CyberPower®

YOUR ULTIMATE ALLY IN POWER

POWER MANAGEMENT SOFTWARE

PowerPanel® Cloud Pro

USER MANUAL

Rev. 14, June 2025

SAVE THESE INSTRUCTIONS

Please read this manual and follow the instructions for installation and use.

Cyber Power Systems (USA), Inc.

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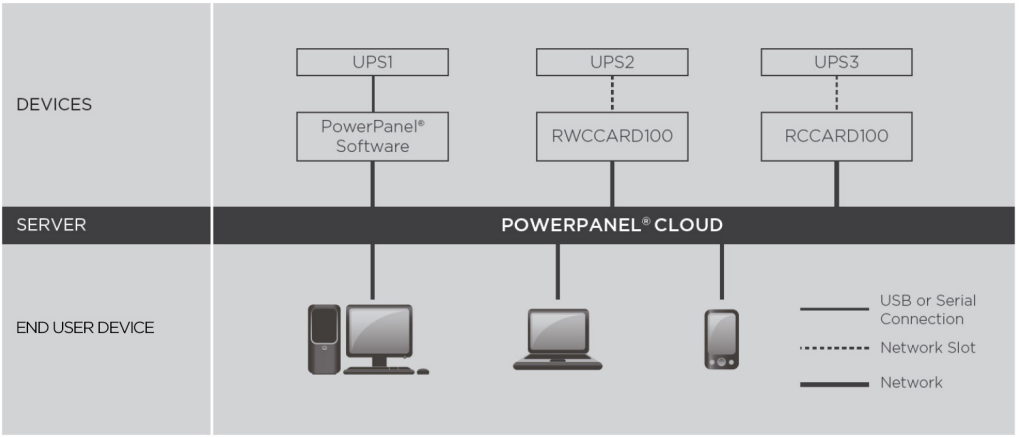
1 OVERVIEW

Keeping 100% system uptime is crucial for today's businesses. A UPS is used to provide critical backup power to maintain normal operation when a power failure happens. CyberPower PowerPanel Cloud provides a proactive approach to manage and monitor a UPS system attached to a network, eliminating the risk of downtime by ensuring the UPSs are operating correctly.

PowerPanel Cloud is a cloud-based system that adopts the client-server architecture, allowing users to remotely access the system through a web browser on a computer, or an app on a smart phone. See the diagram below for the application scenario. It consists of a CyberPower UPS and CyberPower software or CyberPower Remote Cloud Card for collecting the detailed information on every UPS and sending them to the PowerPanel Cloud server.

PowerPanel Cloud provides 24/7 UPS monitoring and real-time status alarms to users by email and app notification. Users can manage multiple UPSs with one account. For long-term UPS status analysis, PowerPanel Cloud saves historical records for tracing logs and drawing historical trends.



2 GETTING STARTED

2.1 Prerequisites

2.1.1 UPS

CyberPower UPS with network connectivity and a working network connection.

2.1.2 Connectivity

There are three ways to add a UPS to PowerPanel Cloud.

1. Connect with the PowerPanel software

A server or a PC that is always on with:

- PowerPanel Personal
- PowerPanel Business

2. Connect with the Remote Cloud Card

- RCCARD100
- RWCCARD100

3. Connect using PowerPanel Cloud Gateway

- https://powerpanel.cyberpower.com

2.1.3 Smartphone

- iOS 9.0 and later
- Android 6.0 and later

2.1.4 Web Browser

- Google Chrome / Firefox / Safari / Microsoft Edge

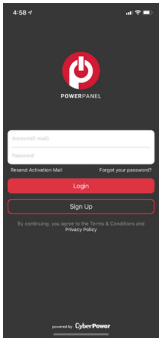
2.2 Set Up

2.2.1 Register an Account

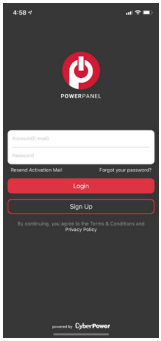
- Users can register an account through the PowerPanel App or CyberPower Website.

Through PowerPanel App

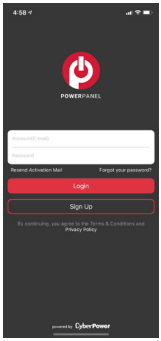
Step 1: Download the PowerPanel App at iOS / Android platform.



Step 2:
Click **Sign Up**



Step 3:
Fill in the information



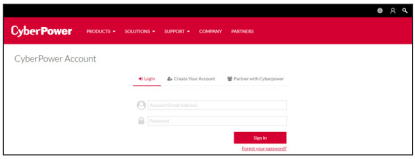
Step 4:
Click **Register**

2 GETTING STARTED

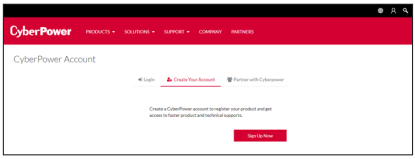
Through CyberPower Website

Go to the CyberPower Website https://www.cyberpower.com and Click **My Account**.

