

EcoStruxure IT

Aerocivil | Monthly Report

August 2025 - September 2025

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

Report Generated on **October 01, 2025**

Life Is On Schneider Electric

EcoStruxure Asset Advisor Monthly Report

The EcoStruxure Asset Advisor Monthly Report contains a custom, condensed summary of 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

Life Is On Schneider Electric

Table of Contents

Table of Contents

Executive Summary

- Executive summary 4

Recommendations

- Asset Connection Uptime Recommendations 5

Global Overview

- Summary 6
- Incidents 11
- Software 16

Global Location Hierarchy

Conclusion

- Conclusion 17

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 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		4	1	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.

Life Is On Schneider Electric

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.

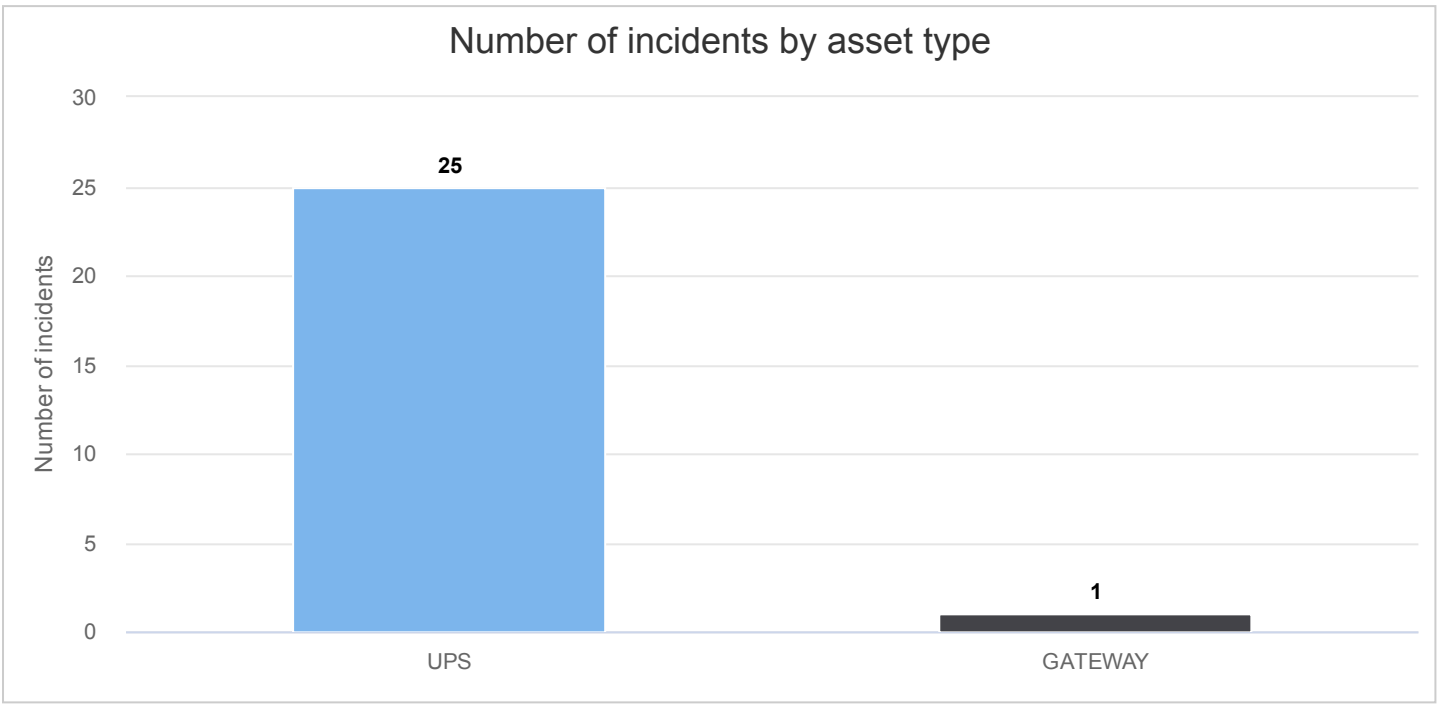
⚠ Investigation Required

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.	ID1416000380	UPS 2B	No Site level hierarchy allocated	172.17.3.133	UPS	99.9%	30 minutes

