

# Release Notes:

## PowerChute<sup>®</sup> *plus*,

### Version 4.3.3, for

## NetWare<sup>®</sup>

These release notes ([pcnwrn.pdf](#)) supplement the *User's Guide: PowerChute plus for NetWare* ([pcnwug.pdf](#)) and the *Installation Guide: PowerChute plus for NetWare* ([pcnwig.pdf](#)). See the notice pages of those PowerChute *plus* version 4.3.3 manuals for relevant trademark information.

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These release notes contain the following major sections:

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## How to Obtain the Latest Versions of APC Software

When APC releases a new version of a software product such as PowerChute *plus* for NetWare, that version is often initially available to be downloaded from APC's Worldwide Web site at <http://www.apcc.com>. To take advantage of APC's latest software improvements, new products, and new features, check the Worldwide Web site periodically.

## How to Comment on PowerChute *plus* Documentation

To comment on any of the documentation provided for installing and using PowerChute *plus*, send e-mail to [feedback@apcc.com](mailto:feedback@apcc.com). Your comments assist APC in increasing the accuracy and usability of its documentation.

## Documentation Location, Format, and Contents

Product documentation for PowerChute *plus*, version 4.3.3, for NetWare is provided in portable document format (as **.pdf** files). The installation program uses Adobe® Acrobat® Reader to enable you to read or print the installation guide and release notes during the installation.

To reread the installation guide or release notes after the installation, or to read the user's guide, you must install Adobe Acrobat Reader, unless you already have an application for reading files in **.pdf** format. Adobe Acrobat Reader is available at no cost from the web site of Adobe Systems at <http://www.adobe.com>.

To obtain the **.pdf** files, do the following:

- If you install PowerChute *plus* from a CD-ROM, find the **.pdf** files in the **docs** directory on the CD-ROM.
- If you download this release of PowerChute *plus* from APC's web site, also download the **.pdf** files.

The following table provides the documentation titles and file names.

Document Name	File Name
<i>Release Notes: PowerChute plus, version 4.3.3, for NetWare</i>	<b>pcnwrn.pdf</b>
<i>Installation Guide: PowerChute plus, version 4.3.3, for NetWare</i>	<b>pcnwig.pdf</b>
<i>User's Guide: PowerChute plus, version 4.3.3, for NetWare</i>	<b>pcnwug.pdf</b>
<i>PowerNet SNMP Agent, version 4.3.3, for NetWare: User's Guide</i>	<b>pnanwug.pdf</b>

## Hardware Requirements

PowerChute *plus* requires the following hardware from American Power Conversion:

- You must use a UPS manufactured by American Power Conversion Corporation. Only users of smart-signaling UPSs (Smart-UPS, Symmetra *Power Array*, Matrix-UPS, PowerStack, and newer Back-UPS Pro models) can access the full functionality of PowerChute *plus*.
- One custom UPS 9-pin serial interface cable is shipped with APC's smart-signaling UPSs (cable part number 940-1524C for Symmetra *Power Array*, and 940-0024C for the other smart-signalling models).
- **Only** if your UPS is a Back-UPS model that has serial ports, use the simple-signalling cable 940-0020B **instead of** 940-0024C or 940-1524C. You can obtain the cable 940-0020B in either of the following ways.
  - From APC in an upgrade kit for Back-UPS users.
  - In the kit AP9003, which contains PowerChute *plus* for NetWare, two cables, and the serial port adapter, but no UPS.

You must provide the following hardware:

- A server and workstation
- An available RS-232 serial port dedicated to the UPS

PowerChute *plus* supports but does not require a mouse.

## Software Requirements

PowerChute *plus* version 4.3.3 requires one of the following operating systems running on the NetWare server:

- NetWare, version 3.2
- NetWare, version 4.1, including SMP
- NetWare, version 4.11, including SMP
- intraNetWare, version 4.11, including SMP
- NetWare, version 4.2, including SMP
- NetWare, version 5.00

Your workstation must also be running Novell Client or intraNetWare Client software.

