



StruxureOn

Getting Started Guide for Users

1. Getting started with StruxureOn	2
2. Alarms	2
3. Incidents	3
4. Upgrading to Premium	3
5. Installing and setting up the StruxureOn smartphone app	6
6. Getting the latest version	7
7. Who's on duty here?	7
8. I'm not seeing expected device or alarm data	8
9. I cannot install the app on my phone	8
10. I don't get push notifications on my smartphone	8
11. I have trouble logging in to the app on my smartphone	8
12. My app is very slow or times out	9
13. My app stopped working	9
14. The app looks strange on my iPad	9

Getting started with StruxureOn

StruxureOn is a digital monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and visibility into your device lifecycle.

To get up and running with StruxureOn requires that an administrator installs and configures one or more gateways or StruxureWare Data Center Experts and sets up users:

- StruxureOn Gateway or StruxureWare Data Center Expert v7.4.x for handling communication with your monitored devices, gathering and sending device data for smart alarm notification
- User management for inviting users and managing user rights and call priority lists

As a StruxureOn app user, all you need is to follow the instructions in your invitation from the administrator to get the smartphone app and log in:

- StruxureOn App for Android or iPhone for knowing the status of the monitored devices and communicating with your own team or the Schneider Electric experts whenever and wherever you go

Follow the instructions on struxureon.com/get-started to get started.

About using the StruxureOn Gateway or StruxureWare Data Center Expert for connecting to StruxureOn

If you're already using StruxureWare Data Center Expert v7.4.x, you can register your organization to enable StruxureOn from the **StruxureOn** menu. [Learn more here](#).

If you don't have StruxureWare Data Center Expert and want to use StruxureOn standalone, you need to install the StruxureOn Gateway.

If you're running a large distributed environment, you can use StruxureOn with more StruxureOn Gateways, StruxureWare Data Center Experts v7.4.x, or a mix of both for handling all your devices across various geographical locations.

About using the StruxureOn App

When you initially start using the app, you may not see much. As long as everything in your data center is running smoothly, there's not much to show. But when something is going on that you need to know about, the app will help you manage the situation.

The app **Dashboard** tab provides a summary of devices with alarms, incidents, and a list of the 10 latest notifications. Notifications tell you about anything going on with alarms, incidents, network issues preventing communication with the StruxureOn Gateway, etc.

There is an "unread" icon (green dot) next to each notification that hasn't been opened. The icon disappears when you've read the notification.

About maintaining StruxureOn

Updates are automatically available when you're using the gateways and apps. Note for the StruxureOn Gateway, auto update is disabled by default and can be enabled in **More... > Auto Update**.

StruxureOn administrators can make changes to the configuration of the gateways in the StruxureOn Gateway and to the user management on struxureon.com/manage.

StruxureOn users can make changes to their own account information on struxureon.com/manage.

Alarms

In the StruxureOn app you can see an overview of active and cleared alarms as well as incident status, chat and history.

Severity

Alarms that occur on monitored devices are of severity level: critical or warning. Alarms with both levels will be shown in the StruxureOn app, but only critical alarms on Premium devices will generate push notifications.

The alarm severity level is defined either:

- On the device itself (e.g. UPS)
- In the StruxureOn Gateway ([configuration of alarm thresholds](#))

Status

The **Alarms** tab in the app displays active and cleared alarms and provides a quick overview of creation date, type of alarm, status and which device the alarm is coming from. Select an alarm to access the device information and see active incidents.

Incidents

When critical alarms occur on Premium devices, incidents are automatically created. An agent from the Schneider Electric Service Bureau will either call you or chat with you to help you solve the incidents.

You get notified immediately on the StruxureOn app when there is a new incident, or when there is a change to the status of an incident. You can chat with agents from the Schneider Electric Service Bureau on open incidents, follow the progress on incidents pending a solution, and see solved incidents. This is for Premium devices only.

