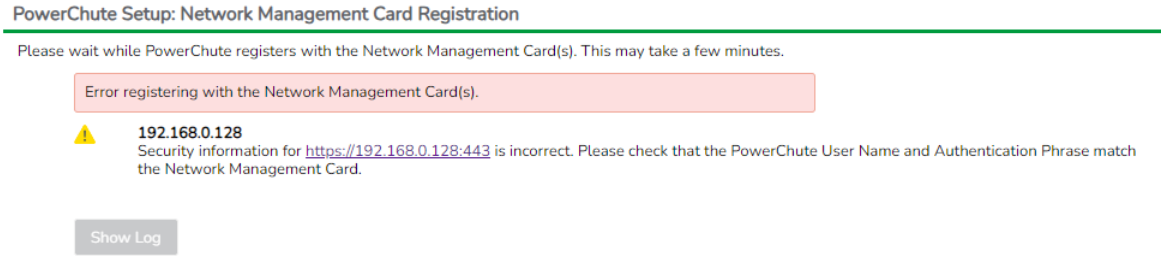
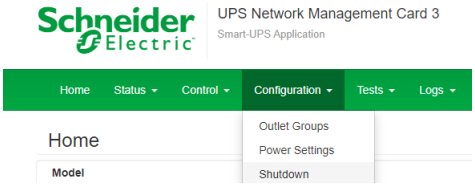
How to troubleshoot “Error registering with the Network Management Card” When running the PowerChute on a Windows system.

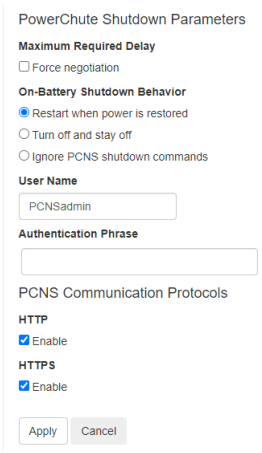
First, review the error to determine its cause.

If the error reports “Security information is incorrect.”
The error is reported if the PowerChute Username or the Authentication Phrase is incorrectly set on the Network Management Card or the PowerChute web UI.

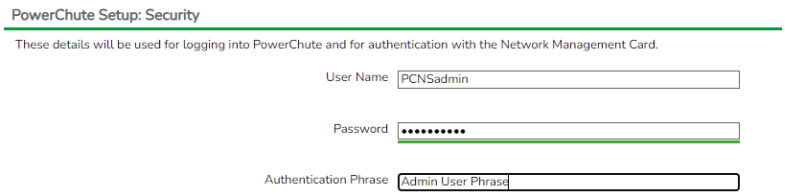


The Username entered in the PowerChute Parameters and the Authentication Phrase must match the Username and Authentication Phrase entered in the PowerChute web UI setup. To view the PowerChute Parameters on the Network Management Card, log in to the card and navigate to Configuration and Shutdown. At the bottom of the page, you will find the PowerChute Parameters.

