Remote Monitoring Service

Setup Guide for APC Network Management Card AP9617, AP9618 & AP9619

Schneider Electric

Overview

This document explains how to setup Remote Monitoring Service using APC Network Management Card with firmware version 3.x.x. Configuration presented in next chapters is based on one way (outgoing only) e-mail communication from Network Card to Remote Monitoring Service.

If you were registered before, to re-enable Remote Monitoring Service please contact RMS Technical Support. Contact details are provided at the end of this document.

NOTE *This procedure does not apply to any installation using APC InfraStruXure Manager, InfraStruXure Central or StuxureWare. If you are using any of these solutions, please use relevant Setup Guide.*

Requirements

- An APC Network Management Card AP9617, AP9618 or AP9619 updated to firmware 3.x.x *(firmware update information can be found at www.apc.com. For help please contact APC Technical Support)*
- An APC device compatible with one of the above cards
- A computer on the same network as the APC Network Management Card
- Ability to send emails outside the user's network via user's SMTP server

NOTE *Outbound e-mail communication requires e-mail body to be free of any additional content. Automatically enclosed information like: virus scan report, footer or header, disclaimers, adverts or similar, will block communication. DNS configuration for this setup needs to be operational over UDP (port 53).*

Installation

First, Network Management Card needs to be operational. If the Network Card is not configured already, please refer to the supplied product documentation.

To begin, please check Remote Monitoring Service settings on your APC Network Management Card.

1. Log in to the Network Management Card using a computer located at the same network
2. On the top menu of Network Card interface click on **Administration** tab
3. Click on **Notification** button available at the submenu
4. Go to menu on the left side and click on **configuration** under **Remote Monitoring** heading
5. Please make sure, the following settings at **Remote Monitoring Service E-mail Configuration** are set according to:
    a. Primary Registration Email Recipient: **g3reg@rmsstl.apcc.com**
    b. Secondary Registration Email Recipient: **g3reg@rmsgal.apcc.com**
    c. Primary Data Email Recipient: **g3devlink@rmsstl.apcc.com**
    d. Secondary Data Email Recipient: **g3devlink@rmsgal.apcc.com**
    e. Send Via: **Local SMTP Server** checked
6. To save configuration click on **Apply** button.

NOTE *Above settings are recommended configuration. Using Local SMTP Server for communication with Remote Monitoring Service requires correct settings on APC Network Management Card. Configuration of **Domain Name System Servers** and **E-mail Server Settings** can be found at the **Administration** tab, submenu **Network** and **Notification**.*
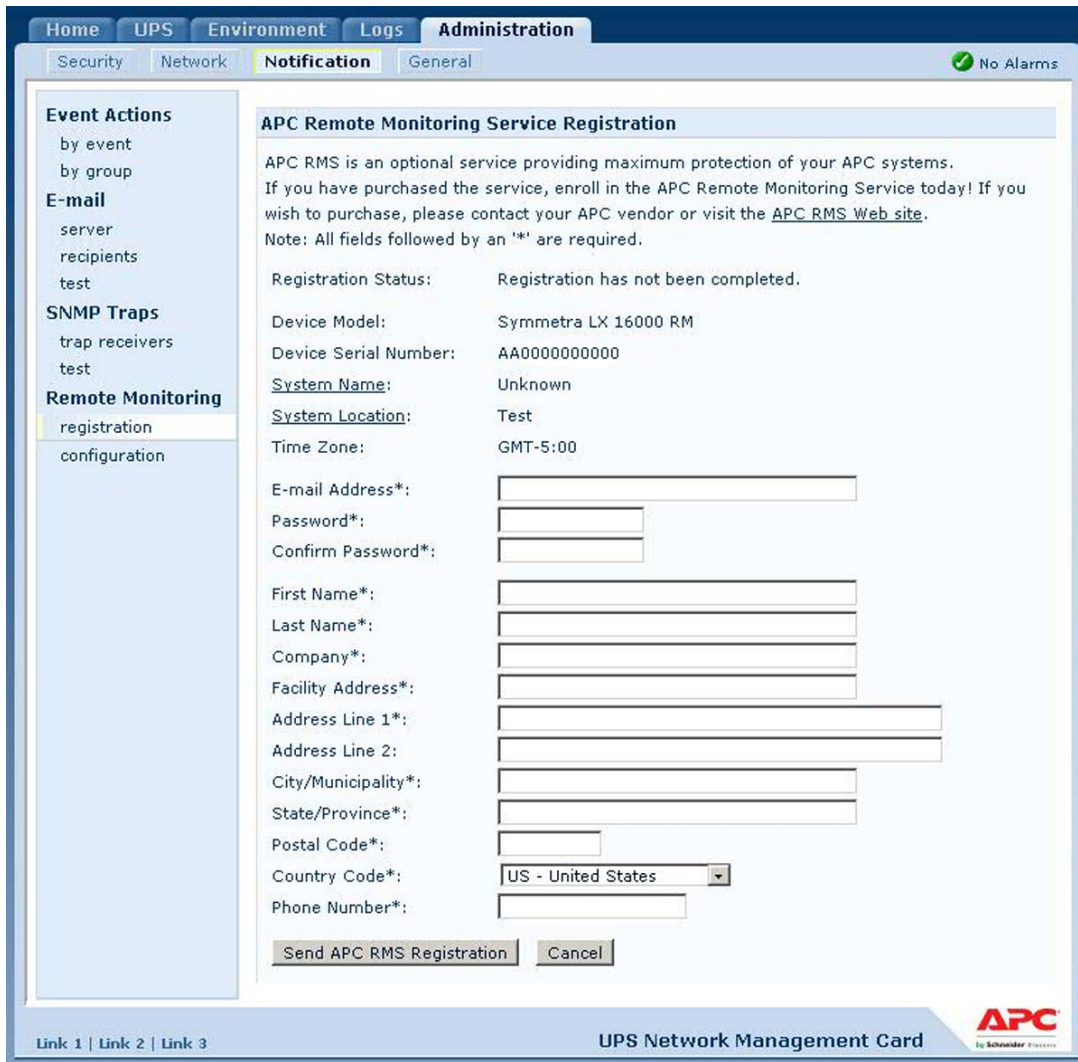
APC Network Management Card interface, Remote Monitoring Service configuration

