

APC SmartConnect Web Portal v1.2

Release Notes

Revised: March 19

Features

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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, SMC, SMTL, and SCL 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 Integration with ConnectWise® Automate™**
Integrate with ConnectWise Automate through a dedicated Remote Monitoring and Management (RMM) integration.
- **Renewal Support**
If configured, SmartConnect will send your reseller email notifications about important lifecycle events affecting your Smart-UPS.
- **Custom Notifications**
Create customized notifications to receive email notifications about UPS events that are important to you.

Known Issues

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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.

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