


EcoStruxure IT

# Aerocivil | Monthly Report

February 2025 - March 2025

Your customized **EcoStruxure Asset Advisor - Secure Power and Cooling** report contains key metrics and insights based on the previous month.

Report Generated on **April 01, 2025**

## EcoStruxure Asset Advisor Monthly Report

The EcoStruxure Asset Advisor Monthly Report contains a custom, condensed summary of all your connected devices' critical incidents and alarms that occurred on your connected assets over the past month. This report provides valuable insights to help manage your critical IT equipment and actionable recommendations where applicable. If you have any questions on the content in your report please reach out to your local Connected Services agent.

## Translated Reports

Monthly Report is now available in additional languages: French, Italian and Portuguese.
To ensure delivery of translated reports, please update your Asset Advisor Settings in EcoStruxure IT Mobile App.
Updates on availability of other languages shall be communicated soon.

Please take a few minutes to fill out our Customer Satisfaction Survey available here: https://forms.office.com/r/BEdZfz2HTa



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# Executive summary

Executive Summary provides a high-level health status for entitled assets to assist with equipment operation.

We have found **no Schneider Electric 1 - Phase UPSs** to be included in Executive Summary at this time.

Support for additional product lines to be included in the future reports.

Insights section is dedicated to all entitled assets. Detailed recommendations and actions for each Health Indicator and Insight are outlined in the following pages.

**Health Indicators & Insights Legend**

No Action identified | Investigation Required | Action Required | Insuficient information

## Insights

| | | | | | |
|---|---|---|---|---|---|
| **Asset Connection Uptime** |  | 2 | 3 | 0 | 0 |
| **Asset Advisor Contract Coverage** |  | 5 | 0 | 0 | 0 |

Insights, page 5

Data and information presented in the *Executive Summary* and *Recommendations* is based on average usage according to expected product lifecycle and design specification.

Recommendations should be used for information purpose only.

Investigation at the product level is required to confirm actual asset health.



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# Asset Connection Uptime Recommendations

## Technical Background

To provide our Service, covered assets must remain connected to EcoStruxure IT Cloud for monitoring, alarm management and troubleshooting. When connection is interrupted, we are losing all visibility into asset status, alarms and data.

## Potential Impact

Gaps in the data can impact delivery of the service. If asset status change occurs during the communication downtime, service agents may be unable to support. Incomplete data collection may impact quality or availability of some service features.

