PowerChute™ Network Shutdown v4.4.3 Release Notes

The release notes provide important information about PowerChute Network Shutdown (PowerChute), including known software issues and their solutions. For any additional troubleshooting and background help, see the PowerChute Network Shutdown Product Center. The Product Center contains the most up-to-date troubleshooting and product information.

What's new in v4.4.3

VMware PowerCLI

v4.4.3 bundles Windows PowerShell and VMware PowerCLI as part of the PowerChute virtual appliance. VMware PowerCLI is a command line and scripting tool built on Windows PowerShell that provides more than 800 cmdlets for managing and automating VMware. The command line tools can now be used as part of the PowerChute scripting options in reaction to UPS power and shutdown events. For more information on VMware PowerCLI, see here.

Additional Features

- PowerChute virtual appliance upgraded to AlmaLinux OS 8.6 to replace CentOS 8.
- When deploying the virtual appliance, it is now mandatory to specify a username and password for PowerChute access. This prevents unauthorized users from accessing the PowerChute Configuration Wizard when the appliance is powered on.

NOTE: You cannot specify the OVF properties, including the PowerChute username and password, during deployment when deploying PowerChute to a standalone ESXi host that is not managed by vCenter. As a result, the PowerChute service will be disabled after completing the first boot wizard. To resolve this, log in to the virtual appliance via the VMware console and follow the troubleshooting steps mentioned in the “The PowerChute service does not start if invalid PowerChute credentials are provided before deploying the virtual appliance” section of the **General Troubleshooting** topic in the VMware User Guide, available on the APC website.

Known Issues

General Issues on all Operating Systems

↑ Known Issues

Issue	Solution
Following an upgrade from v4.3 to v4.4, PowerChute does not retain the Java version used if it was changed via the Java Upgrade feature; for example, to OpenJDK 15. After the upgrade to v4.4, PowerChute will use OpenJDK 14.	Use the **Java Upgrade** feature in the PowerChute UI to manually upgrade the Java version again.
Removing and disabling the shutdown command file on the Shutdown Settings page in the PowerChute UI results in errors being displayed in the pcnsconfig.ini file after a service re-start.	Manually add "`shutdownCommandFile =`" to the `[Shutdown]` section of the pcnsconfig.ini file.
PowerChute accepts usernames with more than 10 ASCII characters and displays the below event in the Event Log: **"Security information for [IP Address] is incorrect. Please check that the PowerChute User Name and Authentication Phrase match the Network Management Card."**	No workaround.
PowerChute does not start the web server until all the configured NMCs are contacted. This may result in a 3-4 minute delay in accessing the PowerChute UI if the NMCs are offline following a restart or an upgrade.	No workaround.
Following an upgrade from a previous version, the old powernet.mib file is not removed from the group1 directory.	Delete the old powernet.mib file after upgrade.
A PowerChute Network Shutdown (PowerChute) Parallel-UPS Configuration is shutting down on only one critical event.	PowerChute should not shut down for critical events when they occur on only one UPS in a Parallel Redundant Configuration. This is a known issue that occurs when the Configuration Wizard is run again after the initial configuration for a Parallel UPS. If you run the Configuration Wizard again after the initial configuration you should re-start the PowerChute service.

