



# PowerChute Serial Shutdown for Smart-UPS, Back-UPS & Easy UPS Online

## Frequently Asked Questions

PowerChute™ Serial Shutdown provides UPS management, graceful shutdown and energy management for desktops, servers or workstations protected by Back-UPS, Smart-UPS or Easy UPS Online via dedicated serial or USB connections. In the event of a power outage, PowerChute can gracefully shut down your desktop, workstation or server running Windows & Linux operating system. This document introduces the PowerChute Serial Shutdown and addresses the frequently asked questions about its core features, installation, and configuration.

### Questions

#### Features & Benefits

1. What are the main benefits of PowerChute Serial Shutdown?
2. Why should I upgrade to PowerChute Serial Shutdown v1.3?
3. I have a Smart-UPS (with serial/USB communication port) managed with PowerChute Business Edition, why should I update to PowerChute Serial Shutdown?
4. I have a Back-UPS (with USB Communication port) managed with PowerChute Personal Edition, why should I update to PowerChute Serial Shutdown?
5. I have an Easy UPS Online (SRV, SRVL) managed with Easy UPS Online Monitoring Software and Shutdown Wizard, why should I update to PowerChute Serial Shutdown?

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6. How do I download PowerChute Serial Shutdown?
7. Currently using PowerChute or Easy UPS Online Monitoring Software, how do I upgrade to PowerChute Serial Shutdown?
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13. What are the initial configurations available for different UPS types?
14. How to reset the PowerChute password?

## 1. What are the main benefits of PowerChute Serial Shutdown?

The main benefits of PowerChute Serial Shutdown are,

- UPS monitoring & management
- Unattended, graceful shutdown during power events
- Secure web User Interface (UI) access
- Energy & CO<sub>2</sub> emissions reporting
- Configurable energy cost
- Multiple languages (English, French, German, Italian, Simplified Chinese, Spanish (International), Brazilian Portuguese) support
- Multiple operating system support

## 2. Why should I upgrade to PowerChute Serial Shutdown v1.3?

There are multiple new features in PowerChute Serial Shutdown v1.3 for Smart-UPS, Easy UPS Online and Back-UPS customers.

| Feature                                             | Benefit                                                                                                                     | Smart-UPS | Easy UPS Online | Back-UPS |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------|-----------------|----------|
| Red Hat & SuSE Linux support                        | Graceful shutdown of Linux operating system for Smart-UPS & Easy UPS customers                                              | ✓         | ✓               | ✗        |
| Cloud communication status visible on PowerChute UI | Ready access to cloud connectivity status and SmartConnect portal, for SmartConnect enabled UPS                             | ✓         | ✗               | ✗        |
| Support desktop hibernation on power disturbance    | On hibernate option being available and enabled, desktop can hibernate on power disturbance and resume from the same status | ✗         | ✗               | ✓        |
| PowerChute UI access without username and password  | PowerChute UI can now be conveniently accessed without username and password                                                | ✗         | ✗               | ✓        |
| Simple, quick access to PowerChute UI               | One-click access to PowerChute web UI from the Windows system tray                                                          | ✗         | ✗               | ✓        |
| Power peripheral devices beyond shutdown            | PowerChute now allows to continue to power peripheral devices post shutdown sequence                                        | ✗         | ✗               | ✓        |
| Selectively disable audible alarms                  | Audible UPS alarm can now be disabled during particular durations of the day or when the Desktop is off or hibernated.      | ✗         | ✗               | ✓        |

Details of all new features, fixed issues are available in the release notes [here](#).

## 3. I have a Smart-UPS (with serial/USB communication port) managed with PowerChute Business Edition, why should I update to PowerChute Serial Shutdown?

Primary reasons for Smart-UPS users to update to PowerChute Serial Shutdown are,

- It is the official software for graceful shutdown of servers powered by Smart-UPS, over Serial/USB communication.
  - PowerChute Business Edition v10.0.5 is now discontinued since April 2024.
- PowerChute Serial Shutdown will continue to release software and security updates.
- Additional language support – English, French, German, Italian, Simplified Chinese, Spanish (International), Brazilian Portuguese.

