

Release Notes: PowerChute[®] *plus* for Windows[®] 95 and Windows 98

These release notes supplement the *User's Guide: PowerChute plus, Version 5.0.2, for Windows 95 and Windows 98* ([pc98ug.pdf](#)) and the *Installation Guide: PowerChute plus, Version 5.0.2, for Windows 95 and Windows 98* ([pc98ig.pdf](#)). See the notice pages of those 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 Windows 95 and Windows 98, 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. Your comments assist APC in increasing the accuracy and usability of its documentation.

Hardware Requirements

PowerChute *plus* requires the following hardware from American Power Conversion (APC[™]):

- A UPS manufactured by American Power Conversion. Only users of smart-signaling UPSs (Smart-UPS[®], Matrix-UPS[™], PowerStack[™], or newer Back-UPS Pro[®] models) can access the full set of features that PowerChute *plus* provides.
- One of the following cables.

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Software Requirements

- The custom UPS 9-pin serial interface cable 940-0024C for Smart-UPS, Matrix-UPS, and PowerStack models
- The Plug and Play cable 940-0095A or 940-0095B for newer Back-UPS Pro models.

(The cable 940-0020B for simple-signaling UPSs is available for Back-UPS users in an upgrade kit you can obtain from APC.)

APC will also provide a 9-pin male to 25-pin female serial port adapter, if you request one.

You must provide the following hardware:

- An Intel® x86-compatible computer.
- An available RS-232 serial port dedicated to the UPS, set as follows:

Bits Per Second:	2400
Data Bits:	8
Parity:	None
Stop Bits:	1
Flow Control:	Xon/Xoff
Advanced Settings:	Disable FIFO

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

Software Requirements

PowerChute *plus* for Windows 95/98 requires the Windows 98 or Windows 95 operating system.

Note:

You cannot run PowerChute plus for Windows 98 on a Windows 3.1 or Windows for Workgroups operating system.

How to Display PowerChute *plus* Messages

The following two sections explain how to configure a workstation to display PowerChute *plus* messages:

- [WinPopup Required to Include Messages from Other Servers](#)
- [Configuration File Parameter Provided for Local Messaging Only](#)

WinPopup Required to Include Messages from Other Servers

A workstation **must** have WinPopup running to enable users or administrators using that workstation to receive PowerChute *plus* messages from other servers on the network. These messages include event notification messages and shutdown warning messages.

In the **Startup** group, create a shortcut to **winpopup.exe**, located in the **Windows** directory. If WinPopup is not present in the **Windows** directory, install it from your Windows 95 or Windows 98 installation CD-ROM.

Configuration File Parameter Provided for Local Messaging Only

Running WinPopup on a workstation is optional if that workstation is not on a network, or if users of that workstation do not need to receive PowerChute *plus* messages from other servers on the network. If you choose not to use WinPopup, you must do the following instead:

1. In the **pwrchute.ini** file, search for the section name [Communication], and add the line DisplayMsgBox=1 after the line Network=1 or Network=0 to enable local messaging. For example:

```
[Communication]
Network=1
DisplayMsgBox=1
```

See **Editing the Initialization File** in **Appendix B** of the *User's Guide: PowerChute plus, Version 5.0.2, for Windows 95 and Windows 98 (pc98ug.pdf)* for information on how to edit the **pwrchute.ini** file.

Note

*You do not have to change the value of the Network parameter to set your system to use local messaging only. Setting the value for the Network parameter to 0 disables network usage by PowerChute plus completely. For more information see [How to Troubleshoot PowerChute plus Performance Problems](#) in these release notes or [How to Disable Network Access](#) in **Chapter 1** of the *User's Guide: PowerChute plus, Version 5.0.2, for Windows 95 and Windows 98 (pc98ug.pdf)*.*

2. Only if other users need to receive PowerChute *plus* messages from the workstation you are configuring, enable messaging for either domain users or specific users. See **How to Notify Users** in Chapter 5 of the *User's Guide: PowerChute plus, Version 5.0.2, for Windows 95 and Windows 98 (pc98ug.pdf)*.

Application Shutdown Compatibility with Office 95 and Office 97

APC's WorkSafe application shutdown, accessible through the **Application Shutdown Parameters** menu option of the **Configuration** menu, has been tested with and is compatible with the Microsoft® Office 95 and Office 97 suites of applications.

Support for Microsoft Mail

PowerChute *plus* for Windows 95/98 uses Microsoft Mail to send PowerChute *plus* e-mail notification messages.

For configuration information see **How to Configure E-mail Notification Using Microsoft Mail** in Chapter 4 of the *User's Guide: PowerChute plus, Version 5.0.2, for Windows 95 and Windows 98 (pc98ug.pdf)*. You can also use the Help system to view the same information. Starting in the first file of the Help system, click in order on the following links: **How to Configure PowerChute plus**, and **How to Configure E-mail Notification Using Microsoft Mail**.

