

EcoCare for Single-Phase UPS Quick Start Connection Guide

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Life Is On

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Thank you for choosing EcoCare for Single-Phase UPS for your critical equipment.

As a part of your EcoCare membership, you are entitled to receive these cloud-based features once the connection process is complete:

- 24x7 remote monitoring and notifications by Schneider Electric;
- Remote access to your equipment performance dashboards and parameters using the included mobile app; and
- Monthly reports to enable actions for improvement

In addition to completing the cloud-connection steps within this Quick Start Guide, you must also activate your EcoCare's Digital Entitlement. For this step, please register/log-in to [mySchneider](#), to register your product and link it's EcoCare Digital Entitlement to complete activation.

Pre-requisites for EcoCare membership Cloud-Connection steps

1. Server and Operating System

A server or a PC that is powered on 24/7 with:

- Microsoft® Windows® 10 64-bit, Server 2012 SP1, Server 2016, and Server 2019;
- Red Hat Enterprise Linux 7 or CentOS 7 or greater; and
- At least 2 core CPU and 4GB of a disk space.

EcoStruxure IT Gateway was tested on Microsoft Windows 10 64-bit, Server 2012 SP1, Server 2016, and Server 2019; Red Hat Enterprise Linux 7; and CentOS 7. The Gateway application takes 800MB of disk space, and the server retains a maximum of 8 days of data, about 128MB per day.

Scale for small, medium, and large installations

Size	Number of devices	Number of sensors	RAM	CPU	Size on disk
Small	250	34,000	4GB	2	128MB per day
Medium	2000	270,000	8GB	8	512MB per day
Large	5000	540,000	16GB	24	1.1GB per day

2. Firewall Configuration

- Enabled outbound communication on port 443 TCP;
- To connect using static IP addresses, add 40.84.62.190, 23.99.90.28 and 52.230.227.202

If your firewall blocks the Gateway default ports, or any non-default ports you specified, you must add firewall exceptions for these ports.

3. Supported Browsers

- Microsoft Edge®;
- Mozilla® Firefox®;
- Google Chrome™; and
- Safari.

Set the screen resolution to at least 1024 x 768.

4. Smartphone for Incident Notifications

Supported mobile phones:

- iPhone 4S and newer;
- iOS 8.0 and newer; and
- Android 4.4 and newer.

5. Connected Devices

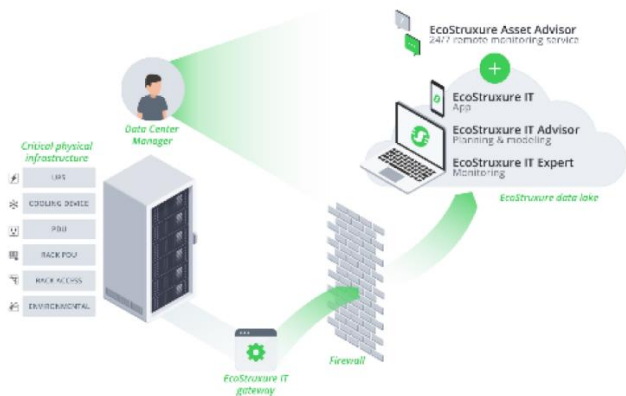
The devices (UPS, CRAC, NetBotz, Battery Manager. etc.) should:

- Have intelligent Network Management Card installed;
- Have Modbus TCP or SNMP V1 and V3 enabled; and
- Be connected to a TCP/IP network accessible for the Gateway.

6. Security Certificate

When you launch the EcoStruxure IT Gateway, the browser might display a message that the connection is not secure. Since the application is installed on the local machine, the security certificate used by localhost is a self-signed certificate. An exception can be added to your browser for <https://localhost>.

7. Typical Architecture




Helpful Links

- [EcoStruxure IT Gateway Install/Setup Guide](#)
- [EcoStruxure IT Gateway Home Page](#)
- [How to Replace the Self-Signed SSL Certificate in EcoStruxure IT Gateway](#)
- [EcoStruxure IT Gateway Default Ports](#)
- [Network Management Card Generation 3 Installation Guide](#)
- [mySchneider \(Digital Activation of Service Contract\)](#)

Configure your Network Management Card to Enable Discovery in the EcoStruxure IT Gateway

Step 1: Connect your Network Management Card (NMC) to the network

1. Connect the Ethernet cable to the NMC's 10/100/1000 Base-T network connector. When the Ethernet cable is connected, the NMC will attempt to obtain an IP address via DHCP if you have a DHCP server configured on your network.
2. The NMC's Status LED () will turn solid green when the NMC has acquired an IP address from the DHCP server.
3. You can retrieve the NMC's DHCP-acquired IP address via the UPS display:
 - a. Press Enter () on the front panel.
 - b. Navigate down to **Configuration**, and press Enter.
 - c. Navigate down to **Menu Type**. If this is set to "Standard", change it to "Advanced" and press Enter.
 - d. Navigate up to **NMC IP Address** and press Enter.
 - e. Navigate down to **IP Address**. Note the NMC's IP address and press **ESC** repeatedly to exit.

NOTE: You can retrieve the NMC IP address via the UPS display on Smart-UPS devices with the SMT/SMX/SRT prefixes.

For other methods and additional information, please consult the [NMC 3 Installation Guide](#).

