Remote Monitoring Service
Setup Guide for APC InfraStruXure Manager

Schneider Electric

Overview

This document explains how to setup Remote Monitoring Service using APC InfraStruXure Manager. Configuration presented in next chapters is based on one way (outgoing only) HTTP and HTTPS communication from InfraStruXure Manager server 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, InfraStruXure Central or StuxureWare. If you are using InfraStruXure Manager 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.*

Requirements

- An APC InfraStruXure Manager updated to version 4.7 *(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 APC InfraStruXure Manager server
- Ability to send HTTP and HTTPS posts to Remote Monitoring servers

NOTE *Network configuration for APC InfraStruXure Manager 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, APC InfraStruXure Manager needs to be operational. If the network configuration for your ISX server 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 InfraStruXure Manager.* **Network Settings** *and configuration of* **Domain Name System** *servers can be found at InfraStruXure Manager client, under menu* **System Management***, 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 InfraStruXure Manager client using a computer located at the same network
2. On the top menu of client interface click on **Event Management**
3. From drop down menu choose **Remote Monitoring Service…**
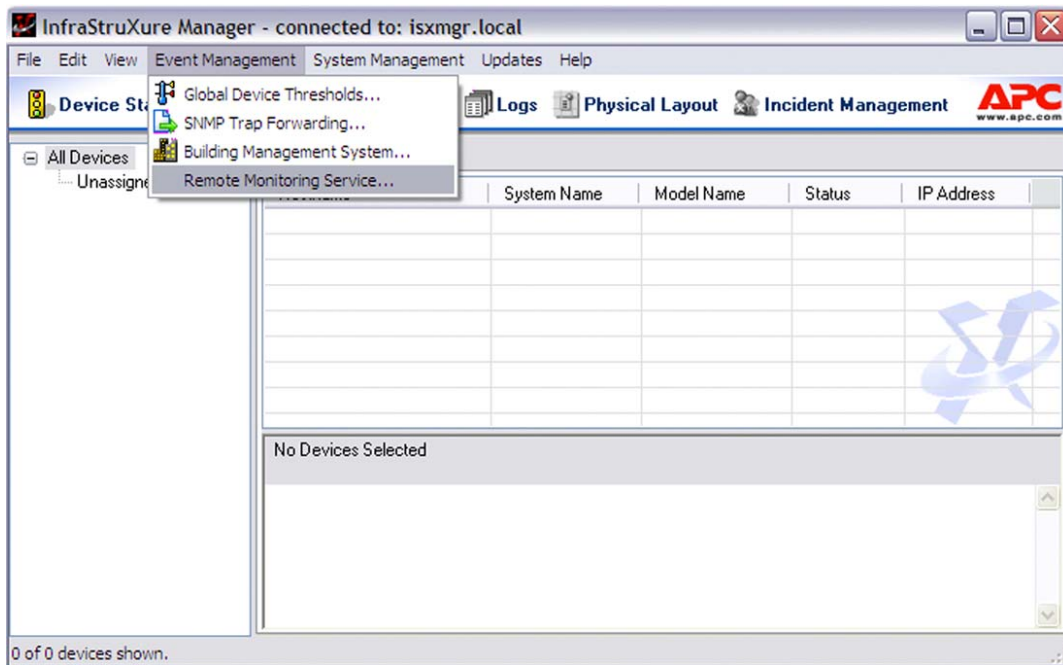
APC InfraStruXure Manager client interface, accessing Remote Monitoring Service settings

