. See Simple Signaling.

Supported UPS Types

During manual installation you will be asked to select your UPS from a list of UPS model prefixes:

1. Select the model of your UPS from the list provided. The UPS model is found on the printed label at the rear of your UPS.
2. If your UPS model prefix (e.g. SMT, SMX) is not available in the drop-down list, see the definitions below to find your UPS model type:
   - Type A
     Smart-UPS models with prefix SMT, SMX, SURTD, SRT, SCL, and SMTL, including models SRC2KUXI, SRC3KUXI, and SRC3KUXIX709.
   - Type B
     Smart-UPS excluding UPS models with prefix SMT, SMX, SURTD, SRT, SCL, SMTL.

Visit Knowledge Base article FA315835 on the APC website to find out more about UPS model types.

Installing PowerChute to monitor a Back-UPS device is not supported.

See also: Compatibility of Different Versions and Components.

System, UPS, and Cable Requirements

Your computers must meet the requirements listed in the following sections:

- System Requirements for Installation
- UPS Communications Cable Requirements

For UPS devices with outlet groups, the default outlet group is selected automatically by PowerChute.

If the UPS has Switched Outlet Groups, the default outlet group will be the first Switched Outlet Group. Otherwise, the default outlet group will be the Main Outlet Group if Switched Outlet Groups are not present.

The outlet group can be changed in the Outlet Setup screen in the PowerChute Agent and also in the Initial Setup Wizard after installation.
System Requirements for Installation

For up-to-date information on the operating systems, JRE, service packs, and processors with which PowerChute Business Edition is compatible, see the latest revision of PowerChute Business Edition Operating System and Processor Compatibility Chart available on the APC website.

With modern operating systems (e.g. Windows® 8 or 10) it is particularly important to meet the hardware requirements listed below.

The computer on which you install PowerChute Business Edition must be a 64-bit operating system and have:

• An active TCP/IP network connection
• Minimum 512MB RAM
• A Pentium® 4 1.3 GHz processor, or higher.

Port Requirements

See Knowledge Base article FA159597 on the APC website for more information on the ports used by PowerChute Business Edition.

Browser Requirements

Supported browsers:

• Microsoft Internet Explorer version 11
• Mozilla Firefox version 52+
• Google Chrome version 62+
• Microsoft Edge

To use the Agent Web user interface:

• Enable JavaScript™ in your browser settings.
  
  **NOTE:** Windows Server 2008 has Internet Explorer Enhanced Security Configuration (IEESC) enabled by default. This blocks all JavaScript until you add PowerChute to the trusted sites.

• Enable cookies in your browser settings.

• To access the Agent web interface using HTTPS, enable either SSL 3.0 or TLS 1.2 or higher in your browser settings. (No other versions are currently supported).

When you view the Agent, the browser will give an error saying the security certificate is not trusted. See Accessing the PowerChute Business Edition Agent Interface to manage this.

UPS Communications Cable Requirements

You can connect your UPS to a server using the communications cable that is included in the box with your UPS:

• The PowerChute Agent communicates with the UPS through the communications cable that connects to the UPS to the communications port at the server running the PowerChute Agent.

• PowerChute supports the connection of only one type of communications cable (USB or Serial interface) from the UPS to the server at once. **NOTE:** Is it not supported to use a serial-to-USB or USB-to-serial adapter.
**IMPORTANT:** Do not connect your UPS to the server with more than one communications cable at once (e.g. Serial and USB cable), as it may lead to unexpected shutdown behavior.

- See your UPS operation manual on the [APC website](https://www.apc.com) for more information on the communications cable that is included with your UPS, or see the [Product Center](https://www.apc.com) page for cabling requirements. Further information is also available in Knowledge Base article [FA163632](https://www.apc.com) on the [APC website](https://www.apc.com).

**IMPORTANT:** If you use an unsupported UPS, or an incorrect UPS communications cable to connect the UPS and server, you may not be able to complete the PowerChute Agent installation, because the PowerChute Agent will not be able to communicate with the UPS.

![Warning symbol]

PowerChute installation cannot detect a device connected by a simple-signaling cable. Therefore, during installation, choose manual installation when your UPS is connected through the basic port of an Interface Expander 2 Card or a Share-UPS, and specify the port and UPS type.

See [Communications Help – Troubleshooting Automatic and Manual UPS Detection](https://www.apc.com).

**NOTE:** A UPS can only protect one computer running a PowerChute Agent at a time, unless an [Interface Expander 2 card (AP9624)](https://www.apc.com) or a [Share-UPS (AP9207)](https://www.apc.com) is used.

### Supported UPS Devices and Accessories

PowerChute Business Edition Agent can manage any UPS that is shipped with the software, including most Smart-UPS™ devices (5kva and below) communicating using serial or USB connections. Depending on the cable and accessory used, both Smart and Simple Signaling are supported. See also: [Supported UPS Types](https://www.apc.com).

**NOTE:** For UPS devices with outlet groups, see the [Choosing which individual outlet groups to turn off in a shutdown](https://www.apc.com) section of the Shutdown chapter in the PowerChute Agent help. This details how outlet groups work in shut downs.
Installing the PowerChute Agent

See the following sections:

- Before you Install PowerChute Business Edition
- Windows Installation
  - Starting and Stopping the PowerChute Agent on Windows
- Linux Installation
  - Starting and Stopping the PowerChute Agent on Linux
- Simple Signaling

Before you Install PowerChute Business Edition

Make sure the date and time on your operating system is accurate before you begin installation.

