An Eaton secure-
by-design solution

Complies with rigorous cyber-
security, process, requirements
and testing standards

Eaton Cyber Secured Monitoring

Eaton Cyber Secured Monitoring is the right solution to connect your device without any compromise to security and availability. It can run either on a secured cloud or on your own local network. It enables services such as Remote Monitoring, Health Reports and early anomaly detection that help to mitigate downtime risk associated with the critical components (batteries, capacitors, FANs,…). Eaton Cyber Secured Monitoring runs in all the units that support the Gigabit Network Card. Wireless internet connection option available by using SIM card router to connect to the network card.

The Gigabit Network Card is the **industry first** to receive IEC 62443-4-2 and UL 29001-1 certifications

The IoT platform and cloud solution is ISO IEC 27001 and carrier security certified, provided by **the market leader in Europe**

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Powering Business Worldwide

Purpose of the document

The document serves the purpose of supporting the correct configuration of the gigabit network card and connecting the UPS to the Eaton remote service support.
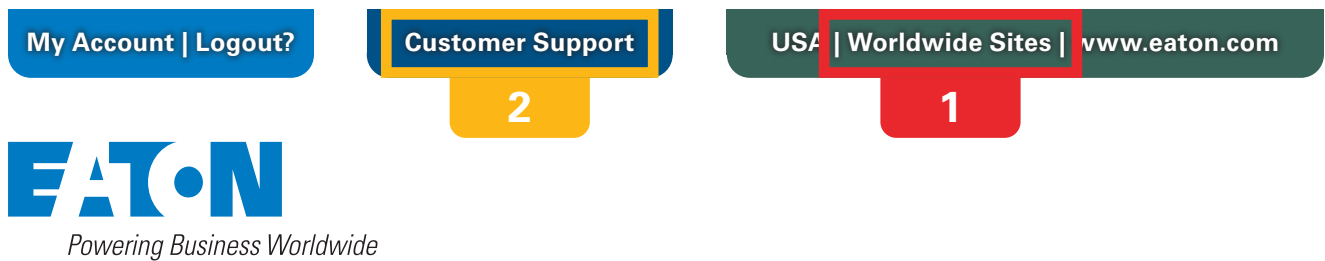
Points of contact

In case of technical issues, questions or any inquiries, please feel free to contact your local service team, according to your area from our website:

www.eaton.com/powerquality.

You can select your country as shown in the picture below:

1. Worldwide Sites
2. Customer Support

Requirements

The remote monitoring needs the below gear for starting the set-up:

1. A UPS from the table listed below (offering this service).
2. A gigabit network card (network -M2) with a firmware revision >1.7.15-RMS (Solution not available for firmware >2.0.5).
3. Firewall allowing outbound TCP 443 port (protocol used is MQTT over TLS).

| Single phase	Three phase	Firmware version
5SC	93PM	1.54.200 or higher
5PX	9PHD	1.54.200 or higher
9PX	91PS, 93PS (modular)	2.54.200 or higher
9SX	91PS, 93PS (monolithic)	1.10.200 or higher
9E	93PS (Marine)	2.54.200 or higher
5P	93E	
	93PM G2	No need of FW upgrade
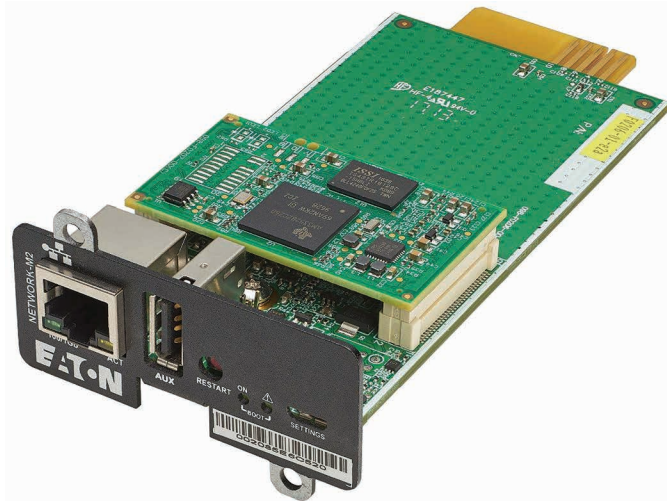
Note: Please ensure that the card is configured to your local network requirements. Remember to check the manual of the card for detailed instructions.