#### 4. I have a Back-UPS (with USB Communication port) managed with PowerChute Personal Edition, why should I update to PowerChute Serial Shutdown?

Primary reasons for Back-UPS users to update to PowerChute Serial Shutdown are,

- It is the official software for graceful shutdown of desktop/PCs powered by APC Back-UPS.
  - PowerChute Personal Edition v3.1.0 will be discontinued in December 2024.
- Secure web User Interface (UI) access, with the convenience of quick access from Windows system tray
- Configurable notifications with e-mail, run command file (on shutdown)
- Detailed event and data logs to support troubleshooting.
- Shutdown & Startup associated custom actions with the ability to run command files.

#### 5. I have an Easy UPS Online (SRV, SRVL) managed with Easy UPS Online Monitoring Software and Shutdown Wizard, why should I update to PowerChute Serial Shutdown?

Primary reasons for Easy UPS online users to update to PowerChute Serial Shutdown are,

- It is the official software for graceful shutdown of servers powered by Easy UPS Online, over Serial/USB communication.
- Enterprise system compatibility – Integration with 3<sup>rd</sup> party Network Management System (NMS) using SNMP
- Energy reporting & configurable energy costs
- Multiple Operating Systems support
- Multiple languages support.

#### 6. How do I download PowerChute Serial Shutdown?

PowerChute Serial Shutdown is available for free download from <https://www.se.com/pcss>.

#### 7. Currently using PowerChute or Easy UPS Online Monitoring Software, how do I upgrade to PowerChute Serial Shutdown?

In case of PowerChute Business Edition v10.0 or higher installed on Windows operating system, on running the PowerChute Serial Shutdown installer, uninstallation of PowerChute Business Edition is facilitated, and the settings are carried over, excluding,

- a. Any custom log settings (etc\log4j.xml)

- b. Any custom web server settings (etc\webdefault.xml)
- c. Log folder
- d. Command files folder

In case of PowerChute Personal Edition v3.1 installed, on running the PowerChute Serial Shutdown installer, uninstallation of PowerChute Personal Edition is facilitated, however no settings in PowerChute Personal Edition are carried over. In case of PowerChute Personal Edition v3.0.2 or lower installed, user must manually uninstall the PowerChute software, before proceeding with PowerChute Serial Shutdown installation.

In case of Easy UPS Online Monitoring Software and shutdown wizard installed, the user must uninstall them & only then proceed with PowerChute Serial Shutdown. No explicit warning to uninstall is displayed in the process.

## 8. How do I access PowerChute Serial Shutdown after installation?

PowerChute Serial Shutdown web user interface can be accessed on any standard web browser by navigating to <https://localhost:6547> on the desktop or server where the PowerChute software is installed. To remotely access a PowerChute installation, navigate to <https://<IP address>:6547>.

Note: PowerChute web UI can only be accessed locally (ie. On the server or desktop where it is installed) if remote access to the web UI is disabled.

## 9. On accessing the user interface via web browser, I see a warning. What does it mean & what needs to be done?

The warning displayed in the web browser while accessing the PowerChute Serial Shutdown user interface is on the validity and security of the agent URL; this is due to PowerChute Serial Shutdown agent having a “self-signed” security certificate.

The user can proceed to access the URL (localhost) from the “advanced” section, accept to continue to the agent interface. In order to eliminate this warning, users can choose to [add the PowerChute Certificate to Windows Certificate store](#) or replace the Self-Signed security Certificate in PowerChute Serial Shutdown following the process documented [here](#).

## 10. What are the different UPS families supported with PowerChute Serial Shutdown?

The complete list of UPS families supported with PowerChute Serial Shutdown is documented [here](#).