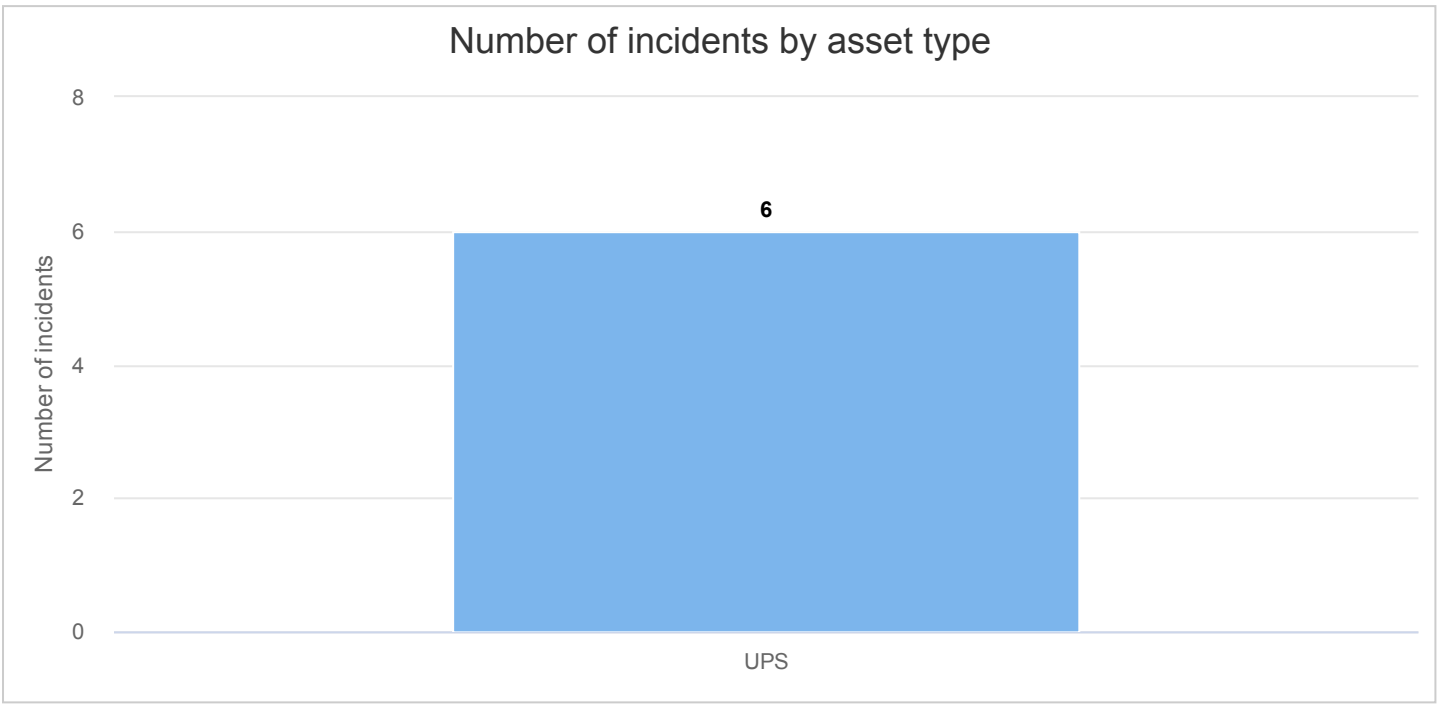
## ⚠ Investigation Required

Below table contains all UPSs that have recorded downtime event(s), but accumulated downtime was shorter than one day (24 hours). Asset connection downtime may be linked to the network quality between the asset, EcoStruxure IT Gateway and EcoStruxure IT Cloud. We recommend checking network connectivity for assets listed below.

| | Serial Number | Asset Name | Location | IP Address | Asset Type | Asset Connection Uptime | Asset Connection Downtime |
|---|---|---|---|---|---|---|---|
| 1. | ID1444000344 | UPS 1B | No Site level hierarchy allocated | 172.17.3.131 | UPS | 97.9% | 15 hours, 20 minutes |
| 2. | ID1429000057 | UPS 3A | No Site level hierarchy allocated | 172.17.3.134 | UPS | 99.9% | 1 hour |
| 3. | ID1414000316 | UPS 3B | No Site level hierarchy allocated | 172.17.3.135 | UPS | 100% | 10 minutes |


