



EcoStruxure Power Commission

Installation Guide

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11/2023

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As part of a group of responsible, inclusive companies, we are updating our communications that contain non-inclusive terminology. Until we complete this process, however, our content may still contain standardized industry terms that may be deemed inappropriate by our customers.

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Safety Information

Important Information

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a "Danger" or "Warning" safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Please Note

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified personnel is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

About the Book

Document Scope

This document describes the installation of EcoStruxure Power Commission™ software.

Validity Note

This document is valid for EcoStruxure Power Commission™ software version 2.0 or later.

Installation Requirements

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Prerequisites

Hardware Requirements

Component	Minimum Requirements
Processor	Intel® Core™ 2 Duo CPU at 3.00 GHz
RAM	4 GB
System type	64 bit or 32 bit

Software Requirements

The software requirements for EcoStruxure Power Commission [EPC] software are:

- Microsoft Windows® 10 operating system with .net framework 4.8 support
NOTE: Windows 10 versions 1507 and 1511 do not support .net framework 4.8.
- Modbus driver (version 2.20 IE30 for 32-bit and version 3.20 IE30 for 64-bit)
- Require at least 2 GB free space in the drive where EcoStruxure Power Commission will be installed

NOTE: Make sure to follow the below guidelines before starting the installation.

- User should have access to Run Node.exe
- User should have full permission to:
 - %UserProfile%\Documents\Schneider-Electric\Ecoreach
 - %UserProfile%\AppData\Roaming\Schneider-Electric\Ecoreach
 - %ProgramData%\Schneider-Electric\Ecoreach

- Following URLs are allowlisted in your IT infrastructure
 - External servers (cloud connection) URL – Rest of the World

Servers	URL
IDMS - Customer Identify and Access Management (ciAM)	https://secureidentity.schneider-electric.com/
Google analytics	http://www.google-analytics.com
Cloud Commissioning (CC)	https://topology.api.cloud-commissioning.se.com/v1
Project Asset Sharing (PAS)	https://gw-api-emea.schneider-electric.com/ecoreachv2/v2
Schneider Project Information Management (SPIM)	https://gw-api-emea.schneider-electric.com/spim/3.1
Monetization Digital Supply Chain (DSC)	https://www.se.com/us/en/shop/software/product/84980/checkout/create-order
Monetization Flexnet Operations (FNO)	https://schneider-electric.flexnetoperations.com/flexnet/deviceservices
Monetization GoDigital	http://godigital.schneider-electric.com https://digitalpackage.schneider-electric.com/dpb
SafeRepo	http://go2se.com/ref=
Asset Lifecycle Management (ALM)	https://alm.se.com/console/product
Bridge Front Office (BFO)	https://api.se.com

- External servers (cloud connection) URL – China

Servers	URL
IDMS - Customer Identify and Access Management (ciAM)	https://secureidentity.schneider-electric.cn/
Google Analytics	http://www.google-analytics.com
Project Asset Sharing (PAS)	https://gw-api-cn.schneider-electric.com/ecoreachv2/v2
Schneider Project Information Management (SPIM)	https://gw-api-cn.schneider-electric.com/spim/3.1
Monetization Digital Supply Chain (DSC)	https://exchange.se.com/shop/products-services/84980/checkout/create-order
Monetization Flexnet Operations (FNO)	https://schneider-electric.flexnetoperations.com/flexnet/deviceservices
Monetization GoDigital	https://godigital.schneider-electric.cn https://digitalpackage.schneider-electric.com/dpb
SafeRepo	http://go2se.com/ref=
Asset Lifecycle Management (ALM)	https://alm.se.com/console/product
Bridge Front Office (BFO)	https://api.se.com

Port Number Requirements

The EcoStruxure Power Commission application uses the below default ports for communication with its internal and external components. These ports are not configurable in EcoStruxure Power Commission by the user.

Service	Protocol	Port	Configurable
User Identity Management Service (cIAM)	HTTPS	First choice of port : 8084 If not available dynamically chosen from this list (61123, 62123, 65377, 65379, 65389, 65399) based on availability	No
Local Host Communication	-	First choice of port : 8085 If not available dynamically chosen in the range of 62433 to 62899	No
UI Service	HTTP	First choice of port : 8083 If not available dynamically chosen in the range of 62433 to 62899	No
SPIM Service	HTTP	First choice of port : 8089 If not available dynamically chosen in the range of 62433 to 62899	No

The EcoStruxure Power Commission application will not launch successfully if any of the above mentioned ports are being used by other applications or services. These ports must be freed up in the host machine to successfully launch the application. In case of any launch issues due to above mentioned ports with **PORT_IN_USE** error, please contact your IT administrator to free up the ports.

To determine which ports are already in use, open a command prompt window and run the command **netstat -a**. This will list all the TCP port numbers currently used in the system.

Download and Installation

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Downloading the EcoStruxure Power Commission Software

Procedure

⚠ WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

Download EPC software from se.com. Use SESU for software updates and upgrades. Do not use software downloaded from unknown or unauthorized source.

Verify the authenticity of the software while installing. Refer - Section Application Signing, page 24 and Verifying file integrity and authenticity, page 32 for verifying integrity and authenticity of the software.

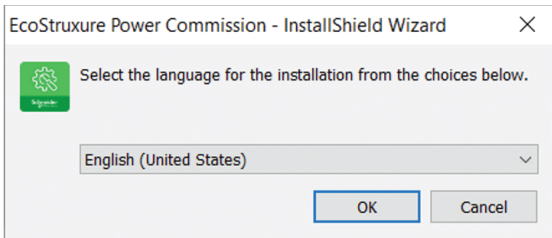
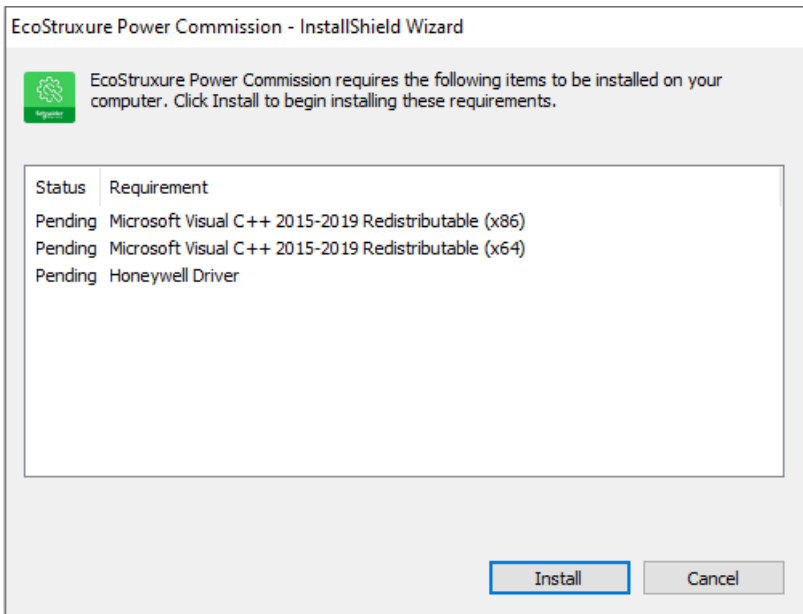
Failure to follow this instruction can result in death, serious injury, equipment damage, or permanent loss of data.

