

Initial Set-up of Remote Monitoring Service with the APC Network Management Card

Overview

This document explains how to set-up the Remote Monitoring Service (RMS) on an APC Network Management Card with a Firmware version above 3.3.1. If you have a firmware version below this, it is recommended that you upgrade to the latest version before continuing with RMS registration. This procedure does not apply to any installation using the APC InfraStruXure Manager or APC InfraStruXure Central.

Requirements

- An APC Network Management Card AP9617, AP9618 & AP9619
- An APC Device compatible with one of the above cards
- A computer on the same network as the Network Management Card
- Capability to send emails outside the user network (outgoing only)

***Warning:** In some cases, use of APC's DNS and SMTP server may be forbidden by the User's Network policies. In such case, it may be required to perform a manual configuration of Remote Monitoring to comply with these more stringent policies. APC's Remote Monitoring team can assist you in doing so by providing you with the appropriate process and configuration settings that will match the Network Management card and the device monitored. Details of APC's Monitoring Centers are located at the end of this document.*

Installation

First, the Network Card needs to be operational. If the network card is not already configured to be used on the Network, please refer to the documentation supplied with the card.

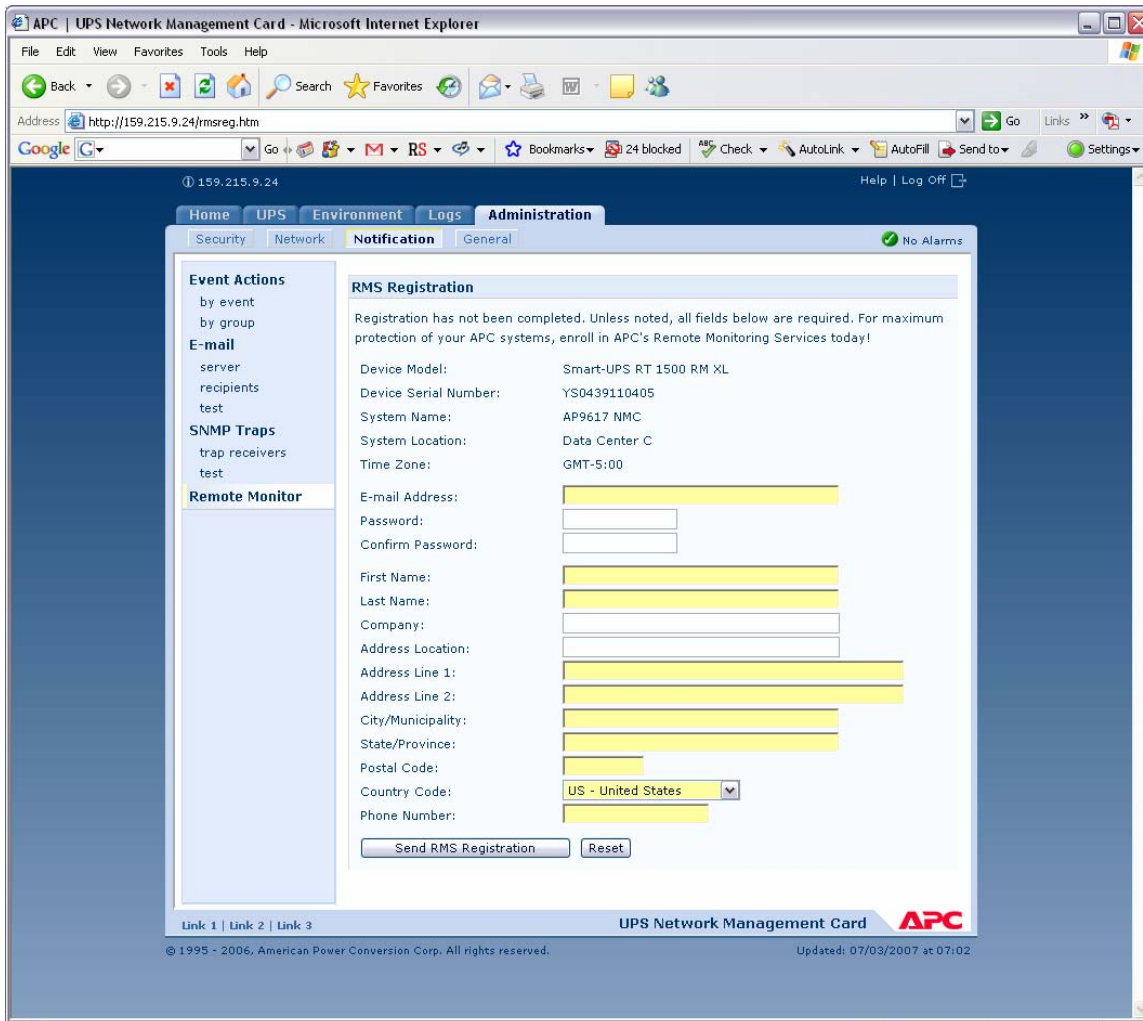
Registration

This step registers your device, company name and contact details. It is essential to the Remote Monitoring Service.