Life Is On Schneider Electric

Summary

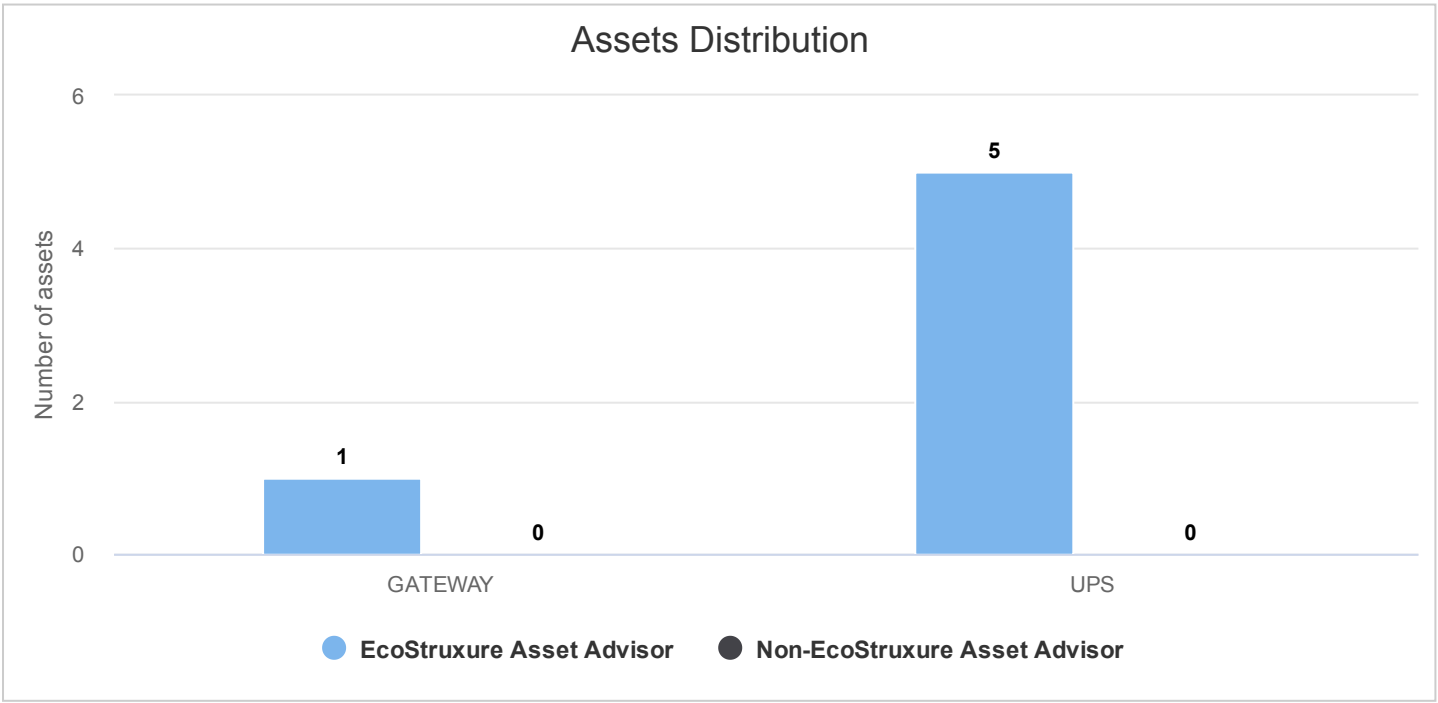


Looking at the number of incidents by asset type can reveal if a specific type of asset is over-represented in the total incidents at your installation