Before you perform the installation, note the following information about the installation process.

- Compatibility of Different Versions and Components
- Upgrading PowerChute Business Edition
- Username and Password Requirements
- IPv6 Compatibility

Compatibility of Different Versions and Components

PowerChute Business Edition version 9.5 and higher (9.5+) does not have a PowerChute console or server. PowerChute Business Edition version 9.5+ uses SNMP to integrate with your chosen Network Management System (NMS) for the discovery, monitoring and control previously provided by the PowerChute Business Edition console and server.

PowerChute v9.5+ Agents cannot be monitored by a console or server from an earlier version of PowerChute.

PowerChute v10.0+ is a 64-bit only application and cannot be installed on a 32-bit operating system.
Upgrading PowerChute Business Edition

The upgrade process does not uninstall your existing PowerChute version, but installs a newer version over the previous version, retaining your configuration settings.

PowerChute v10.0+ is a 64-bit only application and cannot be installed on a 32-bit operating system. If you have a 32-bit operating system, you cannot upgrade to v10.0+.

Upgrade Notes

• PowerChute Business Edition v10.0.2 supports upgrades from PowerChute v10.0 only.
• See Operating Systems and UPS Devices.
• Following an upgrade, clear your browser cache before accessing the Agent web interface to see the latest changes.
• The Initial Setup Wizard does not show following an upgrade as your configuration settings are carried forward.

If you are unsure whether you can upgrade or not, please contact APC Worldwide Customer Support (http://www.apc.com/support/).

When the upgrade is completed, check your configuration settings to ensure that they have carried over as expected.

Username and Password Requirements

• The username must be between 6 and 128 characters in length.
• The password requires:
  – Minimum 8 and maximum 128 characters in length.
  – One upper and lower case letter.
  – One number or special character.
• The username cannot be part of the password.

It is possible to reset your username and password following installation. See topic Resetting your Username and Password in the PowerChute Business Edition Agent User Guide, available in the Agent web interface, and on the APC website.

IPv6 Compatibility

The IPv6 address must be in one of these formats:

<table>
<thead>
<tr>
<th>IPv6 Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>fe80::0000:0000:0000:0204:61ff:fe9d:f156</td>
<td>full form of IPv6</td>
</tr>
<tr>
<td>fe80:0:0:0:204:61ff:fe9d:f156</td>
<td>drop leading zeroes</td>
</tr>
<tr>
<td>fe80::204:61ff:fe9d:f156</td>
<td>collapse multiple zeroes to :: in the IPv6 address</td>
</tr>
<tr>
<td>fe80:0000:0000:0000:0204:61ff:254.157.241.86</td>
<td>IPv4 dotted quad at the end</td>
</tr>
<tr>
<td>fe80:0:0:0:0:0204:61ff:254.157.241.86</td>
<td>drop leading zeroes, IPv4 dotted quad at the end</td>
</tr>
<tr>
<td>fe80::204:61ff:254.157.241.86</td>
<td>dotted quad at the end, multiple zeroes collapsed</td>
</tr>
<tr>
<td>::1</td>
<td>localhost</td>
</tr>
</tbody>
</table>
Node Limits

In PowerChute Business Edition version 9.5 and higher, there is no limit to the number of PowerChute Business Edition Agents that you can install on your network.

<table>
<thead>
<tr>
<th>IPv6 Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>fe80::</td>
<td>link-local prefix</td>
</tr>
<tr>
<td>2001::</td>
<td>global unicast prefix</td>
</tr>
</tbody>
</table>
Windows Installation

Follow the steps below to install PowerChute Business Edition on Microsoft® Windows™.

See also:

- Silent Installation of a Windows Agent

NOTE:

Install the PowerChute Business Edition Agent on Windows

Install the PowerChute Agent on each of your UPS-connected computers. See UPS Communications Cable Requirements.

You can install the Agent on Windows and Linux operating systems, see also: Linux Installation.

Download the launch executable file and double-click to start the installation.

Follow the steps below:

1. Run the InstallShield Setup Launcher (pcbesetup.exe). A wizard guides you through the installation process. Click Next to proceed.
2. Accept the license agreement.
3. Choose the destination location for the PowerChute Agent files.
   You are not asked for a location during an upgrade installation. The previous location is used by default.
4. At “Would you like to automatically search all communications ports for a UPS,” we recommend clicking Yes to allow the installation to automatically detect your connected UPS. If you select No, see Manual UPS Detection below.

   NOTE:
   − If you want to use simple signaling with your UPS, click No to use manual UPS detection. See Simple Signaling.
   − You are not asked to select a UPS during an upgrade installation. The UPS identified during the original installation is used.
   − If the installation program cannot detect a UPS connected to your computer, it will ask you to manually select your UPS model. See Manual UPS Detection below.

   Manual UPS Detection
   a. To manually detect your UPS, you are asked to select your UPS model from a list. See Supported UPS Types.
   b. You are asked to select the Communications Port to which your UPS is connected. If you are not sure, check the cable connecting the UPS to the server.
5. Enter a username and password. See Username and Password Requirements.
6. If a Windows firewall is detected by PowerChute, you can automatically enable the Agent Service in the Windows firewall exception list. Click Yes to enable this.