Incident status

The incident lifecycle includes these states: new, open, pending, or solved. You can initiate some of these states (such as create a new incident, and reopen a solved incident).

A solved incident is closed after 4 days. Within these 4 days, from an incident has been solved until it is closed, you can reopen it from the app.

Creating an incident

While an incident is automatically created on critical alarms on Premium devices, you may also want to create an incident yourself on a device. You can do this directly from the app at any time on both Premium and Standard devices, but this may incur additional cost.

1. Log in to the StruxureOn app and open the **Devices** tab.
2. Tap to select a device and tap the + icon in the upper right corner.
3. In the **New Incident** view, type a subject and description and save your new incident.

Chatting on an incident

You can use the built-in team chat on an incident to share relevant details instantly and work with agents from the Schneider Electric Service Bureau and your colleagues on duty to prevent or solve any incidents quickly.

1. Log in to the StruxureOn app and open the **Incidents** tab.
2. Tap to select an incident, type a message at the bottom, and tap **Send**.

Upgrading to Premium

When you start using the StruxureOn app, you get an instant overview of your sensor data and alarms.

If you want the full experience of StruxureOn, with predictive analysis, smart alarming, and remote diagnostics from the experts monitoring your data center, upgrade your devices to Premium.

About Premium

You can upgrade the devices that are critical for your business to ensure you get expert assistance for monitoring those devices closely in case critical alarms.

For premium devices, you get:

- **24/7 expert monitoring of your data center**
The Schneider Electric Service Bureau will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week enabling remote troubleshooting for quick resolution of critical incidents.
- **Incident tracking**
Incidents are automatically created and tracked, providing easy access to real-time incident status, incident history and chat history.
- **Real-time notifications on your smartphone**

The StruxureOn app gives you an instant overview of your sensor data and alarms.

- **Chat collaboration on incidents**
Collaborate through chat with Schneider Electric experts for a quick resolution of a problem.
- **Proactive service dispatch**
Physical infrastructure threats can be anticipated, identified, and resolved quickly and accurately with onsite support dispatch if required.
- **StruxureOn report**
The personalized report provides insight into connected devices, coupled with expert recommendations on how to improve device utilization and lifecycle.
- **Global benchmarking**
Share more to get more. Connect one device to StruxureOn Premium and you will get analytics and alarms for that device. Connect all devices in your data center and you will get predictive analysis and be able to benchmark with connected data centers worldwide.

Upgrading devices to Premium

The first time you want to upgrade one or more devices to Premium, you must:

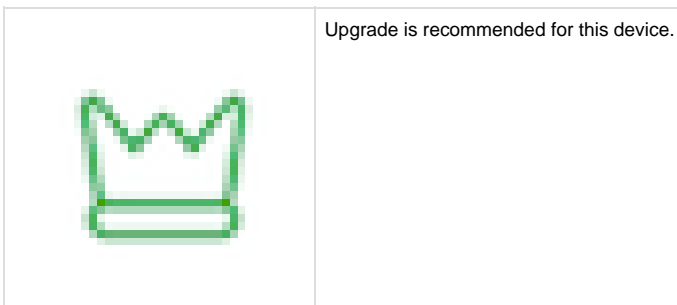
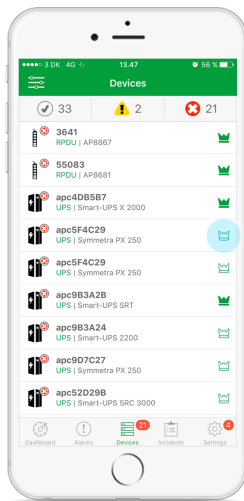
- Accept the license agreement
- Provide a billing address

Prerequisites

Before you can upgrade to Premium, you must install and setup the StruxureOn Gateway and StruxureOn. You can do that [here](#).

