

### Overview

This document explains how to setup Remote Monitoring Service using Symmetra Megawatt with Display. Configuration presented in the next chapters is based on one way (outgoing only) HTTP and HTTPS communication from Symmetra UPS 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 installation using APC Network Management Cards, APC InfraStruXure Manager, InfraStruXure Central or StruxureWare server. Recommended setup of RMS has to be performed on Megawatt Display of the UPS without using InfraStruXure or StruxureWare solution.*

### Requirements

- A Symmetra Megawatt UPS with Megawatt Display 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*)
- Ability to send HTTP and HTTPS posts to Remote Monitoring servers
- Physical access to Megawatt Display (remote registration is not possible)
- User Password to access configuration settings on the Display

**\*NOTE\*** *Network configuration for Symmetra Megawatt 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

Please make sure, that the network configuration for your Symmetra Megawatt is set according to the requirements. If network settings are not configured already, please refer to the supplied product documentation.

**\*NOTE\*** *Required **Network Settings** and configuration of **Domain Name System** servers can be found on the **Megawatt Display** at the **Network Configuration** multiscreen (go to **Operation** screen, then **User Configuration** screen and **Network Configuration**).*

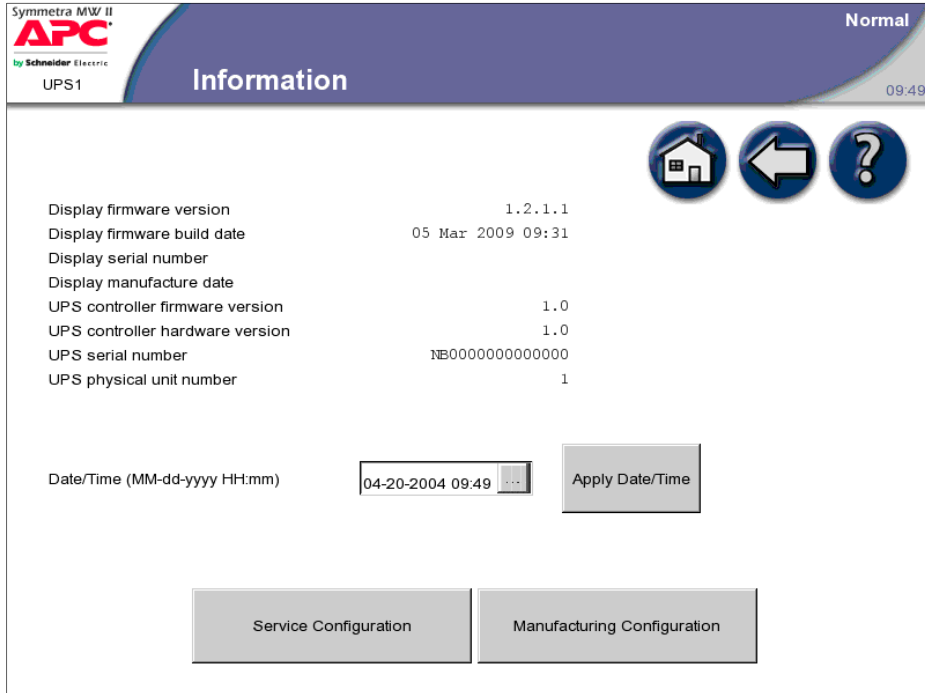
### Registration

At this step your Symmetra UPS will be registered by enabling Remote Monitoring Service on the Megawatt Display.

**\*NOTE\*** *RMS registration process in this document is based on Symmetra Megawatt Display with **firmware 3.5**. However, registration scenario for older firmware is the same, as described below (RMS thru Megawatt Display is available from firmware 3.1).*

