EcoStruxure Power Commission

Installation Guide

04/2025

DOCA0134EN-19



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Table of Contents

Safety Information	5
About the Document	6
IT Requirements	7
Download and Installation	10
Download	10
Install	10
Registration	16
Login	29
Upgrade	
Cybersecurity Best Practices	31
Overview	31
Product Defense in Depth	31
Potential Risks and Compensating Controls	34
Defense in Depth Measures Expected in User Environment	35
Secure Deployment	36
Secure Operation	37
Secure Decommissioning	41
Awareness and Education	42
Appendix	44
Troubleshooting	44

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

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 Document

Document Scope

Validity Note

This document is valid for EcoStruxure Power Commission[™] software version 2.0.

General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the Cybersecurity Best Practices document.

Schneider Electric provides additional information and assistance:

- Subscribe to the Schneider Electric security newsletter.
- Visit the Cybersecurity Support Portal web page to:
 - Find Security Notifications.
 - Report vulnerabilities and incidents.
- Visit the Schneider Electric Cybersecurity and Data Protection Posture web page to:
 - Access the cybersecurity posture.
 - · Learn more about cybersecurity in the cybersecurity academy.
 - Explore the cybersecurity services from Schneider Electric.

Information on Non-Inclusive or Insensitive Terminology

As a responsible, inclusive company, Schneider Electric is constantly updating its communications and products that contain non-inclusive or insensitive terminology. However, despite these efforts, our content may still contain terms that are deemed inappropriate by some customers.

IT Requirements

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

Software	Supported versions
Operating System	Windows 10
Operating System	Windows 11
Microsoft .NET Framework ¹	4.8
	NOTE:
	Windows 10 and 11 versions 1507 and 1511 do not support .NET Framework 4.8.
Microsoft .NET Desktop Runtime ¹	9.0
Sebasider Medhus Driver Suite 1	2.20 (32 bit)
Schneider Modbus Driver Suite	3.20 (64 bit)
Microsoft Visual C++ Redistributable ¹	2013 (32 bit and 64 bit)
Microsoft Visual C++ Redistributable ¹	2015-2019 (32 bit and 64 bit)
Microsoft SQL Server Compact SP1 ¹	4.0 (32 bit and 64 bit)
Zebra CDC ACM Driver ¹	2.15.3000 (32 bit and 64 bit)
Honeywell HSM USB Serial Driver ¹	3.5.30
Datalogic USBCOMInstaller ¹	6.3.2
Schneider Electric Software Update ²	3.0.7

 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.

- You should have access to Run Node.exe
- You should have full permission to:
 - %programdata%\Schneider-Electric\Ecoreach
 - %appdata%\Schneider-Electric\Ecoreach
 - %userprofile%\Documents\Schneider-Electric\Ecoreach

^{1.} The installer includes these software. If the PC does not meet the required software versions, the installer automatically installs the necessary software during the installation process.

^{2.} This software installs during the application installation process.

Other Requirements

Following URLs are allowlisted in your IT infrastructure

• External servers (cloud connection) URL - Rest of the World

Servers	URL
EcoStruxure Platform Identity Module (EIM)	https://ecostruxure.se.app
Google analytics	https://www.google-analytics.com
Cloud Commissioning (CC)	https://topology.api.cloud-commissioning.se.com/v1
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	https://godigital.schneider-electric.com https://digitalpackage.schneider-electric.com/dpb
SafeRepo	https://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's Mainland

Servers	URL
IDPNext - Customer Identify and Access Management (cIAM)	https://idp.schneider-electric.cn
Google Analytics	https://www.google-analytics.com
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	https://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 application uses the following default ports for communication with its internal and external components. These ports cannot be configured in the application.

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

The application will fail to launch if any of the specified ports are occupied by other applications or services. To ensure successful launch, these ports must be freed on the host machine. If you encounter launch issues due to the **PORT_IN_USE** error, please contact your IT administrator to free up the ports.

To determine which ports are already in use:

- 1. Open a command prompt window.
- 2. Run the command **netstat -a**.
- 3. Review the list of TCP port numbers currently used in the system.

Download and Installation

Download

Prerequisite:

Run Windows Update to install the latest security patches and hotfixes from Microsoft.

AWARNING

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.

