

# PowerChute™ Network Shutdown Product Center

The **Web Product Page** can help to keep you updated with new releases and functionality.

See **Application Notes** for useful information on how you can configure and use PowerChute Network Shutdown.

The **Operating System, Processor, JRE and Browser Compatibility Chart** document has information on supported systems.

The **Knowledge Base** on the APC website has useful background information. Use it by doing a text search (e.g. "PowerChute Network Shutdown communications"), or by typing one of the FAQ IDs below (e.g. FA176574) in the search box there and pressing Enter.

Virtualization	
Hosts fail to enter maintenance mode when vSphere Clustering Service (vCLS) is enabled. (v4.4.x)	<a href="#">FA416409</a>
Some VMs are not started for HyperFlex cluster. (v4.4, v4.4.1)	<a href="#">FA416408</a>
Configured User VM Shutdown Duration is not used in an Advanced UPS configuration for Nutanix AHV. (v4.3)	<a href="#">FA369456</a>
How to update OpenJDK version used by PowerChute on Mac OS X using the Java Update feature. (v4.3 only)	<a href="#">FA369459</a>
How to install Java Cryptography Extension policy files to connect to a Nutanix Cluster that requires a 256-bit cipher. (v4.3 only)	<a href="#">FA361427</a>
PowerChute does not proceed with VM Startup after powering on the vCenter Server VM. (v4.2, v4.3, v4.4)	<a href="#">FA370587</a>
Prioritized VMs with 0 second Startup Duration are powered on in Nutanix AHV configuration. (v4.3, v4.4)	<a href="#">FA372836</a>
Nutanix Files does not shut down when vCenter Server is deployed as a VM on Nutanix Cluster. (v4.3 only)	<a href="#">FA372837</a>
Nutanix Files Cluster (AFS) is not shut down or started by PowerChute Network Shutdown. (v4.3 only)	<a href="#">FA372839</a>
With Hyper-V, PowerChute is slow in loading some UI pages and in executing Hyper-V Powershell scripts. (v3.1, v4.0)	<a href="#">FA176578</a>
Hyper-V virtual machine shutdown is delayed when VM migration is enabled. (v3.1 and above) Resolved in v4.4.	<a href="#">FA176570</a>
With VM Startup enabled, PowerChute fails to restart a Fault Tolerant VM that it previously shut down. (v3.1, v4.0)	<a href="#">FA176574</a>
How to migrate PowerChute configuration from v4.1, v4.2 virtual appliance to v4.3 virtual appliance.	<a href="#">FA368316</a>
How to configure PowerChute for Citrix XenServer.	<a href="#">FA159764</a>
Required VMware vSphere permissions. (v3.1, v4.0)	<a href="#">FA177822</a>

## Troubleshooting and Useful Information

PowerChute fails to register with the Network Management Card when HTTPS is selected.	<a href="#">FA176571</a>
PowerChute service does not automatically re-start after a shutdown. (v4.2 and earlier) Resolved in v4.3.	<a href="#">FA361428</a>
Communication lost with PowerChute?	<a href="#">FA159624</a>
How can the SSL certificate be replaced in the PowerChute Network Shutdown 3.1 and 4.x user interface?	<a href="#">FA176886</a>
Default administrator authentication phrase for PowerChute Network Shutdown. (v4.3 and earlier)	<a href="#">FA159659</a>
INI Configuration File Explained.	<a href="#">FA159757</a>
Recommended turn-off delays for Switched Outlet groups.	<a href="#">FA159755</a>
How to start and stop the PowerChute service.	<a href="#">FA290624</a>
<h2>Operating Systems and Java</h2>	
Delays occur in accessing the PowerChute user interface after a service re-start or when loading a UI screen.	<a href="#">FA176569</a>
Do I need to install Java before installing PowerChute Network Shutdown?	<a href="#">FA159662</a>
Java Cryptography Extension requirement for SNMPv3 configuration in PowerChute Network Shutdown (v4.2 only).	<a href="#">FA290630</a>

Last Updated: February 2021

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