

# HOW TO RESET POWERALERT SOFTWARE VERSIONS 12.04.0055 AND LATER (WINDOWS)

Related Products

PowerAlert Versions 12.04.0055 and Later

Article Number

000001257

## Steps

Many issues with PowerAlert Local (PAL), PowerAlert Network Management System (PANMS) and PowerAlert Network Shutdown Agent (PANSA) can be resolved by resetting the software as described in the process below. Please note that this process will erase any previous data and, unless a "paconfig.ini" file with alternate settings is used, will reset PowerAlert to default values. This process applies to PAL, PANMS and PANSA versions 12.04.0055 and later for Windows and is intended for use as a general troubleshooting process.

1. If the PowerAlert console (graphical user interface) is open, close it. If the console is *not* open, proceed to step 2.
2. Stop the PowerAlert Agent service in the Windows Services menu. If the PowerAlert Agent service is not currently running, proceed to step 3.

**Note:** *The Windows Services menu can be accessed in multiple ways, such as entering "services.msc" into a Windows Run prompt or using the following path: Control Panel > Control Panel Items > Administrative Tools.*

3. Delete all files in the "C:\Program Files (x86)\TrippLite\PowerAlert\data" directory.
4. Start the PowerAlert Agent service in the Windows Services menu.
5. Wait 30 seconds and attempt to use the PowerAlert software. If PowerAlert now operates normally, the process is complete. If the issue you were attempting to resolve still exists, contact Tripp Lite Technical Support by email ([techsupport@tripplite.com](mailto:techsupport@tripplite.com)) or phone (773.869.1234). Tech Support is available from 7:00 a.m. to 6:00 p.m. Monday through Friday.

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