



Statement Of Work

Schneider Gateway Configuration



Installation Service

Service

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1.0 Executive Summary

The Schneider Gateway Configuration service provides configuration of the Schneider Gateway (TSXETG100), allowing Modbus TCP communication between your Modbus RTU enabled devices and StruxureWare™ Data Center Expert. The Schneider Gateway Configuration service is critical to ensure your third party Modbus-enabled devices are monitored by Data Center Expert.

By choosing the Schneider Electric Gateway Configuration service, the customer will put in place the hardware and software needed to facilitate communication to their Modbus RTU devices by using the user-friendly interface of Data Center Expert. All points that can be monitored through Modbus will be collected and stored within Data Center Expert, with local storage on Data Center Expert or remotely using a network file share. Data collection begins when the device is discovered, allowing user defined data reports as far back as your storage allows. A certified Schneider Electric Engineer will work with your designated representative to name the each slave address, ensuring monitoring and reporting are clear and meaningful.

This service activity is a component of the StruxureWare Management Software Configuration Suite of services (WNSC01) offered by Schneider Electric Software Services. Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
Gateway Configuration	Configure the Modbus Gateway for communication upstream to Data Center Expert and to be ready to accept downstream data from your Modbus RTU devices
Professional expertise	Ensures quality by using only Schneider Electric Certified Engineers with several years of industry experience.

3.0 Details of Service

The specific activities of this service are listed on the following page. For each item, Schneider Electric will perform the work described.

Schneider Configuration	
Activities	Description
Name up to 32 Modbus Devices	Allows for the assignment of names for up to 32 devices in Data Center Expert
Configure settings on Modbus Gateway	Allows communication between Data Center Expert and downstream Modbus RTU devices
Establish User Account	Allows user to access control of Schneider Gateway
Configure SNMP Parameters	Allows Data Center Expert to communicate with Schneider Gateway
Configure network settings	Allows communication over the customer network

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time. After hour services may be available at an additional cost based on location.)
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that network cables are run from either the Schneider Electric Data Center Expert's switch or the customer's switch to the new Schneider Gateway.
- The customer will ensure that all cable runs between the final Modbus device and the Gateway is run prior to arrival.
- The customer will ensure that a power supply large enough to power each 4 watt 24Vdc Schneider Gateway is present, installed, and working within range of the Gateway.
- The customer will have someone available during the day to complete the power cabling between the power supply and the first Gateway device. Or, the customer will ensure that either a POE switch or a POE injector (available from Schneider Electric) is used to power the Gateway devices.
- The customer will have a rep onsite on the day of configuration who is able to test, adjust and manipulate the Modbus output settings on each of the downstream Modbus RTU devices.
- The customer will ensure that all output data communications at the downstream Modbus RTU devices are complete prior to scheduling Schneider Electric for onsite services.
- The customer will provide the make and model for each device downstream of the Modbus Gateway prior to scheduling onsite services.
- The customer will provide the slave ID, baud rate, and parity for each device downstream of the Modbus Gateway prior to scheduling onsite services.
- The customer will provide a riser diagram showing each device connected to each Modbus Gateway, including notes for their slave IDs and device types, prior to scheduling onsite services.
- If the customer chooses to have Schneider Electric energize either a POE injector or POE switch they must provide a snap shot of clearly labeled wires, prior to service.
- Four weeks prior to service the customer will electronically mail a request for data definition file (DDF) to: multivendorsupport@apc.com. The request will include the manufacturer name, model and SNMP Management Information Base of the third party devices they would like Data Center Expert to communicate with.
- If the customer does not acquire the DDF prior to service the DDF will not be applied during the service.
- Prior to Schneider Electric's visit, the customer will source and install DIN rails large enough to accommodate the installation of each gateway.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Expert Configuration
- StruxureWare Post Configuration Insight
- Output configuration of your devices downstream of the Modbus Gateway

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will configure the Modbus gateway for output settings to Data Center Expert. This includes network settings, account settings and SNMP settings.
- Schneider Electric will configure the Modbus gateway for input settings from your Modbus RTU devices. This includes slave ID, baud rate, parity and number of devices.
- Schneider Electric will assign custom names for up to 32 devices in Data Center Expert, exclusive of sub-device naming such as branch circuits.
- Schneider Electric will validate communications downstream from Data Center Expert to the Modbus Gateway.

6.0 Exclusions

The following items are outside the scope of this service offering. They may be provided through an alternative Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Schneider Electric's scope is expressly limited to the configuration of the Modbus Gateway only. This scope does not include any configuration work on any other systems, and it does not include the resolution of communication problems from the monitored devices to the Modbus Gateway. Specifically, if the devices downstream of the Modbus Gateway cannot be discovered on Data Center Expert, it will be the outside this scope of work to resolve it. This scope does not include any return visits or additional labor after the initial engagement is concluded.
- Configuration of devices downstream of the Modbus Gateway. This is available through a separate scope of work, it is not included with this SOW.
- Communication problem resolution downstream of the Gateway. This is available through a separate scope of work, it is not included with this SOW.
- Resolution of lost communication alarms between the Modbus Gateway and the downstream devices. This is available through a separate scope of work, it is not included with this SOW.
- Point to point verification of the monitored points. This is available through a separate scope of work, it is not included with this SOW.
- Project management
- Configuration of the customers network for the use of the application
- Cabling
- Troubleshooting power to the Schneider Gateway
- Training

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule qualified engineer to perform service.
- Manage and coordinate scheduling of Schneider Gateway Configuration Service.

- Indicate to Schneider Electric any security clearance requirement when ordering service.
- Provide Schneider Electric with the necessary information about the power setup in the data center.
- Provide a point of contact during time of service.
- Provide access to the data center
- Provide Schneider Electric with site-specific policies that need to be adhered to during the visit.
- Provide a point of contact at the completion of service
- Ensure that network cables are run from either the Schneider Electric StruxureWare Expert's switch or the customer switch to the new Schneider Gateway.
- Ensure that the output from the monitored device is configured for Modbus RTU and that all settings are complete and ready
- Ensure that all cable runs between the final Modbus device and the Gateway is run prior to arrival.
- Provide a point of contact to complete the power cabling between the power supply and the first Gateway device. Or ensure that either a POE switch or a POE injector (available from Schneider Electric) is used to power the Gateway devices.
- Provide a snap shot of clearly labeled wires, prior to service if Schneider Electric is to energize either a POE injector or POE switch.
- Attain the data definition file (DDF) from: multivendorsupport@apc.com for the third party devices they would like StruxureWare Expert to communicate with.
- Install DIN rails large enough to accommodate the installation of each gateway.
- If a cancellation is needed, customer required to cancel no later than 24 hours prior to arrival.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer. Scheduling will not be performed until all relevant information is delivered by the customer. Schneider Electric will require one week to review the material and to clarify items with the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

- Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
- This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The Schneider Gateway Configuration Service (WNSC010112) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated under StruxureWare Management Software Configuration Suite (WNSC01). Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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