

Overview

This document explains how to setup Remote Monitoring Service using InfraStruXure Central or StruxureWare server. Configuration presented in next chapters is based on one way (outgoing only) HTTP and HTTPS communication from above servers 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 of Remote Monitoring Service using APC Network Management Cards or APC InfraStruXure Manager. If you are using InfraStruXure Central or StruxureWare server, this document describes best solution for Remote Monitoring Service. If for some reason you would like to enable RMS for standalone unit, please use relevant Setup Guide.*

NOTE *Setup for InfraStruXure Central and StruxureWare server is exactly the same. To simplify this document, only StruxureWare server name is used for procedure. Pictures of console interface are referring to StruxureWare, but they look identical for InfraStruXure Central, except of icon at the top bar of each window.*



Console interface differences, top bar of the window for StruxureWare and InfraStruXure Central

Requirements

- A StruxureWare server updated to version 7.x or InfraStruXure Central updated to version 6.x (firmware update information can be found at www.apc.com. For help please contact APC Technical Support)
- A computer on the same network as the StruxureWare server
- Ability to send HTTP and HTTPS posts to Remote Monitoring servers

NOTE *Network configuration for StruxureWare or InfraStruXure Central 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, StruxureWare server needs to be operational. If the network configuration for your StruxureWare is not configured already, please refer to the supplied product documentation.

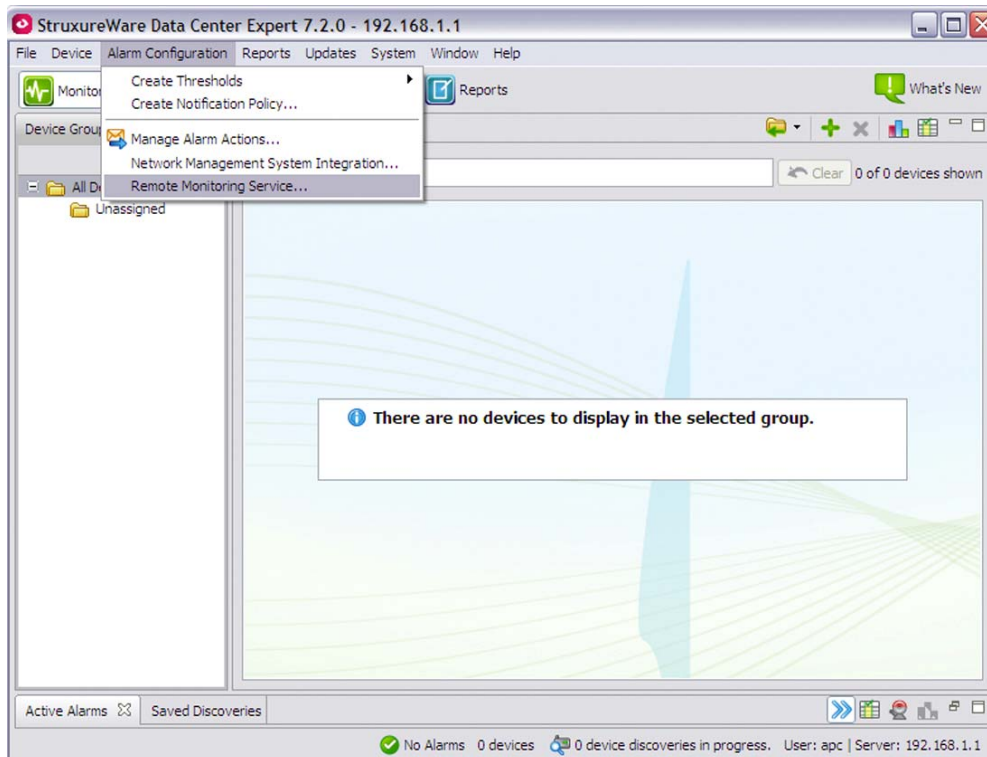
NOTE *Using HTTP (port 80) and HTTPS (port 443) for communication with Remote Monitoring Service requires correct settings on StruxureWare server. **Network Settings** and configuration of **Domain Name System** servers can be found at StruxureWare client, under menu **System**, submenu **Server Administration Settings**.*

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.