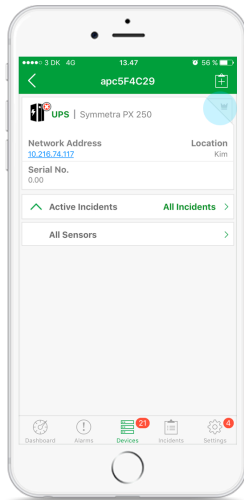
To upgrade a device

1. In the app, navigate to **Devices** (icon in the bottom), and from the list of devices select a device you want to upgrade.





2. On the device view, tap the crown icon in the top right corner.

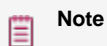


3. The first time you upgrade one or more devices, you must read about pricing and accept the license agreement to continue.
4. Add your company billing address and select to upgrade the device, or tap **Add more** to select to upgrade multiple devices.

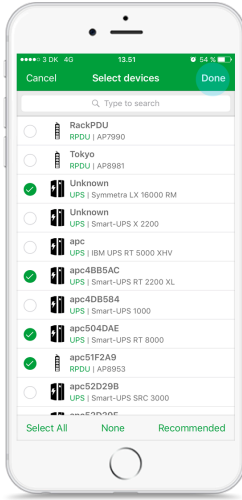
The address you enter will be used for sending you an invoice. You can change the billing address if needed at any point, and all future invoices from the time of the change will be sent to the new address.



5. When adding more devices, select from the list of devices, or tap **Recommended**, then **Done** and review the list and tap **Upgrade (amount) devices** to finish the process.



If you do not finish the process by tapping **Upgrade (amount) devices**, a number icon will appear on **Settings>Premium** to help you remember devices selected for upgrade but not yet upgraded. This allows you to revisit your selection at any time and finish the upgrade process.



Once you have completed the upgrade process, Premium features will be available immediately and you will see an icon next to your device indicating that this is now a Premium device.

Installing and setting up the StruxureOn smartphone app

The StruxureOn app is available for iOS and Android in English only at this time.

1. Install the app using [these links to Google play or App Store](#).



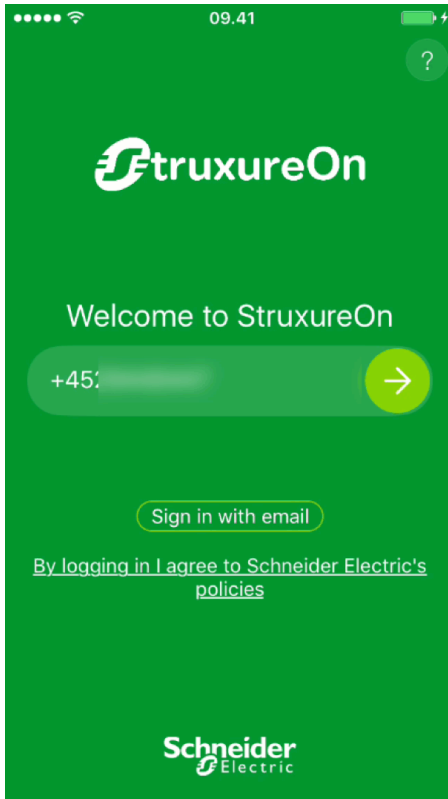
2. Log in with the phone number you registered with in the StruxureOn Gateway and you'll receive a text message with a one-time passcode.

Having issues logging in? [See here](#).

You can enable touch ID login after your first login.

You are now connected to StruxureOn and ready to explore the app.

Have fun!



Getting the latest version

StruxureOn app

Updates to the StruxureOn app will be available directly in the app. When the update popup appears, you can select to view the release notes first or update immediately. If you do not update, the update popup will continue to appear whenever you open the app.

StruxureOn Gateway

The latest version of the StruxureOn Gateway is available for download in the dcimsupport **Downloads** menu.

1. Remote desktop to the computer with your StruxureOn Gateway installation.
2. Open a Web browser and download the latest .exe file [available for download here](#).
3. Run the .exe file and follow the steps in the wizard, including selecting language (available in English only at this time), confirming you want to upgrade, and accepting the license agreement.