Issue	Solution
PowerChute does not support Parallel Smart-UPS VT, prior to firmware v5.0.	Contact APC to obtain the latest UPS firmware for Parallel Smart-UPS VT.
After a power outage has been resolved, PowerChute shuts down the Operating System every time it is started. This happens with a Redundant-UPS configuration and when using the Network Management Card (NMC) firmware v3.2.x through v3.5.5.	Upgrade the firmware on the Network Management Card to the latest version, see downloads. To resolve the issue once it has started happening: 1. Temporarily remove the network cable from the PowerChute machine before powering it on (this will prevent PowerChute from communicating with the NMC and triggering a shutdown). 2. Power on your PowerChute machine. 3. Upgrade the firmware on the NMC. The upgrade tool will automatically reboot the NMC during the upgrade process. 4. Re-attach the network cable to the PowerChute machine and ensure communication is established with the NMC.
When several actions are selected for the same event, and the actions all have the same delay time, some actions do not occur.	Threading issues in Java occasionally cause the actions to interfere with each other. Use different delay times for each action.
PowerChute does not recognize a temperature or humidity probe on the AP9631 Network Management Card.	Switch the probe from the AP9631 Universal I/O port on the right (labelled **2**) to the port on the left (labelled **1**). PowerChute will then recognize the probe.
PowerChute does not support an SMX or SMT UPS device that is part of a Synchronized Control Group (SCG). An SCG is set up using the Network Management Card (NMC) user interface.	Disable the SCG option for these devices using the NMC UI.
The PowerChute user interface is not available immediately after restarting a service or daemon. The delay is caused by PowerChute carrying out background validations and checks.	Wait a few minutes.
PowerChute does not allow you to log on again if you exit the Setup Wizard by closing the Web browser. A message is displayed that another user is already logged in.	If you accidentally close the browser, re-start the PowerChute service or daemon. Open the User Interface and complete the Setup.
If you change an existing command file path for an event in the pcnsconfig.ini file (e.g. event_PowerFailed_commandFilePath) by typing an invalid path, PowerChute will subsequently log an error message in relation to an invalid value in the ini file when it starts. It does not restore the previous valid path from the pcnsconfig.ini.bak file.	Change the path to the correct value, in the INI file or by using the PowerChute web user interface.

Issue	Solution
After an initial configuration, if you subsequently change the IP address of any NMC using the Setup Wizard: **a. the establishment of communications with the card is not recorded in the event log, and** **b. when the IP address is for a different UPS model type, the PowerChute list of events does not automatically update.**	For a) no workaround. For b) you need to re-start the service or daemon.
When the PowerChute service or daemon starts, it validates the Pcnsconfig.ini value named localHostAddress. (This is the PowerChute IP address that is registered with the NMC). If PowerChute has not already acquired an IP address when this check occurs, PowerChute will report an invalid value. PowerChute will report this as an invalid value in the ini file.	Run the Setup Wizard again to set the correct PowerChute IP address.
In a Parallel Redundant UPS configuration, PowerChute might incorrectly report Lost communications while on Battery when communications are lost and only one UPS has been on battery. The event log does not record the On Battery event prior to this.	No workaround.
Following silent installation using IPv6, the Network Management Card shows two entries for the PowerChute client unicast address. This occurs if a short format IPv6 address is entered in silentInstall.ini for UNICAST_ADDRESS e.g. **UNICAST_ADDRESS=fe80::80e9:7d49:2793:3616** **This can result in the NMC sending unnecessary packets.**	1. Use the full format address when entering IPv6 address e.g.: UNICAST_ADDRESS=fe80:0:0:0:80e9:7d49:2793:3616 before running the silent install. 2. If installation is already completed, the short format IPv6 address can be removed from the Network Management Card via **Configuration** > **PowerChute clients**.

Issue	Solution
When PowerChute is installed on an IPv6 only machine the CN (Container Name) value in the self-signed SSL Certificate is set to 127.0.0.1.	Replace the Self-Signed SSL cert using the steps outlined in Kbase FA176886. 1. Re-enable IPv4 on the machine and stop the PowerChute Service. 2. Delete PowerChute-Keystore file from group1 folder where PowerChute is installed. 3. Re-start the service. On Linux/Unix: 1. Stop the PowerChute service. 2. Add the IPv6 addresses and the Fully Qualified Domain Name of the machine to /etc/hosts file. 3. Re-start the Service.
IPv6 support for PowerChute is only available for NMC Firmware v6.0.X or higher	Upgrade the NMC firmware to v6.0.X or higher for IPv6 support.

User Interface Web Browser Issues

↑ Known Issues

Issue	Solution
If the browser window remains open during an upgrade to PowerChute v4.4, the PowerChute user interface does not display correctly following the upgrade, and a notification to delete the log file appears.	Close and re-open the affected web browser and access the PowerChute user interface or clear the browser's cache after the upgrade. The user interface will display correctly.
The 'Show Log' button in the Network Management Card Registration page of the PowerChute setup wizard does not work as expected.	No workaround.
Some pages with accordion menus in the PowerChute UI do not display the help icon (?) unless the mouse hovers over the icon.	No workaround.
Mozilla Firefox does not load the PowerChute web interface when the Fully Qualified Domain Name is used.	Use the short hostname in Mozilla Firefox to load PowerChute the web interface. View the Mozilla Firefox Support - Server Not Found issue for more information.
A security warning is displayed when launching the PowerChute User Interface in a browser stating that the Web Server SSL cert is not trusted. This occurs because PowerChute uses a self-signed SSL cert by default.	There are two possible solutions: 1. You can choose to add the PowerChute self-signed SSL cert as a trusted cert and ignore the warning. 2. You can replace the default self-signed SSL cert with a trusted SSL cert. See the Product Center.