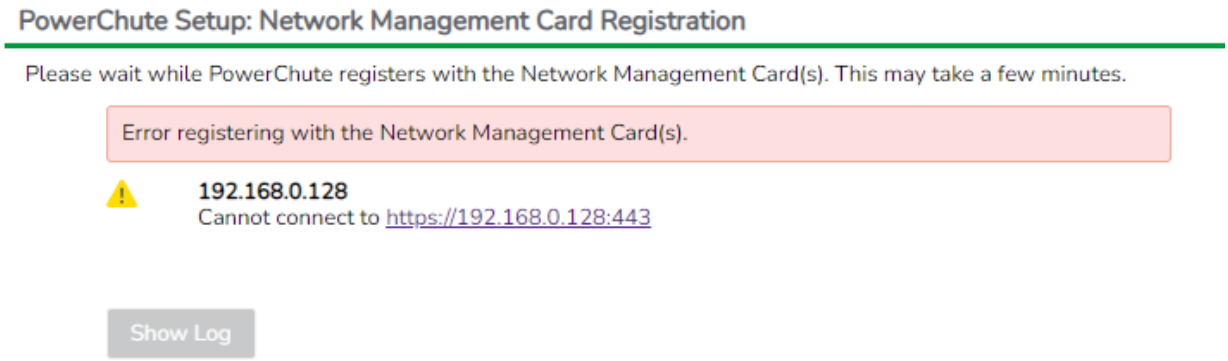


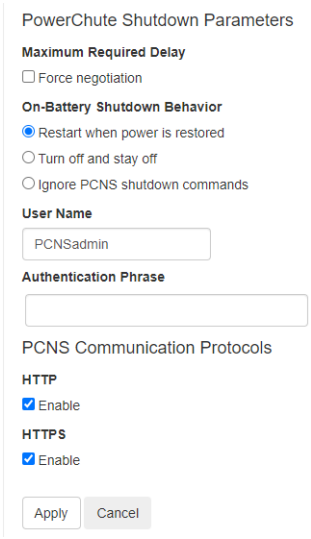


Below is the PowerChute Setup Security page from the PowerChute web UI.

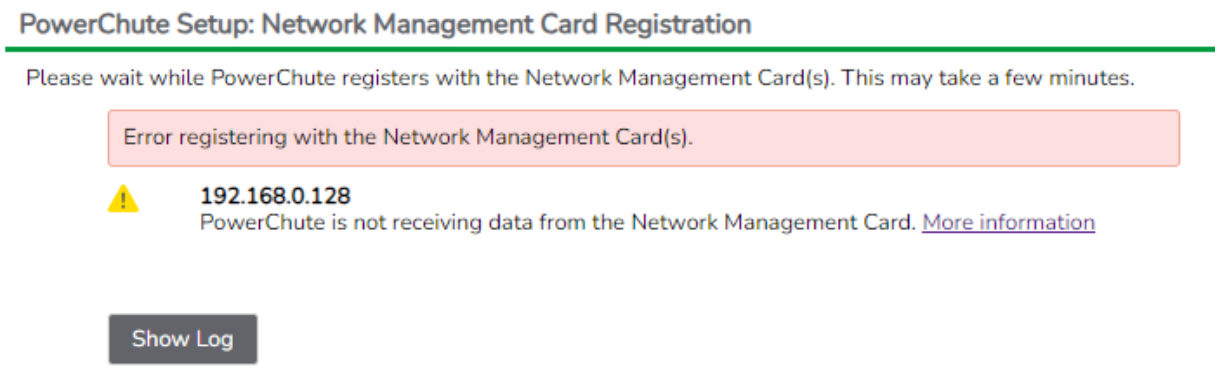


If HTTPS or HTTP is not enabled, you must enable the one you will use for communication in the PowerChute Parameters to allow a connection. If HTTP or HTTPS is not enabled, you will see the error Cannot connect to https://ip address:443 or HTTP://ip address:80.





If you see the error "PowerChute is not receiving data from the Network Management Card." That indicates UDP port 3052 is blocked, or the PowerChute client and Network Card have mismatched subnet masks.
The NMC sends data to the PowerChute clients using UDP port 3052. PowerChute will not receive the data if the port is blocked anywhere along the network path.

