Release Notes: PowerChute *plus* for UNIX

These release notes supplement the **PowerChute *plus* Installation Guide 4.2.2/4.2.3/4.2.4 for UNIX** and the **PowerChute *plus* User's Guide 4.2.2/4.2.3/4.2.4 for UNIX** by providing descriptions of, and avoidance procedures for, software issues in release 4.2.2/4.2.3/4.2.4 of PowerChute *plus* for UNIX.

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Patches Available

This section describes patches relevant to IBM AIX, HP-UX, and SGI IRIX users.

Patch for IBM AIX Version 4.1.3 Users

PowerChute *plus* versions 4.2.2 and 4.2.3 remove the requirement that TCP/IP be installed on your system. However, if you want to monitor other workstations, you still need TCP/IP installed.

For PowerChute *plus* to work correctly with IBM AIX version 4.1.3, you must have patch IX52994 if you are running TCP/IP. Otherwise you will be unable to access any UPS monitoring information from the local machine on which PowerChute *plus* is running. For information on receiving and using the patch, contact your IBM AIX support center.

Patch Required for HP-UX, Version 10.0 & 10.01

When running PowerChute *plus* for UNIX on a HP-UX (version 10.0 or 10.01) system, you must use libc cumulative patch PHCO_16721, available from Hewlett-Packard, to ensure proper memory utilization. To obtain the patch, contact the Hewlett-Packard Response Center, or download the patch from ftp://europe-ffs.external.hp.com.

To determine whether you need to install this patch, check which version of /usr/lib/libc.a you are using by typing the command "what /usr/lib/libc.a ". The date displayed should be May 1 1996 or later; if it isn't, install the latest libc cumulative patch (at time of writing, PHCO_16721).

Patches for SGI IRIX Users of PowerChallenge L with Multiprocessors

If you have a PowerChallenge L with multiprocessors, you must install two SGI IRIX patches for PowerChute *plus* to operate correctly: SGI IRIX 6.2 Networking Rollup Patch (SG0001418) and SGI IRIX 6.2 Networking Commands Patch (SG0001485). For information on receiving and using these patches, contact your SGI IRIX support center.

Known Software Problems and Their Avoidance

Following are descriptions of known software problems and, where necessary, instructions on how to avoid them.

On Battery Event Notification

Event notifications such as On Battery do not appear in a terminal window on the server holding PowerChute *plus*: they appear in terminal windows on remote machines. To view On Battery Notifications on a host server, open an XTerm Window.

Data Logging Interval

If a user changes the data logging interval via the PowerChute *plus* GUI, the Data Log will not update at the new rate until after the next update at the old interval. If you want the log to start updating at the new interval immediately, stop and restart the background daemon.

Symmetra and Simulated Power Failure messages

When a Simulated Power Failure is performed on a Symmetra via the PowerChute *plus* GUI, users receive UPS on Battery messages. To avoid this situation extend the On Battery notification delay.

Erroneous Generation of "Power Returned" Event

When PowerChute *plus* generates the System Shutdown Starting event, the shutdown must continue even if power returns during the short shutdown delay period before operating system shutdown actually starts. (This delay period provides time for pre-shutdown actions to occur, such as the running of shutdown-related command files.)

PowerChute *plus* should generate a Power Restored event only when utility power returns soon enough to prevent a shutdown. However, PowerChute *plus* erroneously generates a Power Restored event if power returns during the short shutdown delay period, even though shutdown is inevitable. This erroneous generation of the Power Restored event causes users to receive the message "Normal power restored: UPS on line" shortly before the system shuts down and also initiates any other event actions configured for the Power Restored event.

Failure of Monitoring Module (upsd) to Start during Boot (Unisys UNIX)

On Unisys UNIX systems, if the UPS Monitoring Module (upsd) does not start during boot, edit the upsd boot file, /etc/rc2.d/S98upsd, to change the line "./upsd 2>/dev/null" to

"./upsd -un 2>/dev/null &".

Using a Comma in the Paging Access Number

When you are configuring a user for paging, and the paging access number you want to use contains a comma, PowerChute *plus* does not recognize the comma if you enter the paging access number in the Access Number field in the Paging section of the Event Users dialog box.

(You display the "Event Users" dialog box by choosing Configuration from the Main Screen menu bar and Event Users from the drop-down menu.) To avoid this problem, omit the comma when you enter the access number in the dialog box, and then edit the powerchute.ini file as follows:

1. Using an ASCII text editor (such as vi), find the [EventUsers] section of the file.

2. Within that section, find the subsection for the user whose access number needs to contain a comma, for example [Don].

3. Insert the comma within the number variable in the "PagerNumber = number" field for that user.

4. Save your file changes and exit the text editor.

Empty View of the Event Log or Data Log Contents

Using the Exit box (the small boxed minus sign in the upper left corner of a window) to close the Event Log or the Data Log window causes the log to appear empty the next time you invoke the window.

To avoid the problem, always close the Event Log or Data Log window by clicking on the Done button at the bottom of the window.

If the Event Log or Data Log window presents an empty view of a log because you previously closed the window via the Exit box, click on the Done button to close the window, and then select the Open Event Log... or Open Data Log... menu option from the Logging menu to reopen the window. The log entries will now be visible.

Displaying a Large Data Log

The Logging menu has a Log Options... selection which allows you to define a maximum size for the data log (powerchute.dat file in the PowerChute *plus* installation directory). If you set this size to 200,000 bytes or more (50,000 bytes is the default), and then attempt to use the Logging menu's Open Data Log... option to view a data log file which is at least 200K in size, PowerChute *plus* will take a long time to open the Data Log window, will display unreadable data in the window, and will not allow you to exit the window normally.