Network Configuration

↑ Known Issues

Issue	Solution
PowerChute Network Shutdown web interface will not load using the Fully Qualified Domain Name in a private network using a static IP address - FQDN cannot be resolved. This issue only occurs if there is no DNS server configured for the network card.	On a private network using a static IP address, use http://localhost:6547 to load the PowerChute web interface.
After you uninstall PowerChute Network Shutdown, the Network Management Card (NMC) still lists the IP address on the PowerChute agents page.	Delete the IP address from the list of PowerChute agents in the NMC User Interface.
On a machine with multiple network cards, when PowerChute issues a UPS/Outlet Turn off command, the Network Management Card (NMC) may show the IP address of one of the other network cards instead of the IP address that was used to register with the NMC.	None. There is no functional impact caused by this issue.

SSH Settings

↑ Known Issues

Issue	Solution
Configured SSH actions are not removed from the SSHAction section in the pcnsconfig.ini file when switching from Advanced to Single to UPS Configuration, and the following event appears in the Event log: **WARNING: The invalid section advanced_ups_setup_X should be removed from the ini file**	Remove the SSH actions from the pcnsconfig.ini file.
If you edit an SSH action to change the authentication method by removing the SSH key file path and key password and replace it with password authentication, the UI does not reflect the change, though the SSH key file path and key password are no longer used to communicate with the remote host.	Do not edit an SSH action to change the authentication method – delete the SSH action and recreate it.
You cannot configure SSH actions On Startup for a physical UPS Group in Advanced Configuration. SSH actions On Startup are triggered when associated hosts are taking out of Maintenance Mode. As there are no hosts associated with a physical UPS Group, the SSH actions will not be triggered.	On startup SSH actions are not applicable to this configuration.
SSH actions configured to execute on startup on a standalone VMware host are not executed.	On startup SSH actions are not applicable to this configuration.

Issue	Solution
The “SSH Action <Action Name> has already run” event may appear in the Event Log after the SSH action has already been executed.	No workaround.

SNMP Configuration

↑ Known Issues

Issue	Solution
Performing an SNMP walk via a MIB browser results in the below error erroneously being logged for each event to the error.log file. For example: **“Invalid command file path detected at section Events, key event_HumidityOutOfRangeProbe2_commandFilePath”**	No workaround.
PowerChute reports an unsuccessful SNMPv3 connection attempt in the Event Log, though the SNMPv3 connection has been successful. Certain MIB browsers attempt initial connections before using the correct user name specified in PowerChute.	SNMPv3 connection has been successful, and Event Log reports indicating an unsuccessful connection attempt can be disregarded in this scenario.

Event Configuration and Logging

↑ Known Issues

Issue	Solution
PowerChute does not log the correct error in the Event Log when the shutdown command file path is manually edited via the pcnsconfig.ini file. NOTE: This issue is only applicable to advanced UPS setups. **Expected:** **Warning: Disabling command file execution for event ShutdownStarting due to incorrect parameters. Please validate the configuration.** **ERROR: Event ShutdownStarting is enabled for command file execution, but an invalid value for shutdownCommandFile is specified.** **Logged:** **ERROR: The ini contains an invalid value for shutdownCommandFile in section advanced_ups_setup_0.**	No workaround – does not impact functionality.