Who's on duty here?

Intro and setup

The on/off duty system ensures notifications and incidents are handled by the right people at the right time.

To enable this powerful system, as an administrator, provide your prioritized contact list for your organization in the cloud management web interface (**Call priority**), and ensure all users understand the importance of reporting on/off duty in the app.

Usage

As a user, when you're using the app and are on duty, remember to report on duty in the app (upper right corner) so your colleagues and Schneider Electric Service Bureau know you're available.

When you're working on an incident, you can reach out to colleagues on duty or a Schneider Electric Service Bureau agent in the built-in team chat to share relevant details immediately. This allows you to work with the relevant people on duty close to the site to solve any incidents quickly.

Equally important, remember to sign out for the day when your shift ends to avoid being disturbed at an inconvenient time.

Premium calls

If there is a critical incident on your Premium devices, the Schneider Electric Service Bureau has your back and initiates the appropriate actions. When necessary, a Schneider Electric Service Bureau agent will call the first available person on duty near the site, based on the call priority settings.

If no one is on duty, the Schneider Electric Service Bureau will call the first person on your prioritized availability list.

I'm not seeing expected device or alarm data

If you have just started using the StruxureOn app, your alarm and device lists may be empty. This is normal. Your devices are being monitored – as long as everything is running smoothly, there's nothing to show in the app.

Try this

- Compare your data with a colleague's app or the Gateway, and check that your settings are correct.
- If you don't see the amount of alarms or devices you expect in the **Alarms** or **Devices** screen, tap one or more filter icons to toggle categories. For example, tap two severity icons to enable those two filters.
- If you don't see the devices you expect on the **Devices** screen, check your filter settings (upper left corner). You may have excluded too many device groups.

I cannot install the app on my phone

If you're experiencing trouble installing the StruxureOn app on your phone, your system may not meet the system requirements.

Try this

- Verify that your system meets the [system requirements](#).
- If the installation process was initiated but something failed, try uninstalling, restarting the phone, and installing again.

I don't get push notifications on my smartphone

Push notifications must be turned on in your phone settings to enable StruxureOn notifications on your phone.

Try this

- iOS: Enable notifications in **Settings>Notifications StruxureOn**.

I have trouble logging in to the app on my smartphone

Before you can use the app, a user account must be set up for you in the Gateway. If there is an issue with your user account, you will not be able to log in to the app.

Try this

- Verify that the user account you are using to log into the app exists in the Gateway with the correct phone number and is enabled.

If the user account is missing in the Gateway configuration, you can create additional users in **More...>Users** (Gateway option).

- Could you have made a typo entering the phone number?
Try again.
- Wait a few seconds. The one-time code may be on its way.
Delivery speed and availability may vary by location and

service provider.

- Try using your phone's data connection instead of wifi. Some wifi networks unfortunately block the one-time passcode.

List of users in the Gateway

Username	Contact	Priority	Phone Number	Full Name
kdebois	<input checked="" type="checkbox"/>	1	+45 3142	Kristoffer Debois
tallen	<input checked="" type="checkbox"/>	2	+45 207	Tom Allen
jperreg	<input checked="" type="checkbox"/>	3	+45 413	Jesper Bjerregård
chsun	<input type="checkbox"/>	No Contact	+65 977	Calvin Sun

My app is very slow or times out

The app requires a network connection to run on your smartphone. It works on both the mobile network and Wi-Fi.

Try this

- Turn off the mobile network or the Wi-Fi one at the time to see if this resolves the issue.

My app stopped working

Try this

1. Force the app to close.
2. Uninstall, then install the app again.
3. Restart the phone and log in to the app.

The app looks strange on my iPad

The StruxureOn app was designed for smartphones and may not look its best on iPad or other tablets.

Try this

Install the app on a smartphone. It runs on both Android and iPhones.