Registration

This step provides Remote Monitoring Service with your company and contact details. Please note, this is an essential procedure. Your Remote Monitoring Service account will be created based on provided information and your device will be automatically registered.

To proceed with registration please follow the next few steps.

1. On the top menu of Network Card interface click on the **Administration** tab
2. Then click on **Notification** button available at the submenu
3. Go to menu on the left side click on **registration** under the **Remote Monitoring** heading
4. Enter the appropriate data for all required fields and click on **Send APC RMS Registration** button at the end of the form.

APC Network Management Card interface, Remote Monitoring Service registration

After successful registration, the **Registration Status** will change to completed. This means, that the Network Management Card has successfully made contact with your outgoing email server. Please make sure that check box next to **APC RMS E-mail Status** is ticked. This setting can be found at **Administration** menu, submenu **Notification**, and then **configuration** link under **Remote Monitoring** heading.

NOTE *If registration fails, before you contact Remote Monitoring Service Support, please reboot Network Management Card, make sure that all network and RMS settings are correct, and try to register again. To reboot Network Card please go to:* **Administration**, **General**, **Reset/Reboot** *and* **Reboot Management Interface**.

What's Next

After a successful registration:
- your Remote Monitoring Service Account has been created
- your device is registered and it is communicating with RMS servers
- the **Welcome to RMS** e-mail has been sent to you.

NOTE *At this stage your device is not monitored. To enable Remote Monitoring Service please refer to the chapter* **Activation and Validation**.

If you have another device, where Remote Monitoring Service needs to be enabled please:

1. Make sure your next Device and its Network Card are matching the requirements of this document
2. Proceed with registration process for next device by following chapters **Installation** and **Registration** of this document.

Each time you are enabling next device please use the same e-mail address as provided with the first registration, together with current password.

Activation and Validation

To activate Remote Monitoring Service a valid **Agreement** (RMS Agreement or Advantage Service Plan) needs to be attached to your account and then to each device you want to be monitored. This process is automated and may take up to 48 hours.
The best way to complete activation is a phone call. You can also ask for a *communication status check* for your devices. To do so, please contact our 24x7 team.

Remote Monitoring Service Technical Support

Region	E-mail	Phone
Galway, Ireland	remote.monitoring@apc.com	+353 91-70 2096
West-Kingston, USA	remote.monitoring@apc.com	+1 877-283-7077

NOTE When contacting RMS please make sure you have a Serial Number of the newly registered device and Agreement Number for Remote Monitoring Service or Advantage Service Plan.

To validate RMS registration please visit RMS website *(e-mail address and password provided during registration are your access credentials)*
Go to **http://rms.apc.com** and:

- **validate your RMS account**
- change your profile details and set preferences
- create a contact list that will be provided with RMS alerts
- see the list of your devices, **verify communication status** based on last received update
- check your RMS agreements

All options, together with directions and information for each section, are available in user friendly web interface called **Profile Wizard** (please use tab menu). At the end, go to last tab called **Validation** and make sure that the **Message** status shows: **No Errors or Warnings**.

You can validate your profile directly at your account **Home Page**. Validation status is displayed under **System Health Summary**. To access the validation page, click on the icon next to **Profile Validation**.