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



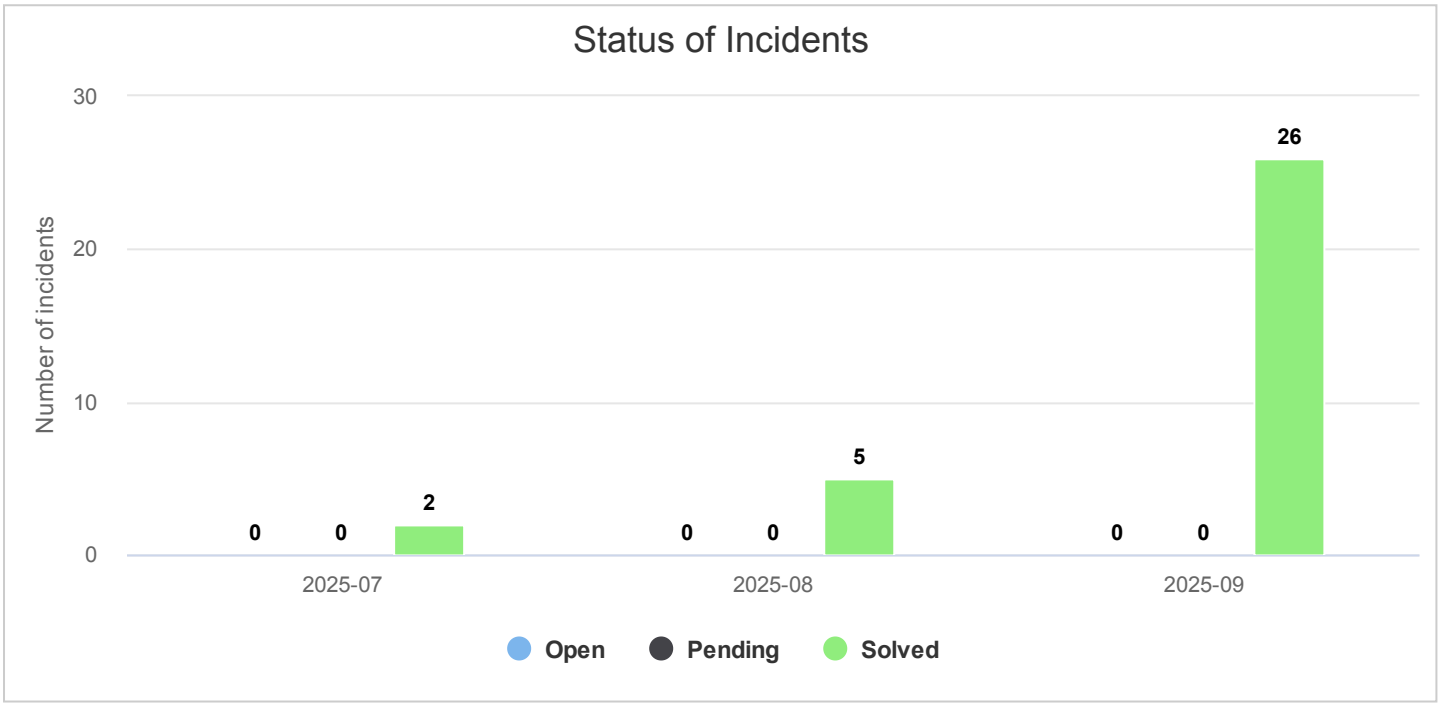
Life Is On Schneider Electric

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

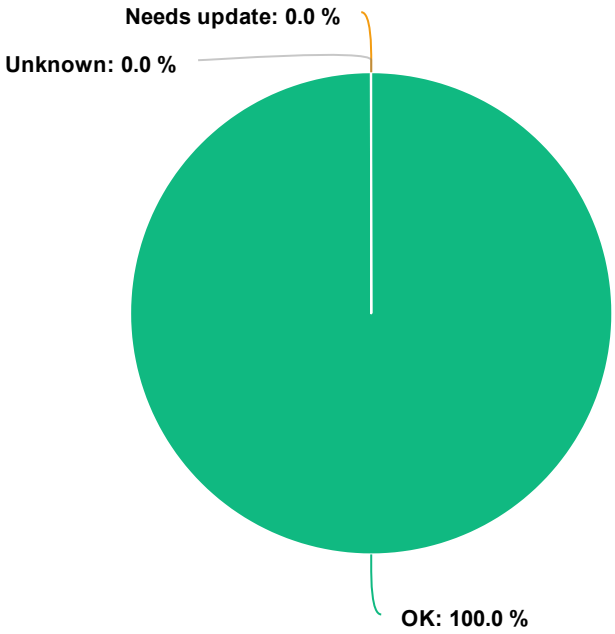
Status of incidents in the last 3 months



Life Is On Schneider Electric

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.