- 1. Open https://www.se.com/in/en/download/document/Ecoreach_Installer/.
- 2. Click Select location and choose your geographical location.
- 3. Click Download.
- 4. Select Log in or Create an account to download the software.

NOTE:

- If already registered, use Log in.
- If not registered, use **Create an account**. Refer to Software Registration, page 16.
- 5. Click **Download** after logging in.

Result: The file downloads successfully.

Install

Prerequisite:

Verify the authenticity of the software while installing. Refer - Section Application Signing, page 31 and Verifying file integrity and authenticity, page 38 for verifying integrity and authenticity of the software.

1. Launch the EcoStruxurePowerCommission.exe file.

The InstallShield Wizard window is displayed.

EcoStruxure Power Commission - I	nstallShield Wizard	Х
Select the language for the in	stallation from the choices bel	ow.
English (United States)		\sim
	OK Cance	I

2. Select the required language for the installation, and click **OK**. The Prerequisite requirement window is displayed.

	_			
EcoStruxure Power Commission - InstallShield Wizard				
EcoStruxure Power Commission requires the following items to be installed on your computer. Click Install to begin installing these requirements.				
Status Requirement Pending Microsoft Visual C++ 2015-2019 Redistributable (x86) Pending Microsoft Visual C++ 2015-2019 Redistributable (x64) Pending Honeywell Driver				
Install Cancel				

3. Click Install.

The installation starts, and the **Welcome** window is displayed.



- 4. Click Next.
 - The License Agreement window is displayed.

đ,	EcoStruxure Power Commission - InstallShield Wizard	×		
Li P	icense Agreement Please read the following license agreement carefully. Power Commission			
	LICENSING END USER LICENSE AGREEMENT	^		
	(the "EULA")	۰.		
	(version 5.0, 20.04.2018)			
	IMPORTANT-READ CAREFULLY:			
	PLEASE CAREFULLY READ THIS EULA AS IT GOVERNS YOUR USE OF THE ACCOMPANYING SOFTWARE PRODUCT WHETHER YOU OBTAINED THE SOFTWARE PRODUCT ELECTRONICALLY, VIA DOWNLOAD OR ON CD, DISC OR OTHER AND A DOWNLOAD OR ON CD, DISC OR THE			
	I accept the terms in the license agreement Print			
○ I do not accept the terms in the license agreement				
InstallShield				
	< Back Next > Cancel			

5. Read the license agreement and select "I accept the terms in the license agreement" and click **Next**.

The **Privacy Notice** window is displayed.

RecoStruxure Power Commission - Inst	allShield Wizard		×
Privacy Notice		Eco & truxure Power Con	nmission
Schneider Electric Industries SAS uses your personal information to give you access to online content and services, to improve them as well as your digital experience, to interact with you about the site, our products and services, to address your requests and manage our relationship, to ensure the security of the site and of transactions including compliance with the Terms & Conditions of Use, to analyze the use of this Site and as provided in our <u>Data Privacy Policy Cookie Notice</u> .			
This information may be shared with other Schneider Electric Affiliates and suppliers involved in the performance of these purposes, including in other countries, and with the customer you represent. It will be kept as long as needed for these purposes, mainly for the duration of our commercial relationship and after as long as you maintain an interest in our activities.			
For more information as to how we process ar you may exercise the rights you benefit from a rectification and objection), you may read our	nd protect your per pplicable data prot <u>Data Privacy Policy</u>	sonal information and ection laws (e.g. righ <u>Cookie Notice</u> .	d in particular how its of access,
InstallShield	< Back	Next >	Cancel

6. Read the **Privacy Notice** click **Next**.

The Select Country window is displayed.

🛃 EcoStruxure Power Commission - Instal	IShield Wizard		×
For project synchronization with Cloud to smoothly, you need to answer the below o	work question.	Eco G truxure Power Com	mission
Where are you located?			
O China's Mainland			
○ Rest of the world			
	< Back	Next >	Cancel

7. If you are located in China, select **China's Mainland**, otherwise select **Rest** of the world and click **Next**.

The **Destination Folder** window is displayed.

🛃 EcoStrux	ure Power Commission - InstallShield Wiz	ard	×
Destination Click Next to i different folde	Folder nstall to this folder, or click Change to install to a er.	Eco & truxure Power Cor	nmission
	Install EcoStruxure Power Commission to: C:\Program Files (x86)\Schneider Electric\		Change
InstallShield -	< Back	Next >	Cancel

NOTE: If you want to change the default installation location, click **Change...**.