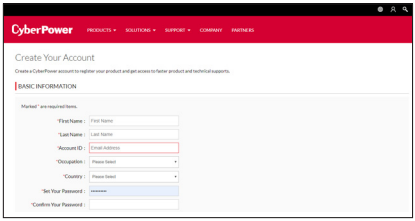
1. Click **Create Your Account**



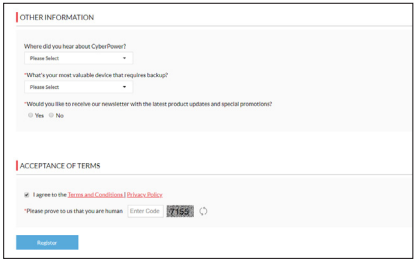
2. Click **Sign Up Now**



3. Fill in the information.

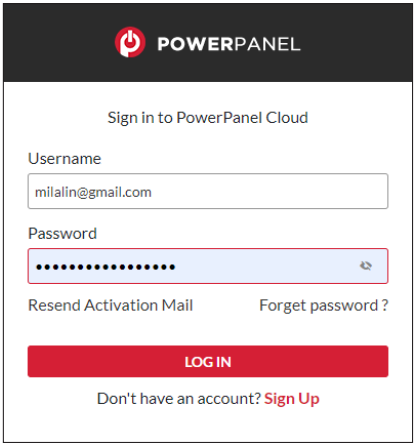


4. Accept the terms, enter the code, and click **Register**



Through PowerPanel Cloud Website

Go to the PowerPanelCloud Website https://powerpanel.cyberpower.com/ and Click **Sign Up**



2 GETTING STARTED

2.2.2 Add a Device

There are three ways to add a UPS to PowerPanel Cloud.

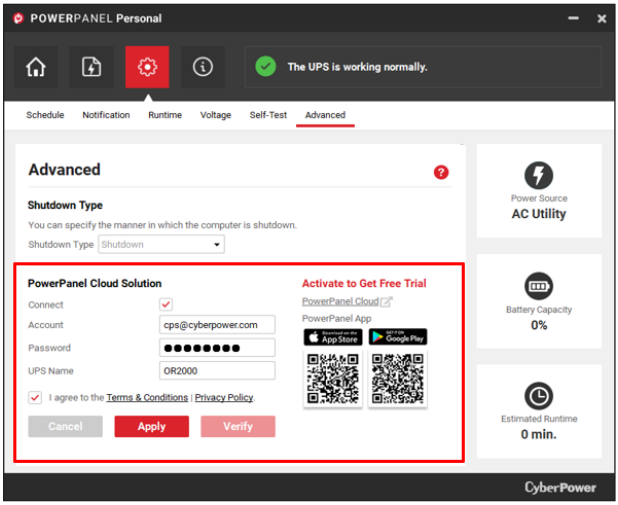
1. Using the PowerPanel software
2. Using Remote Cloud Card via App
3. Using Remote Cloud Card via Web portal

Note: PowerPanel Cloud provides a free trial. For information on the free trial, please see the instructions in 2.2.3.

Add with PowerPanel software

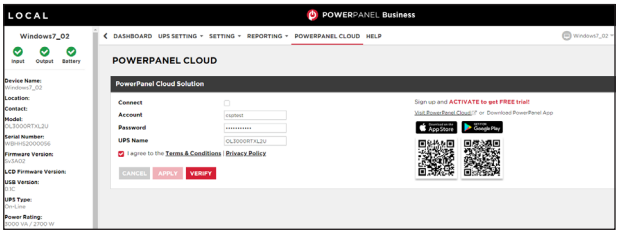
PowerPanel Personal:

Go to **Settings >> Advanced >> Mobile Solution**. Activate the Mobile Solution and log in with the registered account. The UPS that the computer is connected to will be added to PowerPanel Cloud.



PowerPanel Business Local:

Go to **POWERPANEL CLOUD**. Activate the Cloud Solution and log in with the registered account. The UPS that the computer is connected to will be added to PowerPanel Cloud.