1. Log in the Network Card
2. Click on the tab "Administration" on the top of the page



3. Click on the submenu “Notification”
4. Click “Remote Monitor” on the left of the page
5. Enter the appropriate data and click on “Send RMS Registration”

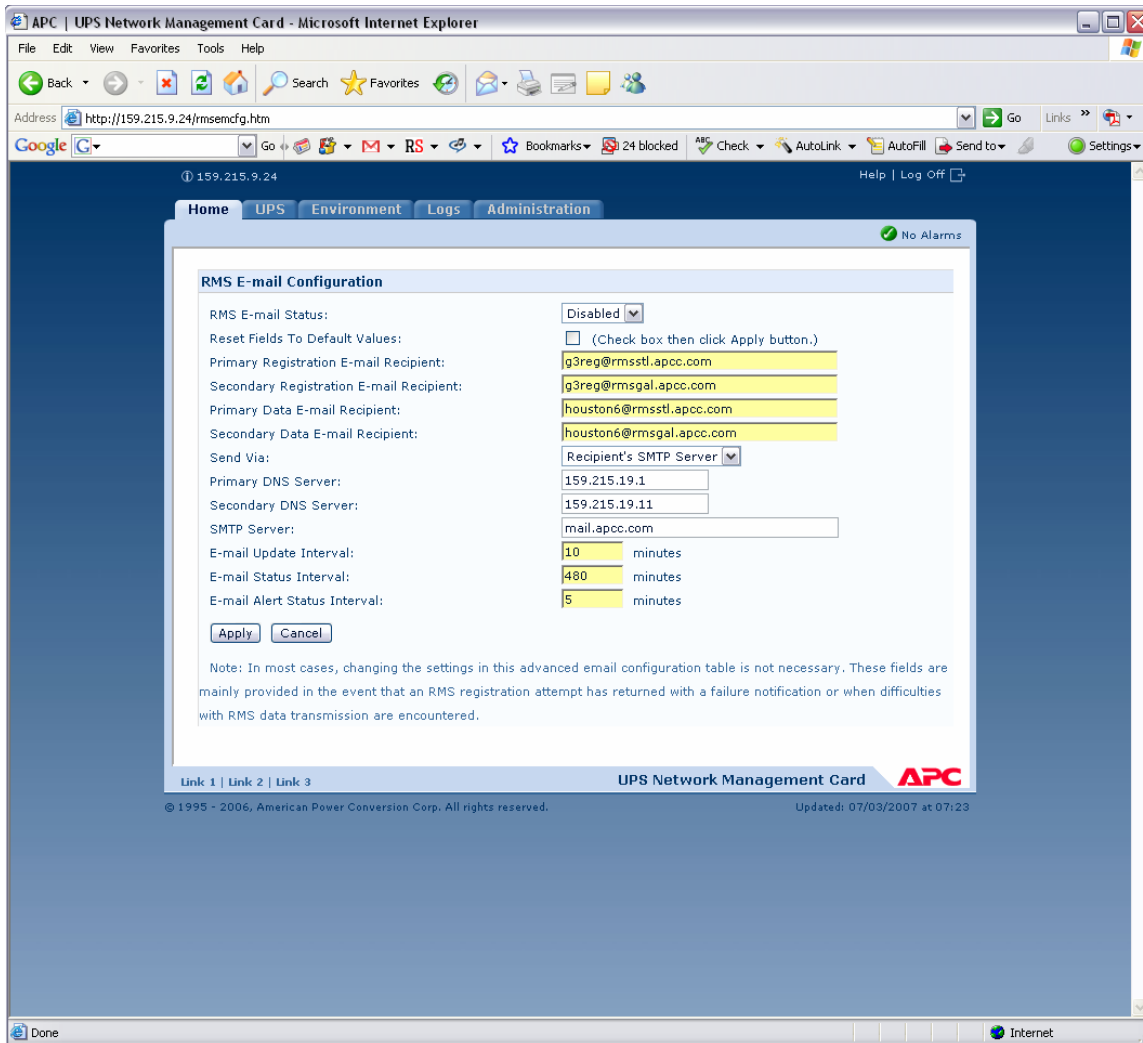


RMS Settings

If you need to change various network settings, you can access the RMS settings as follows:

1. Log into your Network card
2. Click on Help link in top right corner
3. A new window will open - Click on the “Notification” link, at the top of the page
4. Scroll down to end of the page - click on the “Email” link, in the “Remote Monitor” section
5. The page shown in the screenshot below will appear





Testing RMS

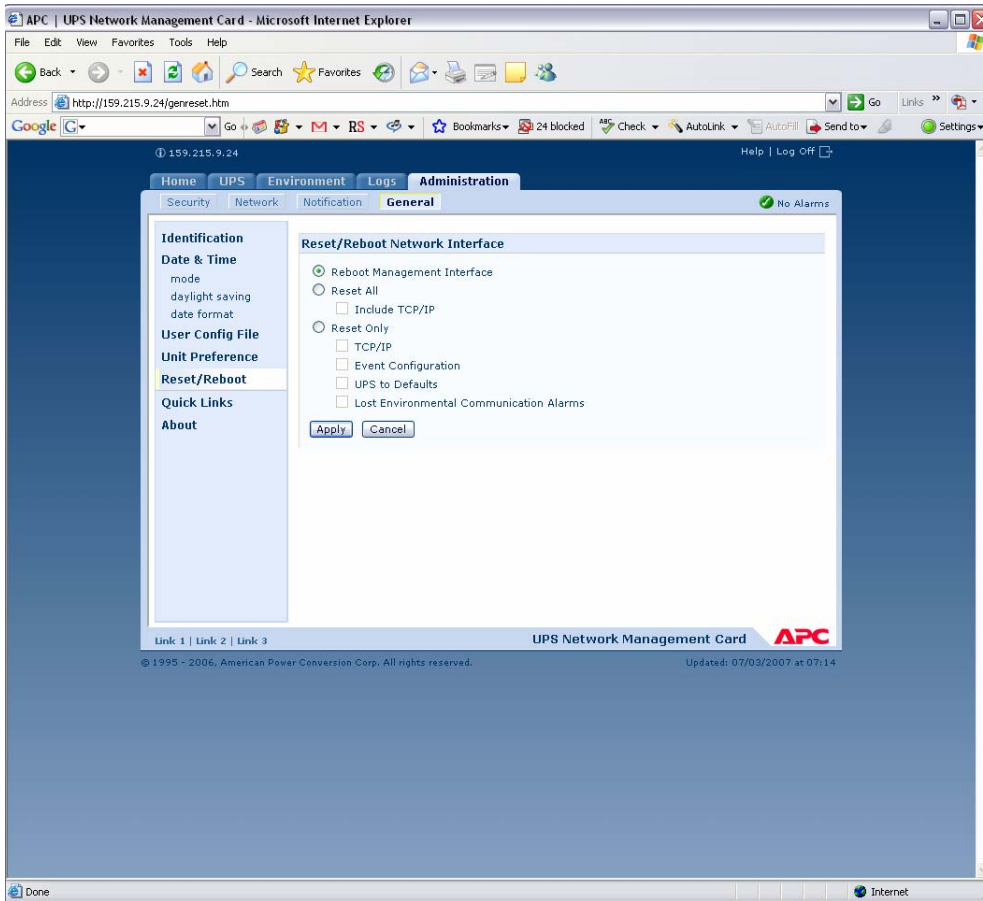
At this stage, please reboot the Network Card. This does not affect the operation of the UPS.

1. Go to the “Administration” menu
2. Click on “General”
3. In the menu on the right, select “Reset/Reboot”,
4. Choose “Reboot Management Interface”
5. Click on “Apply” in the same section

Please note that you will be logged out of the card.



You should receive an automated email stating you do not have a valid contract. Refer to the next step to address this.



Validation and Activation

To confirm RMS is working and to activate it, you need to call the Remote Monitoring Team.

The numbers are:

E-Mail

Phone

Region

Galway, Ireland

remote.monitoring@apc.com

+353-91-702 096

West-Kingston, USA

remote.monitoring@apc.com

(+1) 877-283-7077



At this stage, you can confirm the Test event was received by APC.

Also, your Remote Monitoring Contract will be activated and its start and end date will be modified to reflect the actual start date.

Please allow 24 hours to activate the contract and monitoring service.

In the meantime, log onto <http://rms.apc.com> and review your profile using the “Validate and Submit” menu to enable us to adequately notify you of any issue.