4. On the popup window click on **Registration Settings…** button
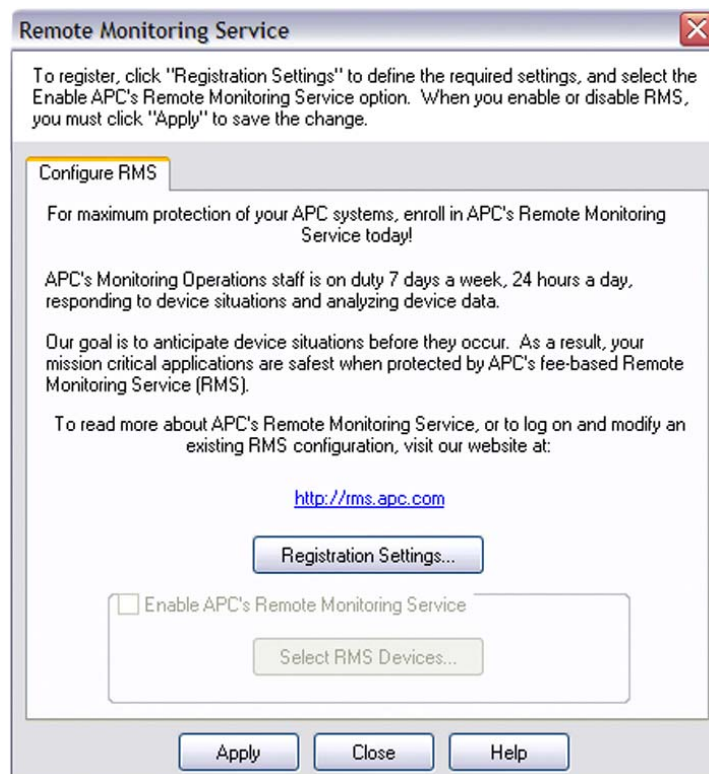
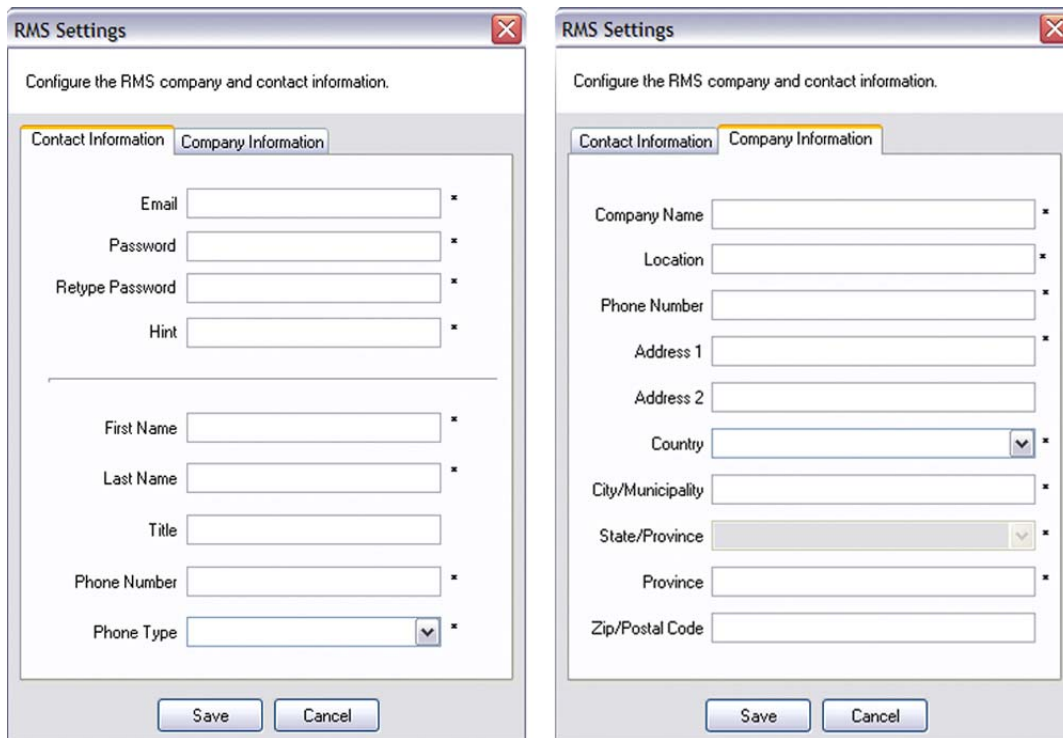*APC InfraStruXure Manager client interface, Remote Monitoring Service*

5. **Access RMS Settings** window will pop up. Please press the **New RMS Customer** button

   NOTE If you are **registered RMS customer**, there is no need to register again. Please enter your e-mail address used during the first registration, together with valid password and click on **OK** button. As a next step go to chapter **Activation and Validation**.
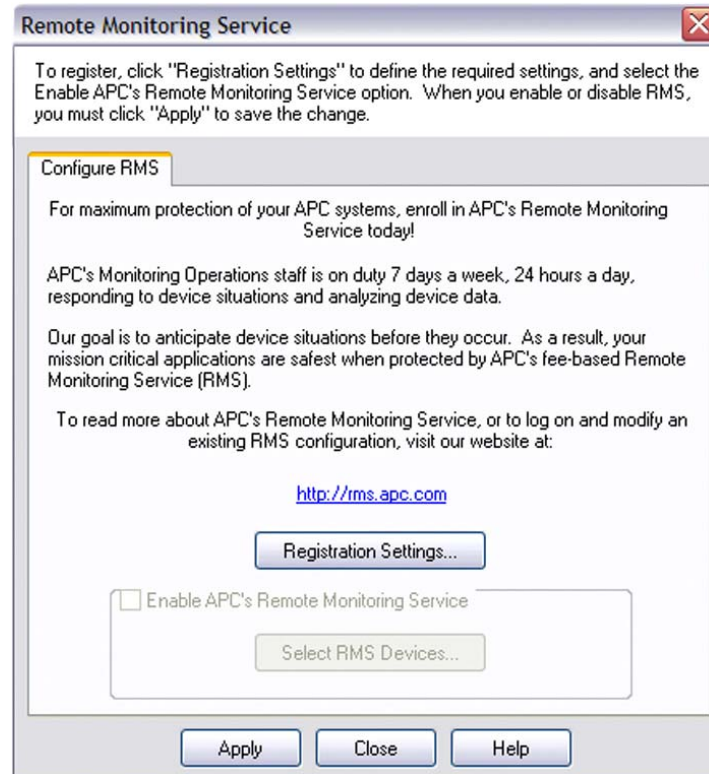

APC InfraStruXure Manager client interface,
Remote Monitoring Service, Access RMS Settings

6. New window, called **RMS Settings**, contains RMS registration form. Enter appropriate data for all required fields on both tabs: **Contact Information** and **Company Information**. To confirm click on **Save** button

APC InfraStruXure Manager client interface, Remote Monitoring Service, registration form

7. Your contact and company details are ready to be sent. To proceed, click on **Apply** button in **Remote Monitoring Service** window visible on your screen

APC InfraStruXure Manager client interface, Remote Monitoring Service

Once registration process is complete, please make sure that check box called **Enable APC's Remote Monitoring Service** is ticked and button **Select RMS Devices** is available. Click on this button to see the list of all devices connected to InfraStruXure Manager. Please select devices which will be monitored.

What's Next

After a successful registration:
- your Remote Monitoring Service Account has been created
- your 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

Region	E-mail	Phone
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**.