Issue	Solution
PowerChute reports Communications established with the NMC, and then reports that PowerChute cannot connect to the NMC. This issue occurs when PowerChute is configured to use IPv6, when PowerChute is installed on a vMA and the vMA is restarted following configuration.	There is no loss of communications with the NMC and this issue does not impact the functionality of the vMA in any way.
A UPS Critical event is reported twice with a delay between each event logged. This issue can occur in the following scenarios: • **When a host has been removed from the Host Protection page in any UPS configuration, or** • **When a host has been linked to a different UPS/Outlet group on the Host Protection page, or** • **When ESXi hosts have Multiple Kernel Adapters with multiple IPs associated for each Kernel Adapter.**	There is no workaround to this issue. This issue may cause a slight delay in starting the shutdown sequence, as PowerChute checks if the target ESXi hosts are available in the inventory.
Hostlist key is not removed from HostConfigSettings section in the pcnsconfig.ini file when switching from Single to Advanced UPS Configuration, and the following event appears in the Event log: **WARNING: The invalid key hostlist should be deleted from section HostConfigSettings in the ini file**	Restart the PowerChute Service.
The Multiple Critical Events Occurred event is logged with "On Battery" displaying twice: "Multiple Critical Events occurred: On Battery, On Battery, UPS Turn Off Initiated".	You can ignore the second instance of "On Battery" in this logged event.
Clicking on the 'Export' button on the Event Log page does not save a copy of the Event Log on the local machine.	Click on Tools - Internet Options in Internet Explorer and click on the Advanced tab. Disable the option "Do not save encrypted pages to disk". For more information see http://support.microsoft.com/kb/2549423.
When you switch PowerChute to connect to a different type of UPS device the list of configurable events is not updated in the UI. (Different UPS devices can have different configurable events).	Restart the PowerChute service to display the correct list of events.

Issue	Solution
On MGE Galaxy 300/ 7000 UPS devices: sometimes the Runtime: Exceeded event is incorrectly cleared in the event log.	With the MGE Galaxy 300/ 7000 devices, on the NMC user interface ensure that the Maximum Required Delay is always equal to or greater than the Maximum Negotiated Delay.
After the PowerChute service or daemon start, PowerChute does not log the communications established event for a Parallel system until all of the NMCs are in communication with PowerChute. It should report communication established when at least one NMC is communicating with PowerChute.	No workaround.

Windows

↑ Known Issues

Issue	Solution
Command files do not run properly when called by PowerChute. The command file stops before all of the statements have executed.	The command file must use the @START command to run executable programs, and use the full path name of the program. Path names that include spaces must be enclosed in quotes. Arguments for the executable must be outside the quotes. See FA159586 to check correct syntax usage.
A PowerChute client that acquires its IP address through DHCP will lose communications with the Network Management Card when the client renews its DHCP address lease and acquires a different IP address.	Each system using PowerChute must have a permanent IP address. Reserve IP addresses in DHCP by using the MAC address, so that they never change for specified machines.

VMware

↑ Known Issues

Issue	Solution
In a vSAN environment where PowerChute is deployed on the vSAN datastore with Skip Maintenance Mode enabled, the PowerChute host may not be able to shut down.	To avoid this issue, change the `shutdownCommandDuration` in the [Shutdown] section of the PowerChute configuration (pcnsconfig.ini) file from 60 seconds to 20 seconds.
The VM Console displays an incorrect IP address for the PowerChute virtual appliance on first boot if a static IP address was specified before deployment.	Exit the VM Console with the command “Exit”. The correct IP address will be displayed.

