

EcoStruxure™ Ready Smart-UPS™ Web Portal v1.4 Known Issues

Revised: May 20

Known Issues

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On some mobile devices, if you are logged in to the web portal and close the web browser without clicking log out, when you reopen the web browser you may be automatically logged in to the web portal.

In the web portal, always click **Log Out** before closing your browser.

During periods of increased user activity of the web portal, an Application Error page may intermittently be seen while registering your device. To check if your device successfully registered, log out of the web portal and log back in. Your device will be shown on the Dashboard if registration was successful.

If this issue occurs, you may not receive email notifications about your device. It is recommended that you delete your device from your Schneider Electric account and register your device again.

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