8. Click **Next** in the **Destination Folder** window to save the installation file in the default folder mentioned.

The **Ready to Install the Program** window is displayed.

😭 EcoStruxure Power Commission - Inst	allShield Wizard		×
Ready to Install the Program The wizard is ready to begin installation.		Eco & truxure Power Cor	nmission
Click Install to begin the installation.			
If you want to review or change any of yo the wizard.	our installation setti	ngs, click Back. Click	Cancel to exit
Note: An active internet connection will be no	eeded after installa	tion or update is finis	shed
InstallShield			
	< Back	Install	Cancel

9. Click Install.

• The **Installing EcoStruxure Power Commission** window is displayed with installation in progress.

🛃 EcoStrux	ure Power Commission - Inst	allShield Wizard	d	—		×
Installing I The prog	EcoStruxure Power Commissi ram features you selected are b	on eing installed.	Eco G tre Power	uxure Com	missi	on
t P	Please wait while the InstallSh Commission. This may take se Status:	ield Wizard install veral minutes.	s EcoStruxure	Power		
InstallShield –		< Back	Next >	. [Cance	el

• After the installation is completed, the **Installation Wizard Completed** window is displayed.

10. Click **Finish** to exit the installation.

RecoStruxure Power Commissi	on - InstallShield Wizard	×
Eco @ truxure Power Commissie	InstallShield Wizard Completed ON	
	The InstallShield Wizard has successfully installed EcoStruxure Power Commission. Click Finish to exit the wizard.	
	< Back Finish Cancel	

The software is installed successfully.

Registration

Prerequisite:

An active internet connection is required for software registration. This procedure describes how to register the application using e-mail and mobile number.

Steps for Registration-Rest of the World

 Launch the EcoStruxure Power Commission. The Welcome window is displayed.

Schneider Electric
Welcome
Login to EcoStruxure Application.
Email or Mobile
Remember me (i)
Continue
Don't have an account? Register Here
We process account registration information and connection logs for authentication and application access management. Privacy notice
OR

NOTE: Schneider internal user can use *icon* icon to directly log into the EcoStruxure Power Commission.

- 2. Click Register here.
 - NOTE: You can register using your email ID or mobile number.

The Create your account window is displayed.

Schneider Electric
Create your account
Sign Up using either Email or Mobile
Email address
Use mobile number for registration
Continue
Already have an account? Log in
OR

- 3. To register using an email address:
 - a. Enter your Email address and click Continue.

Schneider
Create Your Account
Ø
First Name
Last Name
Location ~
Password (2)
Sign up for electronic communications I'd like to receive news and commercial info from Schneider Electric and its affiliates via electronic communication means such as email/mobile, and I agree to the collection of information on the opening and clicks on these email/mobile (using invisible pixels in the images), to measure performance of our communications and improve them. For more details, please read our Privacy Policy
We process account registration information and connection logs for authentication and application access management. Privacy notice
Register
Cancel

b. Enter the first name, last name, location, and password.

NOTICE

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

Use cybersecurity best practices for password creation and management.

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

c. Click Register.

A verification code is sent to the registered email.

d. Enter the verification code.

The Authorize App window is displayed.

e. Click Accept to authorize the application.



The EcoStruxure Power Commission home page is displayed.

- 4. To register using a mobile number:
 - a. Click Use mobile number for registration.

Schneider Electric	
Create your account Sign Up using either Email or Mobile	
Email address	
Continue	
Already have an account? Log in	
OR	

b. Select your country code and enter your Mobile number.

Schneider	
Create your account	
Sign Up using either Email or Mobile	
India, IN, +91	>
Mobile number	
Use Email for registration	
Continue	
Already have an account? Log in	

c. Click Continue.

The Verify Your Identity window appears.

Schneider Blectric
Verify Your Identity We will send a 6-digit code to the following phone number:
+91
How do you want to receive the code?
Text message Voice call
Continue
Go back

- d. Select Text message or Voice call.
- e. Click Continue.
- f. Enter the verification code.

The Create Your Account window is displayed.