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# Summary

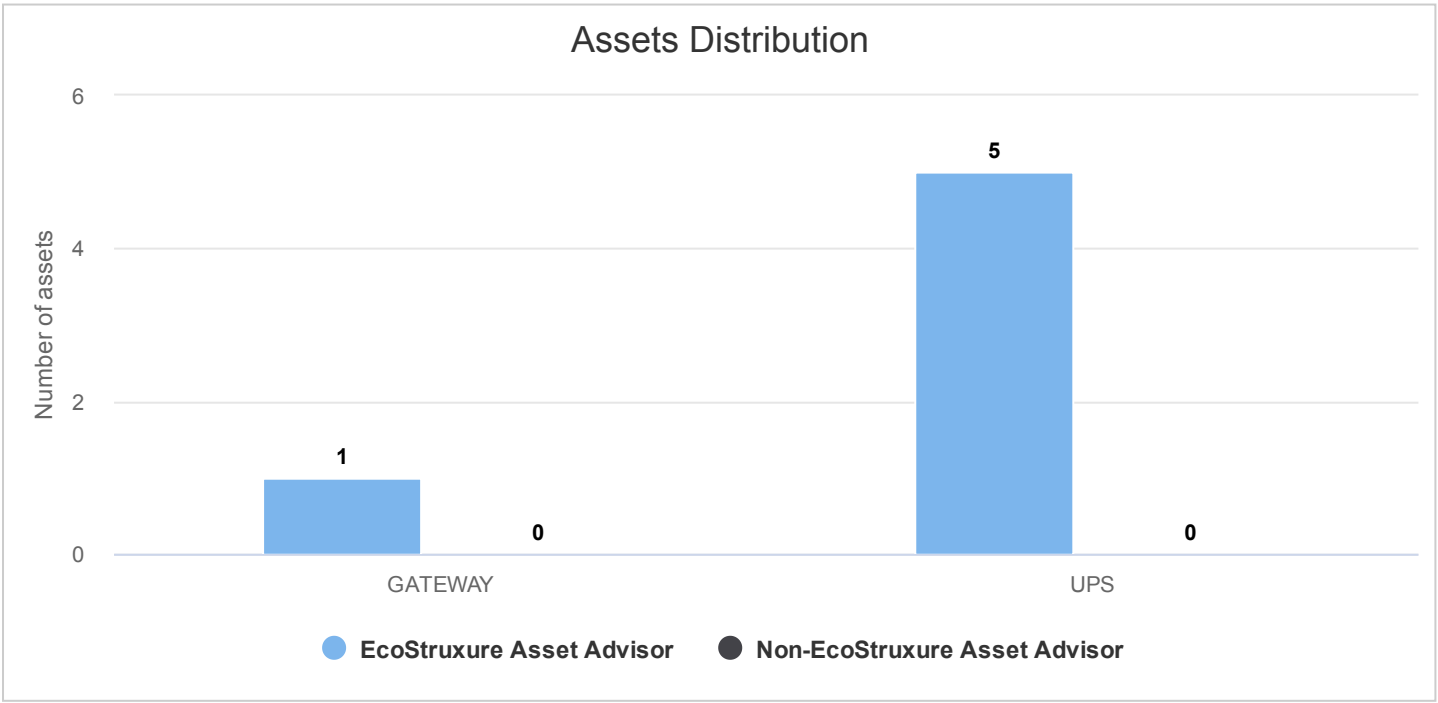



Looking at the number of incidents by asset type can reveal if a specific type of asset is over-represented in the total incidents at your installation

This can help you identify where to focus your effort to improve your setup.