For each new UPS added to your network, repeat steps 1-6 on the computer connected to the new UPS.
Silent Installation of a Windows Agent

With a normal, non-silent installation it is usually necessary to respond to prompts during the installation. Silent installations do not prompt for input, as the configuration is already defined in the answer file. If you are applying the same configuration to multiple copies of PowerChute, you can use the configuration file. For more information, see the PowerChute Business Edition Agent User Guide.

If you are performing an upgrade, see important information in Upgrading PowerChute Business Edition.

**Step 1: Creating a Silent Installation Answer File**

1. Remove all components of PowerChute from your working computer.
2. Create a local folder on your disk (e.g. C:\agent) and copy the contents of the Windows\agent folder from the PowerChute program to the local folder.
3. Launch a command prompt by selecting the Windows start button and then Run, and typing cmd in the box. Click OK.
4. Make sure that a UPS is attached to the computer.
5. At the command prompt, type
   
   `<agent path>pcbesetup.exe -r`
   
   e.g. C:\agent\pcbesetup.exe -r
   
   -r records the answers you provide during the installation process.
   
   During the installation, select the option to have PowerChute automatically detect the UPS. Then, during the silent installations, the UPS will be detected even if it is on a different port.
6. The installation creates an answer file named setup.iss (in the Windows folder). Search to find it, if necessary. Copy it to the agent folder you created in step 2 above.

**Step 2: Performing a Silent Installation**

The silent installation uses the answer file you created in the previous section.

1. Copy the entire agent folder (containing the setup.iss file) to the computer where the silent installation is to be performed.
   
   Alternatively, you could copy the folder to a network drive and map to that drive from each installation computer. See an example involving a mapped drive W: below in step 3.
2. Launch a command prompt by selecting the Windows start button and then Run, and typing cmd in the box. Click OK.
3. At the command prompt, type
   
   `<agent path>pcbesetup.exe -s`
   
   e.g. C:\agent\pcbesetup.exe -s
   
   e.g. W:\agent\pcbesetup.exe -s
   
   where w is a mapped network drive
   
   You can also use the -m argument to log the results in an SMS file whose name is status.mif.
   
   e.g. C:\agent\pcbesetup.exe -s -m
   
   To determine when the silent installation has completed, leave the command prompt window open until you can log in to the PowerChute Agent. It might take several minutes.
4. Close the command prompt window.

**Starting and Stopping the PowerChute Agent on Windows**

On Windows, after the installation process is completed, the PowerChute Business Edition Agent begins running automatically. The Agent runs automatically each time the operating system is started.
To start the PowerChute Business Edition Agent manually after it has been deliberately stopped, go into Windows Services under Administrative Tools in the Control Panel. The display name there is APC PBE Agent.

The PowerChute Agent can also be stopped under Services.

Uninstalling the PowerChute Business Edition Agent on Windows

1. On Windows, visit Control Panel > Programs and Features
2. From the Uninstall or change a program list, select PowerChute Business Edition Agent.
3. Click Uninstall.
4. When prompted to completely remove the application, select OK.


PowerChute Agent and Windows Server Core

The PowerChute Agent can be installed to Windows Server 2012 Server Core, 2016 Server Core or 2019 Server Core (all 64-bit operating systems).

Installing

From the APC website, download pcbesetup.exe to a non-Server Core version of Windows. Copy the file to a temporary directory on the Server Core machine, 2012, 2016, or 2019.

In the command prompt window, go to the temporary directory and run pcbesetup.exe by typing its name and pressing Enter.

For example,

```
cd \temp
pcbesetup.exe
```

Uninstalling

In the command prompt window, go to the PowerChute installation directory and run UninstallAgent.bat.

For example,

```
cd "\Program Files (x86)\APC\PowerChute Business Edition"
UninstallAgent.bat
```
Linux Installation


If your Linux operating system does not use a Supported Browser by default, upgrade your browser to meet the required version before installing PowerChute Business Edition.

For up-to-date information on the PowerChute Business Edition compatibility with various Linux distributions, see the latest revision of PowerChute Business Edition Operating System and Processor Compatibility Chart.

To install PowerChute Business Edition, you must have root privileges on the Linux computer.

Install the PowerChute Business Edition Agent on Linux

Install the PowerChute Agent on each of your UPS-connected computers. See UPS Communications Cable Requirements.

If your system supports IPv6 but not IPv4, then you must read the UPS hardware descriptions that are presented during the installation.

1. Download the PowerChute Business Edition installer for Linux from the APC website.
2. Open the Linux directory /Linux/
3. Select the installation package that is suitable for your system:
   - English: pcbeagent-10.X.X-301-EN.x86_64.tar.gz
   - Chinese: pcbeagent-10.X.X-301-CN.x86_64.tar.gz

   **IMPORTANT:** To install PowerChute on a Chinese system, you must configure the “LANG” and “LC_ALL” system variables.

   a. Open the profile file using the following command: `vi /etc/profile`
   b. Add the following to the end of the profile file:

   ```
   #Chinese
   export LC_ALL=zh_CN.utf8
   export LANG=zh_CN.utf8
   export LANGUAGE=zh_CN.utf8
   #English
   export LC_ALL=en_US.utf8
   export LANG=en_US.utf8
   export LANGUAGE=en_US.utf8
   ```
   c. Remove any lines in the profile file that contain “export LANG=C.utf8”.
   d. Save the file and reboot your system.
   e. Confirm that your system locale successfully changed by executing the `locale` command.
4. Use the `tar` command to extract and decompress the contents of the file:

   `tar -xzvf pcbeagent-10.X.X-301-XX.x86_64.tar.gz`

5. If you are not logged on as the root user, you need to run the installer using `sudo`, or switch to root user context using the `su` command and then run the installer:

   `./install_pbeagent_linux.sh`

   After a web download you need to grant execute permissions:

   `chmod +x install_pbeagent_linux.sh`

6. Accept the license agreement.

7. The `config.sh` script will run automatically.

   – Enter a username and password. See Username and Password Requirements.
   – Select the UPS model. See Supported UPS Types.
   – Select the cable type and port used to connect the computer running PowerChute to the UPS. See UPS Communications Cable Requirements, Simple Signaling and Communications Help – Troubleshooting Automatic and Manual UPS Detection.

   Red Hat Enterprise Linux (RHEL) versions 6.3 and earlier do not support USB communication with PowerChute v9.5+.
   PowerChute v9.5+ does not provide USB communication to Type B UPS devices on Linux machines.

   – Once all requested configuration parameters are provided, the PowerChute Agent service starts.

   To troubleshoot Linux communications, see Knowledge Base article FA163608 on the APC website.

**Starting and Stopping the PowerChute Agent on Linux**

The PowerChute Business Edition Agent runs automatically each time the operating system is started. To manually start the Agent, enter the following command in a command prompt:

   `/etc/init.d/PBEAgent start`

For RHEL 7.x:

   `systemctl start PBEAgent`

To manually stop the Agent, enter:

   `/etc/init.d/PBEAgent stop`

For RHEL 7.x:

   `systemctl stop PBEAgent`

**Accessing the PowerChute Business Edition Agent behind a firewall**

To access the Agent web user interface remotely, use the following port:

- HTTPS: 6547
Uninstalling the PowerChute Business Edition Agent on Linux

Use the erase rpm option (-e) to uninstall the Agent:

    rpm -e pbeagent

Using the Sample Script for Linux

A default.sh file is included in the installation at <PowerChute folder>/Agent/cmdfiles/

This file has basic information on running a command file on Linux.

Hardware Abstraction Layer (HAL) disabled

A HAL policy file is automatically installed on Linux systems to disable the
hald-addon-hid-ups module as it may conflict with the PowerChute Agent’s control of the UPS over
USB.

This policy file is automatically removed when the Agent is uninstalled.

RPM Package Signing

The RPM package for PowerChute Business Edition is signed by the GNU Privacy Guard (GPG). The
public key details are listed below which can be used to verify this RPM package.

Download the public key from the APC website. Import the public key to your operating system by using
the following command:

    rpm --import /path/to/RPM-GPG-KEY-PCBE

Execute the following command to verify the RPM package:

    rpm --checksig -v <filename>.rpm

For example:

    rpm --checksig -v pbeagent-10.X.X-301-.x86_64.rpm

The output of this command shows if the RPM package is signed and which key signed it.

PowerChute Business Edition RPM Key

4096R/ 7CF6D1FD 2017-12-06 [expires: 2022-12-05]

APC by Schneider Electric (PowerChute Business Edition) <esupport@apc.com>

This key is used for signing PowerChute Business Edition v9.5+

Fingerprint Location: APC website

Fingerprint: D8D195FC872BE7B53D177E66B5A962ED7CF6D1FD
Simple Signaling

Supported UPS Devices and Accessories

The UPS Interface Expander 2 (AP9624) card provides two additional computer interface ports for a UPS equipped with a SmartSlot™ accessory slot. By using the Interface Expander 2 with PowerChute Business Edition, you can provide a graceful system shutdown for up to three network servers (or other devices) during a power outage, by using only one UPS and simple signaling.

This guide details simple signaling using the Interface Expander 2 card only. Previous generation accessories such as the UPS Interface Expander 1 (AP9607) and the APC Share-UPS (AP9207) also provided graceful system shutdown for multiple servers, using a single Type B UPS and PowerChute Business Edition. For more information on the operation of the Share-UPS or Interface Expander 1, see their associated user guides available on the APC website, and Knowledge Base article FA156051.

**NOTE:** Some Type B UPS devices with the prefix SRC do not support simple signaling. For example: SRC1KI, SRC2KI, SRC1KI-IN and SRC1KUXI.

Simple Signaling Cables

<table>
<thead>
<tr>
<th>Use:</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>DB9-DB9 connection</td>
<td>940-0020</td>
</tr>
<tr>
<td>Type A UPS</td>
<td>940-0128D</td>
</tr>
<tr>
<td>Interface Expander Card</td>
<td>940-0020</td>
</tr>
</tbody>
</table>

Smart Signaling Cables

<table>
<thead>
<tr>
<th>Use:</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>DB9-DB9 connection</td>
<td>940-0024</td>
</tr>
<tr>
<td>RJ45-DB9 connection</td>
<td>940-0625A or 940-1525A</td>
</tr>
<tr>
<td>USB connection:</td>
<td></td>
</tr>
<tr>
<td>Type A UPS</td>
<td>940-0117B</td>
</tr>
<tr>
<td>Type B UPS</td>
<td>940-0273A</td>
</tr>
</tbody>
</table>

**NOTE:** The smart signaling cable used will depend on your UPS. Use the cable that is included in the box with your UPS. For more information on the communication cables used with PowerChute, see Knowledge Base article FA163632.
Supported Configuration

For Type A UPS devices:

Interface Expander 2 and PowerChute Business Edition

Master Server
Connected to the smart computer interface port of the UPS, using a smart signaling cable.