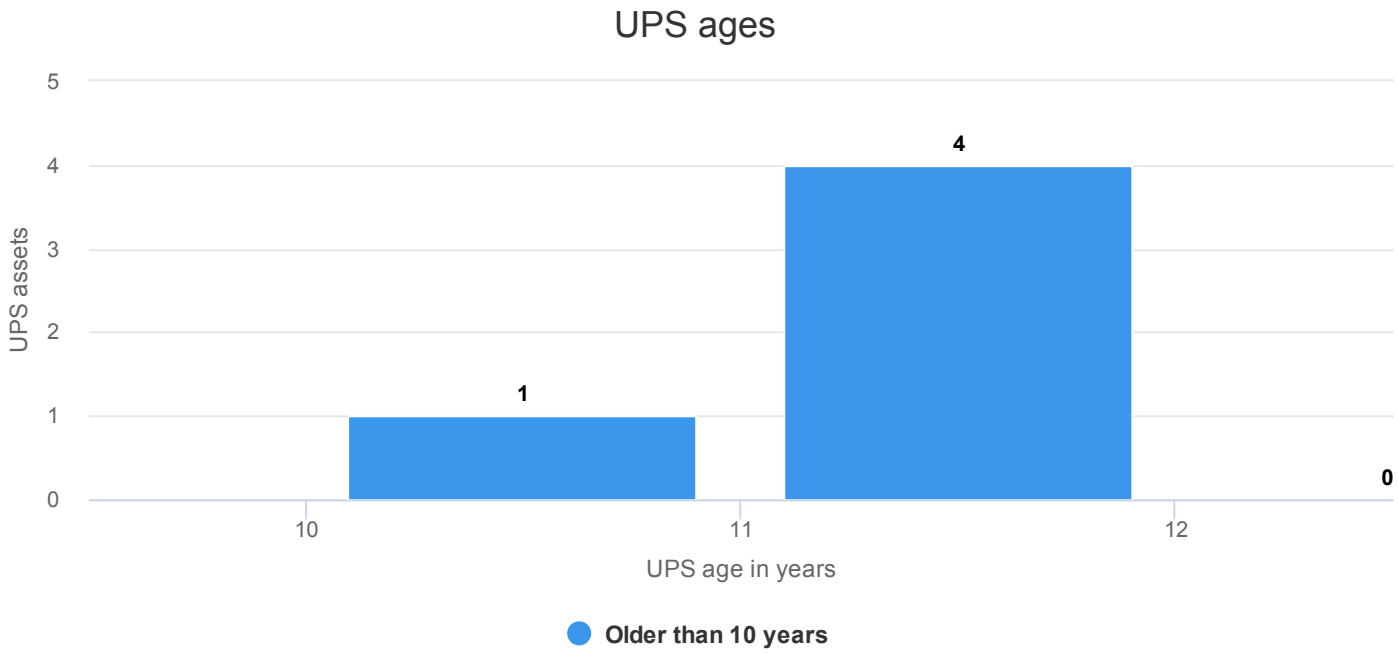


New versions of firmware are made available for the management cards within your physical infrastructure devices throughout the year. These releases typically contain a mix of bug fixes, new features, and general enhancements. Additionally, they often contain security related fixes that patch known vulnerabilities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

Life Is On Schneider Electric

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	11.58 year(s)
2.	UPS 2B	No Site level hierarchy allocated	ID1416000380	11.50 year(s)
3.	UPS 1A	No Site level hierarchy allocated	ID1423000358	11.33 year(s)
4.	UPS 1B	No Site level hierarchy allocated	ID1444000344	11.00 year(s)
5.	UPS 2A	No Site level hierarchy allocated	ID1448000491	10.92 year(s)

Life Is On Schneider Electric

Top 6 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.	12	UPS 2B	No Site level hierarchy allocated
2.	7	UPS 1B	No Site level hierarchy allocated
3.	7	UPS 1A	No Site level hierarchy allocated
4.	7	UPS 3B	No Site level hierarchy allocated
5.	4	UPS 2A	No Site level hierarchy allocated
6.	1	Gateway-Aerocivil	No Site level hierarchy allocated

Top 5 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	28	5
2.	UPS Operation Mode - Off	5	3
3.	Static Bypass Switch Inoperable	3	2
4.	Battery is not Working Correctly	1	1
5.	Gateway offline	1	1

Incidents

There have been **26** incidents at your installation.