Step 2: Configure static IP address and SNMP

1. Access the NMC Web UI by entering the NMC's IP address in the search bar of a supported browser, e.g., <https://156.205.14.141>
2. Enter the username and password (**apc/apc** by default). You will then be prompted to enter new credentials.
3. To connect to EcoStruxure services, the NMC needs a static IP address which can be configured by navigating to **Configuration > Network > TCP/IP > IP v4 Settings** in the NMC Web User Interface. Select **Manual Mode**, enter the static **System IP** and **Subnet Mask** and **Default Gateway** if required.
4. To connect to EcoStruxure services, SNMP must be enabled and configured on the NMC.
 - a. SNMPv3 is the recommended protocol due to its increased security
5. Read access will allow the EcoStruxure device to receive traps from the NMC, but Write access is required while you use the NMC user interface to set the EcoStruxure device as a trap receiver.
6. Navigate to **Configuration > Network > SNMPv3 > User Profiles** in the Web UI and click on any of the pre-set user profiles, e.g., apc snmp profile1. Configure the following:
 - a. User Name
 - b. Authentication Passphrase
 - c. Privacy Passphrase
 - d. Authentication Protocol
 - i. SHA Recommended
 - e. Privacy Protocol

i. AES Recommended

Configure User Profile

User Profile

User Name

Authentication Passphrase

Authentication Protocol

SHA
 MD5
 None

Privacy Passphrase

Privacy Protocol

AES
 DES
 None

7. Click **Apply**.

8. Navigate to **Configuration > Network > SNMPv3 > Access** in the Web UI and enable SNMPv3. Click **Apply**.

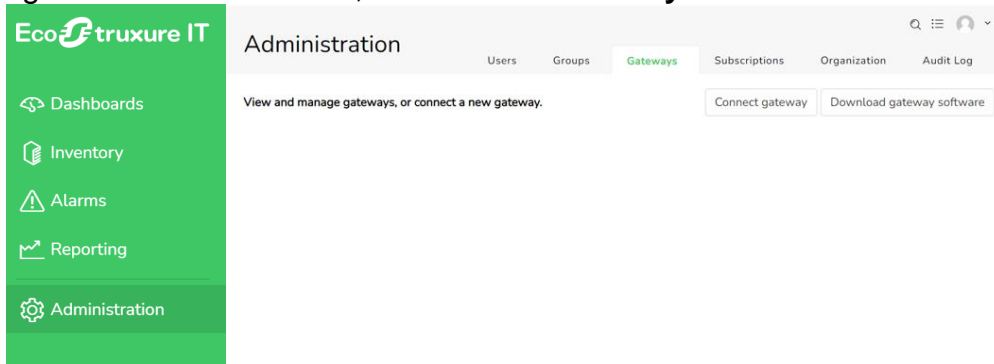
NOTE: For more information on configuring SNMPv3, please consult the [NMC 3 User Guide](#).

Instructions on downloading the EcoStruxure IT Gateway and discovering your configured devices are found on the following pages.

Download the EcoStruxure IT Gateway

Step 3: Download and configure EcoStruxure IT Gateway to connect devices to gateway and allow for monitoring

1. Sign up and create an EcoStruxure IT account
2. Sign up [here](#) or [log in](#) if you already have an account, and follow the on-screen instructions to download EcoStruxure IT Gateway.
3. Navigate to **Administration**, and click on **Gateways** tab



- a. Click on **Download Gateway Software**, then choose your operating system to download gateway

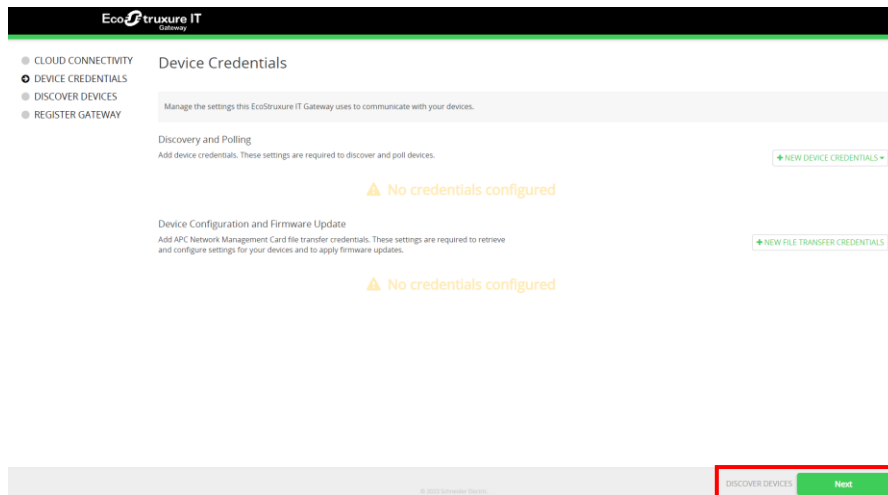
1. Download and install EcoStruxure IT Gateway

Be sure to check system requirements to avoid any connection issues.

Gateway version 1.18.0.1



4. Set new password for login
5. Click **New Device Credentials** and choose SNMPv3
 - a. Configure credentials as configured in NMC Configuration Step 2.6
6. Click **New File Transfer Credentials** and choose SCP
 - a. Enter login details from NMC Configuration Step 2.2
7. Click **Next** at bottom of page (Discover Devices)



8. Enter Static IP of device and select the credentials configured in **Step 3.5**
 - a. Multiple IPs can be entered or imported
 - b. Click **Discover Devices**
9. Click **Next** at bottom of page (Register Gateway)
 - a. Click **Register Gateway**
 - b. Enter a name for this Gateway, and click **Connect**
10. Click **Done**

Successful discovery of the device in the EcoStruxure IT Gateway is now complete.

Final activation of the service is always completed by the call from Connected Services Hub agent, who will verify all the settings, configuration, and entitlements with you.

If you need assistance, please contact your Schneider Electric services team; or reach out to our 24x7 support team.