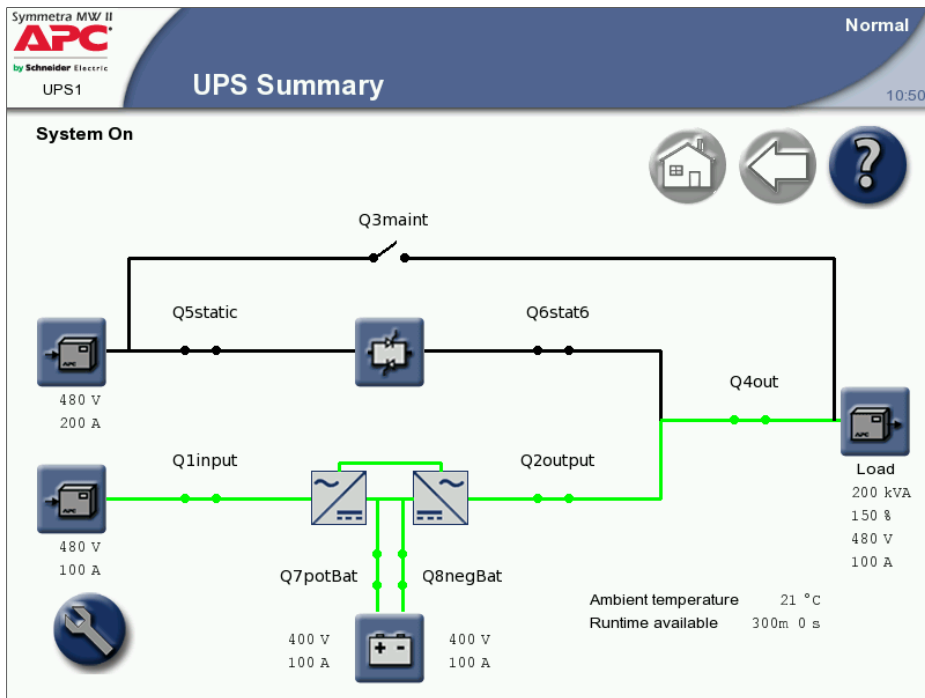
To begin, follow the next few steps.

1. On the Megawatt Display press on **APC by Schneider-Electric** logo, located at the top-left corner and take note of:
  - **Display firmware version**
  - **UPS serial number**



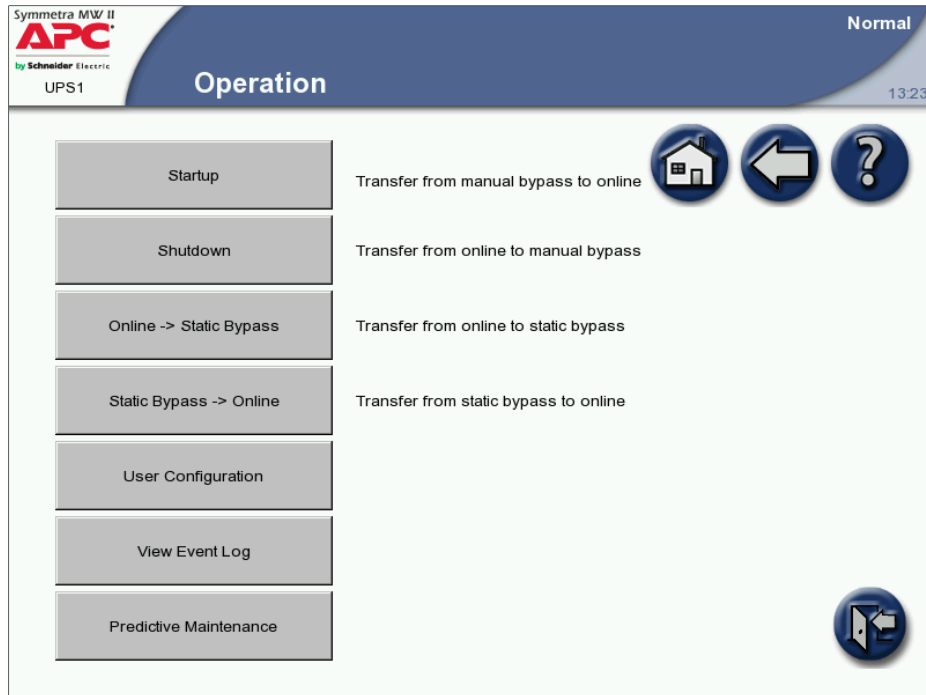
Symmetra Megawatt Display, Information screen [is above firmware version correct for version 3.5?]

