

APC SmartConnect Web Portal v1.0

Release Notes

Revised: February 18

Table of Contents

Features	1
Known Issues	1

Features

[Top ↑](#)

The APC™ SmartConnect web portal is a Smart-UPS cloud monitoring application that allows you to remotely view the status of your APC™ Uninterruptible Power Supply (UPS), and receive advanced support and automatic notifications about UPS events and firmware updates, via Schneider Electric cloud services. The SmartConnect web portal supports Smart-UPS models with the prefix SMT, SRT, and SMC that have a SmartConnect port.

- **Proactive UPS Monitoring**
Ensure maximum uptime of your UPS by monitoring proactive notifications for important events.
- **Remote UPS Management**
Manage your UPS remotely; easily perform maintenance tasks such as UPS firmware update and review battery diagnostics.
- **Advanced Customer Support**
Easily access all documentation for your UPS through the APC™ SmartConnect web portal.
- **RMM Tools Integration**
Integrates with your Remote Monitoring and Management tools through dedicated RMM integrations.

Known Issues

[Top ↑](#)

On some mobile devices, if you are logged in to the SmartConnect 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 SmartConnect web portal.

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

During periods of increased user activity of SmartConnect, an Application Error page may intermittently be seen while registering your device. To check if your device successfully registered, log out of the SmartConnect 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.

Registering your device may not be successful if you did not specify a Company Name when creating your Schneider Electric account. To do this:

1. Log in to the SmartConnect web portal.
2. Click **Profile** and then click **My Company**.
3. Enter a **Company Name** and any other mandatory fields.
4. Click **Update** and return to the SmartConnect web portal.

You can then register your device.

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