6 incidents have been filtered out of this list. In efforts to help you prioritize, we have only included incidents that have met certain thresholds. For a complete list of your connected assets' monthly incidents, please log in to your ExoStruxure IT mobile app.

Timestamps should be interpreted within the UTC timezone.

1. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
4135e52e-1c47-4671-a9d7-843a6c845ec9	UPS 2B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.133	APC	ID1416000380	solved
DATE/TIME:	**DURATION:**		
Sep 03, 2025 9:45 PM	17 minutes		

2. Battery is not Working Correctly

INCIDENT ID:	ASSET:	TYPE:	MODEL:
4bb77d67-1660-489f-ba2d-11ff32065f7c	UPS 2B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.133	APC	ID1416000380	solved
DATE/TIME:	**DURATION:**		
Sep 07, 2025 5:21 AM	about 4 hours		

3. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
bbbc8515-f59f-4ac6-b3d7-2fcad4c513a4	UPS 2B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.133	APC	ID1416000380	solved
DATE/TIME:	**DURATION:**		
Sep 07, 2025 8:55 AM	15 days		

Life Is On Schneider Electric

4. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
7a9e0b06-059e-4c58-ab26-70b31e29d712	UPS 2A	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.132	APC	ID1448000491	solved
DATE/TIME:	**DURATION:**		
Sep 07, 2025 12:20 noon	about 6 hours		

5. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
aeb3c8cb-ac82-41bc-a5a5-d85dee204beb	UPS 1A	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.130	APC	ID1423000358	solved
DATE/TIME:	**DURATION:**		
Sep 07, 2025 12:35 noon	about 5 hours		

6. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
aabf53c8-90b0-471c-a487-ca0b6d333c16	UPS 1B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.131	APC	ID1444000344	solved
DATE/TIME:	**DURATION:**		
Sep 07, 2025 12:35 noon	about 5 hours		

7. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
a28b13cb-0ebc-4bc5-ba0f-542cfcc7c0d4	UPS 3B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.135	APC	ID1414000316	solved
DATE/TIME:	**DURATION:**		
Sep 07, 2025 12:36 noon	about 5 hours		

8. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
0f594c0b-2c26-4575-b8ed-0e868b11be39	UPS 1A	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.130	APC	ID1423000358	solved
DATE/TIME:	**DURATION:**		
Sep 10, 2025 4:40 PM	about 1 hour		

9. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
4aa6974d-0fc3-4b8b-b1e1-59a1d7b604da	UPS 1B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.131	APC	ID1444000344	solved
DATE/TIME:	**DURATION:**		
Sep 10, 2025 6:45 PM	about 1 hour		

10. UPS Operation Mode - Off

INCIDENT ID:	ASSET:	TYPE:	MODEL:
068349e8-a188-4f90-92cf-b01aa251231a	UPS 1B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.131	APC	ID1444000344	solved
DATE/TIME:	**DURATION:**		
Sep 10, 2025 7:26 PM	12 minutes		

11. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
80006072-4ef3-439f-b319-dcd2a66d7381	UPS 3B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.135	APC	ID1414000316	solved
DATE/TIME:	**DURATION:**		
Sep 11, 2025 4:01 PM	about 1 hour		

12. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
8e1e5f21-4c3b-4b5c-a90d-52c101d95274	UPS 2A	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.132	APC	ID1448000491	solved
DATE/TIME:	**DURATION:**		
Sep 11, 2025 7:50 PM	32 minutes		

13. Static Bypass Switch Inoperable

INCIDENT ID:	ASSET:	TYPE:	MODEL:
1f6a478c-ec43-426d-b069-1684f49737fe	UPS 2B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.133	APC	ID1416000380	solved
DATE/TIME:	**DURATION:**		
Sep 22, 2025 6:37 PM	about 1 hour		