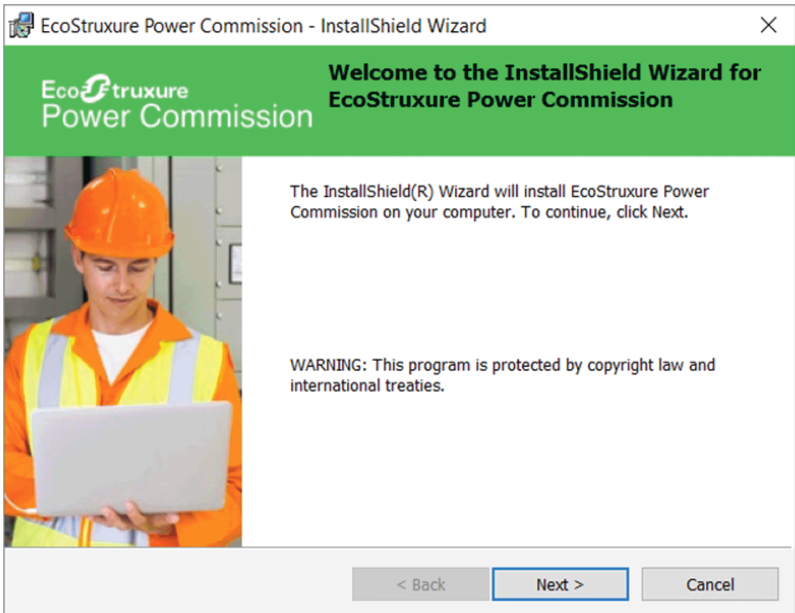
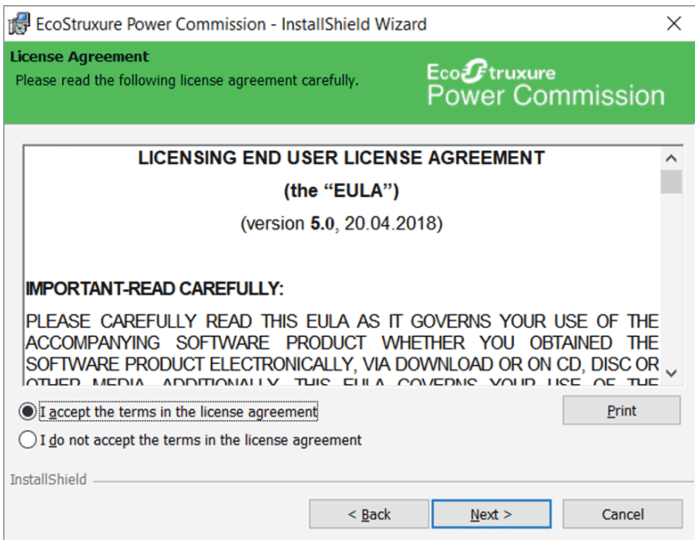
NOTE: The user should have administrator privilege on the PC to install EcoStruxure Power Commission™ software.

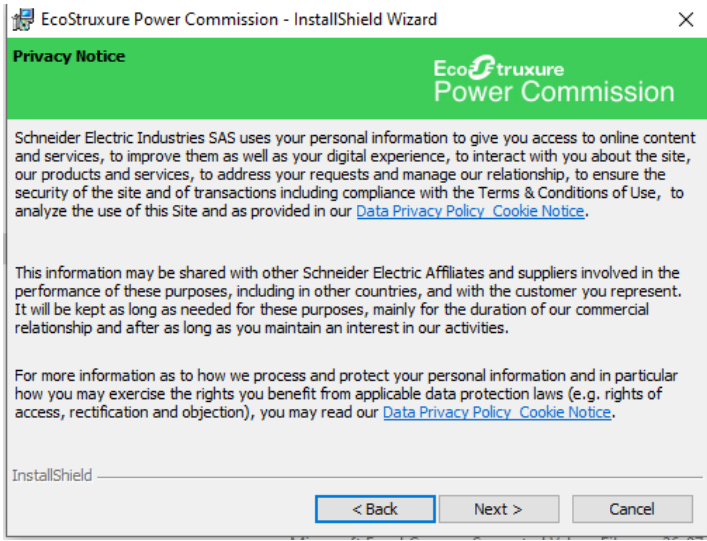
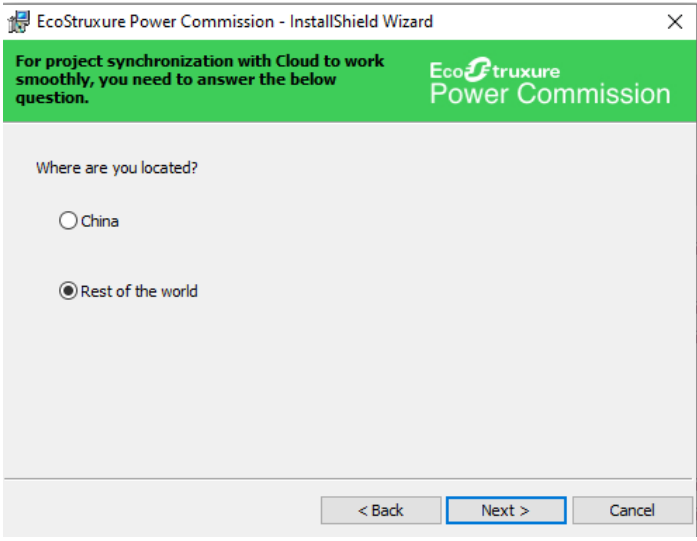
Step	Action
1	Go to the Schneider Electric website: www.se.com or Schneider Electric country website.
2	In the Search box, type EcoStruxure Power Commission .
3	Click Select location and select your geographical location.
4	Select Software from the search results. Result: Displays a SUGGESTIONS list.
5	Select EcoStruxure Power Commission Installer from the SUGGESTIONS list.
6	Download the EcoStruxure Power Commission installer.
7	Install the EcoStruxure Power Commission software, page 13.