Issue	Solution
When configuring custom settings for the PowerChute virtual appliance in the vSphere Web UI, if an invalid value for Timezone is entered, the network settings specified are not applied.	No workaround – the network settings must be re-entered using the initial setup in the VM Console when the PowerChute virtual appliance is powered on. **NOTE:** It is strongly recommended that you confirm your network settings after powering on the virtual appliance for the first time.
The PowerChute virtual appliance will not accept the specified root password if mismatching passwords were previously entered.	The root password can now be set when deploying the OVF file in vSphere Web UI. Alternatively, restart the virtual appliance and set the root password again, ensuring that the passwords match.
VM/vApp Shutdown/Startup may be unsuccessful in PowerChute if there are VMs and vApps in the vCenter inventory with duplicate names.	Ensure that VMs/vApps in the inventory have unique names.
Hosts that are taken out of maintenance mode via the ESXi host remain in maintenance mode in vCenter Server Web UI. NOTE: This issue is isolated to vSphere 7.0.	Log into the vSphere Web Client and manually exit maintenance mode by right-clicking the host and selecting **Maintenance Mode > Exit Maintenance Mode**.
When Fault Tolerance Threshold (FTT) is enabled in an advanced vSAN configuration and FTT is exceeded, PowerChute may start the user VMs before the vCenter Server VM when FTT is no longer exceeded.	No workaround.
The 'Remove' button in the VM Prioritization screen does not work if attempting to remove a VM/vApp from a priority group that is no longer present in the vCenter inventory.	Click **Apply** to refresh the vCenter inventory displayed in PowerChute.
For environments using vCenter Server Appliance (VCSA), if VM Prioritization is enabled and there are vApps present, the vApps will not be started per their priority group on the first startup attempt. After VMs in all priority groups are started, vApps will then be started per their priority group order.	No workaround.
PowerChute incorrectly reports via the Event Log "Unable to migrate any VMs from Host" when VMs have successfully migrated if the connection to vCenter is lost during VM migration.	Enable VM Prioritization, add the vCenter Server VM to a priority group higher than the other VMs, and ensure you provide a sufficient time for **VM Migration Duration** for the vCenter Server VM priority group.
PowerChute displays the below event in the Event Log during the startup sequence when the connection to vCenter Sever is successful: **"vCenter Server authentication error. PowerChute may not be able to issue commands to Virtual Machines or Hosts."**	No workaround – does not impact functionality.

Issue	Solution
There may be an additional 40-60 second delay in the shutdown sequence before executing SSH actions when VM Prioritization and Delay Maintenance Mode are enabled.	Increase the **Low Battery Duration** on the NMC, if needed.
There is an additional delay of up to 2 minutes in the shutdown sequence when VM Prioritization is enabled and there is an external vCenter Server Appliance.	Increase the **Low Battery Duration** on the NMC, if needed.
In a redundant UPS configuration, PowerChute may display the below event in the Event Log when a critical UPS event is resolved: **"UPS critical event: *null* resolved"**	No workaround.
PowerChute critical alarms may not be cleared in the vCenter UI when the UPS critical event is resolved.	Manually resolve the critical alarms in the vCenter UI.
The 'Previous,' 'Next,' and 'Cancel' buttons in the Host Protection page in the PowerChute setup wizard are all erroneously enabled.	Select a UPS outlet group and click **Remove**; the **Next** button will be disabled as expected.
When the vCenter Server VM is added to a higher priority group than vApps, vApp startup will be unsuccessful if vCenter Server is not available.	Provide a sufficient time for **VM Startup Duration** for the vCenter Server VM priority group.
"Host [Host] has successfully entered Maintenance Mode" is logged twice to the Event Log.	No workaround – does not impact functionality.
Skip Maintenance Mode is not listed in the Confirm Virtualization Settings page in the PowerChute setup wizard.	No workaround – does not impact functionality. **Skip Maintenance Mode** is successfully enabled/disabled via the PowerChute setup wizard.
'DRS is set to fully automated for the cluster. Please enable VM Migration and set the duration' is erroneously displayed in the VM Migration section of the VMware Settings page when Skip Maintenance Mode is enabled. **This warning message can be ignored; when Skip Maintenance Mode is enabled, PowerChute does not issue the maintenance mode command.**	No workaround – does not impact functionality.