PowerChute Server
Connected to the IE2 card basic port using a simple signaling cable.

UPS with SmartSlot

To use PowerChute simple signaling with an Interface Expander 2 (IE2) card, install the IE2 card in your UPS following the Installation and Configuration steps in the User's Guide available on the APC website, then:

For Type B UPS devices:

Interface Expander 2 and PowerChute Business Edition

Master Server
Connected to the smart computer interface port of the UPS, using a smart signaling cable.

PowerChute Server
Connected to the IE2 card basic port using a simple signaling cable.

UPS with SmartSlot
Connect the power cable of the UPS directly to a wall outlet.

Connect the power cable of each server to the outlets at the back of the UPS.

Connect one server to the UPS directly to the smart computer interface port of the UPS, using the appropriate cable provided for your UPS model (see Simple Signaling Cables above). This server connected to the smart port is defined as the Master Server.

**NOTE:** UPS models with the prefix SURTD or SRC do not have a USB port. In this case, the server must be connected to the smart computer interface port of the UPS using a simple signaling cable.

Connect the other two Slave Servers to the IE2 card, using the simple signaling cables provided with the card.

**NOTE:** If you disconnect a communication cable in an active simple signaling configuration, PowerChute will not detect the disconnected cable, and you may experience unexpected shutdown behavior. Disconnecting communication cables during simple signaling is not supported.

See Knowledge Base article FA176957 available on the APC website for information on the valid configurations of the IE2 card with Simple Signaling.

### Installing PowerChute Business Edition for Simple Signaling

Each server connected to the UPS must have a PowerChute Business Edition Agent installed. Read Installation Overview for more information on Operating Systems and UPS Devices and System, UPS, and Cable Requirements before you begin.

Install the PowerChute Agent on each connected server, following the initial steps for Windows Installation or Linux Installation as appropriate.

During the Windows installation, you are prompted to select the type of connection to the UPS:

- **Connected to the UPS Port** - select this option when installing PowerChute on the Master Server that is connected directly to the smart communications port of the UPS using a smart-signaling cable.

- **Interface Expander Port** - select this option when installing on a Slave Server connected to the basic port of the IE2 card using a simple-signaling cable.

- **Share-UPS Advanced Port** - this option is available for a Master Server connected to the advanced port in a Share-UPS using a smart-signaling cable.

- **Share-UPS Basic Port** - this option is available for a Slave Server connected to any basic port in a Share-UPS using a simple-signaling cable.

For more information on the operation of the Share-UPS or Interface Expander 1, see their associated user guides available on the APC website, and Knowledge Base article FA156051. Select the connection to the UPS and complete the installation for your operating system.

### Shutdown Configuration

In a simple signaling configuration, multiple servers are supported by one UPS, and all are provided with graceful shutdown in the event of a power outage. All connected servers are shut down at the same time. There are two ways to configure shutdown using an Interface Expander 2 card - using PowerChute Business Edition, or using the physical DIP switches on the IE2 card.
NOTE: Do not edit the shutdown settings in the PowerChute UI when the IE2 card is in timer mode as PowerChute relies on the default configuration (“When the UPS signals the Low Battery event”) to shut down the connected servers in this mode. The PowerChute shutdown settings should only be modified when the IE2 card is in confirmed mode. For more information on the IE2 modes of operation, see Knowledge Base article FA156051 on the APC website.

Shutdown Configuration via PowerChute Business Edition

In this configuration, PowerChute Business Edition is used to specify the shutdown settings and the IE2 card is in confirmed mode.

NOTE: If you are using this configuration, you must ensure that:

• All PowerChute Agents have the same shutdown settings.
• All command files, if configured, use the same time required to run.
• The IE2 card DIP switches are set to:
  • 0001 for Type A UPS devices.
  • 0000 for Type B UPS devices.


Shutdown Configuration via Interface Expander 2 DIP switches

In this configuration, the DIP switches on the IE2 card are used to configure when to shut down the connected servers and the IE2 card is in timer mode. A PowerChute Business Edition Agent is installed on all connected servers, and the shutdown settings are set to the default configuration “When the UPS signals the Low Battery event” - PowerChute will shut down the server when the Low Battery event occurs.
The IE2 DIP switches are used to define the shutdown mode:

<table>
<thead>
<tr>
<th>Shutdown Mode</th>
<th>Switch Setting ((\downarrow = 0, \uparrow = 1))</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Confirmed</td>
<td>0</td>
</tr>
<tr>
<td>Until Low Battery</td>
<td>0</td>
</tr>
<tr>
<td>Timer</td>
<td></td>
</tr>
<tr>
<td>2 min.</td>
<td>0</td>
</tr>
<tr>
<td>5 min.</td>
<td>0</td>
</tr>
<tr>
<td>10 min.</td>
<td>1</td>
</tr>
<tr>
<td>15 min.</td>
<td>1</td>
</tr>
<tr>
<td>30 min.</td>
<td>1</td>
</tr>
<tr>
<td>60 min.</td>
<td>1</td>
</tr>
<tr>
<td>Server on UPS port</td>
<td></td>
</tr>
<tr>
<td>Await Confirmation</td>
<td>0</td>
</tr>
<tr>
<td>Treat as Confirmed</td>
<td>0</td>
</tr>
</tbody>
</table>

For more information on configuring the IE2 card, see the Interface Expander 2 User Guide and Knowledge Base article FA176957, both available on the APC website.