Schneider
Create Your Account
First Name
Last Name
Location ~
Password
Sign up for electronic communications I'd like to receive news and commercial info from Schneider Electric and its affiliates via electronic communication means such as email/mobile, and I agree to the collection of information on the opening and clicks on these email/mobile (using invisible pixels in the images), to measure performance of our communications and improve them. For more details, please read our Privacy Policy O Yes O No
We process account registration information and connection logs for authentication and application access management. Privacy notice
Register
Cancel

g. Enter all the required details and click **Register**.The **Authorize App** window is displayed.

h. Click Accept to authorize the application.



The Add Email window is displayed.

i. Enter your New Email and click Next.

Your Email ID is requ must provide an ema	uired to connect to this application. You ail address to proceed.
New Email	
I'd like to receive new Electric and its affilia means such as emai	ws and commercial info from Schneider ates via electronic communication il/mobile, and I agree to the collection
of information on the email/mobile (using in measure performance them. For more detain Privacy policy	e opening and clicks on these invisible pixels in the images), to ce of our communications and improve ils, please read our
of information on the email/mobile (using measure performand them. For more detai Privacy policy O Yes O No	e opening and clicks on these invisible pixels in the images), to ce of our communications and improve ils, please read our
of information on the email/mobile (using measure performand them. For more detai Privacy policy O Yes O No	e opening and clicks on these invisible pixels in the images), to ce of our communications and improve ils, please read our Next
of information on the email/mobile (using measure performand them. For more detai Privacy policy O Yes O No	e opening and clicks on these invisible pixels in the images), to ce of our communications and improve ils, please read our Next

j. Enter the Verification code received from your new email.
 The EcoStruxure Power Commission home page is displayed.

Steps for Registration-China's Mainland

Launch the EcoStruxure Power Commission.
 The Login or register here window is displayed.

Login or register here
Email
Remember me (i)
Next
Continue to log in with the following method New to Schneider Electric?
Register
We process account registration information and connecti on logs for authentication and application access manage ment. Privacy Statement

- 2. Click Register.
 - The Create your account window is displayed.

Create your account				
	Email			
	Firstname			
	Lastname			
	Password	Ø		
	Next			
< R	< Return to login			

3. Enter all the required details, and click Next.

The Provide your company information window is displayed.

Company name	
Business type	•
Areas of focus	Ψ.
Verification code	Send
We process account registration on logs for authentication and a ment. Privacy Statement	information and connecti application access manage

- 4. Enter the Company name, Business type, and Area of focus.
- 5. Click **Send** to receive the verification code.

- 6. Enter the verification code and click **Register**.
 - The Two Factor Authentication window is displayed.

	Two Factor Authentication
Please select the channel to accept th	e verification code
Mobile	
Mobile	
🗹 Email	
	Save

7. Select Mobile or Email check box and click Save.

The **Recovery Key** window is displayed.

Recov	very Key		
If you lose your phone or can't receive verification codes via email, SMS, or an authenticator app, you can use this recovery code to log in.			
Write it down o	or take a screenshot.		
🛆 Keep it	in a safe place.		
10 Remaining Codes Get new co			
22BLIInKki	egsDeJRRUK		
yZJImdfUao	hvm8zlDznn		
RroGxt23BL	F6fxC6pIIU		
7wkIWNzkNx	FhTUMAQDLo		
xawMk4JAF8	LO9qZC13x8		
Download	Print		
Continue			

NOTE: You can **Download** or **Print** the recovery key details to keep it secure.

8. Click Continue.

The EcoStruxure Power Commission home page is displayed.

Login

Prerequisites:

- An active internet connection is required.
- You must have registered to the application. To register, refer to Software Registration, page 16.

NOTICE

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

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

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

1. Double-click the **EcoStruxure Power Commission** icon on the desktop. Or

Click Start > EcoStruxure Power Commission.

2. Enter your registered email ID or mobile number.

NOTE: Schneider internal user can log in directly selecting @.

- 3. Click Continue.
- 4. Enter the password.
- 5. Click Login.

The EcoStruxure Power Commission home page is displayed.

Upgrade

Live Update Through Schneider Electric Software Update

The Schneider Electric Software Updates (SESU) utility detects new updates for the application. When an update is available, the notification area at the far right of the taskbar displays the latest information. The notification advises the user to download and install the latest version of the software.

NOTE: Do not delete or uninstall the existing application installation software before checking for updates. The SESU utility ensures your software is updated 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

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 38.

