

Question

Why, after a graceful shutdown by PowerChute Network Shutdown, is the Windows 2003 server failing to turn on when utility power is restored?

Answer

After a graceful shutdown by PowerChute Network Shutdown or PowerChute Business Edition, the server fails to turn on when utility power is restored.

Due to changes in the power management feature in Microsoft® Windows Server 2003 , some servers with an ACPI (Advanced Configuration and Power Interface) BIOS will not turn on when utility power is restored after an outage. The following is an example of what may occur:

1. A server is attached to an APC UPS and running PowerChute Network Shutdown or PowerChute Business Edition. PowerChute Network Shutdown or PowerChute Business Edition is configured to shut down the operating system when the UPS has been on battery for a specific time.
2. When the utility power fails, causing the on-battery event, PowerChute Network Shutdown or PowerChute Business Edition commands the operating system to shut down gracefully.
3. Because ACPI power management is controlled by the operating system rather than by the BIOS, when the operating system completes its graceful shutdown, it commands the server to turn off.
4. The UPS remains on battery until its shutdown delay time has expired. When utility power is restored, the UPS provides power; the server does not turn on.

Solution:

For more information on the problem and to obtain a Microsoft "hotfix" for the problem, read the knowledge base document located at the following URL, and then contact Microsoft support at 1-800-936-2197 (select option 6) and request "Hotfix 819760 for Windows Server 2003":

<http://support.microsoft.com/default.aspx?scid=kb;en-us;819760>

****Please note that this hotfix is already included in Windows 2003 Service Pack . If you have installed Windows 2003 SP1 or SP2,you don't need to install hotfix 819760.****

After you download the hotfix:

1. If PowerChute Network Shutdown or PowerChute Business Edition is already installed on the server, uninstall it.
2. In Windows Explorer, click on the hotfix you downloaded. It will extract executable files and a hotfix.txt file automatically.

3. To launch the installation program, double-click on the file WindowsServer2003-KB819760-x86-ENU.exe.
4. Follow the instructions in the installation program.
5. To complete the configuration required for this hotfix:
 - a. In the Windows Start menu, click Run, and then type gpedit.msc.
 - b. Under Local Computer Policy, expand, in order, Computer Configuration, Administrative Templates, and System.
 - c. Double-click Do not turn off system power after a Windows system shutdown has occurred.
 - d. Click the Setting tab, click Enabled, and then click OK.
6. Install or reinstall PowerChute Network Shutdown or the PowerChute Business Edition agent, server, and console.