

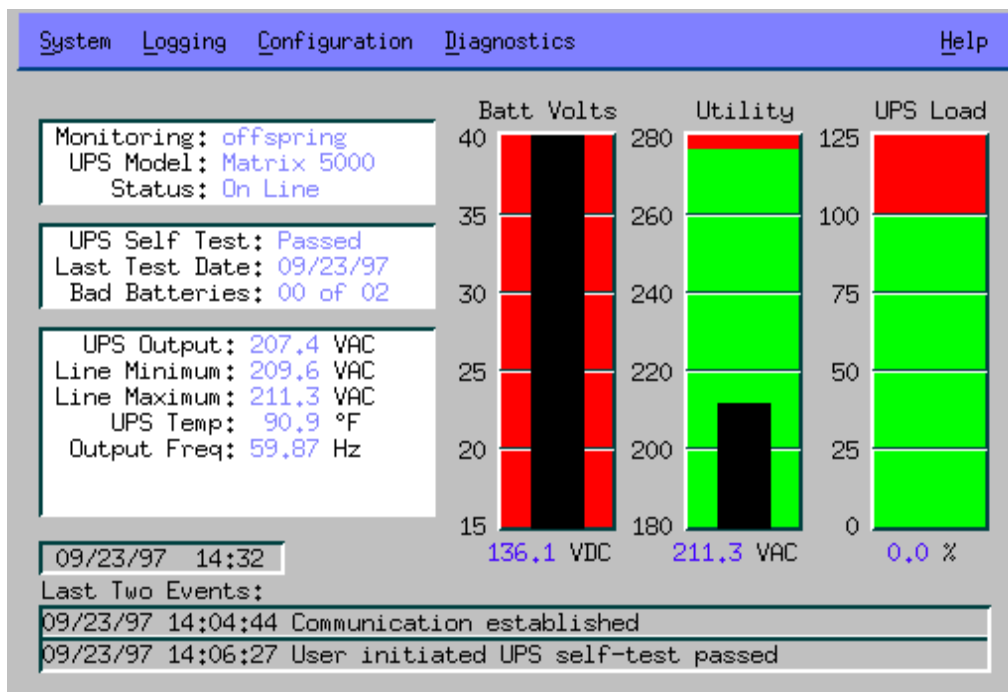
# Symmetra™ Power Array™ and PowerChute® plus: Product Alert

Two cosmetic problems can exist when using PowerChute *plus* with a Symmetra *Power Array*:

- For smart-signalling PowerChute *plus* for Windows NT or for Solaris for SPARC installations (the only versions of PowerChute *plus* which support using smart-signalling with a Symmetra *Power Array*), the main screen's battery voltage (**Batt Volts**) bar graph will be displayed with a red-cell background (dark gray in the example below), a color intended to flag an out-of-tolerance condition, even when the battery voltage is within acceptable limits (120V-to-150V range). To determine if the battery voltage is actually out-of-tolerance, inspect the voltage reported below the **Batt Volts** graph (in the example below, **136.1 VDC**, is within the 120V-to-150V battery voltage range).

*Note: Bar graphs do not appear in the main screen when simple-signalling is used.*

- When using smart-signalling, PowerChute *plus* for Windows NT allows you to select a Symmetra *Power Array* as the **UPS Type** during the PowerChute *plus* installation. For all other PowerChute *plus* applications, the Symmetra *Power Array* is identified as a Matrix-UPS (during a PowerChute *plus* for Solaris for SPARC smart-signalling installation) or as a Back-UPS (during all PowerChute *plus* simple-signalling installations). Therefore, the **UPS Model:** field in the main screen's **Hardware and Status** window (the window in the upper left-hand corner of the screen) will report **Matrix 5000** (for smart-signalling, as shown in the example below) or **Back-UPS**(for simple-signalling).



**Note:** Although the PowerChute *plus* problems cited in this Product Alert are strictly cosmetic, and do not impact how PowerChute *plus* is used to monitor and manage a Symmetra *Power Array*, APC does recognize the need to correct these problems as soon as possible. Software updates correcting these problems will be available from APC's Web site (<http://www.apcc.com>), free of charge, early in 1998.