Whether PowerChute *plus* requires a password for the UPS Service depends on the version of NetWare running on your NetWare server and the server you are attempting to access.

- If your NetWare server is running NetWare version 4.1, 4.11, or 5.00, the PowerChute *plus* for NetWare client (User Interface Module) uses Novell Directory Services (NDS) to authenticate the UPS service running on any other NetWare version 4.1, 4.11, or 5.00 server and therefore does not require a password to access that service.
- To access a UPS service running on a NetWare version 3.x server, PowerChute *plus* always requires a password; this password is associated with the POWERCHUTE user, created by the installation.

## **Product Files Automatically Installed with PowerChute plus**

The installation program that installs PowerChute *plus* for NetWare automatically installs files related to Web-based monitoring via PowerChute Web Device Manager and a file for PowerNet SNMP Agent for NetWare.

### **Files for Use by PowerChute Web Device Manager**

The files necessary to set up a NetWare server to be monitored by PowerChute Web Device Manager: **PRXY2PCP.NLM**, **APCPROXY.NLM**, **APCPROXY.INI** and (for supported NetWare versions earlier than 5.00) **PRXYDOWN.NCF** are installed to your PowerChute installation directory. For more information, see **Configuring a Server for Monitoring by PowerChute Web Device Manager** in Chapter 4 of the *User's Guide: PowerChute plus for NetWare* ([pcnwug.pdf](#)).



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*Note:*

*The PowerChute Web Device Manager software is available from APC's web site at <http://www.apcc.com>.*

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### **File for PowerNet SNMP Agent for NetWare**

The file **POWERNET.NLM** for the PowerNet SNMP Agent for NetWare is installed to your PowerChute installation directory. For more information on using the PowerNet SNMP Agent, see the *PowerNet SNMP Agent, version 4.3.3, for NetWare: User's Guide* ([pnanwug.pdf](#)).

## Support for Back-UPS Pro, Smart-UPS 420/620, Symmetra Power Array

PowerChute *plus*, version 4.3.3, for NetWare includes support for Symmetra *Power Array*, Smart-UPS models 420 and 620, and the smart-signaling Back-UPS Pro models (280, 420, and 650) as follows:

- The Symmetra *Power Array* is supported in the same manner as a Matrix-UPS.
- Support for Smart-UPS models 420 and 620 and for Back-UPS Pro models 280, 420, and 650 is the same as for other Smart-UPS models, with the following exceptions.
  - These new models do not support APC accessory devices, such as Measure-UPS and SmartSlot Measure-UPS II.
  - These new models have enhanced SmartBoost capabilities. They activate SmartBoost only if the voltage drops to 30% or more below the **Low Transfer Point**, compared to 12% for other Smart-UPS models. (If the line voltage is 30% or more below the **Low Transfer Point** value, these new models switch to battery power, just as other Smart-UPS do at 12% or more below the **Low Transfer Point**.) For more information on SmartBoost, see the section on **High and Low Transfer Points** in Chapter 4 of the *User's Guide: PowerChute plus for NetWare*.

## DOS Support

If you require a DOS installation or DOS client, you must use PowerChute *plus*, version 4.2.4, for NetWare. A downloadable copy of the PowerChute *plus*, version 4.2.4, for NetWare is available on the APC™ Web site (<http://www.apcc.com>) or by contacting APC via any of the phone numbers listed for **APC Worldwide Technical Support** later in these release notes.

## Novell® Support

The PowerChute *plus* 32-bit client (**winchute.exe**), 16-bit client (**wchute16.exe**), and installation program are officially supported by the Novell client software on the following workstation operating systems:

- Microsoft® Windows™ version 3.1 (using **wchute16.exe**)
- Microsoft Windows for Workgroups version 3.11 (using **wchute16.exe**)
- Microsoft Windows 95 and Windows 98 (using **winchute.exe**)
- Microsoft Windows NT™ version 3.51 or version 4.0 (using **winchute.exe**)

If you are using Novell Directory Services (NDS) with PowerChute *plus*, do not use version 4.11 or 4.11a of the Novell intraNetWare Client for Windows NT. When the PowerChute *plus* client (**winchute.exe**) is executed with this version of the Novell 32-bit client, the “Monitor Server” dialog box lists bindery servers but not NDS servers. If you are using version 4.10 of the Novell intraNetWare Client, the problem does not occur.