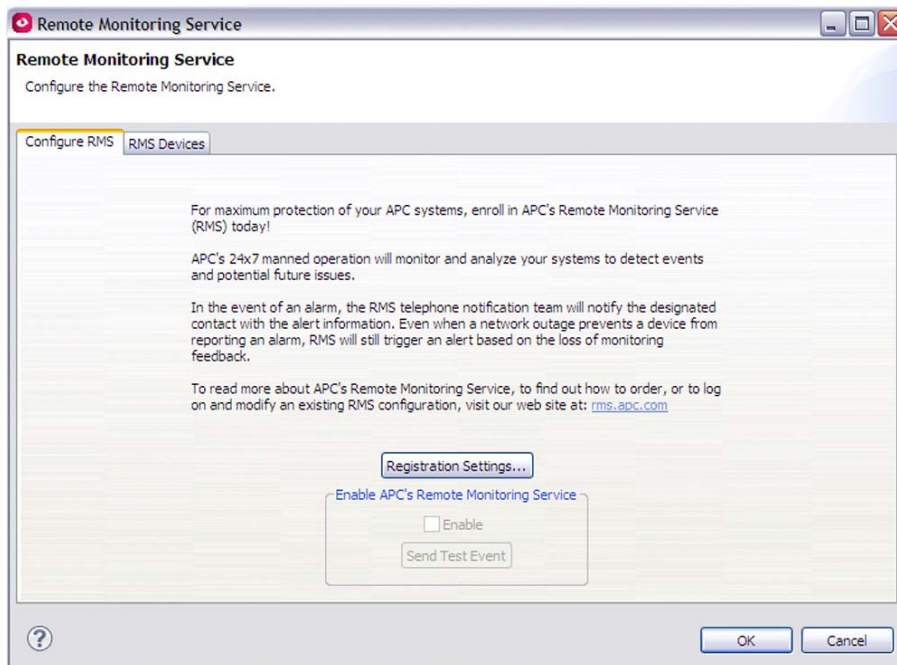
To begin, follow the next few steps.

1. Log in to the StruxureWare client using a computer located at the same network
2. On the top menu of client interface click on **Alarm Configuration**
3. From drop down menu choose **Remote Monitoring Service...**



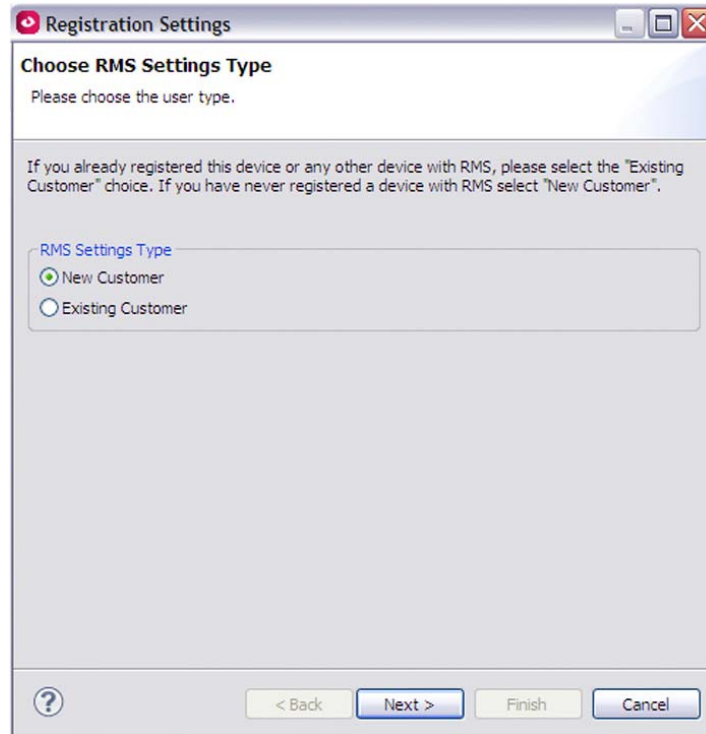
StruxureWare client interface, accessing Remote Monitoring Service settings