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 EcoStruxure Power Commission 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.	Use physical security controls to help prevent unauthorized access PC or Laptop and devices. Use strong passwords to secure user account. Do not use shared accounts. Do no share credentials with other users. Disable unused accounts.
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.	Limit access to network where EcoStruxure Power Commission system and Schneider Electric devices are connected Always place Schneider Electric systems and devices behind firewalls and other security protection appliances that limit access to only authorized connections. Continually monitor for events that might indicate attempted unauthorized access.

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

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

AWARNING

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

AWARNING

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

AWARNING

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 30 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.

Security	Deta	ils	Previous Versions
General	Compa	tibility	Digital Signatures
Signature list			
Name of sign	Digest algorit	Timestamp	
SCHNEIDER	sha256	Wednesday, (Dct
			Details

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.

Digital Signature Details ?					\times
General Advanced					
Digital Sig This digital	nature Informa signature is OK.	ntion			
Signer information					
Name:	SCHNEIDER EL	ECTRIC US	A, INC.		
E-mail:	Not available				
Signing time:	Wednesday, O	ctober 20,	2021 10:21	:53 AM	
			View Cer	tificate	
Countersignatures					
Name of sign Entrust Times	E-mail addre Not available	Timestar Wedneso	np Jay, Octo		
			Deta	ils	
				0	K

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**.

Certificate		×
General Details Certification Path		
Certification path		
Certificate status:	View Certificate	
This certificate is OK.		
	ОК	

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.

AWARNING

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	Go to Programs and Features under Control Panel.
	Select EcoStruxure Power Commission and click Uninstall

	I Programs and Features					
	← → ✓ ↑ 🛐 > Control Pa	nel > All Control Panel Items > Programs and Features	~	Ö		
	Control Panel Home View installed updates Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then click	k Uninstall, Change, or Repair.			
	off Install a program from the	Organize • Uninstall				
	network	Name EcoStruxure Power Commission	Publisher Schneider Electric	Installed On 08-Dec-21		
2	Click Yes to confirm t	o uninstall EcoStruxure Power Com	mission and contir	nue.		
	Programs and Feat	ures				
	Are you sure you want to uninstall EcoStruxure Power Commission?					
	□ In the future,	do not show me this dialog box	Yes	No		
3	Once you click Yes , Windows will start the uninstallation process. EcoStruxure Power Commission					
Please wait while Windows configures EcoStruxure Power Commis				mission		
	Time remaining: 4 seconds					
				Cancel		
	NOTE: If you ge center.	t error while uninstalling, contact Sc	hneider Electric cu	stomer care		

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

Troubleshooting

Error Code	Error Description	Steps to be Followed
LOGIN_SERVER_ NOT_RUNNING	Login failed	 Ensure the following domains are whitelisted in your network and then relaunch: https://ecostruxure.se.app (For Rest of the World) https://idp.schneider-electric.cn (For China's Mainland) Contact Schneider Electric Customer Support.
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	 Identify the ports already in use by opening a command prompt window and running the command netstat -a. Ensure that the ports needed for the communication with internal and external components are free. Refer Port Number Requirements, page 9 for the information about the ports needed. Contact your IT administrator for any support to free up ports. If the issue persists, contact Schneider Electric Customer Support.
APP_ERROR_MSG_ HEADER	Application failed to launch	Make sure that the prerequisites are met with the help of IT administrator. Refer to Prerequisites, page 7. Contact Schneider Electric customer support.
DUPLICATE_ INSTANCE_RUNNING	Duplicate instance of Ecostructure Power Commission application is running	 Open task manager. Select EcoStruxure Power Commission application. Click End task. Re-launch EcoStruxure Power Commission application.
_ERR_CERT_VALID_	Unable to authenticate the cloud services.	 Allowlist Schneider Electric URLs used for communicating with the cloud services in the proxy server or firewall. Refer to the Prerequisites, page 7 section for the list of URLs to be allowlisted. Also, ensure you follow the installation guide prerequisites. Follow your organization's IT policy for allowlisting the URLs. If the issue persists, contact Schneider Electric Customer Support.
SQLCE_NOT_ PRESENT_	Unsuccessful Installation	Uninstall and install the EcoStruxure Power Commission software.

Automatic Log Sharing

EcoStruxure Power Commision 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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