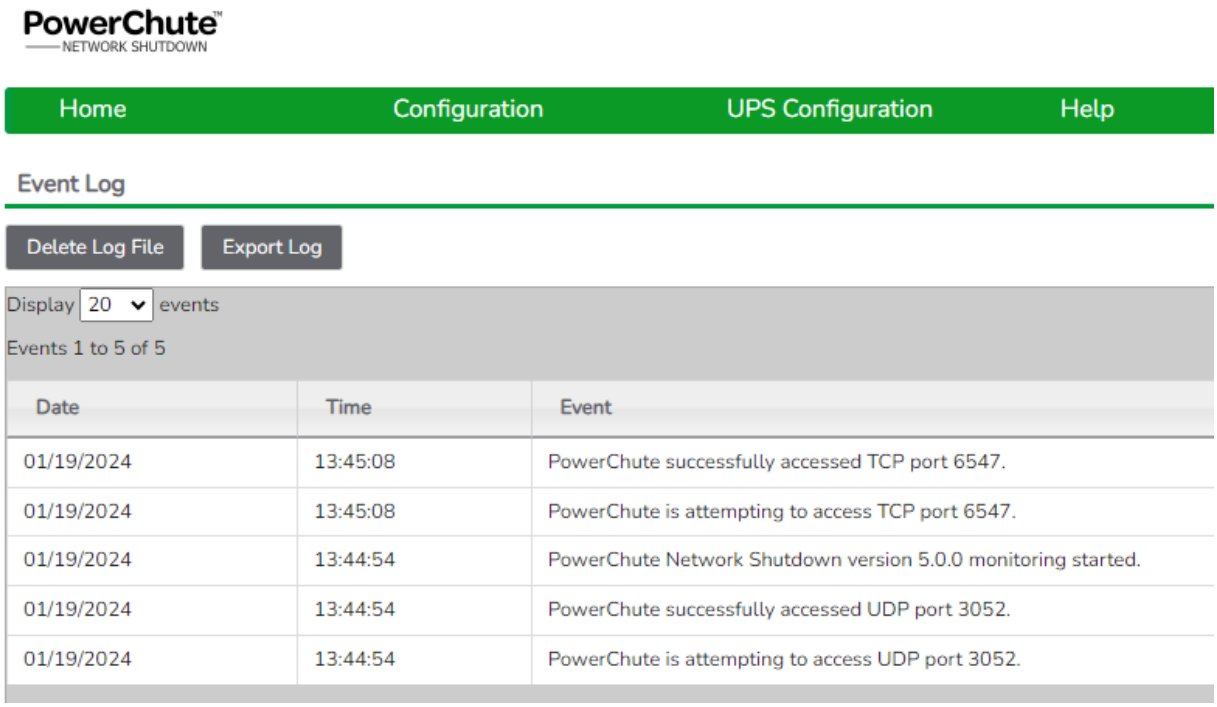


By default, ports 3052 and 6547 are open on the PowerChute VM. When installing PowerChute on any other system, the user is asked to allow the installer to open the needed ports. If the user disallows the port opening, they cannot access the web UI, and PowerChute will not receive data from the NMC/s.

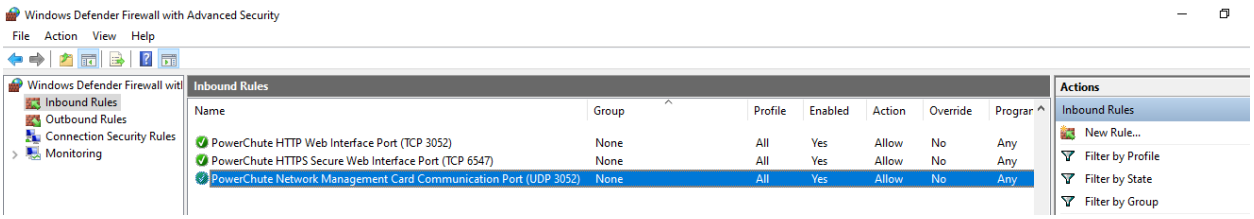
Note 1: If configuring PowerChute with Redundant or Advanced UPSs, refer to Schneider Electric FAQ000259214, along with the steps below.

Note 2: If configuring PowerChute with a Galaxy VL running firmware 10.11.0 & Galaxy VS with firmware 6.72.0, the Network Management Card must be reset after configuration, or PowerChute will report "not receiving data."

To resolve the issue "PowerChute is not receiving data," check that PowerChute has opened UDP port 3052 in the PowerChute web UI,

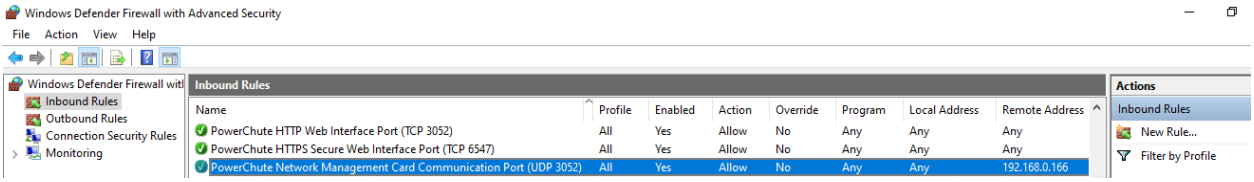


Check that the Windows firewall has been opened. Open Control Panel, Windows Defender Firewall, Advanced setting, Inbound Rules