How to Troubleshoot PowerChute plus Performance Problems

To improve the performance of PowerChute *plus* on either a networked or non-networked workstation, you can change the value of the Network parameter in the **pwrchute.ini** file from 1 (the default) to 0.

```
[Communication]
Network=0
```

A value of 0 causes PowerChute *plus* to behave as if there is no network. Therefore, you can no longer monitor other servers running PowerChute *plus* on the network. For more information, see **[Communication]** in **Appendix B** of the *User's Guide: PowerChute plus, Version 5.0.2, for Windows 95 and Windows 98 (pc98ug.pdf)*.

How to Troubleshoot Windows 98 and PowerChute *plus* Shutdown Problems

After you install PowerChute *plus*, if Windows 98 does not shut down completely when you choose the **Shut Down...** option of the Windows 98 **Start** menu, perform the procedures in the following sections to troubleshoot the problem.

- [How to Disable the Fast Shutdown Feature of Windows 98](#)
- [How to Disable the “Scan on Shutdown” Feature of McAfee VirusScan, Version 4.x](#)
- [How to Disable the UPS Icon on the Task Bar](#)
- [Additional Troubleshooting Resources](#)

Note:

*None of the problems addressed in the sections listed above interfere with an automated shutdown initiated by PowerChute *plus*. You need to perform the troubleshooting procedures in those sections **only** if you experience problems shutting down Windows 98 from the **Start** menu.*

If you are running Norton AntiVirus software instead of McAfee VirusScan, perform the procedure in [How to Troubleshoot Norton AntiVirus, Version 5.0](#) if shutdown problems persist. The problem addressed in that section can occur **either** when you attempt to shut down Windows 98 from the **Start** menu **or** when PowerChute *plus* attempts to shut down Windows 98.

How to Disable the Fast Shutdown Feature of Windows 98

Microsoft Corporation has determined that, with some types of applications installed (such as PowerChute *plus*), the Windows 98 Fast Shutdown feature may prevent Windows 98 from shutting down when you select the **Shut Down...** option on the Windows 98 **Start** menu. Therefore, APC recommends that you turn off Fast Shutdown, as follows:

1. On the **Start** menu, click **Run...**
2. Type `msconfig`, and click **OK**.
3. In the “System Configuration Utility” dialog box, on the **General** tab, click **Advanced...**
4. In the “Advanced Troubleshooting Settings” dialog box, mark the **Disable fast shutdown** check box.
5. Click **OK** in each of the two dialog boxes.
6. Click **Yes** when you are prompted to restart the computer.
7. After the computer restarts, attempt to perform a shutdown by using the **Shut Down...** option of the **Start** menu.
 - If the shutdown succeeds, you do not need to perform any other troubleshooting procedures.
 - If the shutdown fails, and you are running McAfee VirusScan or Norton AntiVirus software, see [How to Disable the “Scan on Shutdown” Feature of McAfee VirusScan, Version 4.x](#) or [How to Troubleshoot Norton AntiVirus, Version 5.0](#).
 - If the shutdown fails and you are running neither anti-virus program, see [How to Disable the UPS Icon on the Task Bar](#).

How to Disable the “Scan on Shutdown” Feature of McAfee VirusScan, Version 4.x

After you perform the steps in [How to Disable the Fast Shutdown Feature of Windows 98](#), if Windows 98 still fails to shut down properly from the **Shut Down...** option of the Windows 98 **Start** menu, disable the **Scan floppies on shutdown** feature of McAfee VirusScan.

Note:

*Disabling the **Scan floppies on shutdown** feature of McAfee VirusScan does not prevent that anti-virus program from*

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How to Troubleshoot Windows 98 and PowerChute *plus* Shutdown Problems

*finding viruses and protecting your system against them. With the **Scan floppies on shutdown** feature disabled, however, McAfee VirusScan will not scan a diskette for viruses immediately before your system shuts down. Instead, McAfee VirusScan will scan a diskette for viruses only when your computer attempts to access information on that diskette.*

To disable the **Scan floppies on shutdown** feature of McAfee VirusScan, version 4.x, perform the following steps.

1. Right-click on the McAfee VShield icon on the Windows 98 task bar.
2. On the **Properties** menu, select **System Scan**.
3. In the “System Scan Properties” dialog box, click the **Detection** tab.
4. In the “Scan floppies on” area, clear the **Shutdown** check box, and click **OK**.
5. Attempt to perform a shutdown by using the **Shut Down...** option of the **Start** menu.
 - If the shutdown succeeds, you do not need to perform any other troubleshooting procedures.
 - If the shutdown fails, and you have already performed the troubleshooting steps in [How to Disable the Fast Shutdown Feature of Windows 98](#), see [Additional Troubleshooting Resources](#).