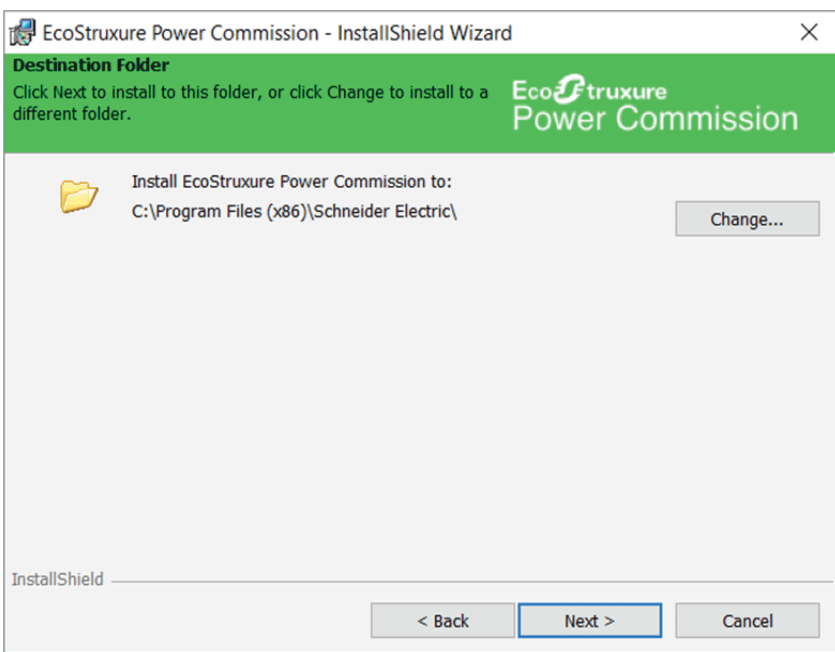
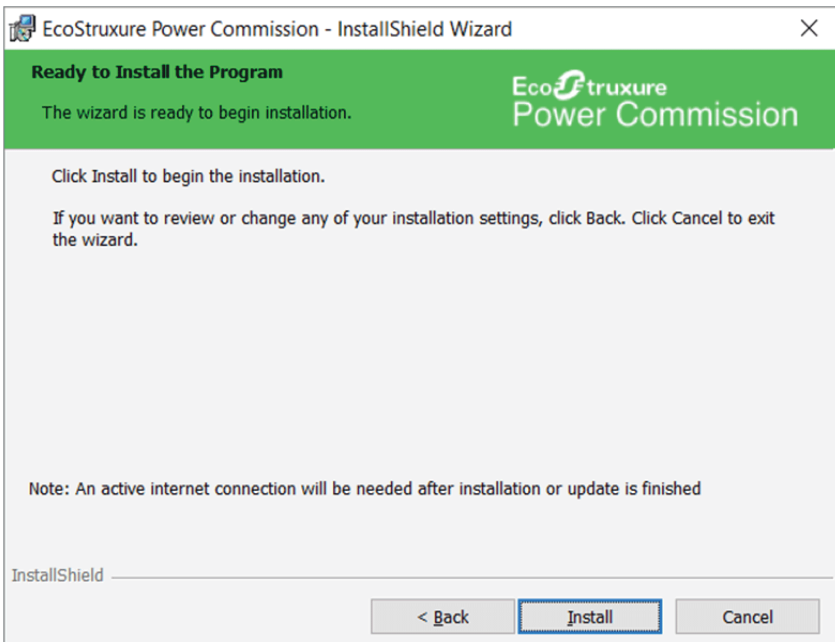
Installing the EcoStruxure Power Commission Software

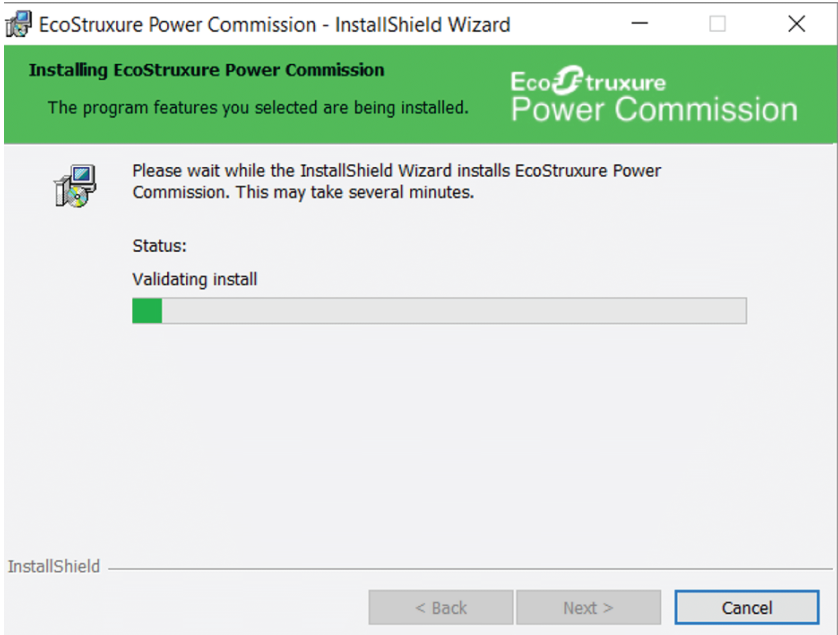
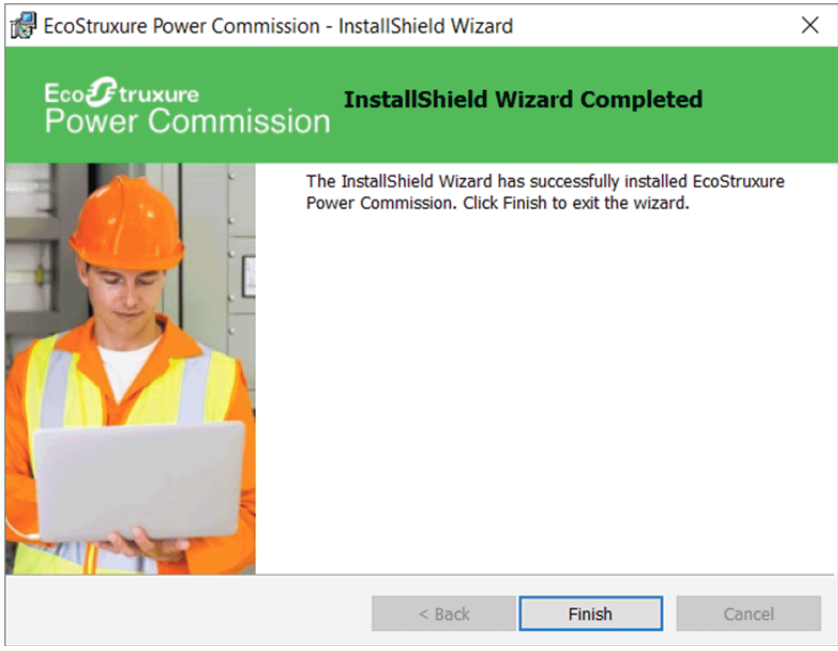
Procedure

Step	Action
1	<p>Double-click the EcoStruxure Power Commission setup file.</p> <p>Result: InstallShield Wizard is displayed.</p> 
2	<p>Select the required language for the installation, and click OK.</p> <p>Result: The Prerequisite requirement window is displayed.</p> 
3	Click Install .