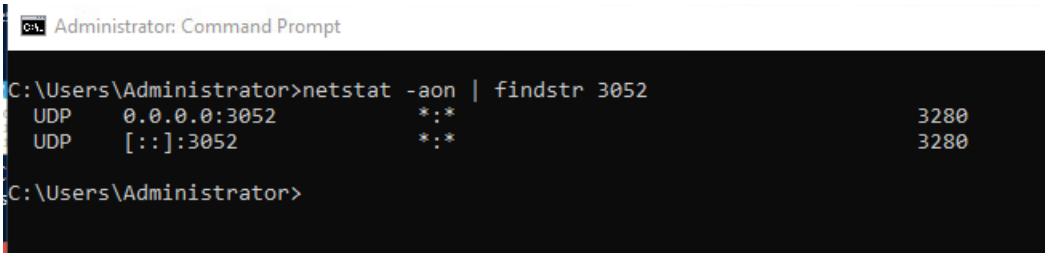


The Profile should be All, Enabled Yes, Action Allow, Program Any, Local Address Any, Remote Address Any, Protocol UDP, Local Port 3052. To secure the port, change the Remote Address from Any to only list the NMC IP Address if required.

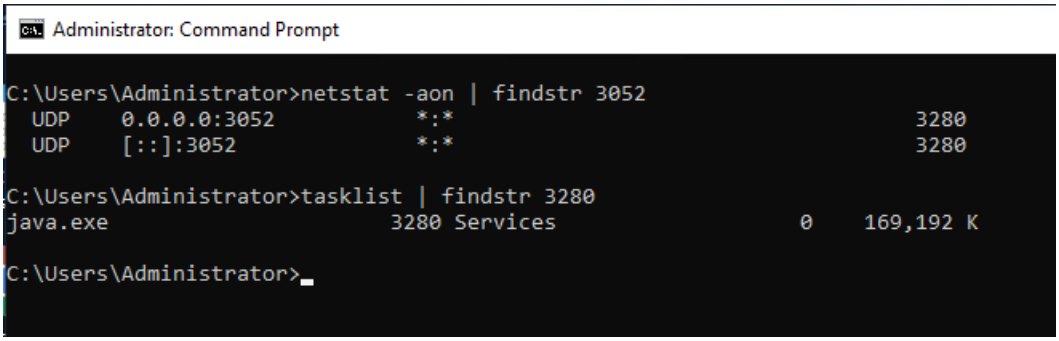
For example, below UDP Port 3052 will only accept packets for IP address 192.168.0.166



Check that port 3052 is open using the command prompt netstat -aon | findstr 3052



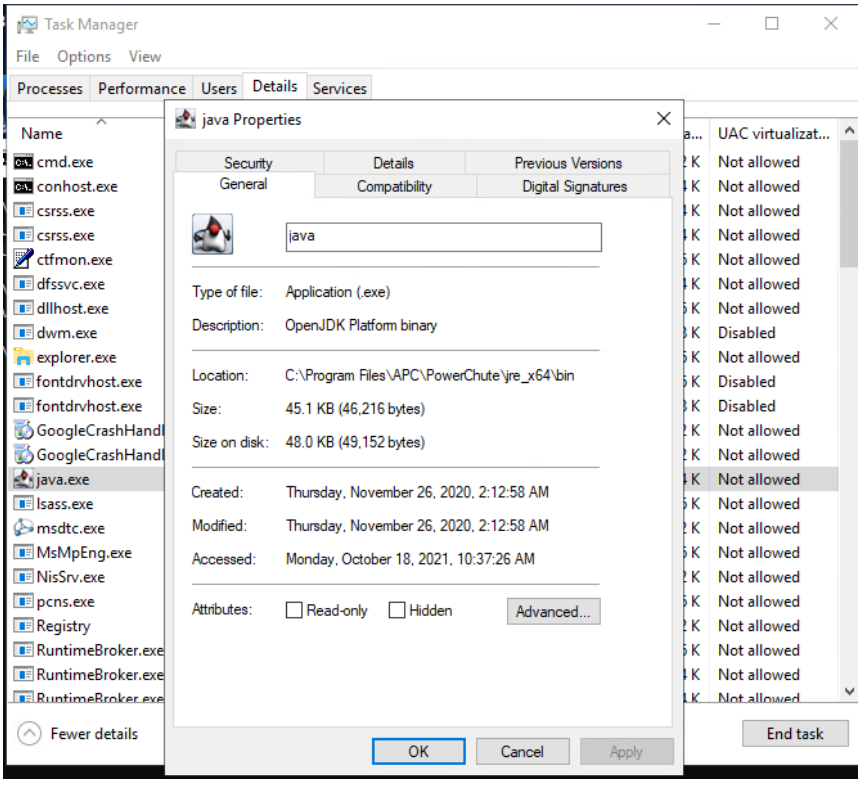
Verify PowerChute is using port 3052 via command prompt tasklist | findstr [PID], replacing the [PID] with the process ID from the first command.

