

# Frequently Asked Questions

## PowerChute™ Network Shutdown v5.0

PowerChute™ Network Shutdown v5.0 offers seamless integration with all the major virtualization and hyperconverged infrastructure vendors by communicating over the network with your APC UPS. In the event of a power disruption, PowerChute can gracefully shut down the clusters protected by the APC UPS.

### PowerChute Network Shutdown Product FAQ

1. Can you tell me about the various alliances and certifications in place for PowerChute?.....	2
2. What's new with PowerChute Network Shutdown v5.0 for Hyperconverged and Virtual Infrastructure? .....	2
3. What are the key benefits of using PowerChute Network Shutdown v5.0 versus v4.4.x for Hyperconverged and Virtual Infrastructure?.....	2
4. What is the timeline for transition to PowerChute Network Shutdown v5.0 for Hyperconverged and Virtual Infrastructure?.....	3
5. I have PowerChute Network Shutdown v4.x installed, do I need to buy a license now?.....	3
6. What is the support plan for PowerChute Network Shutdown v4.5 customers? .....	3
7. I have a Windows or Linux server protected by PowerChute Network Shutdown. How do I transition to the v5.0? .....	3
8. How does v5.0 differ from competitive offers from other UPS companies? .....	3
9. What are the pre-requisites for PowerChute Network Shutdown v5.0?.....	3
10. How can I purchase and enable PowerChute Network Shutdown v5.0?.....	4

## 1. Can you tell me about the various alliances and certifications in place for PowerChute?

Schneider Electric develops products, applications and solutions that work together seamlessly, working with global and local alliance partners and are designed for the individual needs of our key markets and consumers.

PowerChute Network Shutdown has actively leveraged the existing alliances to be compatible or be certified by these alliance partners.



## 2. What's new with PowerChute Network Shutdown v5.0 for Hyperconverged and Virtual Infrastructure?

In addition to advanced virtualization support, PowerChute Network Shutdown v5.0 requires a license to configure PowerChute protection for your virtual setup. The license ensures access to latest feature and security updates and technical support.

NO CHANGE	NEW
Core Shutdown	HCI & Virtualization Licensed
<ul style="list-style-type: none"> <li>Windows, Linux &amp; Host ESXi shutdown</li> <li>Continued support for,                             <ul style="list-style-type: none"> <li>Single/Redundant/Parallel, Advanced UPS Configuration</li> <li>Shutdown command files</li> <li>SSH Actions</li> <li>SNMP</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Advanced Virtualization (vCLS) support</li> <li>Latest Virtualization updates &amp; troubleshooting support</li> <li>Hardened security with latest PKI updates</li> <li>Dell VxRail API Integration</li> </ul>

\*\*\*Customers can continue to use v4.4.x without a license in Windows, linux & Host ESXi shutdown setup\*\*\*

## 3. What are the key benefits of using PowerChute Network Shutdown v5.0 versus v4.4.x for Hyperconverged and Virtual Infrastructure?

Key benefits delivered in v5.0 for Hyperconverged and Virtual Infrastructure:

#	Feature	Benefit	v5.0	v4.4.x
1	vSphere Clustering Services (vCLS) support	Supports vCLS introduced in vSphere 7 Update 1 – No need for Inhouse, time consuming, unvalidated scripts, mitigating the risk	✓	✗
2	Ongoing Software Updates	Support for latest virtualization environment updates & troubleshooting	✓	✗
3	Access to latest security updates	Hardened security with latest updates in PKI support across the interfaces	✓	✗

4	Up to date Certifications & reference designs	Validated with the latest versions & up to date Certifications, Integrations and reference designs for ease of deployment & certainty in setup	✓	✗
5	Dell VxRail support for installation within the cluster along with redundancy	With the VxRail API integration, PowerChute can now be fully deployed within the VxRail cluster - saving space and reducing hardware needs; VxRail cluster shutdown redundancy with Network Management Cards	✓	✗

#### 4. What is the timeline for transition to PowerChute Network Shutdown v5.0 for Hyperconverged and Virtual Infrastructure?