Step	Action
	<p>Result: The installation starts, and the Welcome window is displayed.</p> 
4	<p>Click Next in the Welcome window.</p> <p>Result: The License Agreement window is displayed.</p> 
5	<p>Read the license agreement and accept the terms of the agreement selecting the appropriate option. Click Next.</p>

Step	Action
	<p>Result: The Privacy Notice window is displayed.</p> 
6	<p>Click Next in the Privacy Notice window.</p> <p>Result: The following window is displayed.</p> 
7	<p>If you are located in China Mainland, select China, otherwise select Rest of the world and then click Next.</p>

Step	Action
	<p>Result: The Destination Folder window is displayed.</p> 
8	<p>Click Next in the Destination Folder window to save the installation file in the default folder mentioned.</p> <p>NOTE: If you want to change the default installation location, click Change....</p> <p>Result: The Ready to Install the Program window is displayed.</p> 

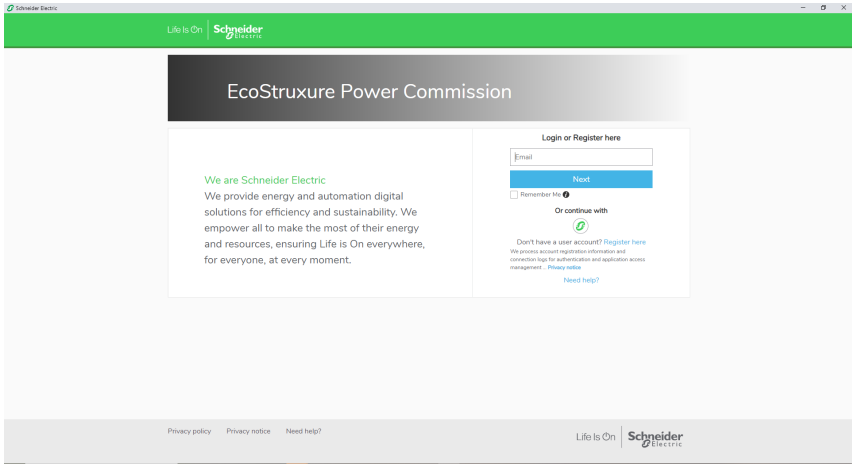

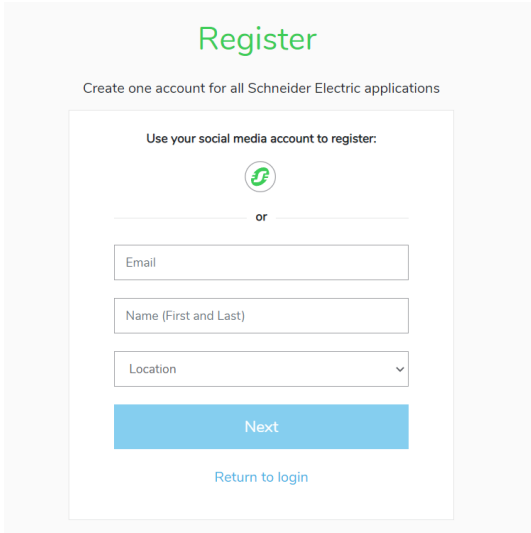
Step	Action
9	<p>Click Install in the Ready to Install the Program window.</p> <p>Result:</p> <ul style="list-style-type: none"> The Installing EcoStruxure Power Commission window is displayed with installation in progress. After the installation is completed, the Installation Wizard Completed window is displayed. 
10	<p>Click Finish to exit the installation.</p> 

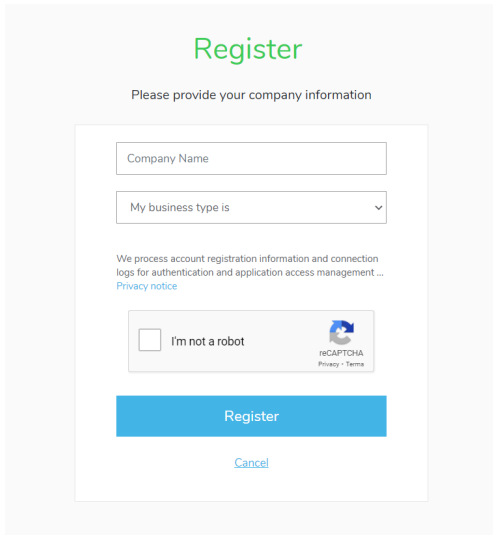
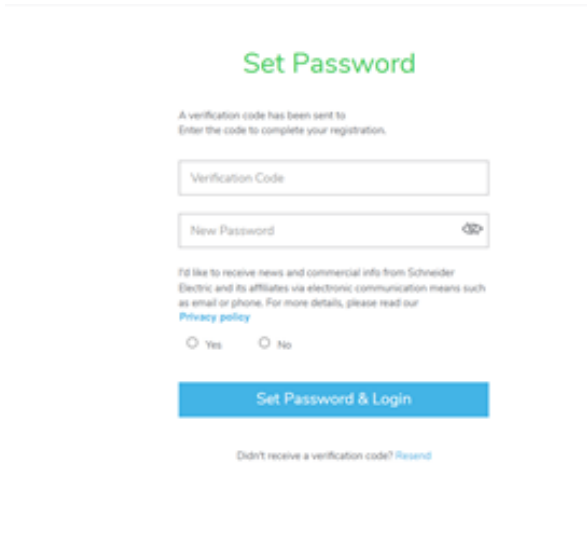
Software Registration

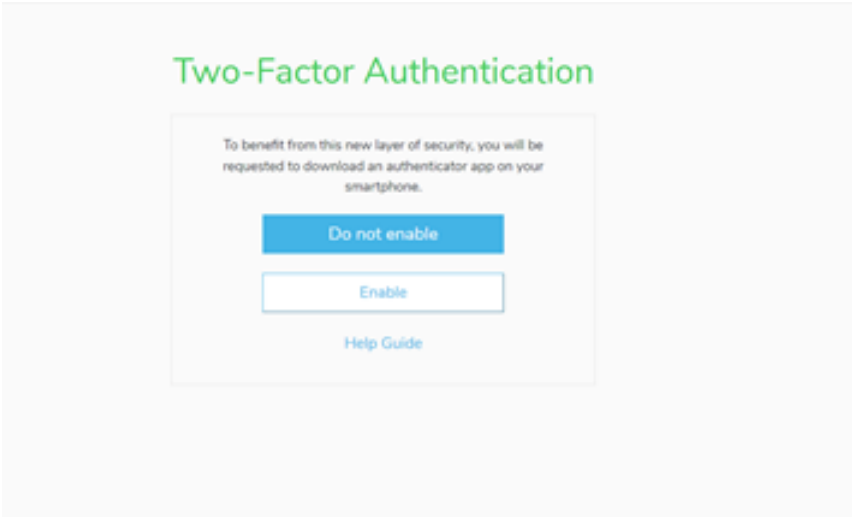
Steps for Registration

NOTE: The PC should have Internet connection for the registration.

When you start the EcoStruxure Power Commission for the first time, follow these steps:

Step	Action
1	<p>Double-click the EcoStruxure Power Commission icon on the desktop to start the software.</p> <p>Or</p> <p>Click Start > EcoStruxure Power Commission.</p> <p>Result: The registration or login screen is displayed.</p> 
2	<p>You can register and log in through your email ID.</p> <p>NOTE: Only Schneider Electric employees can use  icon to directly log into EcoStruxure Power Commission.</p>
3	<p>For a new user, click Register here.</p>  <p>Result: The User Registration screen is displayed.</p> <p>NOTE: You can select the location here.</p>
4	Enter all the required details, and click Next .
5	Enter the company name and business type. Complete the validation step and click Register .