Version 4.6 of the Novell Client for Windows NT corrects the problem. For information on obtaining this version of the Novell client, see Novell's web site at [www.novell.com](http://www.novell.com)

## Port Conflicts with Novell Internet Access Server

When you install Novell NetWare for Small Business, version 4.2, and Novell Internet Access Server (NIAS), the NIAS utility may reserve COM1 (or other AIO ports) for its own use by default. When you subsequently install PowerChute *plus* to use one or more ports already reserved by the NIAS utility, either or both of the following problems occur:

- If the port configured for communication with the UPS by PowerChute *plus* is already reserved, PowerChute *plus* displays the No Comm status on the main screen.
- If the port configured for a paging modem by PowerChute *plus* is already reserved, paging will fail.

To correct the problem, remove the ports intended for PowerChute *plus* from the configuration of Novell's remote access server by performing these steps:

1. At the file server console prompt, enter the following command:  
`LOAD NIASCFG.NLM <Enter>`
2. Select the menu item **Configure NIAS**
3. Select the menu item **Remote Access**
4. Select the menu item **Set Up...**
5. Select the menu item **Select Remote Access Ports**
6. Select one or more AIO ports that are to be reserved for PowerChute *plus* and press **Del**.
7. Exit from the NIASCFG utility.
8. Restart Novell Internet Access Server, or restart the file server.

## Novell's Updated **clib.nlm** Needed by Users of NetWare, Version 3.2

If you are running NetWare version 3.2, and you use PowerChute *plus* to schedule shutdowns, runtime calibrations, or UPS self-tests, you need an updated version of Novell's **clib.nlm**.

Versions of Novell's **clib.nlm** earlier than version 3.12L report an incorrect day of the week to PowerChute *plus* after February 29, 2000. Therefore, weekly or monthly shutdowns, runtime calibrations, or UPS self-tests scheduled to occur after that date will occur on the wrong day of the week. Version 3.12L corrects the problem. Contact Novell to obtain the update.

## Configuration Required to Use PowerChute Web Device Manager

To monitor a NetWare server using PowerChute Web Device Manager, you must first configure that server.



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*Note:*

*If the NetWare server is running a supported version of NetWare earlier than 5.00, you must configure a command file to run at shutdown. This step was **not** included in the instructions provided if you downloaded WebAgent, the predecessor application to PowerChute Web Device Manager, for use with earlier versions of PowerChute plus for NetWare.*

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For the complete configuration procedure for a server running any supported version of NetWare, including version 5.00, see **Configuring a Server for Monitoring by PowerChute Web Device Manager** in **Chapter 4** of the *User's Guide: PowerChute plus for NetWare*

## Microsoft NetWare Client Software Not Supported

PowerChute plus, version 4.3.3, for NetWare does not support Microsoft's NetWare client software.

## Lotus Notes and Domino Shutdown

PowerChute plus installs a utility to shut down Lotus Notes®, version 4.12, and Lotus Domino® versions 4.51 and 4.6. See **Appendix C** of the *User's Guide: PowerChute plus for NetWare* for information on configuring this utility to run whenever PowerChute plus initiates an operating system shutdown

For information about the status of shutdown utilities for other versions, contact APC Customer Service at any of the phone numbers listed for **APC Worldwide Technical Support** later in these release notes.

## Support for System Dates Through January 1, 2035

PowerChute plus supports system dates up to and including January 1, 2035, which complies with the requirements of Novell on issues related to the year 2000.

## Wrong Error Message When UPS Communication Fails on NetWare Version 5.00

When the server is running NetWare version 5.00 and PowerChute *plus* is unable to communicate with the UPS, either because it could not establish communication or because communication was lost, one of the following erroneous error messages is issued on the NetWare System Console every 10 seconds:

- Interrupt Assignment: 4 (if PowerChute *plus* is configured to communicate through COM1)
- Interrupt Assignment: 3 (if PowerChute *plus* is configured to communicate through COM2)

Except for these erroneous server console error messages, PowerChute *plus* functions as it should in a situation in which it cannot communicate with the UPS. Ignore the erroneous messages.