2. From **Information** screen go to the **UPS Summary** by pressing **Home** button
3. Press on **Spanner** button available at the bottom-left corner



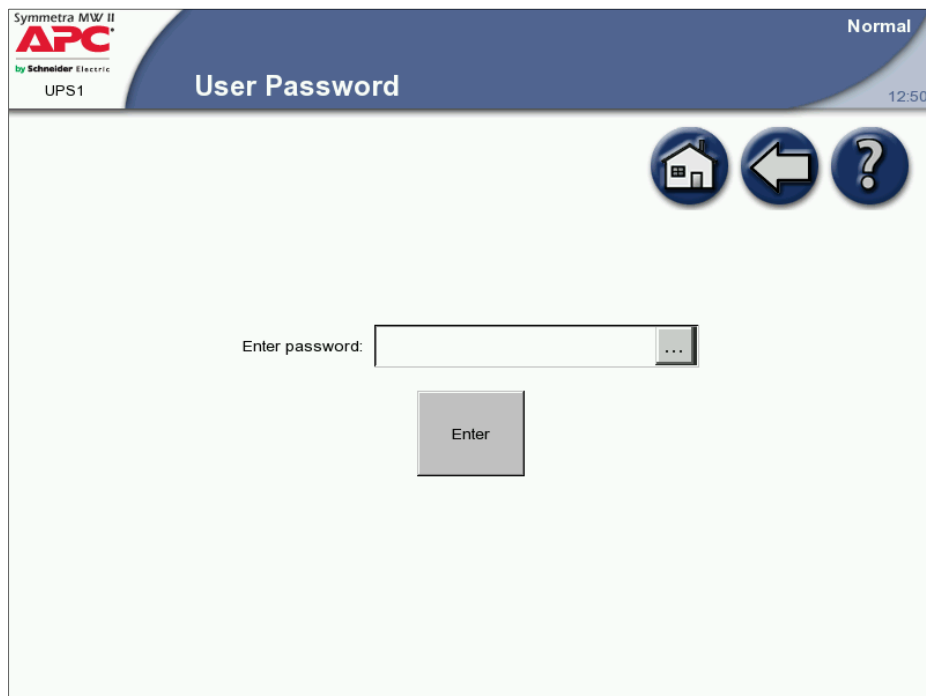
Symmetra Megawatt Display, UPS Summary screen

4. At the **Operation** screen press on **User Configuration** button



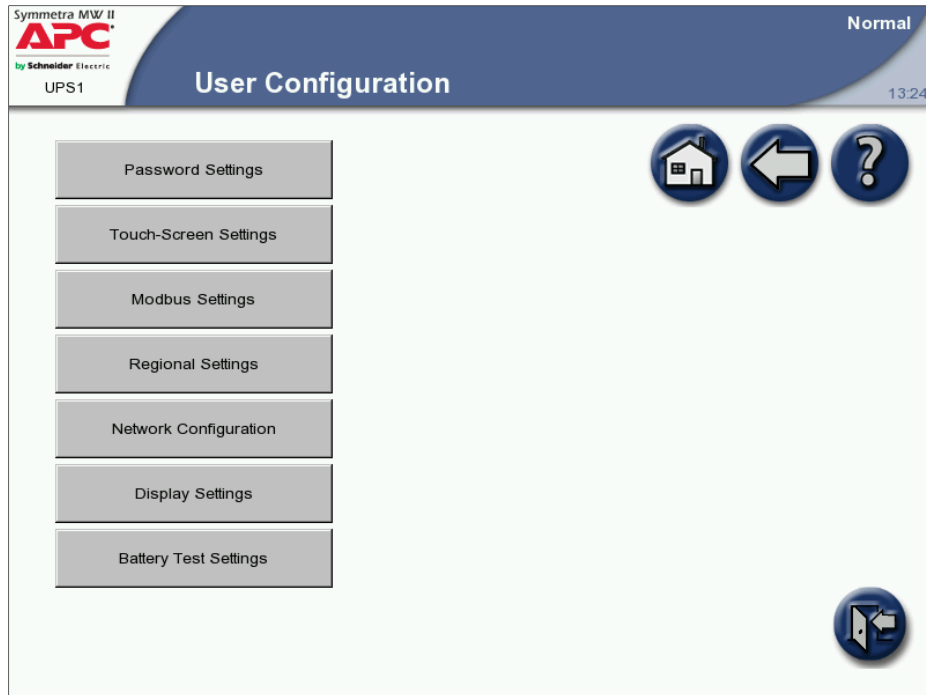
*Symmetra Megawatt Display, Operation screen*