Step	Action
	 <p>Result: A validation email is sent to the registered email.</p>
6	<p>Open the registered email and check for the confirmation email sent from <code>noreply@schneider-electric.com</code>.</p> <p>NOTE: Sometimes Spam filters block automated emails. If you do not find the email in your inbox, check your Spam or Junk folder.</p>
7	<p>Click the activation link attached in the email to verify and complete your registration.</p> <p>Result: A verification code will be sent to <code>****@****.com</code>.</p> <p>NOTE: Check your spam folder, if you do not receive an email within the next 5 minutes and make sure that '@se.com' is approved for future communications.</p>
8	<p>Enter the verification code and new password to complete your registration. Click Set password & login.</p> 
9	<p>Click Enable to enable two-factor authentication and follow instructions.</p>

Step	Action
	 The image shows a 'Two-Factor Authentication' screen. At the top, the title 'Two-Factor Authentication' is displayed in green. Below it, a message states: 'To benefit from this new layer of security, you will be requested to download an authenticator app on your smartphone.' There are two buttons: a solid blue button labeled 'Do not enable' and a white button with a blue border labeled 'Enable'. At the bottom, there is a blue link labeled 'Help Guide'.
10	<p>Go to EcoStruxure Power Commission application, and click Go Back to login.</p> <p>Result: The login screen is displayed.</p>
11	<p>Enter the registered user name and password.</p> <p>NOTE: It is not recommended to log in with the same User ID from two different PC or laptops.</p>

EcoStruxure Power Commission Software Upgrade

Live Update Through Schneider Electric Software Update

The Schneider Electric Software Updates (SESU) utility detects any new update for EcoStruxure Power Commission. Whenever there is an update available for the EcoStruxure Power Commission software, the notification area at the far right of the task bar displays the latest information to be updated.

The notification guides the user to download and install the updated EcoStruxure Power Commission software version.

NOTE: Do not delete or uninstall the existing EcoStruxure Power Commission installation software before checking for updates. SESU utility takes care of updating your EcoStruxure Power Commission software seamlessly.

You can configure the notification frequency for EcoStruxure Power Commission update in SESU. To configure it, click **Start > All Programs > Schneider Electric > Software Update > Settings**.

Cybersecurity Best Practices

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Overview

Cybersecurity is intended to help and protect your communication network and all equipment connected to it from attacks, that could disrupt operations (availability), modify information (integrity), or give away confidential information (confidentiality). The objective of cybersecurity is to provide increased levels of protection for information and physical assets from theft, corruption, misuse, or accidents while maintaining access for their intended users. There are many aspects to cybersecurity including designing secure systems, restricting access using physical and digital methods, identifying users, as well as implementing security procedures and best practice policies.

This section provides information on how to help secure your system from a malicious cyber attack.

Refer to Schneider Electric's product security brochure for [Recommended Cybersecurity Best Practices](#).

Product Defense in Depth

This section describes the security capabilities of the application.

Secure Development Lifecycle

Schneider Electric uses a Secure Development Lifecycle (SDL) process, a key product development-based framework that helps ensure products follow secure design processes across all lifecycle stages. The Schneider Electric SDL process complies with IEC 62443–4.1.

The SDL process includes the following:

- SDL practices applied to internal development actions, throughout the supply chain.
- Final cybersecurity review required for the project release.
- Security training for personnel involved in the product development.

Application Security Capabilities

Secure Communication

This security capability help to protect the confidentiality of information through secure protocols that employ cryptographic algorithms, key sizes, and mechanisms used to help prevent unauthorized users from reading information in transit, i.e. HTTPS, Secure Modbus.

Application Signing

EcoStruxure Power Commission application is digitally signed by Schneider Electric. Verify the file integrity and authenticity of installable, software updates, and other components before installing them in the system. Do not install files for which the integrity and authenticity cannot be confirmed. For details on how to verify file integrity and authenticity, see [Verifying file integrity and authenticity](#), page 32.

Component Integrity Check

When the EcoStruxure Power Commission application is started, it verifies the integrity of each component (Dynamic Linked Libraries) before loading into memory. This security mechanism prevents the loading of malicious components in the application.

If the application detects failure in an integrity check for any component, it will stop the application launch.

Event Logging

Application supports event logging capabilities and generates audit records for access control, request errors, configuration changes, and user action.

EcoStruxure Power Commission log files are stored in user specific app data folder located in %UserProfile%\AppData\Roaming\Schneider-Electric\Ecoreach\Logs.

Syslog Client

The EcoStruxure Power Commission application supports the syslog client feature to send security event records to a syslog server to facilitate centralized log analysis.

Data Privacy

The EcoStruxure Power Commission application is developed with data privacy by design best practises. Personal data is collected and processed in an open and transparent manner. Refer to Schneider Electric's [Schneider Data Privacy and Cookie Policy](#) for more details on how we process and protect your personal information, including how you can use the rights granted to you by applicable data protection law (such as the rights of access, rectification, and objection).

Cloud-based Software Cybersecurity Details

Cloud Commissioning is a cloud-based service that supports front-end commissioning applications or clients like EcoStruxure Power Commission Desktop and Mobile applications to interact with the cloud using microservices or APIs and is hosted on the Microsoft Azure Cloud.

Secure Development Lifecycle

Schneider Electric is continuously monitoring the changing security landscape of cryptography and cybersecurity to ensure that we offer the best available protections to our customers and their sensitive data. Our development practises follow a Secure Development Lifecycle, which ensures a high level of code quality and usage of up-to-date libraries in order to ensure an optimal level of Cybersecurity. All Schneider Electric cloud systems are regularly audited by an internal process that includes penetration tests.

Certified Data Centers

Our cloud services are physically deployed across multiple Microsoft Azure data centres. Microsoft data centres are world-class facilities with more certifications than any other cloud provider. The data centres used by EcoStruxure Cloud Commissioning are located in multiple countries. Certifications and compliance achievements include ISO or IEC 22301, 27017, 27018, and ISO or IEC 27001, in addition to SOC 1, SOC 2, and SOC 3. To learn more about Microsoft Azure data centres, visit: <https://azure.microsoft.com/en-us/support/trust-center>.

Data Security At Rest

Schneider Electric follows best practises to create a highly secure solution and limit the risk of data being compromised in any meaningful manner while protecting the privacy, control, and autonomy of each customer's data independently from others.

Our solution includes:

- Asset Information
- Business Analytics data like asset identification, Schneider user information (such as department, country, city, or plant name), and EPC failure events.

Data Security In Motion

Schneider Electric cloud based application implement best practices such as:

- All communications to and from EcoStruxure Cloud Commissioning with internal Schneider Electric systems or external third-party systems are encrypted using HTTPS (the minimum level required is TLS 1.2).