How to Troubleshoot Norton AntiVirus, Version 5.0

With PowerChute *plus* installed on your computer, the device driver component of Symantec’s Norton AntiVirus software, version 5.0, can cause problems during a Windows 98 shutdown attempt. Windows 98 may not shut down correctly, and may display a blank or “locked” screen.

Perform the following procedure to troubleshoot either of the following situations:

- You perform the steps in [How to Disable the Fast Shutdown Feature of Windows 98](#), but Windows 98 still fails to shut down properly from the **Shut Down...** option of the Windows 98 **Start** menu.
- PowerChute *plus* failed to shut down Windows 98 correctly, and utility power has now returned.

Reboot your computer, and perform the following steps.

1. From the **Shut Down...** option of the Windows 98 **Start** menu, attempt to shut down and restart your computer.
2. If the shutdown fails, uninstall and reinstall Norton AntiVirus, and repeat Step 1.
3. If the shutdown fails again, see the troubleshooting notes provided with the Norton AntiVirus software, or see the technical assistance available on the Symantec web site at <http://www.symantec.com>. If procedures recommended by Symantec do not solve the shutdown problem, see [How to Disable the UPS Icon on the Task Bar](#).
4. If the shutdown succeeds, test whether PowerChute *plus* can shut down your computer correctly.
 - a. On the PowerChute *plus* **Configuration** menu, choose **UPS Shutdown Parameters...**, and set the following parameters:
 - **UPS Low Battery Signal Time** to 10 minutes.
 - **UPS Wakeup Delay (Time)** and **UPS Wakeup Delay (Capacity)** to zero.
 - b. Unplug the UPS power cord.
5. If the **Shut Down...** option on the Windows 98 **Start** menu can shut down your computer, but PowerChute *plus* cannot, you can fix the problem by performing the following steps.

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How to Troubleshoot Windows 98 and PowerChute plus Shutdown Problems

Caution

The following procedure disables the Norton AntiVirus function that checks boot disks for viruses at startup and shutdown.

- a. Remove the command that runs the Norton device driver component automatically at operating system startup.
 1. On the Windows 98 **Start** menu, choose **Run...**
 2. Type `msconfig`, and click **OK**.
 3. Click the **Autoexec.bat** tab of the “System Configuration Utility” dialog box.
 4. Clear the check box to the left of the command line that causes NAVDX.EXE to run at startup. The command line is similar to the following:

```
@C:\PROGRA~1\NORTON~1\NAVDX.EXE /Startup
```
 5. Click **OK**.
 6. Reboot your system.

How to Disable the UPS Icon on the Task Bar

Disable the UPS Icon on the task bar **only** if the procedures in [How to Disable the Fast Shutdown Feature of Windows 98](#), and the procedures for troubleshooting anti-virus software ([How to Disable the “Scan on Shutdown” Feature of McAfee VirusScan, Version 4.x](#), or [How to Troubleshoot Norton AntiVirus, Version 5.0](#)) did not solve your Windows 98 shutdown problems.

Note:

Disabling the UPS icon does not limit the ability of PowerChute plus to perform an automated, unattended safe shutdown.

If Windows 98 fails to shut down properly from the **Shut Down...** option of the Windows 98 **Start** menu, perform the following steps to disable the icon:

1. On the **Start** menu, click **Run...**
2. Type `msconfig`, and click **OK**.
3. In the “System Configuration Utility” dialog box, click the **Startup** tab.
4. Clear the check box for **ICONCLNT**, and click **OK**.
5. Click **Yes** when you are prompted to restart the computer.
6. After the computer restarts, attempt to perform a shutdown by using the **Shut Down...** option of the **Start** menu.
 - If the shutdown succeeds, you do not need to perform any other troubleshooting procedures.
 - If the shutdown fails, see [Additional Troubleshooting Resources](#).

Additional Troubleshooting Resources

If shutdown problems persist on Windows 98, check the Microsoft support resources on the worldwide web. See <http://support.microsoft.com/support/windows/tshoot/startup98/>, or if that URL is no longer active, search the web site <http://support.microsoft.com> for the Shutdown Troubleshooter.

For additional assistance, contact APC [Technical Support](#).

Known Software Problems and Their Avoidance

The following sections describe known software problems in this release and, where necessary, provide information on how to avoid them:

- [WinPopup Limitations for Broadcast Messages](#)
- [Failure to Reboot after Scheduled Shutdown](#)
- [“Add New Hardware” Problem with Smart-UPS and Matrix-UPS](#)

WinPopup Limitations for Broadcast Messages

A limitation of WinPopup on Windows 95 and Windows 98 prevents a user from receiving PowerChute *plus* messages when that user is logged in to a machine other than the one you specify in the notification address, unless you configure messages to go to all users on the network segment.