**Installation and Configuration with Simple Signaling and Type A UPS devices**

Provide a high delay in the **Time for operating systems to shut down** field in the **Shutdown Settings** screen in the Master Server. Setting a high value here will give the operating system more time to shut down.

Connect all servers, including the simple clients, to a PowerChute outlet group. Doing this will ensure that the servers turn off in accordance with the **Outlet Sequence** screen in the Master Server.

**Shutdown Functionality with Simple Signaling and Type B UPS devices**

After the Interface Expander 2 card issues a shutdown command to simple clients, a turn off command is also issued to turn off the UPS. To ensure graceful shutdown, the delay of this turn off command is forced to be equal to the values set for **Time for operating systems to shut down** and **At runtime limit** in the **Shutdown Settings** screen of the Master Server.

Set the **At runtime limit** value in the Master Server appropriately, as this decides the turn off delay of the UPS. See Knowledge Base article FA335089 available on the APC website for more information.
Accessing the PowerChute Business Edition Agent Interface

When you first access the Agent, the browser gives an error saying the security certificate is not trusted.

Some browsers display a message box with an option to click on a button to trust the certificate. Click on the button to avoid getting the error message. With other browsers, you must add the certificate manually by adding the <servername> as a trusted site.

See the Product Center (http://swhelp.apcc.com/pcbe/help/productcenter/en/index.html) for guidance on installing the certificate on different browsers. Knowledge Base article FA165288 on the APC website also has information on installing the certificate on different browsers.

Local and Remote Access

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


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

https://servername:6547

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

https://COMP1:6547
Troubleshooting

These sections discuss the issues and problems that can occur when installing PowerChute Business Edition.

See the Product Center for information on other issues (http://swhelp.apcc.com/pcbe/help/productcenter/en/index.html).

See the following sections:

- Installation Messages that can occur as you install PowerChute Business Edition
- Possible Issues When Uninstalling on Windows
- Communications Help – Troubleshooting Automatic and Manual UPS Detection
- Checking UPS Communications on Windows
- Installing without a USB Cable Connected on Windows
- Unexpected Shutdown and Lost Communications
- Standby Mode Disables the Agent Temporarily on Windows
- Standby Can Postpone a Scheduled Shutdown on Windows
- Bluetooth Port Hangs during Installation
- When Installing the Agent, Error Message "OpenService failed"
- Issues when Changing the Date and Time on the Operating System
- Changing the UPS following Installation or an Upgrade
- UPS does not Turn On after Scheduled Shutdown

Installation Messages that can occur as you install PowerChute Business Edition

The following messages may occur while you are installing the PowerChute Business Edition Agent.

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>An unidentified program wants access to your computer.</td>
<td>This message is a security feature of Windows and occurs if User Account Control (UAC) is enabled. Click <strong>Allow</strong> to continue the installation.</td>
</tr>
<tr>
<td>Could not stop the UPS service. Please reboot and retry setup.</td>
<td>Setup did not stop the native UPS service on Windows. Reboot the computer before you attempt to install the PowerChute Agent again.</td>
</tr>
<tr>
<td>Error encountered while installing the &lt;Agent&gt; service. Please reboot and retry setup.</td>
<td>Setup did not install the PowerChute service. Ensure that no PowerChute files are already installed and that the computer uses a supported operating system. See the latest revision of <strong>PowerChute Business Edition Operating System and Processor Compatibility Chart</strong>, <a href="http://www.apc.com/wp/?um=100">http://www.apc.com/wp/?um=100</a>, before you retry the installation.</td>
</tr>
<tr>
<td>Message</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Error `<identification>` on attempt to load dll: `<dll identification>` | Setup did not load the identified DLL file. Before you attempt the installation again:  
  • Ensure that the computer uses a supported operating system. See the latest revision of PowerChute Business Edition Operating System and Processor Compatibility Chart, [http://www.apc.com/wp/?um=100](http://www.apc.com/wp/?um=100).  
  • Ensure that the computer complies with the requirements listed in System Requirements for Installation.                                                                                                                                                                                                                   |
| Cannot load necessary resource.                                        | Setup cannot load the DLL files, native InstallShield resources, and other resources needed to install PowerChute. Make sure that the computer has sufficient memory available before you retry the installation. See System Requirements for Installation.                                                                                           |
| The password must be 8 to 128 characters in length.                    | Use a password that has at least 8 but no more than 128 characters. See Username and Password Requirements.                                                                                                                                                                                                                                 |
| The username must be 6 to 128 characters in length.                    | The username must have at least 6 but no more than 128 characters. See Username and Password Requirements.                                                                                                                                                                                                                                |
| PowerChute Business Edition requires administrator privileges to install and run. Please log off and rerun Setup using an administrator-privileged account. | You must have administrative access to the computer before you can install PowerChute.                                                                                                                                                                                                                                                        |
| Setup could not determine if the selected path is valid. Please select a directory on the local hard drive. | You cannot install PowerChute on a network drive or on any other drive except the local hard-disk drive.                                                                                                                                                                                                                                         |
| Setup cannot restart the native UPS service. You must manually restart the service or reboot to enable power protection. | The Windows UPS service did not restart. The service is stopped when you uninstall an older version of PowerChute Business Edition, for example, in order to install a newer version of the PowerChute Agent. Restart this service manually or by rebooting the computer.                                                                                                                                 |
| The two passwords must match to proceed.                               | The passwords you entered in the Password and Confirm fields must match.                                                                                                                                                                                                                                                                 |
| Windows needs your permission to continue                              | This message is a security feature of Windows. Click Continue.                                                                                                                                                                                                                                                                               |
| The PowerChute console and server have been discontinued in v9.5. The PowerChute v9.5 agent cannot be monitored by a console or server from an earlier version of PowerChute. | If you are upgrading your Agent from a 9.0.4 or 9.2.x version to a v9.5+ release, the legacy PowerChute Console and Server are not uninstalled, but they can no longer be used to monitor the PowerChute v9.5+ Agent. You can use SNMP and your chosen NMS to discover, monitor and control multiple PowerChute v9.5+ Agents. See Upgrading PowerChute Business Edition. |
Linux Installation Issues