Issue	Solution
When 'Accept Untrusted SSL Certificates' is enabled and invalid or expired SSL certificates are used to authenticate with vCenter Server/ESXi hosts, PowerChute displays the following error message: **"Connection error because PowerChute received an untrusted SSL certificate from [Host]. Please enable the option 'Accept Untrusted SSL Certificates' on the Network Management Card Connection page or add the certificate to the PowerChute keystore."** **This issue occurs due to an unsuccessful TLS connection, or if the system date is incorrect on the PowerChute machine or NMC. Adding the SSL certificate to the PowerChute keystore will not resolve the issue.**	Replace the SSL certificate on the NMC with a valid certificate.
PowerChute Web UI is inaccessible via vSphere Web Client plug-in on first launch. The following error message is displayed: "Content was blocked because it was not signed by a valid security certificate. "	In the information bar select the option to display blocked content or install the PowerChute SSL certificate to the Trusted Root Certification Authority Store, or replace the default self-signed SSL cert with a trusted cert per the instructions in **FA176886**.
The PowerChute vCenter plug-in is not compatible with HTML5-based vSphere client. The plug-in can only be viewed using the Flex-based vSphere Web client.	No workaround.
VMs that are part of a vApp will be migrated as part of un-prioritized group when VM Prioritization is enabled. This occurs even if the vApp has been added to a higher priority group. vApp Shutdown/Startup will still occur for the assigned priority group.	No workaround.
If the vSAN Witness Appliance VM is turned off when changes to its host mapping are attempted via the Host Protection page or PowerChute Setup page, PowerChute will no longer identify the vSAN Witness host.	Ensure that the vSAN Witness Appliance is turned on when host mapping changes are made.
If the vSAN Witness Appliance is running on a protected host and it is turned off, it will incorrectly appear available for VM prioritization.	Ensure that the vSAN Witness Appliance is turned on when configuring VM prioritization. If turned on, the vSAN Witness Appliance will not appear available for VM prioritization.
On the VM Prioritization screen, PowerChute does not identify the primary and secondary VMs for which Fault Tolerance is configured.	No workaround.
On the Virtualization Settings page, the vCenter Server VM Shutdown Duration field is displayed, even when the VCSA VM is in a priority group, and the shutdown duration is not used.	Ignore the vCenter Server VM Shutdown Duration field shown on the Virtualization settings page when the VCSA VM is assigned to a priority group.

Issue	Solution
Following an upgrade from v4.2 to v4.4, vApps and the vCenter Server VM are automatically mapped to the Un-prioritized priority group.	After completing the upgrade, review the VM Prioritization settings and add the vCenter Server VM and vApps to a priority group.
The vSAN Settings section in the Virtualization Settings page does not display if PowerChute is not connected to vCenter Server.	No workaround.
No warning message displays on the VM Prioritization page if vApps and the vCenter Server VM are added to the same priority group.	No workaround.
In a vSAN environment, the correct Maintenance Mode action is only considered if Delay Maintenance Mode is enabled.	Ensure that Delay Maintenance Mode is enabled in the Virtualization Settings page.
When the vSAN Witness Appliance is considered for VM Shutdown and the Fault Tolerance Threshold is exceeded, the Event Log erroneously displays the below message when the vSAN Witness Host does not contain any VMs to shut down: **“FTT exceeded triggered a shutdown of vSAN Cluster VMs on Host [Witness host].”**	No workaround.
If VM shutdown is enabled but the duration value is set to 0 seconds, the shutdown sequence will not proceed. **NOTE: This issue is only relevant when VM Prioritization is disabled.**	Set a non-zero value for VM shutdown duration.
In an Advanced UPS configuration, if the vCenter Server IP address is changed on the Communication Settings page, the VMware hosts that were previously associated with UPS's are not removed from the target host list.	Re-start the PowerChute service and associate the VMware hosts in the new vCenter Server Inventory with the UPS's.
When there are multiple vApps in different clusters, PowerChute may log events for vApps that are not running on the VMware Hosts being protected.	None. PowerChute does not perform any operations on these vApps.
If the ESXi Host running vCenter Server VM is not added on the Host Protection page during the Setup Wizard, or if the Setup Wizard is exited without applying the vCenter Server VM Shutdown duration on the Virtualization Settings page, the vCenter Server VM shutdown duration is not applied correctly when the Host is added on the Host Protection page and Virtualization Settings are updated in the Main UI.	Run the Setup Wizard again, ensure that the vCenter Server VM Host is added to the Host Protection page and complete the Setup Wizard.

Issue	Solution
Following a service re-start on a vMA or PowerChute Virtual Appliance, VMs which contain High ASCII or DBCS characters in their name may be stored in pcnsconfig.ini file using a different encoding. This can cause issues for VM Prioritization and VM startup, as the name stored in the INI file will not match what appears in the vCenter Server inventory.	Do not use High ASCII or DBCS characters when naming VMs.

