

## Re: Server will not switch off when shutdown

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2004-07/4430.html>

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**From:** root (postmaster\_at\_buchanangc.com)

**Date:** 07/17/04

Date: Sat, 17 Jul 2004 11:55:11 -0700

"Stuart Mackie [MCP, MSP]" <newsgroups@--REMOVE\_THIS--NO\_SPAM--stu.uk.com> wrote in message news:%23A9fIs%23aEHA.4032@TK2MSFTNGP11.phx.gbl...

> *Hi. We had a power failure a few week ago which lasted a few hours. The server is on a UPS unit and is set to power down after 40 minutes on battery. What we have found is that the server seems to shutdown as expected, and eventually reaches a point where the USB mouse switches off and a dark grey background is displayed on the screen, but the server doesn't actually switch off.*

That's a mobo BIOS setup issue usually.

> *I initially though this was related to the APC*

Likely that is true also.

> *UPS software which initiated the shutdown, but after some testing I have found if the server has a reasonable uptime e.g. 5+days and I try and do a normal Shutdown manually, the exact same problem occurs and the server does not switch off. But, if I do a shutdown straight away after one of these failed shutdowns, or if the system has an uptime of 2-3 days, the server switches off as expected without any problem.*

Recheck all the UPS settings.

> *On restarting the server after a failed shutdown there are no event entries or anything that looks out of the ordinary.*

Your description of the sequence events seems short of precise details.

Normally the UPS will physically interrupt power to the PC at some point during a AC power loss shutdown sequence. Why isn't that happening?

> *The server is only running a small handful of applications which I've listed*

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- > *below. I am going to try more tests, but its time consuming because I have*
- > *to wait 5 days for the system to be up long enough for the shutdown to fail*
- > *:)*
- >
- > *Can anyone suggest what could be causing this, or how I could go about*
- > *narrowing it down ? Should I be manually stopping any services before*
- > *selecting shutdown ?*
- >
- >
- > *SBS2k3 – All Updates Applied*
- > *Symantec Corp Edition 9.0 + Mail Security 4.5*
- > *Syslog Daemon*
- > *APC Network Shutdown Software*

What model UPS and APC SW version exactly?