## 11. What are the operating systems supported with PowerChute Serial Shutdown?

PowerChute Serial Shutdown v1.2+ supports Windows, Red Hat and SuSE Linux operating systems. The latest operating systems supported with PowerChute Serial Shutdown are documented [here](#). Please bookmark this link for future reference.

Note: Back-UPS are supported with Windows operating systems only.

## 12. Comparison of supported features with Back-UPS, Easy UPS Online & Smart-UPS

| Feature                   | Benefit                                                                                                                                                         | Smart-UPS | Easy UPS Online | Back-UPS |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------|----------|
| Monitor UPS status        | Single pane view of current UPS status                                                                                                                          | ✓         | ✓               | ✓        |
| Operating system shutdown | Prevents data corruption by performing unattended, graceful Shutdown                                                                                            | ✓         | ✓               | ✓        |
| Data Logging support      | Identify problematic trends before they escalate or export the data log for analysis                                                                            | ✓         | ✓               | ✓        |
| Event Logging support     | Pinpoint the timing and sequence of events leading up to an incident with the event log                                                                         | ✓         | ✓               | ✓        |
| Run command file          | Run command file on the shutdown sequence as well as start-up sequence                                                                                          | ✓         | ✓               | ✓        |
| Notifications             | Be notified of problems to ensure crucial situations are dealt with in a timely manner.                                                                         | ✓         | ✓               | ✓        |
| Secure access             | Securely accessible web User Interface via HTTPS, as the default, ensures that communication between the device and the client interfaces cannot be interpreted | ✓         | ✓               | ✓ *      |
| Energy usage reporting    | Gain a fact-based understanding of the energy usage of your protected equipment.                                                                                | ✓         | ✓               | ✓        |
| Configurable energy costs | Update energy costs as they change to ensure your energy cost reports are completely accurate                                                                   | ✓         | ✓               | ✓        |
| Operating system support  | Support numerous operating systems - various flavors of Windows & Linux                                                                                         | ✓         | ✓               | ✓        |
| Multi Language support    | Access web user interface and documentation in 8 different languages                                                                                            | ✓         | ✓               | ✓        |
| Scheduled Shutdown        | Custom schedule for shutdown and reboot of connected equipment and UPS                                                                                          | ✓         | ✓               | ✗        |
| Multiple UPS Management   | View and monitor multiple UPS using SNMP over the network with any 3rd party Network Management System (NMS).                                                   | ✓         | ✓               | ✗        |
| Outlet group control      | Turn on/off, reboot or shut down select outlet groups to save dispatching technicians to remote locations (for UPSs with switched outlet groups).               | ✓         | ✗**             | ✗**      |
| Load shedding             | Turn off select outlet groups in a pre-determined sequence to shed less critical equipment and conserve runtime (UPSs with switched outlet groups)              | ✓         | ✗**             | ✗**      |

\* with the option to skip setting username and password for Back-UPS customers only

\*\* Not supported as there are no switched outlet groups

### 13. What are the initial configurations available for different UPS types?

On logging in for the first time after installation, its recommended to carry out the initial setup which comprises of the following,

| Setup                                                                                                 | Smart-UPS | Easy UPS       | Back-UPS       |
|-------------------------------------------------------------------------------------------------------|-----------|----------------|----------------|
| Preferences – Opt-In/out into Customer Experience Improvement Program, PowerChute Updates             | ✓         | ✓              | ✓              |
| Outlet Setup – Identify Outlet group powering server with PowerChute installation                     | ✓         | ✓              | Not applicable |
| Shutdown Settings – Shutdown on power outage, OS & application shutdown duration & additional actions | ✓         | ✓              | ✓              |
| Advanced Setup (optional) - Outlet groups turn off & turn on sequence                                 | ✓         | Not applicable | Not applicable |
| Scheduled Shutdown (optional) – Once/daily/weekly shutdown & turn-on configuration @ outlet level     | ✓         | Not applicable | Not applicable |

### 14. How to reset the PowerChute password?

The password reset procedure for PowerChute Serial Shutdown is documented [here](#).