

## Overview

This document explains how to setup Remote Monitoring Service using APC Network Management Card 2. Configuration presented in next chapters is based on one way (outgoing only) HTTP and HTTPS communication from Network Card to Remote Monitoring Service. If you were registered before, to re-enable Remote Monitoring Service please contact RMS Technical Support. Contact details are provided at the end of this document.

**\*NOTE\*** *This procedure does not apply to any installation using APC InfraStruXure Manager, InfraStruXure Central or StuxureWare. If you are using any of these solutions, please use relevant Setup Guide.*

## Requirements

- An APC Network Management Card 2: AP9630, AP9631 or AP9635 updated to current firmware (*firmware update information can be found at [www.apc.com](http://www.apc.com). For help please contact APC Technical Support*)
- A device compatible with one of the above cards
- A computer on the same network as the APC Network Management Card
- Ability to send HTTP and HTTPS posts to Remote Monitoring servers

**\*NOTE\*** *Network configuration for Management Card must provide outgoing communication with RMS servers over port 80 (HTTP) and port 443 (HTTPS). DNS configuration for this setup needs to be operational over UDP (port 53).*

## Installation

First, Network Management Card needs to be operational. If the Network Card is not configured already, please refer to the supplied product documentation.

**\*NOTE\*** *Using HTTP (port 80) and HTTPS (port 443) for communication with Remote Monitoring Service requires correct settings on APC Network Management Card. **Network Settings** and configuration of **Domain Name System Servers** can be found at the **Administration** tab, submenu **Network**.*

## Registration

This step provides Remote Monitoring Service with your company and contact details. Please note, this is an essential procedure. Your Remote Monitoring Service account will be created based on provided information and your device will be automatically registered.

To begin, follow the next few steps.

1. Log in to the Network Management Card 2 using a computer located at the same network
2. On the top menu of Network Card interface click on **Administration** tab
3. Click on **Notification** button available at the submenu
4. Go to menu on the left side, and click on **Remote Monitoring** heading
5. In the section called **Remote Monitoring Service Registration** select radio button next to **Register Company and Device**
6. Enter the appropriate data for all required fields and click on **Apply** button at the end of the form (please leave following options unchecked: **Register Device Only** and **Reset APC Remote Monitoring Service Registration**).

The screenshot shows the 'Administration' tab selected in the top navigation bar. Below it, the 'Notification' sub-tab is active. A 'No Alarms' indicator is visible in the top right corner. The left sidebar contains a tree view with 'Remote Monitoring' selected. The main content area is divided into two sections:

- APC Remote Monitoring Service Status:** This section contains a paragraph explaining the service, a note that fields with an asterisk are required, and a table showing the current status:
 

Registration Status:	Registration has not been completed.
Device Model:	Smart-UPS RT 15000 XL
Device Serial Number:	AA0000000000
- APC Remote Monitoring Service Registration:** This section contains two radio button options:
  - Enable APC Remote Monitoring Service
  - Register Company and Device
 The 'Register Company and Device' option is selected and has several text input fields:
  - E-mail Address\* (text box)
  - Password\* (text box)
  - Confirm Password\* (text box)
  - First Name\* (text box)
  - Last Name\* (text box)
  - Company\* (text box)
  - Facility Address\* (text box)
  - Address Line 1\* (text box)
  - Address Line 2\* (text box)
  - City/Municipality\* (text box)
  - State/Province\* (text box)
  - Postal Code\* (text box)
  - Country Code\* (dropdown menu, currently showing 'US - United States')
  - Phone Number\* (text box)
- Register Device Only
- Reset APC Remote Monitoring Service Registration

At the bottom of the registration section are 'Apply' and 'Cancel' buttons. The footer of the interface includes 'Link 1 | Link 2 | Link 3', 'UPS Network Management Card 2', and the Schneider Electric logo.

APC Network Management Card 2 interface, Remote Monitoring Service registration

After successful registration, the **Registration Status** will change to completed. This means, that the Network Management Card has successfully made contact with Remote Monitoring servers. Please make sure, that check box next to **Enable APC Remote Monitoring Service** is ticked. This setting can be found above registration form in the section **APC Remote Monitoring Service Status**.

**\*NOTE\*** *If registration fails, before you contact Remote Monitoring Service Support, please reboot Network Management Card, make sure that all network settings are correct, and try to register again. To reboot Network Card please go to: **Administration, General, Reset/Reboot and Reboot Management Interface.***

## What's Next

After a successful registration:

- your Remote Monitoring Service Account has been created
- your device is registered and it is communicating with RMS servers
- the **Welcome to RMS** e-mail has been sent to you.

**\*NOTE\*** *At this stage your device is not monitored. To enable Remote Monitoring Service please refer to the chapter **Activation and Validation**.*

If you have another device, where Remote Monitoring Service needs to be enabled please:

1. Make sure your next Device and its Network Card are matching the requirements of this document
2. Proceed to the section **APC Remote Monitoring Service Registration**
3. Below regular registration form, select the option **Register Device Only** and provide your **Email Address** and **Password**.

Each time you are enabling the next device please use the same e-mail address as provided with the first registration, together with current password.

## Activation and Validation

To activate Remote Monitoring Service a valid **Agreement** (RMS Agreement or Advantage Service Plan) needs to be attached to your account and then to each device you want to be monitored. This process is automated and may take up to 48 hours.

The best way to complete activation is a phone call. You can also ask for a **communication status check** for your devices. To do so, please contact our 24x7 team.

### Remote Monitoring Service Technical Support

<b>Region</b>	<b>E-mail</b>	<b>Phone</b>
Galway, Ireland	remote.monitoring@apc.com	+353 91-70 2096
West-Kingston, USA	remote.monitoring@apc.com	+1 877-283-7077

**\*NOTE\*** *When contacting RMS please make sure you have a Serial Number of the newly registered device and Agreement Number for Remote Monitoring Service or Advantage Service Plan.*

To validate RMS registration please visit RMS website (*e-mail address and password provided during registration are your access credentials*)

Go to **http://rms.apc.com** and:

- **validate your RMS account**
- change your profile details and set preferences
- create a contact list that will be provided with RMS alerts
- see the list of your devices, **verify communication status** based on last received update
- check your RMS agreements

All options, together with directions and information for each section, are available in user friendly web interface called **Profile Wizard** (please use tab menu). At the end, go to last tab called **Validation** and make sure that the **Message** status shows: **No Errors or Warnings**.

You can validate your profile directly at your account **Home Page**. Validation status is displayed under **System Health Summary**. To access the validation page, click on the icon next to **Profile Validation**.