



## Customer Support Advisory APC's Power Chute Software

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Recent changes to common battery back-up power monitoring software will cause serious performance issues to your server.

**Even if you are not currently experiencing severe performance issues or a non-responsive system, please read and give this to your IT representative for preventative maintenance.**

We currently are experiencing a substantially high number of calls reporting severe performance issues (down or locked up servers) that are attributed to an update to APC's Power Chute software. This software commonly is installed on servers that have typical APC battery back-ups connected and configured. The Power Chute software conflicts with the OS (operating system) kernel, causes it to hang, and denies any client to connect. While this is *not* an Alteer issue or product, it will affect Alteer Office and other software on your server.

All versions of Power Chute 6.x and older are affected.

If you have a system that is not responding, the work around is:

1. Boot the server into safe mode.
2. Stop the **APCPBEAgent** and **APCPBEServer** services and reboot into safe mode.
3. Uninstall the software and ensure that the APC folder is deleted.
4. Reboot into safe mode.
5. Download the Power Chute 7.x software and install.

**Tip**

To view details about this issue as well as links to download the APC software, please go to APC's web site (<http://www.apc.com>), and read [the technical document](#) addressing this issue.

6. Reboot into normal mode.

To find out if you are running APC Power Chute on your server:

1. On your server's desktop, click the **Start** button, and point to **Programs**.
2. Look for the program in the list.
3. If it is installed, you can find the version by opening the software; and, on the toolbar, click **Help**, and then click **About**.
4. If the APC Power Chute software is on your server, and the version is lower than 7.0, contact your IT representative person to resolve this for you.

If you have any questions or concerns, please contact Alteer Customer Support at 949-790-0400 or send an e-mail to: [support@alteer.com](mailto:support@alteer.com).