## Connected assets

You have **6** assets connected to EcoStruxure Asset Advisor





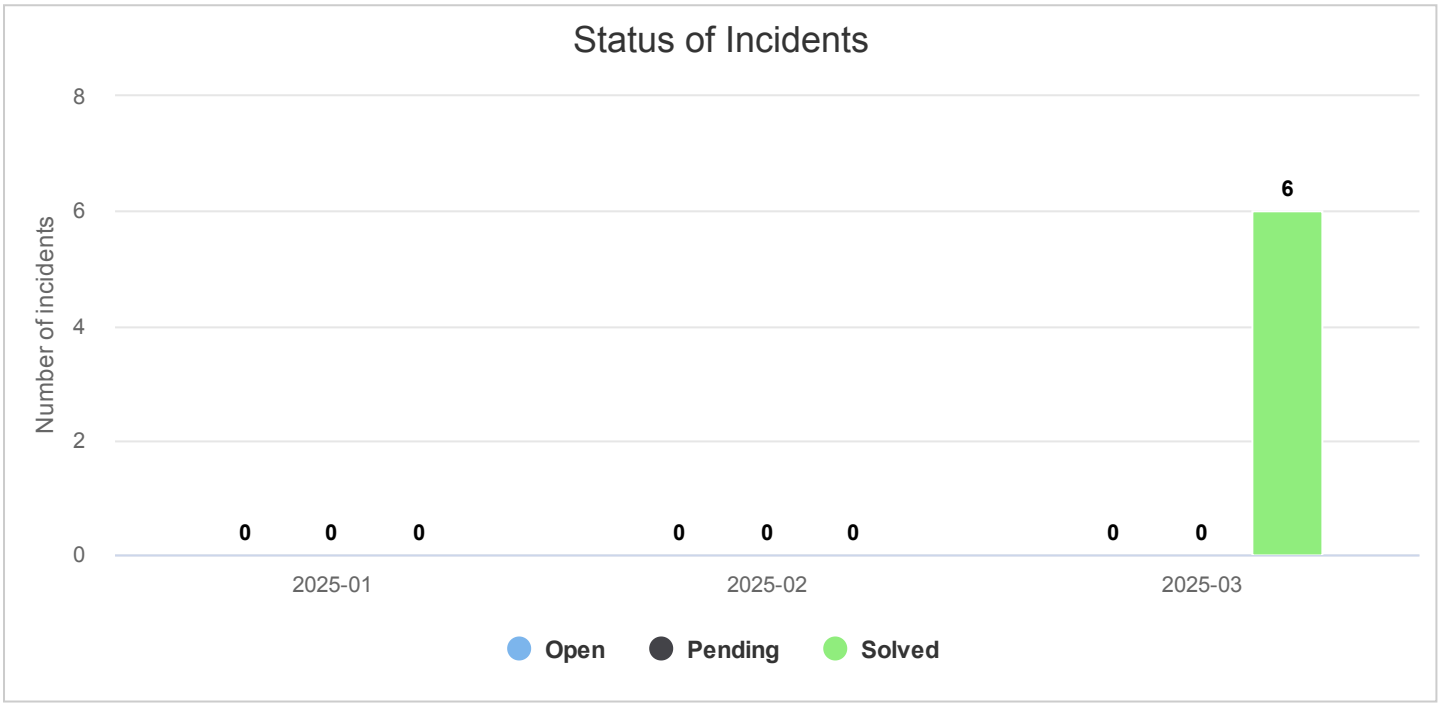

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In the connected assets chart, you can see which types of asset you have connected, and whether they are covered by EcoStuxure Asset Advisor, or other types of service.

If you have questions regarding your connected assets, or wish to add coverage to more assets, please reach out to your Connected Services, you can see their contact information on the last page of this report.

## Incident status

Status of incidents in the last 3 months

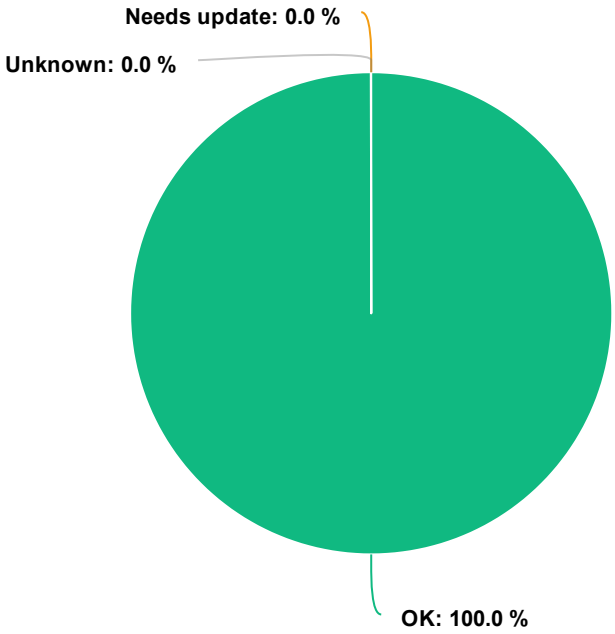





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## Firmware status

This chapter focuses exclusively on firmware assessment for Network Interface (often referred to as Network Management Card – NMC).
You have **0** assets in need of firmware update, **5** assets with up-to-date firmware versions and **0** assets with no available information regarding the firmware status.