- The certificate involved in these encrypted sessions leverages the SHA-256 secure hash algorithm.
- Schneider Electric is continuously monitoring the changing security landscape of cryptography and cybersecurity to ensure that we offer the best available protections to our customers and their sensitive data.

Data Privacy

Schneider Electric focuses on securing data flows coming from connected products and solutions (whether they connect to non-Schneider Electric hosts or platforms managed by Schneider Electric) and aligning to the latest data integrity and privacy regulatory requirements, such as the European General Data Protection Regulation (GDPR).

- Data policy is compliant with local regulations.
- The Customer Data Use and Protection Policy is to be electronically signed by the responsible party of the site (for example, the building owner or tenant).
- No data will be exported without this agreement.
- Data remains customer ownership.

Potential Risks and Compensating Controls

Area	Issue	Risk	Compensating Controls
Insecure protocols	Based on the capabilities supported by the product or device being commissioned, EcoStruxure Power Commission application may need to use communication protocols such as Modbus, DPWS or Telnet to communicate with the device. These protocols are not inherently secure. Devices using these protocols may not have the capability to transmit data securely.	If a malicious user gained access to your network, they could intercept communication with the devices that don't support secure communication protocols.	If transmitting data over an internal network, physically or logically segment the network. If transmitting data over an external network, encrypt protocol transmissions over all external connections using a VPN or a similar solution.
QR code	Someone may tamper with the Schneider Electric QR code of the switchboard.	If the QR code has been tampered with, it can redirect to a fake site and the user credential be stolen or robbed.	Check that the QR code has not been tampered with (no rips, tears, punctures, or scratches) and check that the URL redirects you to a Schneider Electric web site (domain).
Unauthorized Access to EcoStruxure Power Commission PC and user account	Unauthorized user may access user accounts in the PC or Laptop where EcoStruxure Power Commission software is installed.	If an unauthorized user gains access to PC and Windows user account where EcoStruxure Power Commission software is installed, then the unauthorized user can view and modify project data, tamper the application to run malicious code.	<p>Use physical security controls to help prevent unauthorized access PC or Laptop and devices.</p> <p>Use strong passwords to secure user account.</p> <p>Do not use shared accounts.</p> <p>Do no share credentials with other users.</p> <p>Disable unused accounts.</p>
Access application server from Local Area Network	Unauthorized user may access server running in EcoStruxure Power Commission PC or Laptop from Local Area Network .	If an unauthorized user gains access to Local Area Network where EcoStruxure Power Commission PC or Laptop is connected, then the attacker may perform IP address spoofing to get access to application server.	<p>Limit access to network where EcoStruxure Power Commission system and Schneider Electric devices are connected</p> <p>Always place Schneider Electric systems and devices behind firewalls and other security protection appliances that limit access to only authorized connections.</p> <p>Continually monitor for events that might indicate attempted unauthorized access.</p>

Defense in Depth Measures Expected in User Environment

Schneider Electric recommends a Defense-in-Depth approach to cyber security for its customers. Defense-in-Depth is a hybrid, multi-layered security strategy that provides holistic security throughout an industrial enterprise.

Cybersecurity Policy

Security plan, policies and procedures that cover risk assessment, risk mitigation and methods to recover from disaster. Policy is available with up-to-date guidance on governing the use of information and technology assets in your company.

Network Separation

Separating the industrial automation and control system from other networks by creating Demilitarized Zones (DMZ) to protect the industrial system from enterprise network requests and messages.

Perimeter Security

Firewalls, authentication, authorizations, VPN (IPsec) and antivirus software to prevent unauthorized access. Installed devices, and devices that are not in service, are in an access-controlled or monitored location.

Network Segmentation

Containment of a potential security breach to the only affected segment by using switches and VLANs to divide the network into sub-networks and by restricting traffic between segments. This helps contain malware impact to one network segment; thus limiting damage to the entire network.

Device Hardening

Password management, user profile definition, and deactivation of unused services to strengthen security on devices. Controls against malware - detection, prevention, and recovery controls to help protect against malware are implemented and combined with appropriate user awareness.

Monitoring and Update

Monitoring and Update provides:

- Surveillance of operator activity and network communications.
- Regular updates of software and firmware.
- Monitor and restrict use of shared user account.

Secure Deployment

Securing Network

⚠ WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

Use cybersecurity best practices to help prevent unauthorized access to the software.

Failure to follow this instruction can result in death, serious injury, equipment damage, or permanent loss of data.

Improve security of networked devices by using multiple layers of cyber defense (such as firewalls, network segmentation, and network intrusion detection and protection). Disable unused ports or services and default accounts to help minimize pathways for malicious attackers.

To reduce the security risks associated with networks, follow these guidelines:

- Use firewalls and other security devices or settings to limit access to the host network, based on your security risk assessment.
- When using a firewall:
Restrict communication to the expected ports, as per your network configuration. Only open those ports that are necessary for network communication.
- When using network switches:
Close or disable unused network ports to prevent unauthorized connection of network nodes or PLCs.

Securing PC or Laptops

Patching

⚠ WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

Apply the latest updates and hotfixes to your Operating System and software.

Failure to follow this instruction can result in death, serious injury, equipment damage, or permanent loss of data.

Ensure all Windows updates and hotfixes, especially Windows security updates are regularly applied to machines running EcoStruxure Power Commission application.

Allowlisting

Zero-day cybersecurity attacks take place before a software vendor is aware of a cybersecurity exploit. This means that neither software, nor anti-virus programs have been created or updated to protect against the zero-day threat or attack. Application allowlisting is recommended to protect against zero-day attacks. This specifies an index of approved software applications and processes (in our case, EcoStruxure Power Commission application) that are permitted to be present and active on PC system.

Securing User Access

WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

Use cybersecurity best practices when configuring user access.

Failure to follow this instruction can result in death, serious injury, equipment damage, or permanent loss of data.

Cybersecurity policies that govern user accounts and access, such as least privilege and separation of duties, vary from site to site. Work with the facility IT System Administrator to ensure that user access adheres to the site-specific cybersecurity policies.

Make sure not to use a shared user account. Use a separate account for each user.

Secure Operation

⚠ WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

Use cybersecurity best practices and follow recommended operation guidelines while using the application.

Failure to follow this instruction can result in death, serious injury, equipment damage, or permanent loss of data.

Recommended Operation Guidelines

Always use EcoStruxure Power Commission with standard user account. Do not launch EcoStruxure Power Commission as administrator.

It is recommended to close EcoStruxure Power Commission application before switching the user account or logging out of user account.

Do not install untrusted extensions in web browser. Follow your organizations IT policy for the safe use of web browsers.

Periodically review application event logs.

Disable unused Universal Serial Bus (USB) ports.

EcoStruxure Power Commission project files are stored in a user-specific documents directory located in %userprofile%\documents. These project files are visible to anyone who is using the same Windows user account for panel commissioning with the EcoStruxure Power Commission application. This is true even if multiple Schneider Electric user accounts are used on the same Windows user account.

