

Installation Guide & Release Notes

PowerChute Personal Edition v3.1.0

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Installation Guide

System Requirements

- **Operating Systems:** Refer to the [Operating System and Processor Compatibility Chart](#) for information on supported operating systems.
- **Graphics:** Resolution of 960 by 768 or greater with 32-bit colors.
- **Disk Space:** 104 MB required for the installation and uninstallation processes. The installed program files take up 17 MB of space.

Pre-Installation Instructions for PowerChute Personal Edition

- The APC UPS cable must be connected to the USB port of your computer.
- PowerChute v3.1.0 supports upgrades from PowerChute Personal Edition v3.0.x. If you have an existing version of PowerChute other than v3.0.x, you must uninstall this version using Windows “Add or Remove Programs” and then install PowerChute v3.1.0. To upgrade v3.0.x to PowerChute v3.1.0, see [Upgrade Steps](#).
- You must have .NET Framework 4.0 installed on your computer before proceeding with installation.

Installation Steps

1. Double-click the “PCPE Installer.exe” file downloaded from the APC website.
2. Proceed through the installer screens.



With Windows Vista or later, when User Account Control (UAC) is enabled, a dialog requests you to allow the installation. Click the **Allow** button to proceed.

The installation enables hibernation on your system and notifies you if it is not already enabled. See "Using hibernation and sleep" in the PowerChute User Guide for background information.

3. In the final screen, select the **Register your product online** checkbox and click **Finish**.

Upgrade Steps

PowerChute v3.1.0 supports upgrades from PowerChute Personal Edition v3.0.x. To upgrade v3.0.x to PowerChute v3.1.0:

1. Double-click the “PCPE Installer.exe” file downloaded from the APC website.
2. Click **Next** on the first screen of the installer, and click **Next** on the License Agreement screen.
3. A popup dialog will display stating you have an older version of PowerChute Personal Edition installed and asks if you want to uninstall the older version and install v3.1.0. Click **Yes** to proceed.
4. When prompted to select an installation destination folder, click **Next** to complete the upgrade.

Uninstallation Steps

PowerChute Personal Edition v3.1.0 can be uninstalled via the Windows “Add or Remove Programs” and using the PowerChute installer.

- If uninstalling via the Windows “Add or Remove Programs,” select the PowerChute Personal Edition program in the list, click **Uninstall** and follow the instructions.
- If uninstalling using the PowerChute installer, double-click the “PCPE Installer.exe” file, select **Remove** and follow the instructions.



If the uninstallation does not successfully complete, refer to Knowledge Base article [FA159949](#) for information on manual removal of PowerChute Personal Edition.

Notes

Disk space requirement for installation

If a message displays during installation saying the disk space is being verified, and PowerChute subsequently does not install after you select the drive, click the **Return** button. Create some more space on your hard drive, 104 MB is recommended, and then re-commence the PowerChute installation.

Installing PowerChute on a non-default folder

Do not install the software to:

- a restricted access area of your computer such as Documents.
- on the root of your computer, e.g. C:\
- a network folder

USB cable and hubs

Do not connect the USB cable through a USB hub. Any battery backup should be connected directly to the PC.

Release Notes

Resolved Issues

Incompatibility of previous versions of PowerChute with .NET Framework 4.0.

Known Issues

The user interface (UI) crashes or stops responding

This can happen when the computer is turned on after an extended power outage when you launch PowerChute, disconnect and re-connect the USB communication cable, and then use the PowerChute UI.

To fix this, follow these steps:

1. Launch the Windows Task Manager. Consult your Windows help for information on how to do this. Examples of how to do this are right-clicking the toolbar along the bottom of your screen and choosing Task Manager, or pressing Ctrl+Alt+Delete.
2. Click on the Processes tab of Task Manager.
3. Select "PowerChute.exe", and click the **End Process** button.
4. Launch the PowerChute UI.

Your PowerChute settings should not be affected by this.

Systray Icon Error: APC Data Service failed to start

This means that PowerChute is not collecting the data necessary to fully monitor your system. The reason is that the Windows event log is full and you need to clear the log. The exact steps will vary according to your operating system. Check your Windows help for further information by searching for "clear event log". You should restart Windows after you have cleared its event log.

Managed PC Shutdown cannot be provided

On Windows XP Media Center, or XP, PowerChute sometimes reports this message. It only happens for Windows guest users (those logging on to Windows with restricted privileges). Despite the message, a managed shutdown IS provided during an extended power problem.

"Contact APC" option not working

This option, under the PowerChute Help menu, enables direct feedback to APC. The feedback is disabled if you are a Windows guest user (logged on to Windows with restricted privileges). PowerChute displays a message asking you to "check network connection".

PowerChute does not uninstall

This could result from a missing Windows .NET framework. If this has been uninstalled, you need to re-install it in Windows.

Uninstallation hangs during the re-enable hibernation stage

This happens if the USB port cannot be detected by the Windows device manger. Restart Windows and try uninstalling PowerChute again.

Changing energy cost doesn't work after installing

If some power event occurs before you specify your energy costs on first installing, then some confusing messages and screens can display. If this happens, go to the Energy Usage screen page, click the **Change Energy Cost** button, and enter your unit electricity costs.

Keyboard access

It is not possible to navigate through the application using the Tab key. Use your mouse to navigate around the application.

Error messages from USB devices

Turn on the power to all USB devices before starting your computer. This will prevent driver error messages and reduce compatibility issues between devices.

Restoring Native Power Management to Vista on uninstallation of PowerChute

When you uninstall PowerChute Personal Edition on Microsoft Windows Vista, the Native Power Management feature is not always re-enabled. This means that you cannot display the Power Icon on the task bar and cannot configure Power Options.

If you require these features, perform the following steps:

1. From the Control Panel, Open the Device Manager.
2. Expand the "Batteries group" to display "APC Battery BackUP".
3. Right-click on the "APC Battery BackUP" and select the "Uninstall" menu item, select the "Delete the driver software for this device" check box and confirm the action.
4. After a few moments, select "Action - Scan for hardware changes" menu item. The "HID UPS Battery" node should appear in the "Batteries" group.

Installing color schemes

Non-default Windows color schemes are not supported for the PowerChute installation procedure. It is possible that some installation text will not be visible if you are using a non-default scheme.

APC by Schneider Electric Worldwide Customer Support

Customer support for this or any other product is available at no charge in any of the following ways:

- Visit the APC by Schneider Electric web site, to access documents in the APC Knowledge Base and to submit customer support requests.
 - **www.apc.com** (Corporate Headquarters)
Connect to localized APC by Schneider Electric web site for specific countries, each of which provides customer support information.
 - **www.apc.com/support/**
Global support searching APC Knowledge Base and using e-support.
- Contact the APC by Schneider Electric Customer Support Center by telephone or e-mail.
 - Local, country-specific centers: go to **www.apc.com/support/contact** for contact information.

For information on how to obtain local customer support, contact the APC by Schneider Electric representative or other distributor from whom you purchased your APC by Schneider Electric product.

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