

Frequently Asked Questions

1. What causes a UPS to be overloaded?

There are two possible answers: (1) the UPS was undersized (the load is rated at 1200 VA but a 1000 VA UPS was provided), or (2) the customer plugs more equipment into the UPS than it was designed to handle.

2. If VA information is not available for a device, how do I determine the rating?

Voltage and current information can be found on the back of each device, usually near the product model and serial numbers.

Volts x Amps = VA per device

If only Watts are given:

Watts x 1.4 = VA

VA/1000 = KVA

How do I know how much to add for growth?

A good rule of thumb is that the computer load should be about 60% of the UPS KVA/KW capacity.

3. How long does it take for the UPS batteries to recharge?

On average it takes 12 to 16 times the discharge time for the UPS batteries to recover. (A 15-minute use of battery will require three to four hours recharge time.) After each power outage, the recharge process begins immediately. It is important to note that the load is fully protected while the batteries are recharging. However, if the batteries are needed during recharge time, runtime will be less than it would be if the batteries were fully charged.

4. What other vendors make/sell standby and line-interactive UPSs?

APC (American Power Conversion) is Powerware's major competitor. Except for the Symetra (which is an online UPS), they sell only standby and line-interactive UPSs. Other vendors include Best Power, TrippLite, Oneac, Liebert, and MGE.

5. If I have a UPS to keep my computer up in the event of a power problem, why would I need power management software?

Power management software provides additional capabilities, including sequential, orderly shutdown of all network devices, load shedding for extended backup time, remote monitoring, and customizable alerts which notify you in the event of a power problem by broadcast messages, e-mail, or beeper.

6. What is SafetyNet™ technology? How does LanSafe III/FailSafe III differ from other manufacturers' power management software?

With our exclusive SafetyNet™ sequential shutdown technology, you can define the shutdown sequence of the network devices, shutting down the most critical equipment last (such as database and file servers) and ensuring that work-in-progress is saved from client workstations through hubs, switches, and routers to servers or other permanent data storage devices. With SafetyNet, file structures and data in volatile memory are safeguarded. Other manufacturers' power management software shuts down the servers, but does not save work-in-progress throughout the network.

Frequently Asked Questions – Continued

7. I have many workstations in one location. Do I need to buy multiple UPSs?

With LanSafe III power management software, you can support up to 64 workstations, bridges, and servers (with sequencing of shutdown) with one UPS. This money-saving feature is called a UPS Group.

8. I have UPSs other than Powerware. Will LanSafe III and FailSafe III support them?

LanSafe III /FailSafe III supports other manufacturers' UPSs at the dry contact level of functionality in versions 3.0 and higher. In other words, you will have network-wide shutdown, network monitoring and power alerts without the detailed numeric/graphical power status information. Supporting all UPSs regardless of manufacturer provides you with system-wide power control.

9. Can LanSafe III monitor and control UPSs on different platforms?

LanSafe III supports the TCP/IP protocol on all platforms, enabling the user to monitor UPS functions on computers running disparate operating systems. For example, a user can view UPS operations from a Windows NT system on computers running Unix and OS/2. The user can also manage UPS Groups consisting of multiple disparate operating systems.

10. What is the function of Powerware's line of PowerComm™ Installable Options?

PowerComm Installable Option cards are an excellent money-saving device, as they facilitate communication with more than one computer, eliminating the need for multiple UPSs. The cards also increase power protection, extend battery runtime for critical devices, manage multiple platforms with one UPS, and provide flexibility and future expandability. Network administrators may choose from several PowerComm cards to custom-tailor their system: PowerPlexer™, MultiUPS™, and ConnectUPS™.

11. What are the differences between the three PowerComm cards?

The PowerPlexer™ option offers substantial savings by enabling a single UPS to operate as two or three virtual UPSs by providing communication ports to attach up to three computers to one UPS. This card allows the user to manage multiple and even disparate operating systems with one UPS. The MultiUPS™ option supplies communication ports that allow up to three UPSs to be connected to one network device, providing scalability and future upgradeability to network administrators, whose systems may eventually require a larger UPS. ConnectUPS™ and ConnectUPS™ SL provide control and monitoring capabilities for non-intelligent devices in SNMP-based networks.