5. Provide **User Password** and confirm with **Enter** button



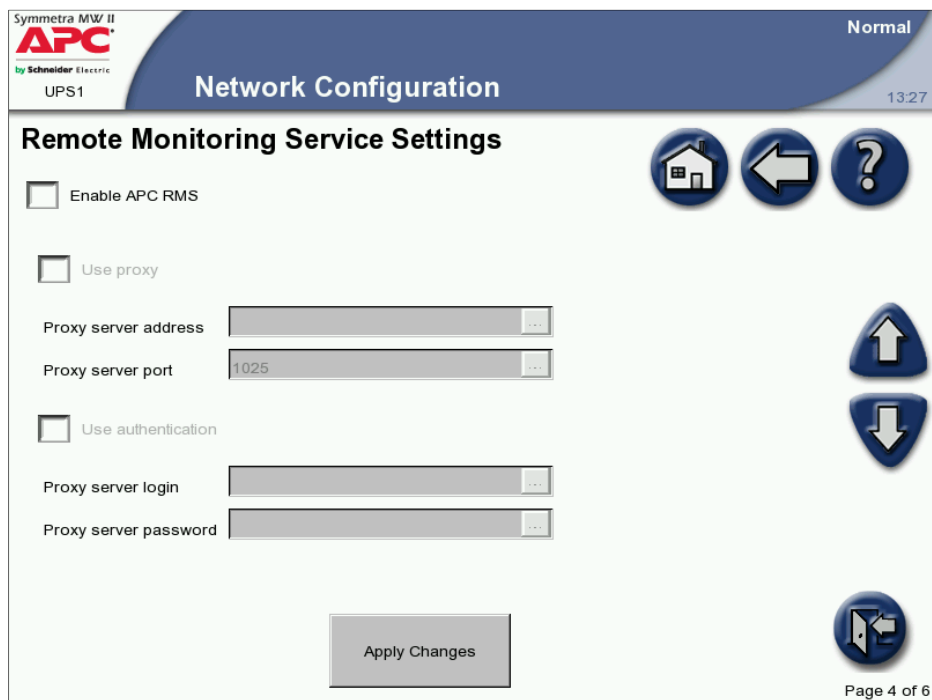
*Symmetra Megawatt Display, User Password screen*

6. At the **User Configuration** screen press on **Network Configuration** button



*Symmetra Megawatt Display, User Configuration screen*

7. At the **Network Configuration** multiscreen use **Arrow** buttons to go to **Remote Monitoring Service Settings** screen



*Symmetra Megawatt Display, Network Configuration, Remote Monitoring Service Settings screen*

8. Press on the check box next to the **Enable APC RMS**
9. If your network configuration requires **proxy** or **authentication**, press on the relevant check box and enter appropriate settings
10. To enable Remote Monitoring Service, press on **Apply Changes** button. Megawatt Display will show a message with request to contact RMS. Before you do so, please continue to the next chapter. To close the message press OK button.

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

## What's Next

Your Symmetra Megawatt UPS is registered and already communicating with RMS servers. Next part provides Remote Monitoring Service with your company and contact details. Please note, that this is essential procedure. Your RMS account will be created based on provided information. The best way to register as RMS customer is an e-mail to **remote.monitoring@apc.com**. Please send your company and contact details including:

- Symmetra Megawatt UPS serial number
- Display firmware version
- Company name
- Company phone number
- Facility name
- Address
- Country
- City
- Time zone
- Your first name
- Your last name
- Your e-mail address
- Your phone number

## 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. At the same time you will:

- confirm, that your **customer account** has been created
- receive a **password** to access RMS website
- check **communication status** for your device.

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.*

After activation of Remote Monitoring Service please visit <http://rms.apc.com>.

**\*NOTE\*** *E-mail address provided with customer registration is your login to RMS website*

When you log in to RMS website please:

- **validate your RMS account**
- check your profile details and set preferences
- create a contact list that will be provided with RMS alerts

You can also:

- see the list of all 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). To finish verification, please 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 validation page, click on the icon next to **Profile Validation**.