

WHY DOESN'T PAL OR PANSA EXECUTE MY SCRIPT FILE?

Related Products

PowerAlert Software

Article Number

000001314

Both PowerAlert Local (PAL) and PowerAlert Network Shutdown Agent (PANSA) support the ability to execute a command script (e.g., a .bat file, .sh file, etc.) when a predefined event occurs or clears.

There are a number of reasons why a script may not work when called from PAL or PANSA. Some of the most common are as follows:

- The script does not run manually.
- PAL or PANSA is not registering the event that triggers the script.
- The path to the script was not entered correctly.
- A Windows script is attempting to interact with the desktop.
- The script type is not supported. (Try .bat or .sh instead.)

For more details on each of these points, review the attached documents.

If additional assistance is required, please contact Tripp Lite Technical Support by email (techsupport@tripplite.com) or phone (773.869.1234). Tech Support is available from 7:00 a.m. to 6:00 p.m. Central time, Monday through Friday.