

PowerChute Network Shutdown License Frequently Asked Questions

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Introduction

PowerChute Network Shutdown v5.0 is a licensed product, and a termed license must be purchased for PowerChute to function and to perform system shutdown. This document outlines how to purchase, activate, renew a license, and answers frequently asked questions.

Frequently Asked Questions

Where can I purchase a PowerChute license?

Licenses can be purchased from your Schneider Electric partner, or via Schneider Electric Exchange. Licensing is per node; for example, a 4-node Virtualization cluster requires 4 PowerChute licenses.

The PowerChute Network Shutdown license SKUs available to purchase are:

Name	Schneider Electric Exchange SKUs
PowerChute Network Shutdown for Virtualization and HCI, 1-Year	SWPCNS1Y-DIGI
PowerChute Network Shutdown for Virtualization and HCI, 3-Year	SWPCNS3Y-DIGI
PowerChute Network Shutdown for Virtualization and HCI, 5-Year	SWPCNS5Y-DIGI

How do I purchase a PowerChute license in Schneider Electric Exchange?

To purchase a license via [Schneider Electric Exchange](#):

1. Open [Product Details for PowerChute Network Shutdown](#) on the Schneider Electric Exchange website.
2. Click **Login / Register** for new and existing customers.
3. In the **Create Order** page, you can choose from a **1 Year License**, **3 Year License** or **5 Year License** and click **Checkout**.

Note: You can only select one of the three options for a single purchase.

4. Select the quantity of PowerChute licenses you require, to match the number of virtualization nodes to be protected.
5. Proceed to **Payment & Billing**:
 - Select your preferred **Payment Method**.
 - Enter your **Billing Information**. Your payment confirmation, order confirmation, and invoice will be sent to the email address you provide in this section.
 - Specify your **Activation Email**. The activation ID that you must enter into Powerchute Setup Wizard will be sent to the email address you provide in this section.
6. In the **Confirmation** page, verify that the displayed information is correct. Confirm that you agree to the terms and conditions, and click **Confirm Order**.

7. You will receive an email with your activation ID within 15 minutes of completing your purchase.

How do I activate my PowerChute license?

Navigate to the **License** page in the PowerChute Setup Wizard. You can activate your license using the online/offline method or through the Local Licensing Server. You must not switch between activation methods as it can render your license unusable. If this occurs, contact [Customer Support](#).

- **Online Activation:** If the machine running PowerChute is connected to the internet you can use the Schneider Electric Cloud Licensing Server to validate your license.
 1. Choose the option to **Activate Online**.
 2. Enter the license's **Activation ID**. This is in the format ACT-XXXX-XXXX-XXXX-XXXX.
 3. Enter your **Proxy IP Address, Port Number, username and password** if required.
 4. Enter the **Quantity** of licenses you want to activate. One license is required for each virtualization node protected by PowerChute.
 5. Select **Activate**.
 6. PowerChute will contact the Schneider Electric Cloud Licensing Server to validate the provided activation ID. If the license is successfully validated, PowerChute will display the license details.
- **Offline Activation:** If the machine running PowerChute is not connected to the internet, you can validate your license offline.
 1. Choose the option to **Activate Offline**.
 2. Enter the license's **Activation ID**. This is in the format ACT-XXXX-XXXX-XXXX-XXXX.
 3. Enter the **Quantity** of licenses you want to activate. One license is required for each virtualization node protected by PowerChute.
 4. Select **Generate Request** to generate and download a request file called "request_[GUID].bin" in your downloads folder. .
 5. Click **Open Licensing Portal** to open the Schneider Electric Licensing Portal in a new browser tab.
 - Log in via your **Activation ID**.
 - Navigate to **Devices > Offline Device Management** and upload the "request_[GUID].bin" file generated in step 4.
 - Download the generated license "capabilityResponse.bin" file.
 6. Return to PowerChute and click **Upload Response**. Select the downloaded "capabilityResponse.bin" file using the file selector.
 7. If the license is successfully validated, PowerChute will display the license details.

NOTE: If the "capabilityResponse.bin" file is modified or the download was corrupt, the file will be invalid, and the license cannot be activated. If an error message is displayed in the UI related to the capability response, follow the [above steps](#) again to generate and download a new "capabilityResponse.bin" file.
- **Local Licensing Server (LLS) Activation:** Alternatively, if the machine running PowerChute does not have an Internet connection, you can also validate your license using local licensing server.
 1. Download the LLS executable from the knowledge base article [FAQ000256668](#)
 2. Detailed instructions to set up the LLS and activate the license is available in the [LLS Guide](#) on the APC website.

What happens when my license expires?

The displayed renewal date is when your PowerChute license will expire. You can renew your license via Schneider Electric Exchange **before** this renewal date. You will be notified 60 days in advance of your license expiring. If you do not renew your license before it expires, you must purchase and activate a new license.

PowerChute provides a 60-day grace period after your license expires to allow you to purchase a *new* license. See [How do I purchase a PowerChute license?](#) Once you have purchased a license, update your license details in the **Renew License** section for continued PowerChute functionality. **NOTE:** PowerChute remains functional during the grace period.

If you do not update your license details during the grace period, you will no longer have access to configuration options in the PowerChute UI and the PowerChute Setup wizard – except the **License** screen – shutdowns and startups will be canceled.

The PowerChute Network Shutdown license states are as follows:

1. PowerChute is licensed and functional.
2. The license **Renewal Date** is approaching and the license is renewed.
3. If you do not renew your license before it expires, you have a 60-day grace to purchase a new license. PowerChute remains functional during this grace period, but a new license is required for continued functionality.
4. If you do not purchase a new license during the grace period, PowerChute is no longer functional. To regain functionality, purchase and activate a new license.

NOTES:

- When the PowerChute license is renewed, the licensed duration gets extended beyond the current **Renewal Date**.
- You *cannot* renew your license during the grace period. You must purchase a new license and activate it in the UI for continued PowerChute functionality.

How do I renew my license?

This License FAQ will be updated to provide details on how to renew your license.

If you activated your license via the online method, your renewal date will be updated when PowerChute contacts the Schneider Electric Licensing Server. **NOTE:** This can take up to 24 hours to update.

If you activated your license via the offline method, follow the steps outlined in [Offline Activation](#) to generate an updated “request_[GUID].bin” file and generate and import an updated “capabilityResponse.bin” file to update your renewal date.

How do I return a license?

You can return a license before uninstalling a PowerChute agent to be reused for a new agent. Returning a license will increase the **Quantity** associated with your activation ID by 1.

You can view how many licenses you have remaining in the [Schneider Electric Licensing Portal](#):

1. Log in via your Activation ID.
2. Navigate to **Activation & Entitlements > List Entitlements**.
3. You can view the total quantity, available quantity, and expiration date of the licenses associated with your Activation ID.

NOTE: When you return a license, the PowerChute agent will be unlicensed and no longer function.

If you activated your license via the online method, click the **Return License** button in the **License** section.

It is not supported to return a license if you activated your license via the [offline](#) method. To reuse licenses on offline PowerChute machines, contact [Customer Support](#).

NOTE: When you have successfully returned a license, you can uninstall the PowerChute agent.

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