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>When installing using rpm on Linux, a warning about a key is received.</td>
<td>To avoid getting this error message, see Knowledge Base article FA159700 on the APC website. Alternatively, you can ignore the message, the installation will proceed as normal.</td>
</tr>
<tr>
<td>During the Agent installation there is no option to communicate using the USB port.</td>
<td>There is a known issue in relation to Linux kernels where a panic can occur when a USB cable is disconnected. If the PowerChute installation cannot determine whether your kernel has the necessary patch that addresses this and does not display the USB port option, then you need to check with your OS provider whether your kernel has the fix included in it or not. The USB option is available in RHEL v6.4 and above, as the fix has been applied to its kernel. The commit number for the patch is 1a8e8fab790ea7af81b8f964fdec706ad1ec2271. See also <a href="http://git.kernel.org">http://git.kernel.org</a>.</td>
</tr>
</tbody>
</table>

Possible Issues When Uninstalling on Windows

The following issues can occur when you are uninstalling PowerChute Business Edition on Windows:

- The native UPS service might not restart. See the description of the error message Setup cannot restart the native UPS service. You must manually restart the service or reboot to enable power protection.
- If you uninstall PowerChute from a Windows operating system, the native Windows UPS Service is restored, but you must configure it to start automatically.
- After you uninstall PowerChute Business Edition, you might need to remove some files and folders manually. Delete the installation folder, including its contents, if it still exists (the default folder \Program Files (x86)\APC\PowerChute Business Edition or the non-default folder you specified during the installation). If PowerChute Business Edition is the only PowerChute product installed, also delete the APC folder.
- If the following message occurs when you attempt to uninstall the PowerChute Business Edition Agent, the Agent is either not installed or is not responding: Error encountered while removing the Agent service. Please reboot after setup exits.
- On Windows 2003 Web Edition only, some files are not deleted when you uninstall PowerChute Business Edition. These remaining files will not affect the operation of your computer system.

Communications Help – Troubleshooting Automatic and Manual UPS Detection

Use the following troubleshooting checklist if PowerChute Business Edition does not detect the UPS automatically, or if you are having difficulty with manual UPS detection.

NOTE: Setup cannot automatically detect a device connected by a simple-signaling cable. Therefore, during setup, when your UPS is connected through the basic port of an Interface Expander 2 Card, use manual detection and specify the port and UPS type. See Simple Signaling.
IMPORTANT:

- Check that you are using a UPS model that is compatible with PowerChute Business Edition. See Knowledge Base article FA315835 on the APC website to find out more about supported UPS model types.
- If another service, such as a terminal emulator, is using the COM port to which the UPS is connected, stop that service or connect the UPS to another COM port. For automatic detection, use Run Detect to have the setup program search again for the UPS. For manual UPS detection, specify the new COM port.
- Ensure that the service APC PBE Agent is running.
- Check the back of the UPS to ensure that you are using the correct cable, and that it is securely connected. See UPS Communications Cable Requirements. After any changes, stop and restart the service APC PBE Agent.
- Make sure that there is only one communications cable connecting the UPS to the server on which you are installing PowerChute. If you connect the UPS to the server using both USB and serial communications cables at once, the incorrect communications type may be installed, and installation may not be successful.
- Ensure that you are not using a serial-to-USB or USB-to-serial adapter.
- If you are using a USB cable:
  - Ensure that the Communications Port is set to USB. (To change from a serial to a USB connection, you must re-install the PowerChute Business Edition Agent.)
  - Check your USB device through the Windows Control Panel, by selecting Administrative Tools > Computer Management > HID. If either HID, or under HID the driver American Power Conversion USB UPS is not displayed, ensure that the USB port is enabled at your computer. If you are using a USB hub instead (not recommended), ensure that the hub’s documentation to determine if an adapter is needed, ensure that the USB cable to the UPS is the last cable in the chain, and ensure that all USB devices upstream from the UPS have are communicating.
- If either of the following is installed or connected, check its configuration:
  - A Network Management Card must be fully configured and operational.
  - If you are using PowerChute Business Edition to monitor an Interface Expander 2 Card, ensure that you are using the correct cable (as listed in Simple Signaling Cables), and that “Simple signaling Accessory” was specified when the card or device was installed. If you are unsure what type of accessory was specified, reinstall the card or device with the correct settings.
- To check for USB/serial connection issues, use another port and cable, or use a terminal emulator to check the connection. See Checking UPS Communications on Windows.