4. At the popup window click on **Registration Settings...** button



StruxureWare client interface, Remote Monitoring Service

- At the new window called **Registration Settings** select **New Customer** radio button and click **Next**.



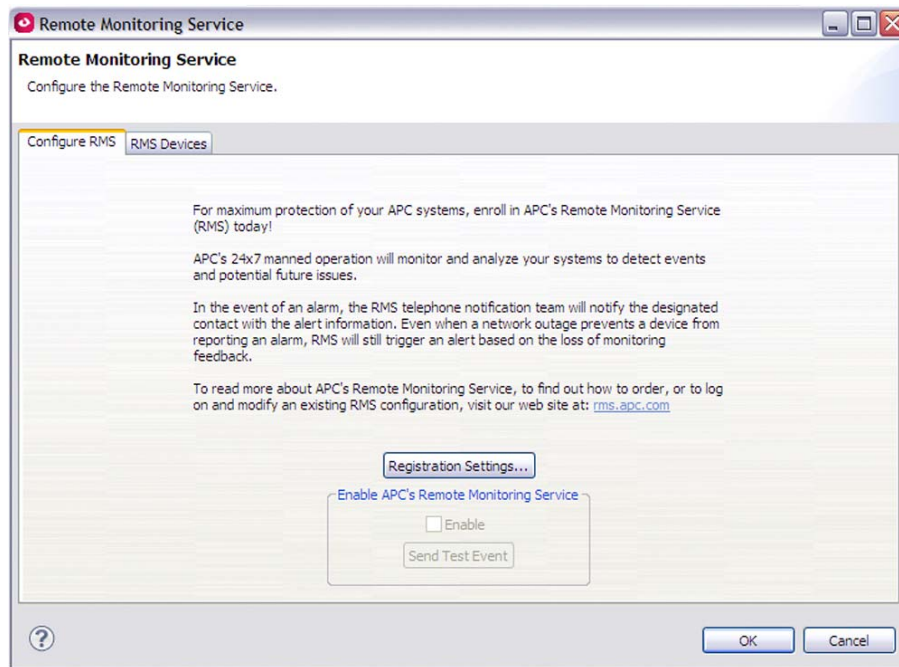
*StruxureWare client interface,
Remote Monitoring Service, Registration Settings*

NOTE If you are **registered RMS customer**, there is no need to register again. Please select option **Existing Customer** and click on the **Next** button. Enter your e-mail address used during the first registration, together with valid password and confirm. Please proceed to the chapter **Activation and Validation**.

- Enter appropriate **Company Information** for all required fields at the new window called **Registration Settings**. Once finished, click on **Next** button and provide **Contact Information**. To send registration details click on **Finish** button.

StruxureWare client interface, Remote Monitoring Service, registration form

Once registration process is complete, please make sure that check box in the **Enable APC's Remote Monitoring Service** section is ticked.



StruxureWare client interface, Remote Monitoring Service

At the **Remote Monitoring Service** window you will find second tab called **RMS Devices**. All devices connected to you StruxureWare server are listed there. Last column of the table called **Monitored** shows status of RMS. Status change will be reflected after device activation, explained in last chapter **Activation and Validation**.

What's Next

After a successful registration:

- your Remote Monitoring Service Account has been created
- your StruxureWare server together with all its devices are registered and already communicating with RMS servers
- the **Welcome to RMS** e-mail has been sent to you.

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

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

<i>Region</i>	<i>E-mail</i>	<i>Phone</i>
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**.