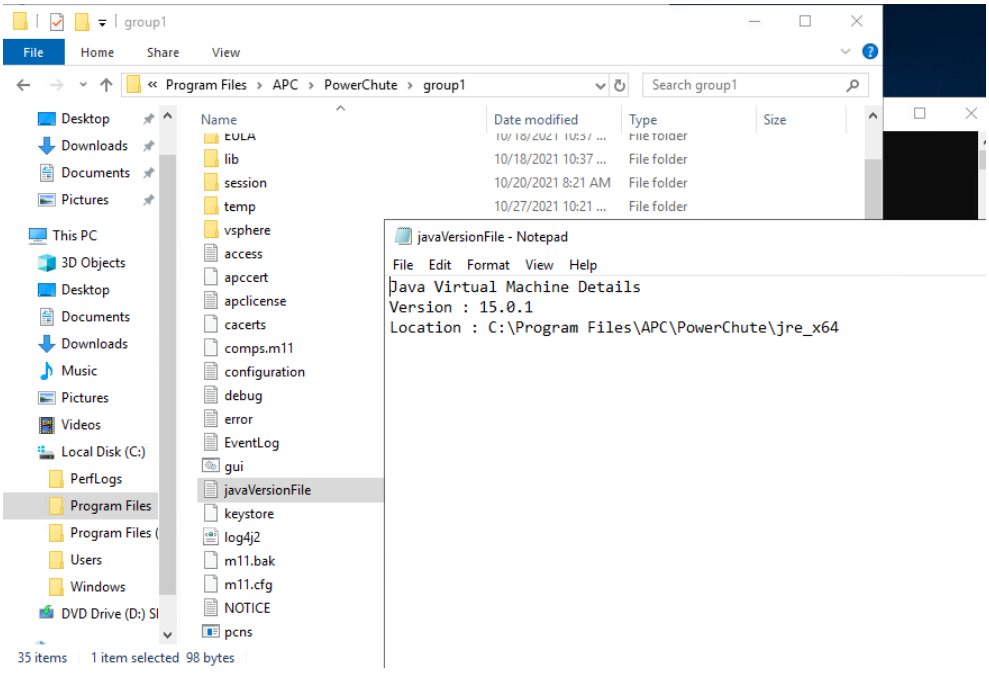


You should see the PID belongs to Java.

If you see multiple PIDs using port 3052, there will be an issue, and the NMC will not communicate with PowerChute. The other process will have to be stopped.

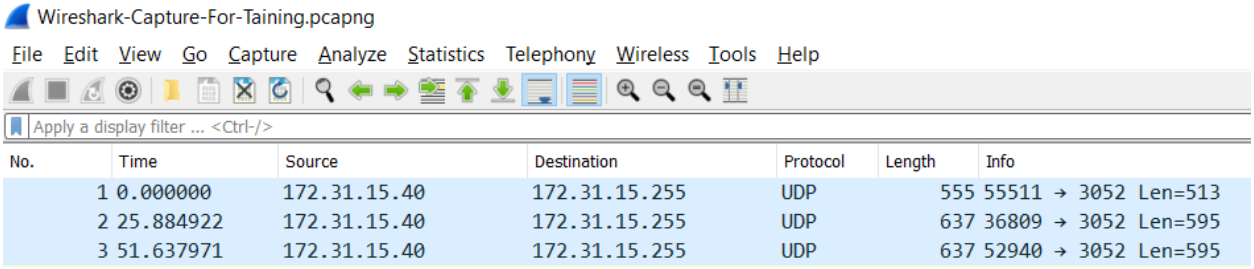
Check that the Java PID is for the version of Java PowerChute is using by running Task Manager. Open Task Manager, go to java.exe with the corresponding PID and Details, and verify the location. Next, open the PowerChute folder. The default path is C:\Program Files\APC\PowerChute\group1. Then, open the Java versions file to check that the Java used by PowerChute is the same as that listed by Task Manager.