14. Unknown alarm

INCIDENT ID:	ASSET:	TYPE:	MODEL:
4eb3239e-4b48-4d0d-8551-18f64ebc57bf	UPS 2B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.133	APC	ID1416000380	solved
DATE/TIME:	**DURATION:**		
Sep 22, 2025 8:06 PM	17 minutes		

15. UPS Operation Mode - Off

INCIDENT ID:	ASSET:	TYPE:	MODEL:
af860dc8-3a68-4b38-bd0a-3eecaa118280	UPS 2B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.133	APC	ID1416000380	solved
DATE/TIME:	**DURATION:**		
Sep 22, 2025 8:16 PM	about 22 hours		

16. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
94825801-cb32-4b9c-b468-7efb1f2c5dce	UPS 2B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.133	APC	ID1416000380	solved
DATE/TIME:	**DURATION:**		
Sep 28, 2025 5:01 PM	about 23 hours		

17. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
841a060d-1dbc-4aba-bcc9-fe2297c9a3d2	UPS 2A	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.132	APC	ID1448000491	solved
DATE/TIME:	**DURATION:**		
Sep 28, 2025 5:16 PM	about 23 hours		

18. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
754470d7-d801-44f8-ab9b-e0238729986c	UPS 1A	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.130	APC	ID1423000358	solved
DATE/TIME:	**DURATION:**		
Sep 28, 2025 5:16 PM	about 23 hours		

19. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
410e3d0b-e7ad-429f-adb6-84977e1a9795	UPS 1B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.131	APC	ID1444000344	solved
DATE/TIME:	**DURATION:**		
Sep 28, 2025 5:16 PM	about 23 hours		

20. Device Communication Alert

INCIDENT ID:	ASSET:	TYPE:	MODEL:
6f788332-1c31-4dfd-a906-ca017cee23c1	UPS 3B	UPS	Galaxy VM 225 kVA
IP ADDRESS:	**MANUFACTURER:**	**SERIAL NUMBER:**	**STATUS:**
172.17.3.135	APC	ID1414000316	solved
DATE/TIME:	**DURATION:**		
Sep 28, 2025 5:17 PM	about 23 hours		

Life Is On Schneider Electric

Software

Gateway versions

Recommended gateway upgrades: **0**

	Asset	Location	Current	Latest	IP
1.	Gateway-Aerocivil	No Site level hierarchy allocated	2.0.1.3	2.0.1.3	10.200.0.14

Life Is On Schneider Electric

Conclusion

1. This report originally contained **26 incidents** but **6** of them were **filtered out**. If a report contains more than 20 incidents, we only show those that have customer and agent interaction.
2. There were **20 incidents** with customer and agent interaction.
3. 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. .

Life Is On Schneider Electric

Your Connected Services Hub

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

CSH	Phone #	Countries
india	0 810 444 7246	AR
india	+60378836097	BN, MY
india	57 (1) 4269733	VE
india	+611300485615	AU, PG
india	003226226900	BE, LU
india	57 (1) 426 97 33	CO
india	+20 226 189 130	EG
india	+91 8067227888	AT, GI, AD
india	009 800 541 00 16	PY
india	+0946786888	TH
india	+31202455150	NL
india	1 800 724 634	EC
india	+852 3580 7188	HK
india	+7 7777472993	KZ
india	+77777472993	KG, UZ
india	51 (1) 618 4411	PE
india	000 405 45 29	UY
india	+56 9 3447 6411	CL
india	800 122220	BO
india	+0226309820	KR
india	+918067227888	LT, BH, OM, NO, DK, EE, SE, IS, KW, BD, SA, QA, AE, IN, LV
india	+34 930 289 900,,,,,,3,,1	ES
india	1500055	ID
india	+91 80 6722 7888	MT, JO, LR, IQ, SD, SY, LB
india	18006221677	SG
india	+351 210 608 686,,,,,,2,3	PT
india	+886 932158884	TW
india	+6329769990	PH
india	+853 6857 0500	MO
india	(11) 4501-3434	BR
india	+34 934 843 100,,,,,,3,,1	DO, AN, PR, CU, DM

india	0800351551	NZ
india	918067 22 78 88	VN

,

All Rights Reserved. Life Is On Schneider Electric is a trademark and the property of Schneider Electric SE, its subsidiaries and affiliated companies. All other trademarks are the property of their respective owners.