## NDS-Specific Concerns

The following sections contain information specific to Novell Directory Services (NDS).

- [Limiting the Search for NDS Servers to One NDS Context](#)
- [Installation Error if Required Novell Client Software Is Missing](#)
- [Extending the NDS Schema](#)
- [Accessing NDS servers While Running Novell's intraNetWare Client](#)
- [User Messaging](#)
- [Removing the APC UPS Definition](#)
- [NDS Multiple Tree Support](#)
- [NetWare Administrator Snap-in](#)
- [Workstation Configuration for NWAdmin](#)

## Limiting the Search for NDS Servers to One NDS Context

PowerChute *plus* version 4.3.3 lets you limit the search for NDS servers either to your default NDS context or to a context you specify. If an NDS tree is very large, you may want to use this feature to limit the list of servers displayed in the "Monitor Server" dialog box of the PowerChute *plus* User Interface Module. You set the context by editing the **PWRCHUTE.INI** file, as describe in **[NDS]** in Appendix B of the *User's Guide: PowerChute plus for NetWare (pcnwug.pdf)*.



## Installation Error if Required Novell Client Software Is Missing

You can install PowerChute *plus* version 4.3.3 for NetWare on a workstation **only** if that workstation is running Novell Client or intraNetWare Client software. See [Software Requirements](#) earlier in these release notes.

If you attempt to install without the required Novell Client or intraNetWare Client software running, the installation fails and you receive the following error message:

```
The PowerChute plus installation program requires Novell's
client software. Please install the latest Novell client
software and try installing PowerChute plus again. Setup
cannot continue.
```

## Extending the NDS Schema

To extend the NDS schema during the PowerChute *plus* for NetWare installation, you must have admin-equivalent privileges. If an error occurs during the installation indicating that you do not have admin privileges, the installation procedure is automatically cancelled. In order to extend the NDS schema, temporarily grant the user performing the installation privileges equivalent to admin, then perform the installation procedure. See [Appendix F: APC UPS Snapin for NWAdmin](#) in the *User's Guide: PowerChute plus for NetWare* for instructions on granting users rights to PowerChute *plus* UPS objects.

## Accessing NDS servers While Running Novell's intraNetWare Client

With some versions of Novell's intraNetWare Client for Windows NT, PowerChute *plus* cannot list NDS servers in the "Monitor Server" dialog box. See [Novell® Support](#) earlier in these release notes for version information.

## User Messaging

To configure messaging for a specific user who is logged in to NDS, enter the fully-resolved NDS user name as the **Notification Address** in the "Event User's" dialog box. For example, use `.user.unit.org` instead of just `user`, the user's common name.

For a user connected to the server via the bindery, use only the user's common name as the **Notification Address**.

To verify how a user is connected to the NetWare server, use the **Connections** or **Connection Information** menu option in Novell's Console Monitor utility (**MONITOR.NLM**).

## Removing the APC UPS Definition

If it is necessary to remove the APC UPS definition from the NDS schema, download the **Remove** utility (**DELCLASS.EXE**) from the APC Web site (<http://www.apcc.com>) or contact **APC Worldwide Technical Support** to obtain a **Remove** utility.

## NDS Multiple Tree Support

PowerChute *plus*, version 4.3.3, for NetWare allows you to monitor only those servers on the current NDS tree. To view servers on another NDS tree, perform the following, depending on the operating system:

- If you are running Windows NT 4.0, Windows 95, or Windows 98, change your current NDS tree using Windows Explorer. Then close and reopen the **Monitor Server List** to display the correct list of servers.



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*Note:*  
*It is not necessary to relaunch **winchute.exe**.*

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- If you are running Windows NT, version 3.51, or Windows, version 3.1, the Novell client allows you to log in to only one NDS tree at a time. You must log in to NDS again to view servers on another NDS tree. In this case, it is necessary to restart **winchute.exe** (on Windows NT, version 3.51) or **wchute16.exe** (on Windows, version 3.1).