Task Manager
File Options View
Processes Performance Users Details Services
Name
cmd.exe
conhost.exe
csrss.exe
csrss.exe
ctfmon.exe
dfssvc.exe
dllhost.exe
dwm.exe
explorer.exe
fontdrvhost.exe
fontdrvhost.exe
java.exe
lsass.exe
msdtc.exe
MsMpEng.exe
NisSrv.exe
pcns.exe
Registry
RuntimeBroker.exe
RuntimeBroker.exe
UAC virtualizat...
Not allowed
Disabled
Fewer details
End task
java Properties
Security
Details
Previous Versions
General
Compatibility
Digital Signatures
java
Type of file: Application (.exe)
Description: OpenJDK Platform binary
Location: C:\Program Files\APC\PowerChute\jre_x64\bin
Size: 45.1 KB (46,216 bytes)
Size on disk: 48.0 KB (49,152 bytes)
Created: Thursday, November 26, 2020, 2:12:58 AM
Modified: Thursday, November 26, 2020, 2:12:58 AM
Accessed: Monday, October 18, 2021, 10:37:26 AM
Attributes: Read-only Hidden Advanced...
OK
Cancel
Apply


group1
File Home Share View
Program Files › APC › PowerChute › group1
Search group1
Desktop
Downloads
Documents
Pictures
This PC
3D Objects
Desktop
Documents
Downloads
Music
Pictures
Videos
Local Disk (C:)
PerfLogs
Program Files
Program Files (
Users
Windows
DVD Drive (D:) SI
Name
Date modified
Type
Size
lib 10/18/2021 10:37 ... File folder
session 10/20/2021 8:21 AM File folder
temp 10/27/2021 10:21 ... File folder
vsphere
access
apccert
apclicense
cacerts
comps.m11
configuration
debug
error
EventLog
gui
javaVersionFile
keystore
log4j2
m11.bak
m11.cfg
NOTICE
pcns
35 items 1 item selected 98 bytes
javaVersionFile - Notepad
File Edit Format View Help
Java Virtual Machine Details
Version : 15.0.1
Location : C:\Program Files\APC\PowerChute\jre_x64

Next, run Wireshark on the Windows system to verify the system sees data on UDP port 3052 coming from the NMC. The data should go to the NMC local IP segment <IP address x.x.x.255>

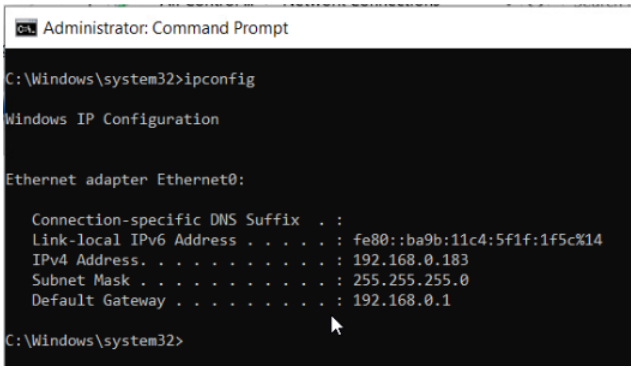
In this example, the NMC is IP 172.31.15.40, and sending the UPD packets to 172.31.15.255



If no UDP packets are seen in the Wireshark capture, verify that NIC teaming is not configured. If NIC teaming is configured, remove one of the NICs from the team and designate that NIC for PCNS use.

If port 3052 is not blocked, verify that the Windows system running PowerChute and the Network Management Card have matching subnet masks.

On the Windows system, open a command prompt as an administrator and run the command **ipconfig**.



On the Network Card, go to Configuration > Network > TCP/IP.