Customer details

We recommend fulfilling the fields in the below image in order to retrieve your unit location:

- Location of the unit (to be filled following this requirement City - Country)
- Contact
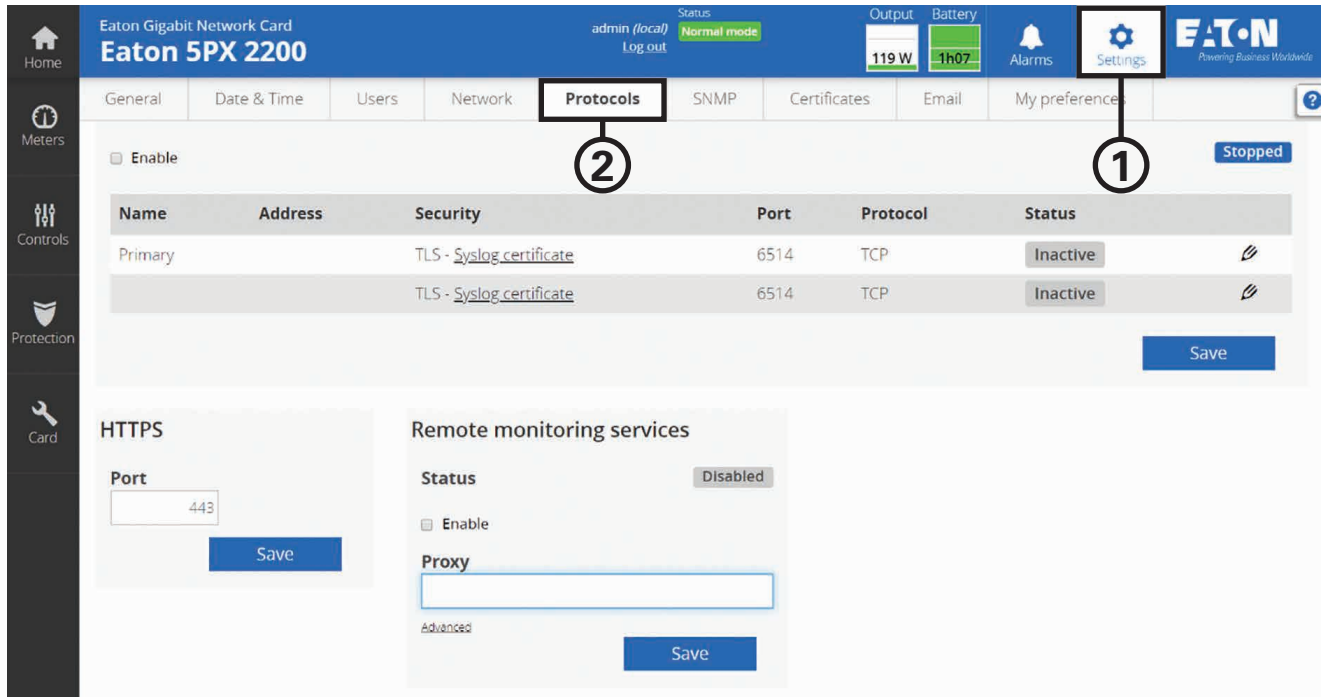- System name(Name given to the UPS to be identified on the cloud dashboard)

Route: Setting (on the top right) » General tab » Details
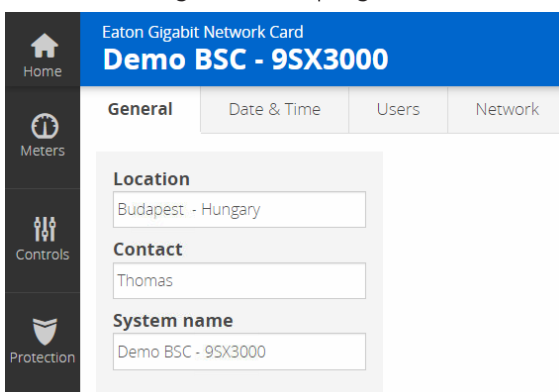
Connecting the card to the cloud

Please follow the below steps for connecting the card to the cloud:

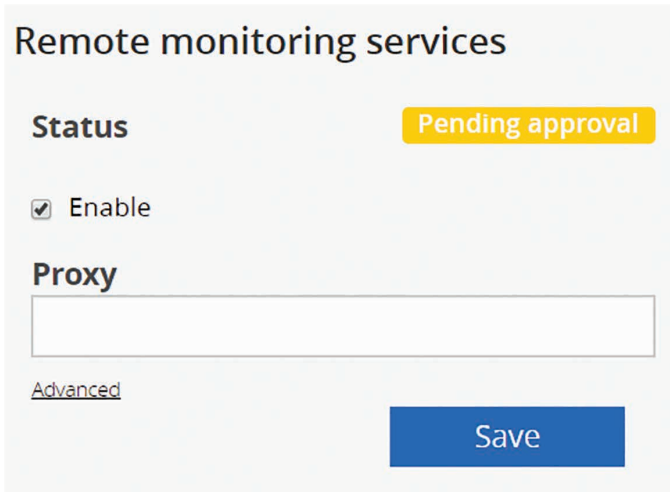1. Access the protocol tab in the settings menu.

2. Check the box Enable in the Remote Monitoring window. A proxy can block the communication between the card and the cloud. If you have one, enter the proxy address into the field.
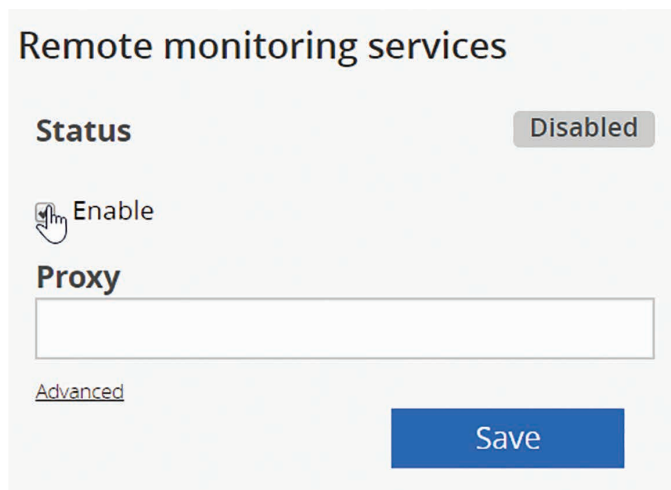
Note: Advanced settings must not be changed unless advised by Eaton Support team.

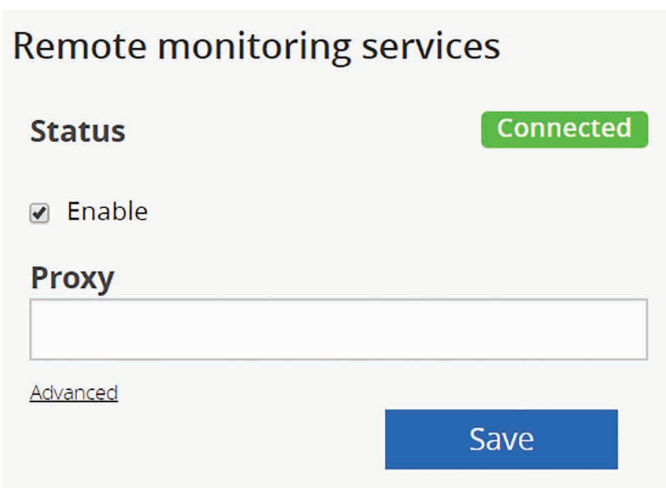3. Press Save. The status should turn to: "pending approval"

4. When you receive the ''pending approval'' status, the UPS is waiting the activation into the cloud.

   4.1 In case you purchased a Connected Warranty+1 or Connected Warranty+3, at this stage, if not done yet, please proceed to the activation of your service online according to the instructions you received. Following this registration, your Eaton service team will enable your UPS on the cloud.

   4.2 In case of service contract (Standard +, Advanced +, Premium or Flex), your Eaton service team will take in charge the registration of your UPS into the cloud and activate the monitoring service.

5. When the activation is completed by Eaton service team, the status on the card will become green indicating: "connected", after showing a disclaimer window (as seen below).
   This step can take time. No need to stay in front of your screen. You can come back hour's later to check.

6. ''CONNECTED'' indicates that your UPS is now under the supervision of our Eaton support team and will be monitored.

7. Connect to https://eatonpq.cumulocity.com/ with the credentials from the service team, to login and view the details of your UPS under monitoring on your account.

8. The Eaton support team will contact you in case specific actions are required from your end.

Notes

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