In line with the End-of-life policy for Management Software and network Management Cards, v4.4.x will be supported for 12 months till April 2024. Beyond April 2024, for PowerChute feature updates and continued technical support for Hyperconverged and Virtual Infrastructure, license will have to be purchased.

#### 5. I have PowerChute Network Shutdown v4.x installed, do I need to buy a license now?

Existing customers with PowerChute Network Shutdown v4.4.x for Hyperconverged and Virtual Infrastructure can continue to use this version as-is, however for continued access to feature updates and technical support beyond April 2024, PowerChute license will have to be purchased.

Customers protecting their Windows or Linux servers, with PowerChute Network Shutdown can update to the latest version without the need for a license to install, configure, use, or access technical support.

#### 6. What is the support plan for PowerChute Network Shutdown v4.5 customers?

PowerChute Network Shutdown v4.5 was launched specifically for Dell VxRail customers. With v5.0, the support for Dell VxRail is rolled into PowerChute Network Shutdown for Hyperconverged and Virtual Infrastructure. Current v4.5 customers with a valid license in the subscription duration, can update to the latest version v5.0 or above with the same license, no additional or separate license is required.

In case of v4.5 virtual appliance deployments, customers will have to first return the license from their current PowerChute installation, followed by deployment of v5.0 or above virtual appliance & application of the same license & activation. The license expiry date will be retained on reapplication of the license.

#### 7. I have a Windows or Linux server protected by PowerChute Network Shutdown. How do I transition to the v5.0?

With Windows or Linux server protected by PowerChute Network Shutdown v4.4 or above, customers will be able to upgrade to v5.0 without a license. It is recommended to deploy the latest version of PowerChute Network Shutdown at all times.

#### 8. How does v5.0 differ from competitive offers from other UPS companies?

PowerChute Network Shutdown v5.0 provides additional performance features not available with other offers in the market plus built-in redundancy with failover across Network Management Cards in Redundant UPS configurations. Lastly, the unique set-up wizard enables efficient deployment of power protection for your Hyperconverged and Virtual Infrastructure.

#### 9. What are the pre-requisites for PowerChute Network Shutdown v5.0?

PowerChute Network Shutdown v5.0 requires the following:

- An APC UPS sized correctly to support your Hyperconverged and Virtual Infrastructure.
- UPS Network Management Card
- Either a 1-Year, 3-Year or 5-Year PowerChute license for each virtualized node in the cluster.

- In case of Dell VxRail, protected by PowerChute installation, only Smart-UPS are supported along with Network Management 3 (AP9640, AP9640, or AP9643) with NMC firmware version v2.2 or higher. The latest firmware update can be downloaded from the “Firmware Upgrades” section [here](#).

## 10. How can I purchase and enable PowerChute Network Shutdown v5.0?

### Step 1: Purchase the required number of PowerChute Network Shutdown v5.0 Licenses:

Licenses can be purchased from your trusted Schneider Electric partner, reseller or via Schneider Exchange [here](#). Licensing is per node; for example, a 4-node virtualized cluster requires 4 PowerChute licenses.

The PowerChute Network Shutdown for Hyperconverged and Virtual Infrastructure license SKUs are:

PowerChute Network Shutdown License for Virtualization and HCI, 1-Year (SWPCNS1Y-DIGI)

PowerChute Network Shutdown License for Virtualization and HCI, 3-Year (SWPCNS3Y-DIGI)

PowerChute Network Shutdown License for Virtualization and HCI, 5-Year (SWPCNS5Y-DIGI)

Details of supported Virtualization and Hyperconverged environment is updated in the PowerChute Network Shutdown Operating System Compatibility Chart [here](#).

### Step 2: Download and install PowerChute Network Shutdown v5.0 software:

The PowerChute Network Shutdown v5.0 can be downloaded directly from the APC website [here](#).

### Step 3: Activate License:

After installation, run the PowerChute configuration wizard and enter the “Activation ID” on the licensing page. The Activation ID is received via email after you purchase the license.

For step-by-step details on license activation and additional questions on licensing of PowerChute Network Shutdown v5.0, please refer to the [Licensing FAQ](#).