## NetWare Administrator Snap-in

The PowerChute *plus* installation program installs the following APC Snap-in **.dll** files for NWAdmin.

- **apcups3x.dll** for **NWADMN3X.EXE**.
- **apcups32.dll** for **NWADMN95.EXE**, **NWADMNNT.EXE**, and **NWADMN32.EXE**. (**NWADMN32.EXE** is the version of NWAdmin provided with NetWare version 5.00 and with Novell® Z.E.N.works™.)

The PowerChute *plus* installation program installs APC Snap-in **.dll** files into the correct directories, i.e. **SYSDIR** or one of its subdirectories where NWAdmin utilities exist. The PowerChute *plus* installation program also installs the file **snapin32.dll** to these directories, in case it is not available on your system. Copies of the installed **.dll** files are also provided in the PowerChute *plus* installation directory.

## Workstation Configuration for NWAdmin

The PowerChute *plus* for NetWare installation configures only the local workstation for loading NWAdmin.

After you install PowerChute *plus* for NetWare, perform the procedure described in this section to address either of the following situations:

- If you want to configure one or more additional workstations for NWAdmin.
- If the APC UPS objects in the NDS tree appear with a question mark (instead of the APC UPS icon).

The steps to configure a workstation for NWAdmin are as follows:

1. From the workstation you are configuring, if necessary, map a network drive to the root of the **SYS** volume on the corresponding NetWare server.
2. Verify that the **snapin32.dll** file and the APC Snap-in **.dll** file required for NWAdmin are in the correct directory. If necessary, copy the files from the PowerChute *plus* installation directory. The APC Snap-in **.dll** files are **apcups3x.dll** for **NWADMN3X.EXE**, and **apcups32.dll** for **NWADMN95.EXE**, **NWADMNNT.EXE**, and **NWADMN32.EXE**.
  - If you are running NetWare 5.00 on the server or have Novell Z.E.N.works installed, the file **snapin32.dll** must be in the directory **SYS:\PUBLIC\WIN32**, and the file **apcups32.dll** must be in the directory **SYS:\PUBLIC\WIN32\SNAPINS** instead of the directory from which NetWare Administrator is launched. (The version of NetWare Administrator used with NetWare 5.00 and with Novell Z.E.N.works is **SYS:\PUBLIC\WIN32\NWADMN32.EXE**.)
  - If you are running one of the supported versions of NetWare earlier than 5.00 on the server (as listed in **Software Requirements** earlier in these release notes), the two **.dll** files must be in the directory from which NetWare Administrator is launched:
    - **SYS:\PUBLIC** for **NWADMN3X.EXE**
    - **SYS:\PUBLIC\WINNT** for **NWADMNNT.EXE**
    - **SYS:\PUBLIC\WIN95** for **NWADMN95.EXE**.
3. From the workstation you are configuring, unless it is the workstation from which you installed PowerChute *plus*, run the **wkconfig** utility (**WKCONFIG.EXE**) located in the PowerChute *plus* installation directory on the server.

## APC Worldwide Technical Support

Technical support for this or any other APC product is available at no charge. You can contact APC Technical Support in any of the following ways:

- Use an APC web site.
  - <http://www.apcc.com> (Corporate Headquarters)  
Connect by links to APC web pages for specific countries and regions (North America, Japan, China, Korea, International, Latin America, France, Germany, Australia, Southeast Asia, and India), each of which provides technical support information.
  - <http://support.apcc.com>  
Submit technical support requests.
- Contact the APC representative or other distributor from whom you purchased your UPS or APC software application for information on how to obtain local technical support.
- Contact a local or regional APC Technical Support Center by telephone or e-mail.
  - For e-mail addresses and local, country-specific, technical support telephone numbers worldwide, follow the links for **Service and Support** and **Contact APC** from the home page of APC's corporate web site, <http://www.apcc.com>.
  - For e-mail addresses and technical support telephone numbers of major APC regional technical support centers, use the following list:

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