Do not share the Windows user account in which EcoStruxure Power Commission was installed with other users, if you do not intend to share these project files with another user. Use a dedicated Windows user account for each Schneider Electric user account.

Software Update

Maintain up-to-date version of application software. See section EcoStruxure Power Commission Software Upgrade, page 21 for the details.

Network Monitoring

When using a firewall:

- Periodically monitor the firewall to ensure the configuration has not been changed, and that the firewall status does not indicate communication has occurred on unexpected ports.
- Only open those ports that are necessary for network communication.
- When using network switches: Periodically monitor the switch to ensure the configuration has not been changed, and that the switch status does not indicate communication has occurred on unexpected ports.

Monitoring PC

Back up the project file regularly and store it in a secure, separate, non-shared location.

Install operating system patches and anti-virus software updates on the PC, as they are released.

Periodically monitor the Windows accounts available on the PC to ensure that only the necessary personnel can log on to the PC, with the appropriate level of access. Remove inactive or unnecessary user accounts.

Review the windows System Events Log to monitor logon and logoff activity on all the PCs, and to detect attempted unauthorized activity.

Periodically review user accounts and their roles and privileges to ensure compliance with your organization's policy.

QR Code Best Practices

QR Codes may be tampered with untrusted content, resulting in redirection to malicious sites and the theft of user credentials.

Users should ensure that the QR code is not tampered (has no rips, tears, punctures, or scratches) and that the URL redirects to a Schneider Electric website (domain).

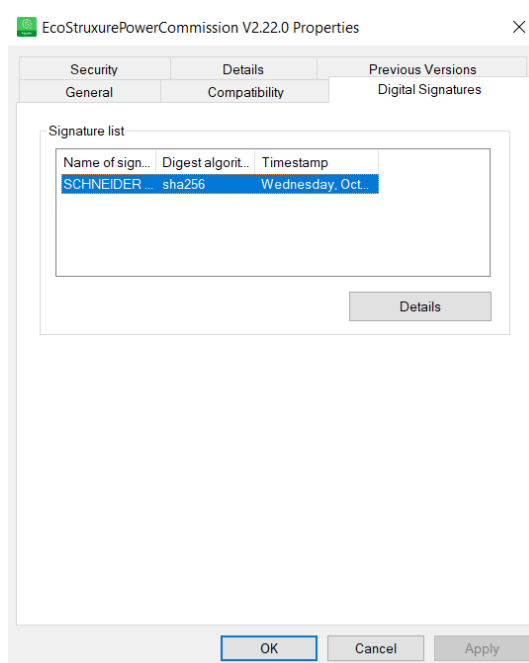
Security Functionality Verification

Verifying File Integrity and Authenticity

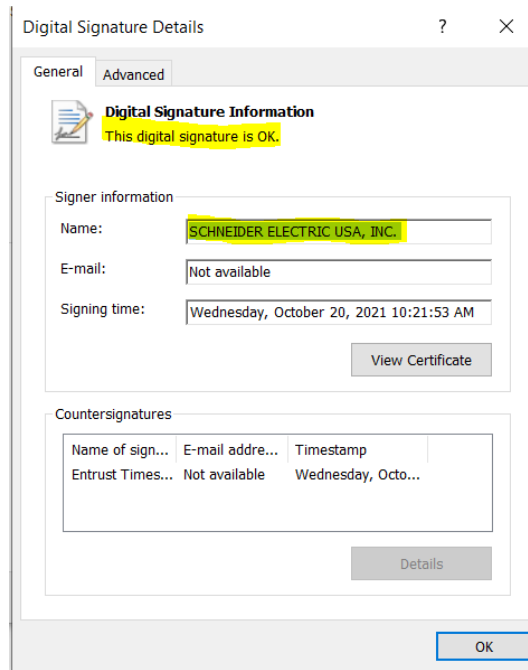
Periodically verify the digital signatures of application executable files as shown below.

To verify the file integrity and authenticity:

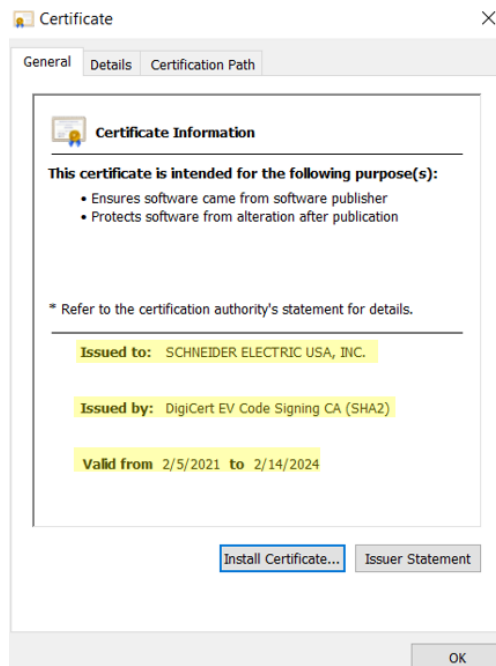
1. Right-click EcoStruxure Power Commission setup file and select **Properties**. This opens the Properties window.
2. In the Properties window, select the **Digital Signatures** tab.



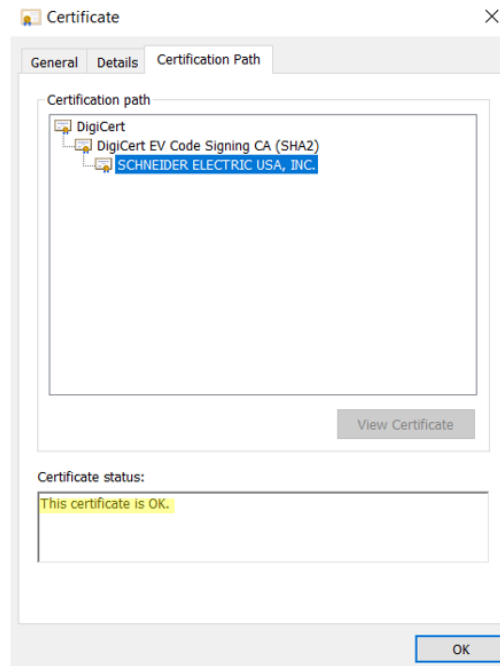
3. In the **Signature list**, select the name of signer. Click **Details**.
NOTE: Only Schneider Electric should be shown in the Signature list.
4. In the **Digital Signature Details** window, verify that the digital signature is ok and that the signer name shows **Schneider Electric**.

5. Click **View Certificate** option to view certificate details.

6. Verify that the certificate is issued by trusted Certification Authority (CA).



7. Select **Certification Path** tab to view certificate chain of trust and certificate status and click **OK**.



8. Close the Properties window.

Secure Decommissioning

Decommissioning removes EcoStruxure Power Commission files to prevent potential disclosure of sensitive, confidential, and proprietary data and software from your system. You risk disclosing your project data, system configuration, user information, and other sensitive information if you do not decommission. It is strongly recommend that, you decommission your system at the end of its life.