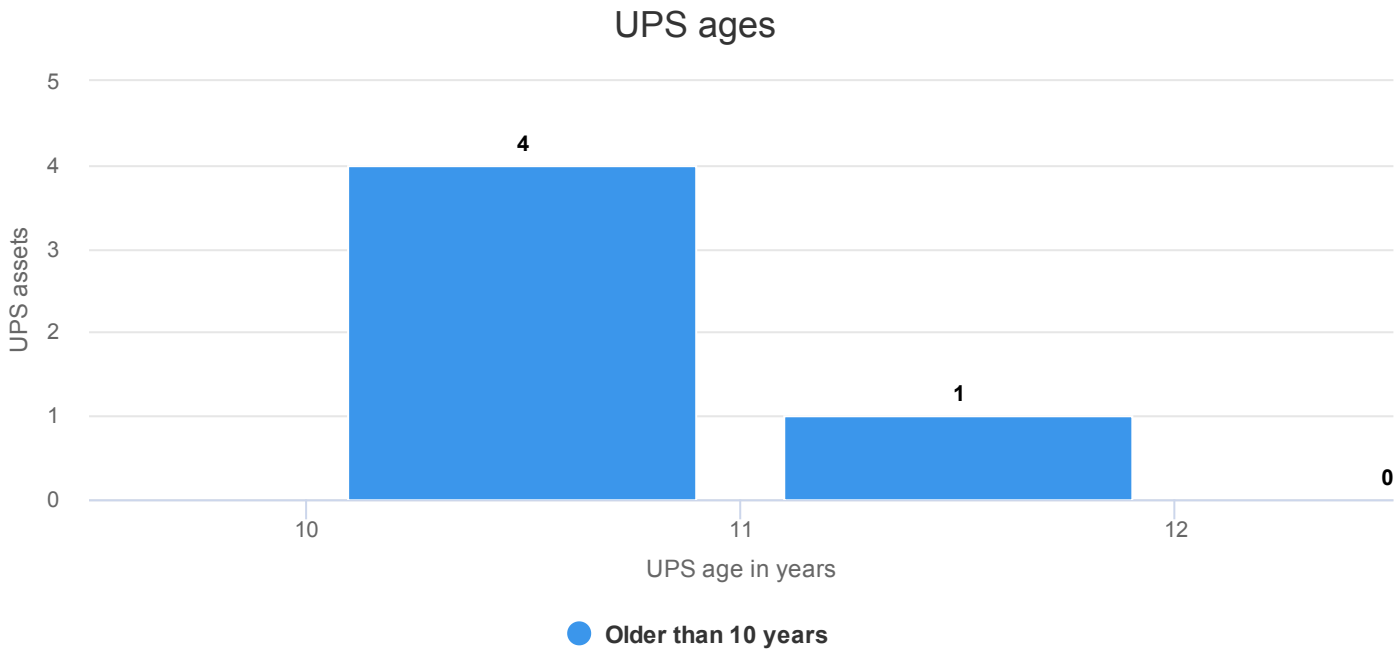



New versions of firmware are made available for the management cards within your physical infrastructure devices throughout the year. These releases typically contain a mix of bug fixes, new features, and general enhancements. Additionally, they often contain security related fixes that patch known vulnerabilities in commonly used network protocols or add features specific security. It is generally recommended to be on the latest firmware available.


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## UPS ages

You have **5** out of 5 UPS-s above 10 years of age.




The summary graph shows age of UPSs across all connected products.

Different UPS products have different life expectancy (average expected lifetime between 10 and 15 years).

Please check UPS's older than 10 years.

## Top 5 highest UPS ages

| | Asset | Location | Serial # | Age |
|---|---|---|---|---|
| 1. | UPS 3B | No Site level hierarchy allocated | ID1414000316 | 11.08 year(s) |
| 2. | UPS 1A | No Site level hierarchy allocated | ID1423000358 | 10.83 year(s) |
| 3. | UPS 3A | No Site level hierarchy allocated | ID1429000057 | 10.75 year(s) |
| 4. | UPS 1B | No Site level hierarchy allocated | ID1444000344 | 10.50 year(s) |
| 5. | UPS 2A | No Site level hierarchy allocated | ID1448000491 | 10.42 year(s) |



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## Top 5 assets with most alarms

Be aware that 1 incident can consist of multiple alarms, therefore you will often have more alarms than incidents.

This means you cannot compare the number of incidents to the number of alarms.

Looking at the assets with the most alarms, you can get an indication about where you should consider making changes to your setup.

| | Number of alarms | Asset | Location |
|---|---|---|---|
| 1. | 4 | UPS 2A | No Site level hierarchy allocated |
| 2. | 2 | UPS 3B | No Site level hierarchy allocated |
| 3. | 2 | UPS 3A | No Site level hierarchy allocated |
| 4. | 1 | UPS 1A | No Site level hierarchy allocated |
| 5. | 1 | UPS 1B | No Site level hierarchy allocated |

## Top 3 most common alarms

You can make comparisions between the top 10 alarms and the top 10 assets with most alarms, to make informed decisions about how to set your thresholds, so that they bring value to you in monitoring the health of your installation.

| | Alarm | Number of alarms | Impacted assets |
|---|---|---|---|
| 1. | Device Communication Alert | 6 | 5 |
| 2. | UPS Operation Mode - Off | 3 | 3 |
| 3. | Static Bypass Switch Inoperable | 1 | 1 |



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# Incidents

There have been **6** incidents at your installation.

Timestamps should be interpreted within the UTC timezone.