You can view a data log file which is 200K (or larger) using an ASCII text editor to open and view the data log (powerchute.dat) file. Therefore, if you want to use the Logging menu's Open Data Log... option to view the data log, keep the Log Options... value to less than 200,000 bytes; if you redefine the Log Options... setting to 200,000 bytes or more, you can only use an ASCII text editor to view the powerchute.dat file.

Improper System Shutdown with Call-UPS II

For an APC Call-UPS II which has a firmware version prior to F, PowerChute *plus* may improperly shut down your system when you specify Graceful Reboot or Graceful Turn Off from the Call-UPS II control menu. To avoid this problem, call your nearest APC Technical Support Center for a Call-UPS firmware upgrade before using Graceful Reboot or Graceful Turn Off.

Character Restrictions for Specifying a UPS ID

You can specify a unique UPS ID by selecting Configuration from the menu bar, clicking on UPS Operating Parameters... on the drop-down menu, and entering a character string in the UPS ID field of the UPS Operating Parameters dialog box. Although the field accepts any ASCII character, use only alphanumeric characters when specifying this string. If you use any ASCII signs or symbols, PowerChute *plus* may misinterpret characters in the UPS ID as messages from your UPS.

Unintended UPS behavior and status messages may result, including those that normally occur when the UPS battery is discharged.

Failure to Recognize the pwrchute User's Password Configured via NIS

PowerChute *plus* does not accept the password you configured for the pwrchute user if that password was configured via Network Information Service (NIS). To avoid this problem, first delete the pwrchute user account created via NIS, and then create a local pwrchute user on each workstation running the PowerChute *plus* User Interface Module.

Monitoring Servers When Using an FDDI Network Card

If you are running TCP/IP and are using a Fiber Distributed Data Interface (FDDI) network card rather than an Ethernet network card, client workstations cannot monitor servers. On systems with an FDDI card, the Monitor Server dialog box displayed by the Monitor Different Server... menu option of the PowerChute *plus* System menu does not display the servers for you to select.

To avoid this problem, answer "n" (for no) to the following question asked during the

PowerChute *plus* installation:

Do you currently have TCP/IP installed? [y,n,q]

Installing the User Interface Module after a Daemon Module Installation

If you install only the Daemon Module (for UPS monitoring only) and later install only the User Interface Module, the installation completes incorrectly, producing a powerchute.ini file that is incomplete. To avoid this problem, deinstall the Daemon Module, and then install both the User Interface and Daemon Modules. In the PowerChute *plus* User's Guide, see the section "Removing PowerChute *plus*" on page 58 for information on deinstalling, and see page 53 for information on how to install modules individually or together.

Establishing UPS Communication after a "No Comm" Message

If you start PowerChute *plus* without first properly establishing communication with your UPS or if you later lose communication with your UPS, the non-TCP/IP version of the User Interface Module continues to indicate no communication with your UPS even after you correct the problem. The Status field of PowerChute *plus* Main Screen continues to display the "No Comm" message and fails to display the "Communication Established" message in the Last Two Events window. This situation occurs only with the non-TCP/IP version of the User Interface Module.

When running the non-TCP/IP version of the User Interface Module, you must stop and restart the UPS Monitoring Module, upsd, to reestablish UPS communication after a "No Comm" message.

Call APC Technical Support only if stopping and restarting upsd does not eliminate the "No Comm" message.

Erroneous Erasing of the Event Log

Selecting Logging on the Main Screen's menu bar and Open Event Log... on the drop-down menu displays the "Event Log" dialog box. Selecting the Erase button in the "Event Log" dialog box displays the "pwrchute" dialog box, which contains the message, "This will erase the entire event log. You will not be able to recover it." and provides a Cancel button and an Erase button.

If you decide not to erase the log, always use the Cancel button. Do not attempt to cancel the erasure of the log by using the ESC key to exit the "pwrchute" dialog box. Pressing the ESC key erroneously erases the entire log.

Incorrect Display of Out of Range Temperature and Humidity

When a Measure-UPS device detects temperature or humidity that is outside the range of the default threshold values but within the range of threshold values you set, PowerChute *plus* erroneously displays the values in red on the Main Screen. For example, if you set the low humidity threshold to 15%, and the Measure-UPS detects humidity of 17%, PowerChute *plus* displays the value in red as if it were out of range.

This is a display error only. If the value displayed is within the range of threshold values you set, PowerChute *plus* does not generate an "Ambient Temperature Out of Range" event or a "Humidity Out of Range Event" (or the corresponding "in Range" event when the temperature or humidity is again within the default threshold range.)

Missing Overload Status Message

If you start the PowerChute *plus* Monitoring Module when the UPS is overloaded, the Status field on the Main Screen should indicate the overload condition. However, the "Online" Status message is displayed instead. The error occurs only in this field. The overload condition is correctly reported in the log file and in a message displayed in the "Last Two Events:" window at the bottom of the Main Screen.

Problems with Multiple User Interface Modules for Local Monitoring

If you are running the non-TCP/IP version of the PowerChute *plus* user interface, starting multiple copies of the User Interface Module will cause unpredictable results, such as unreadable screen displays. Therefore, run only one copy of the User Interface Module when using the non-TCP/IP interface.

Keyboards that Don't Support the Pound (Hash) Character

The keyboards available in the following countries and languages do *not* support the pound character #, also known as the hash character:

Belgium
Ireland
France
French (Canada)
French (Switzerland)
Italy
Spain