⚠ WARNING

UNINTENDED DATA LOSS OR LOSS OF SOFTWARE FUNCTION

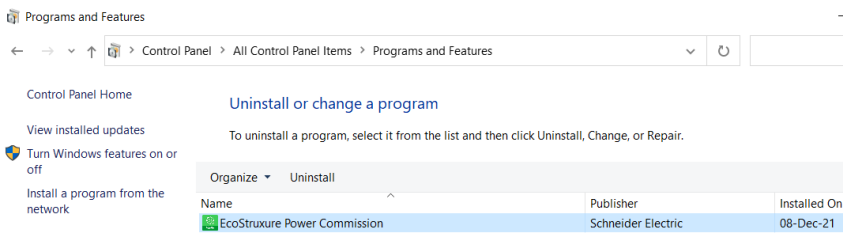
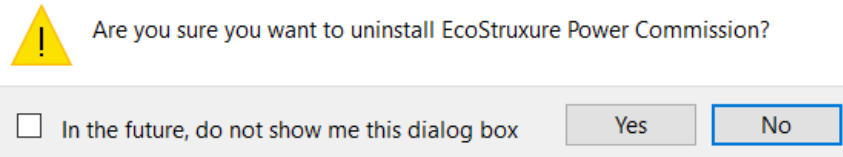
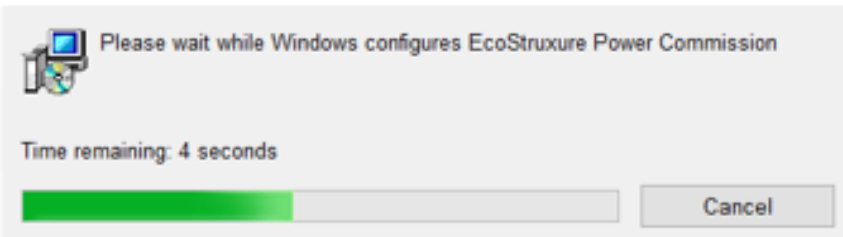
- Decommission EcoStruxure Power Commission if it is no longer needed.
- Backup project data and log files before decommissioning.
- Refer section EcoStruxure Power Commission Software Upgrade for updating the software.

Failure to follow these instructions can result in unintended data loss or loss of software function.

Uninstall the EcoStruxure Power Commission Software

Procedure

Steps to uninstall EcoStruxure Power Commission.

Step	Action
1	<p>Go to Programs and Features under Control Panel.</p> <p>Select EcoStruxure Power Commission and click Uninstall</p> 
2	<p>Click Yes to confirm to uninstall EcoStruxure Power Commission and continue.</p> <p>Programs and Features</p> 
3	<p>Once you click Yes, Windows will start the uninstallation process.</p> <p>EcoStruxure Power Commission</p>  <p>NOTE: If you get error while uninstalling, contact Schneider Electric customer care center.</p>

EcoStruxure Power Commission log files are not removed after uninstallation of the application. Take a backup of log files and store it in a secure place. Manually delete log files from the logs folder located in % UserProfile%\AppData\Roaming\Schneider-Electric\Ecoreach\Logs after uninstalling the application.

Awareness and Education

Knowledge is the first step to prevent cyber intrusions. Review the following resource to increase your cybersecurity awareness.

The [Schneider Electric Cybersecurity Portal](#) contains cybersecurity news, security notifications, and additional resources.

Schneider Electric Cybersecurity Support Overview

The Schneider Electric [cybersecurity support portal](#) outlines the Schneider Electric vulnerability management policy. The aim of the Schneider Electric vulnerability management policy is to address vulnerabilities in cybersecurity affecting Schneider Electric products and systems to protect installed solutions, customers, and the environment.

Schneider Electric works collaboratively with researchers, Cyber Emergency Response Teams (CERTs), and asset owners to ensure that accurate information is provided in a timely fashion to protect their installations.

Schneider Electric's Corporate Product CERT (CPCERT) is responsible for managing and issuing alerts on vulnerabilities and mitigations affecting products and solutions.

The CPCERT coordinates communications between relevant CERTs, independent researchers, product managers, and all affected customers.

Schneider Electric Cybersecurity Support Portal

The support portal provides the following information:

- Cybersecurity vulnerabilities of products.
- Cybersecurity incidents.
- An interface that enables users to declare cybersecurity incidents or vulnerabilities.

Security Notification

Product security notification posted can be viewed via Schneider Electric website:
<https://www.se.com/ww/en/work/support/cybersecurity/security-notifications.jsp>

Vulnerability Reporting and Management

Cybersecurity incidents and potential vulnerabilities can be reported via the Schneider Electric website: [Report a Vulnerability](#).

For more information on cybersecurity for EcoStruxure, visit the website:

<https://www.se.com/ww/en/work/solutions/cybersecurity/>

Appendix

What's in This Part

Troubleshooting 39

Troubleshooting

Error Code	Error Description	Steps to be Followed
MODBUSDRIVER_NOT_RUNNING	Unsuccessful installation	Download and install Modbus driver by accessing the below link https://www.se.com/ww/en/download/document/SEModbusDriverSuite/
PORT_IN_USE	Ports needed for the launch of EcoStruxure Power Commission that are used by other applications or services	<ol style="list-style-type: none"> 1. Identify the ports already in use by opening a command prompt window and running the command netstat -a 2. Ensure that the ports needed for the communication with internal and external components are free. Refer Port Number Requirements, page 10 in this document for the information about the ports needed 3. Contact your IT admin for any support to free up ports 4. If the issue persists, contact Schneider Electric Customer Support
APP_ERROR_MSG_HEADER	Application failed to launch	<p>Contact Schneider Electric customer support</p> <p>NOTE: Make sure that the prerequisites are met with the help of local IT administrator. Refer to Prerequisites, page 8</p>
DUPLICATE_INSTANCE_RUNNING	Duplicate instance of Ecostructure Power Commission application is running	<ol style="list-style-type: none"> 1. Open Task bar 2. Select EcoStruxure Power Commission application 3. Click End task 4. Re-launch EcoStruxure Power Commission application
_ERR_CERT_VALID_	<p>Unable to authenticate the cloud services.</p> <p>NOTE: If HTTPS or TLS Inspection is performed in the proxy server or firewall, then this could break the certificate check during cloud service authentication</p>	<p>Allowlist Schneider Electric URLs used for communicating with the cloud services in the proxy serve or /firewall. (Refer Prerequisites, page 8 section for list of URLs to be allowlisted). Also make sure to follow the installation guide pre-requisites.</p> <p>Please follow your organizations IT policy for allowlisting the URLs.</p> <p>Contact Schneider Electric CCC if the issue persists.</p>

Automatic Log Sharing

EcoStruxure Power Commission will share the error logs with customer support with a reference number. It is recommended to note down the reference number and provide it to Schneider Electric's customer support personnel to resolve the error.

NOTE: Customer-specific information will not be shared through log sharing. Please see the Schneider Electric privacy policy for more details.

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As standards, specifications, and design change from time to time,
please ask for confirmation of the information given in this publication.

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