Nutanix

↑ Known Issues

Issue	Solution
The Controller VM/Cluster Details page in the PowerChute setup wizard may become unresponsive when an invalid SSH key file path is provided.	Reload the page in your browser.
The Nutanix CVM / Cluster Password input field is removed from the PowerChute UI if an incorrect value is entered for Path to SSH Key File. **NOTE: This issue is specific to VMware with Nutanix support.**	Reload the page in your browser.
The Nutanix AHV Host Password input field is removed from the PowerChute UI if an incorrect value is entered for Path to SSH Key File. **NOTE: This issue is specific to Nutanix Acropolis Hypervisor (AHV) configuration.**	Reload the page in your browser.
If vCenter Server is unavailable during shutdown, an alternative shutdown process is used and SSH keys cannot be used to connect to Nutanix Files VMs. This may cause issues shutting down the Nutanix Files VMs.	Use username and password for Cluster authentication instead of SSH key and passphrase.
The Nutanix AHV Host Password cannot be updated via the Communications Settings page in the PowerChute UI. **NOTE: This issue is specific to Nutanix Acropolis Hypervisor (AHV) configuration.**	Re-run the PowerChute setup wizard to specify a **Nutanix AHV Host Password** during configuration.
PowerChute displays the below event in the Event Log during the startup sequence when the AFS VMs successfully start: **“Nutanix AFS cannot be started.”**	No workaround – does not impact functionality.

Issue	Solution
Clicking the 'Undo' button in the Communication Settings page does not remove the Nutanix CVM/Cluster Password Required" warning message.	No workaround.
After an upgrade to v4.4, there is no error written to the Event Log that the Nutanix cluster is inaccessible if the connection to the cluster was authenticated using SSH keys.	The SSH key used to authenticate the connection to the Nutanix cluster must be manually added to the new user_files folder in the PowerChute installation directory. For more information, see the PowerChute User Guide.
PowerChute cannot shut down Acropolis File Services (AFS) VMs if there are multiple AFS clusters in your Nutanix cluster.	This is not a supported configuration. Ensure that there is only one AFS cluster in your Nutanix cluster.
VMs that do not have Nutanix Guest Tools (NGT) installed are shut down at the end of the shutdown sequence, irrespective of their assigned priority groups.	Install NGT on VMs in your Nutanix cluster. For more information, see the Enabling and Mounting Guest Tools article published by Nutanix.
The Nutanix cluster will always wait for all hosts to be online before the cluster is started, even if the "All Hosts online prior to startup" checkbox is not selected on the Virtualization Settings page.	Select the "All Hosts online prior to startup" checkbox if Nutanix support is enabled.
PowerChute may report Host Maintenance Mode was unsuccessful even if hosts are successfully placed into Maintenance Mode.	Increase the duration for Delay Maintenance Mode in the Virtualization Settings page.
The PowerChute Setup wizard can take a long time to launch. **This issue can occur if there is a slow network connection between the machine accessing the PowerChute UI and the hardware it is connecting to.**	Access the PowerChute UI from a machine with a faster network connection.
When the 'Next' button is clicked twice in the Nutanix CVM/Cluster Details page, you may be logged out of the UI. **This issue can occur if there is a slow network connection between the machine accessing the PowerChute UI and the hardware it is connecting to.**	Access the PowerChute UI from a machine with a faster network connection.
PowerChute attempts to power on a Nutanix Controller VM at the end of a shutdown sequence after hosts have been shut down. **The Controller VM does not start, as the host has already shut down, but the attempt is incorrectly logged to the Event Log.**	No workaround.

HPE SimpliVity

↑ Known Issues

Issue	Solution
When vCenter Server is on a different network subnet to the OmniStack Virtual Controller (OVC) VMs and is inaccessible, there is a long delay in shutting down the OVC VMs. PowerChute will report that the OVC VMs could not be shut down gracefully and proceed with the shutdown.	No workaround.
Following a shutdown, if the ESXi hosts are manually powered on and there is an active critical event on startup, PowerChute initiates a full shutdown sequence again.	No workaround.
When vCenter Server is restarted, VMware Tools installed on the VM incorrectly displays the same IP address for all OmniStack Virtual Controller (OVC) VMs in the HPE SimpliVity Cluster. When this issue occurs, OVC VMs cannot be shut down and no error message is logged to the Event Log.	Restart the OmniStack Virtual Controller VMs one at a time using the HPE vSphere plugin options: 1. Right-click on the Host with the required OmniStack Virtual Controller VM. 2. Click “All HPE SimpliVity actions” and click “Shut Down Virtual Controller…” The correct IP addresses will be displayed after the OVC VMs have restarted.

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