

Pre-requisites for Connecting To EcoStruxure Asset Advisor for secure power and cooling

Technical Guide

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Prepared by Critical Power & Cooling Services
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Contents

Introduction	3
1. Server and Operating System	4
2. Firewall Configuration	4
3. Supported Browsers	5
4. Smartphone for Incident Notifications.....	5
5. Connected Devices	5
6. Security Certificate	5
7. Typical Architecture	6

Introduction

Dear Customer,

Thank you for choosing EcoStruxure Asset Advisor for secure power and cooling services for your critical equipment.

You will be entitled to receive:

- 24x7 remote monitoring and notifications by Schneider Electric;
- Remote access to your equipment performance dashboards and parameters using the included mobile app; and
- Monthly reports to enable actions for improvement.

You are requested to ensure the steps below for establishing connectivity to our cloud platform:

- 1) Allocate static IP address for each of the critical equipment you would like to enrol into this service;
- 2) Configure the static IP address on the equipment (you may need the support of a trained technician to complete this step);
- 3) Connect your equipment to the network;
- 4) For the Gateway software installation, identify a Windows 64 bit computer connected to the same network. This computer is to be powered on 24x7;
- 5) All the setup information and link to download the Gateway software is available under below link:

<https://helpcenter.ecostruxureit.com/hc/en-us/articles/360012105013-Installing-and-setting-up-EcoStruxure-IT-Gateway>

- 6) To manage your details at the portal, please use the link below. You need to access the link using an internet browser. To log in, please use your credentials:

<https://app.ecostruxureit.com/manage/>

- 7) Activation of the service is always completed by the call from Connected Services Hub agent, who will verify all the settings, configuration and entitlements;
- 8) If you need assistance, please contact your Schneider Electric services team; and
- 9) Alternatively, you may also reach out to our 24x7 support team.

More information regarding configuration of your connection to our cloud can be found at the next pages.

1. Server and Operating System

A server or a PC that is always on with:

- Microsoft® Windows® 10 64-bit, Server 2012 SP1, Server 2016, and Server 2019;
- Red Hat Enterprise Linux 7 or CentOS 7 or greater; and
- At least 2 core CPU and 4GB of a disk space.

EcoStruxure IT Gateway was tested on Microsoft Windows 10 64-bit, Server 2012 SP1, Server 2016, and Server 2019; Red Hat Enterprise Linux 7; and CentOS 7.

The Gateway application takes 800MB of disk space, and the server retains a maximum of 8 days of data, about 128MB per day.

Scale for small, medium, and large installations

Size	Number of devices	Number of sensors	RAM	CPU	Size on disk
Small	250	34,000	4GB	2	128MB per day
Medium	2000	270,000	8GB	8	512MB per day
Large	5000	540,000	16GB	24	1.1GB per day

2. Firewall Configuration

- Enabled outbound communication on port 443 TCP;
- To connect using static IP addresses, add 40.84.62.190, 23.99.90.28 and 52.230.227.202

If your firewall blocks the Gateway default ports, or any non-default ports you specified, you must add firewall exceptions for these ports.

For Gateway default ports, please refer to the link below:

<https://helpcenter.ecostruxureit.com/hc/en-us/articles/360017967014-Gateway-default-ports>

3. Supported Browsers

- Microsoft Edge®;
- Mozilla® Firefox®;
- Google Chrome™; and
- Safari.

Set the screen resolution to at least 1024 x 768.

4. Smartphone for Incident Notifications

Supported mobile phones:

- iPhone 4S and newer;
- iOS 8.0 and newer; and
- Android 4.4 and newer.

5. Connected Devices

The devices (UPS, CRAC, NetBotz, Battery Manager. etc) should:

- Have intelligent Network Management Card installed;
- Have Modbus TCP or SNMP V1 and V3 enabled; and
- Be connected to a TCP/IP network accessible for the Gateway.

6. Security Certificate

When you launch the EcoStruxure IT Gateway, the browser might display a message that the connection is not secure. Since the application is installed on the local machine, the security certificate used by localhost is a self-signed certificate. It is safe to add an exception to your browser for https://localhost.

Refer the link below on how to replace the self-signed SSL certificate in EcoStruxure IT Gateway:

<https://helpcenter.ecostruxureit.com/hc/en-us/articles/360012068574>

7. Typical Architecture