NOTE:
If the troubleshooting methods in this section do not solve the problem, contact APC Worldwide Customer Support (http://www.apc.com/support/).

Checking UPS Communications on Windows

To check the connection between a smart-signaling UPS and your computer’s supported Windows operating system, use any terminal-emulation program.

NOTE: There is currently no way to check the communication for SURTD, SMX, and SMT devices.
The following procedure describes how to check the serial communication using the PuTTY terminal emulator.

1. Make sure that no other service is using the communications port.
2. Open PuTTY.
3. On the Putty Configuration screen, enter:
   a. **Connection Type**: Serial
   b. **Serial Line**: Specify the communications port to which the UPS is connected.
   c. **Speed**: 2400 bits/second
   d. Click Open
4. When a blank terminal screen is displayed, type an uppercase Y.
   - If the screen displays the letters, SM (Smart Mode), there is no problem with the serial communications link.
   - If SM is not displayed, type an uppercase A. If the screen displays OK, the UPS can receive signals, but it cannot send them. Possible causes of issues are:
     - There may be an issue with the serial cable. Replace the serial cable.
     - The computer's serial port may be unable to receive signals because of an interrupt conflict or a malfunctioning in the port. Try using a different computer.
     - There may be a hardware issue with the UPS. Try using a different UPS.

**NOTE:**
For further help with communications issues, or to troubleshoot Linux communications, see Knowledge Base article FA163608 on the APC website. If the problem persists, contact APC Worldwide Support (http://www.apc.com/support/).

### Installing without a USB Cable Connected on Windows

On Windows, with the SMX and SMT devices, if you installed the PowerChute Agent without the USB communications cable connected to the UPS, then you cannot subsequently establish communications.

You need to correctly connect the USB communications cable from the computer to the UPS and then re-install the Agent.

### Unexpected Shutdown and Lost Communications

If communications between the UPS and the server running PowerChute Business Edition are lost, unexpected shutdown may occur in the event of a power outage, as the UPS cannot communicate with the PowerChute Agent running on the server.

### Standby Mode Disables the Agent Temporarily on Windows

The PowerChute Agent Windows service does not work while the computer is in Standby mode.

### Standby Can Postpone a Scheduled Shutdown on Windows

If your Windows computer is on standby at the time for which a shutdown is scheduled, the shutdown starts after standby mode ends. This is true even if the time scheduled for the shutdown (through the **Shutdown Schedule** command) has already passed.

For example, if a shutdown is scheduled for 7 p.m. to 7 a.m., and your computer is on standby at 7 p.m., it will not shut down at that time. But if the computer resumes normal operation at 9 p.m., the shutdown begins then. The notification will indicate that an administrative shutdown began at 7 p.m., and a minute later the computer will shut down. The computer will turn on again twelve hours later.
**Bluetooth Port Hangs during Installation**

The installation of PowerChute Business Edition Agent hangs during automatic detection of a UPS if a Bluetooth® port is enabled.

Disable the Bluetooth port before installing the Agent or manually select the UPS type and port during the Agent installation.

**When Installing the Agent, Error Message "OpenService failed"**

If you cancel an installation of PowerChute, you might get this error. If it happens some PowerChute folders might remain like the JRE folder. You can re-install PowerChute without any side effects or just delete the folder manually.

**Issues when Changing the Date and Time on the Operating System**

Certain PowerChute functionality uses the operating system’s time settings. Components such as scheduled shutdowns, event logging, and data logging rely on the time settings to function correctly. Changing the time or date after PowerChute is installed is not supported.

**Changing the UPS following Installation or an Upgrade**

It is not supported to change the UPS used after installing PowerChute v9.5+ or upgrading to PowerChute v9.5 from an earlier version. You are not asked to select a UPS during an upgrade installation, the UPS identified during the original installation is used. To use a different UPS to that configured with PowerChute during the original installation, you must uninstall PowerChute and then reinstall to configure with the new UPS.

**UPS does not Turn On after Scheduled Shutdown**

With the SMX1000 and SMX750 UPS devices, the UPS might not turn back on after a scheduled shutdown.

To turn on the device manually:

1. Turn off the UPS using the LCD.
2. Remove the UPS plug from the socket.
3. Disconnect the UPS battery.

Then put the device back into normal usage by reversing these steps:

1. Re-connect the UPS battery.
2. Put the UPS plug into the socket.
3. Turn on the UPS using the LCD.
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• Visit the APC by Schneider Electric web site, to access documents in the APC Knowledge Base and to submit customer support requests.
  – [www.apc.com](http://www.apc.com) (Corporate Headquarters)
    Connect to localized APC by Schneider Electric web site for specific countries, each of which provides customer support information.
  – [www.apc.com/support/](http://www.apc.com/support/)
    Global support searching APC Knowledge Base and using e-support.
• Contact the APC by Schneider Electric Customer Support Center by telephone or e-mail.
  – Local, country-specific centers: go to [www.apc.com/support/contact](http://www.apc.com/support/contact) for contact information.

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