## 1. UPS Operation Mode - Off

| INCIDENT ID: | ASSET: | TYPE: | MODEL: |
|---|---|---|---|
| 7ebf5427-a7b5-44d1-bd76-59227111901c | UPS 3B | UPS | Galaxy VM 225 kVA |
| **IP ADDRESS:** | **MANUFACTURER:** | **SERIAL NUMBER:** | **STATUS:** |
| 172.17.3.135 | APC | ID1414000316 | solved |
| **DATE/TIME:** | **DURATION:** | | |
| Mar 06, 2025 8:31 PM | 5 minutes | | |

## 2. Device Communication Alert

| INCIDENT ID: | ASSET: | TYPE: | MODEL: |
|---|---|---|---|
| ab77e46a-ce17-44ec-8538-7e860a2540e5 | UPS 3A | UPS | Galaxy VM 225 kVA |
| **IP ADDRESS:** | **MANUFACTURER:** | **SERIAL NUMBER:** | **STATUS:** |
| 172.17.3.134 | APC | ID1429000057 | solved |
| **DATE/TIME:** | **DURATION:** | | |
| Mar 07, 2025 3:55 PM | 4 days | | |

## 3. UPS Operation Mode - Off

| INCIDENT ID: | ASSET: | TYPE: | MODEL: |
|---|---|---|---|
| 76484a52-fc51-4939-95c7-2d6c17240452 | UPS 3A | UPS | Galaxy VM 225 kVA |
| **IP ADDRESS:** | **MANUFACTURER:** | **SERIAL NUMBER:** | **STATUS:** |
| 172.17.3.134 | APC | ID1429000057 | solved |
| **DATE/TIME:** | **DURATION:** | | |
| Mar 11, 2025 8:31 PM | 5 minutes | | |

## 4. Device Communication Alert

| INCIDENT ID: | ASSET: | TYPE: | MODEL: |
|---|---|---|---|
| 9b0f4c05-67c8-4f64-8465-73a5e58b0a61 | UPS 2A | UPS | Galaxy VM 225 kVA |
| **IP ADDRESS:** | **MANUFACTURER:** | **SERIAL NUMBER:** | **STATUS:** |
| 172.17.3.132 | APC | ID1448000491 | solved |
| **DATE/TIME:** | **DURATION:** | | |
| Mar 26, 2025 2:20 PM | about 6 hours | | |



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## 5. Static Bypass Switch Inoperable

| INCIDENT ID: | ASSET: | TYPE: | MODEL: |
|---|---|---|---|
| 62d9817a-7ae3-4127-8060-9c764168dfb4 | UPS 2A | UPS | Galaxy VM 225 kVA |
| **IP ADDRESS:** | **MANUFACTURER:** | **SERIAL NUMBER:** | **STATUS:** |
| 172.17.3.132 | APC | ID1448000491 | solved |
| **DATE/TIME:** | **DURATION:** | | |
| Mar 26, 2025 7:55 PM | 5 minutes | | |

## 6. Device Communication Alert

| INCIDENT ID: | ASSET: | TYPE: | MODEL: |
|---|---|---|---|
| f539bc02-8130-42fc-940c-1a63b980f360 | UPS 2A | UPS | Galaxy VM 225 kVA |
| **IP ADDRESS:** | **MANUFACTURER:** | **SERIAL NUMBER:** | **STATUS:** |
| 172.17.3.132 | APC | ID1448000491 | solved |
| **DATE/TIME:** | **DURATION:** | | |
| Mar 26, 2025 8:35 PM | 5 minutes | | |



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# Software

## Gateway versions

Recommended gateway upgrades: **0**

| | Asset | Location | Current | Latest | IP |
|---|---|---|---|---|---|
| 1. | Gateway-Aerocivil | No Site level hierarchy allocated | 1.24.0.12 | 1.24.0.12 | 10.200.0.14 |



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# Conclusion

1. There were **2 incidents** with customer and agent interaction.
2. Your assets are not assigned to a specific location. We recommend that you assign a location to each asset to allow asset insights to be grouped based by location. .



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# Your Connected Services Hub

If you have any questions regarding the content of this report, contact your Connected Services Hub.

| CSH | Phone # | Countries |
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| india | 0 810 444 7246 | AR |
| india | +60378836097 | BN, MY |
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| india | 57 (1) 426 97 33 | CO |
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