In the “Event Users” dialog box, accessible from the **Event Users** menu option of the **Configuration** menu, the notification address you specify for a user **must** always be a machine name. For example, to notify John Lopez, whose user name is jlopez and whose workstation name is NETCOMP1, you must specify NETCOMP1, not jlopez as the notification address.

To ensure that a user will be notified of an event regardless of the machine on which that user is logged in, you **must** specify **Domain Users** in the “Notify Users” dialog box when you configure Event Actions for that event. Specifying **Domain Users** causes the notification message for that event to be sent to all users on the network segment.

*Note: When you choose **Domain Users**, PowerChute *plus* for Windows 98 notifies users only on the same network segment.*

Failure to Reboot after Scheduled Shutdown

On some types of newer computers, the Windows 95 or Windows 98 shutdown sequence also turns off the computer so that the user no longer has to manually use a turn off switch after an operating system shutdown. Shutdowns scheduled with the **Scheduled Tests and Shutdowns** menu option of PowerChute *plus* for Windows 95/98 physically turn off such a computer, preventing reboot at the end of the scheduled shutdown. If you have such a computer, you must manually restart it at the end of a scheduled shutdown.

“Add New Hardware” Problem with Smart-UPS and Matrix-UPS

Under the following set of circumstances only, the Windows 95 or Windows 98 Add New Hardware procedure can erroneously cause the UPS to perform a runtime calibration.

- A Smart-UPS or Matrix-UPS connected to the Windows 95 or Windows 98 platform.
- The black, smart-signaling cable (Part Number 940-0024C) is being used for the platform-to-UPS connection.
- PowerChute *plus* is installed and running on the platform.

To avoid this problem, disconnect the UPS when using the Add New Hardware Wizard (by choosing **Add New Hardware** from the **Control Panel**). If you inadvertently use **Add New Hardware** with the UPS connected, and a runtime calibration begins, cancel it by using the **Cancel Runtime Calibration** option in the **Diagnostics** menu (displayed only while a calibration is occurring), or wait for the calibration to end. The calibration will not harm or turn off the UPS.

Technical Support

If you have questions concerning any APC product, contact the APC Technical Support Center for your area, as listed in the following table. APC provides technical support at no charge.

APC Worldwide Technical Support				
APC Main Web Site (with links to international sites): http://www.apcc.com				
Region/Country	Telephone	Toll-Free Telephone	Fax	E-mail and Worldwide Web
North America:				
United States, Canada	401-789-5735	800-800-4272	401-788-2743	http://support.apcc.com
Latin America:				
Argentina		0800-9-2722		apctchla@apcc.com
Brazil		0800-127221		apctchla@apcc.com
Colombia		980-15 39 47		apctchla@apcc.com
Mexico		95 800 804 4283		apctchla@apcc.com
Uruguay		000 413 598 2139		apctchla@apcc.com
Venezuela		8001 2856		apctchla@apcc.com
Japan, Asia, Australia:				
Australia, New Zealand	61 2 9955 9366	1800 652 725	61 2 9955 2844	anztech@apcc.com
Singapore, Thailand, Vietnam	65-337-4462		65-337-2774	asetech@apcc.com
Malaysia	60 3 756 8786		60 3 756 8780	asetech@apcc.com
Indonesia	62 21 6500813		62 21 6507427	asetech@apcc.com
China	86 10 6201 6688		86 10 6201 7658	
Hong Kong, Taiwan	88 622 755 1945		88 622 755 1946	
India, Nepal, Sri Lanka, Bangladesh, Maldives	91 44 433 1124		9144 434 1464	
Japan	81 3 5434 2021		81 3 5434 2022	jsupport@apcc.com http://www.apc.co.jp
Korea	82 2 501 6492		82 2 501 6369	
Philippines	63 2 813 2662		63 2 892 2448	
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Technical Support**

APC Worldwide Technical Support				
APC Main Web Site (with links to international sites): http://www.apcc.com				
Region/Country	Telephone	Toll-Free Telephone	Fax	E-mail and Worldwide Web
Europe, Middle East, Africa:				
Main Numbers	353 91 702020		353 91 755275	apceurtech@apcc.com
Austria		0660 6480		
Belgium		0800 15063		
Czech Republic		0800 102063		
Denmark		800 18 153		
Finland		9800 13 374		
France		0800 906 483		
Germany		0130 818907		
Holland		0800 0224655		
Hungary		00800 12221		
Ireland		1 800 702000 extension 2045		
Israel		177 353 2206		
Italy		1678 74731		
Luxembourg		0800 2091		
Norway		800 11 632		
Poland		00800 353 1202		
Portugal		050 553182		
Russia	7 095 916-7166			
South Africa		0800 994206		
Spain		900 95 35 33		
Sweden		020 795 419		
Switzerland		0800 556177		
Turkey		0800 35390275		
United Kingdom		0800 132990		
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