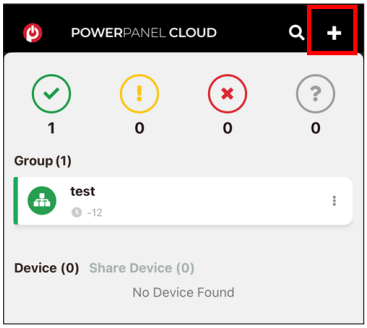


2 GETTING STARTED

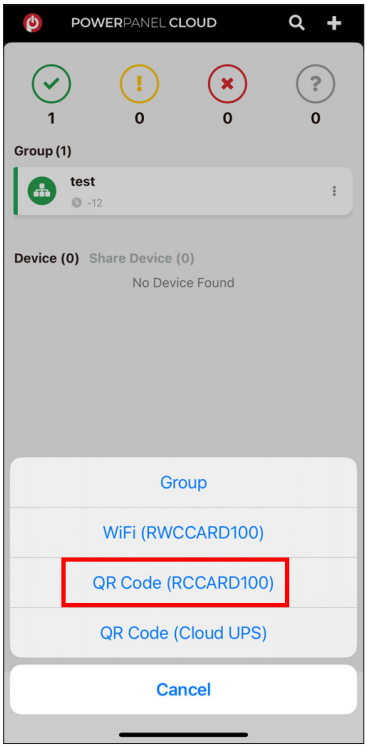
Add with Remote Cloud Card via App

RCCARD100 Or Cloud UPS

1. Open the PowerPanel App and click **+**



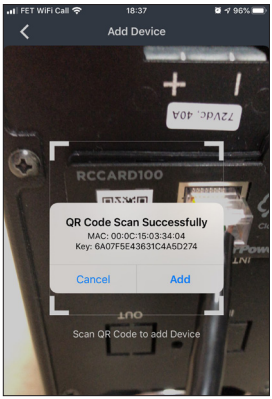
2. Select **Add Device by QR Code** (**RCCARD100** if using card, or **Cloud UPS** for a UPS with a built-in cloud port)



2 GETTING STARTED

3. Scan the QR Code on the RCCARD100 or Cloud UPS.

4. Click **Add**

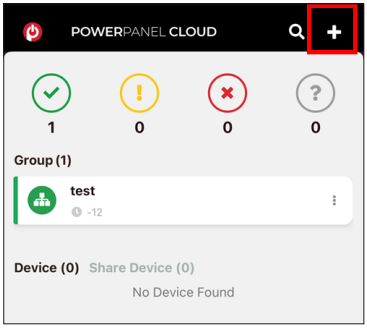


5. Install the RCCARD100 into the UPS and connect with the network. Make sure the light turns on. It may take 2-3 minutes.

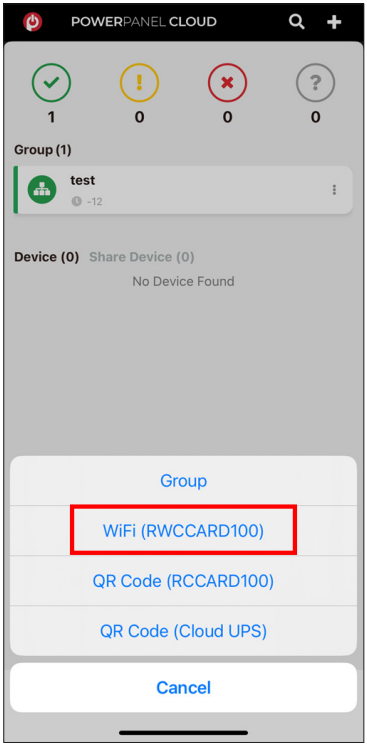
2 GETTING STARTED

RWCCARD100

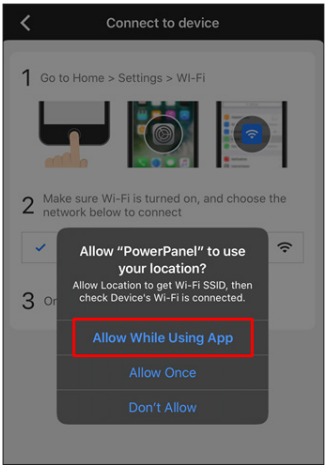
1. Open the PowerPanel App and click **+**

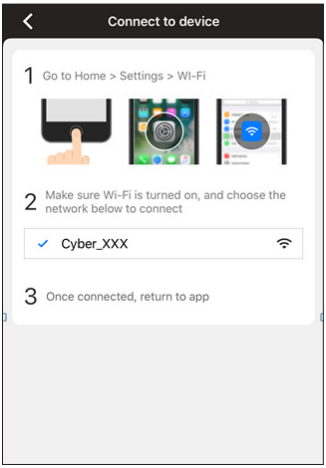


2. Select **Add Device by WiFi**



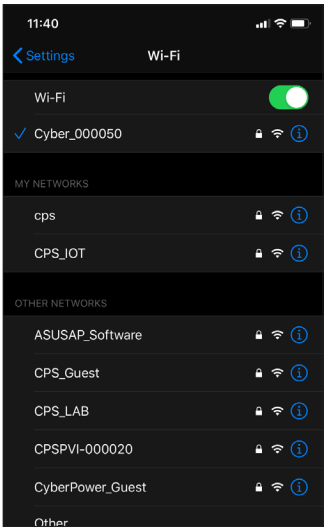
3. Follow the instructions to set up a WiFi connection.



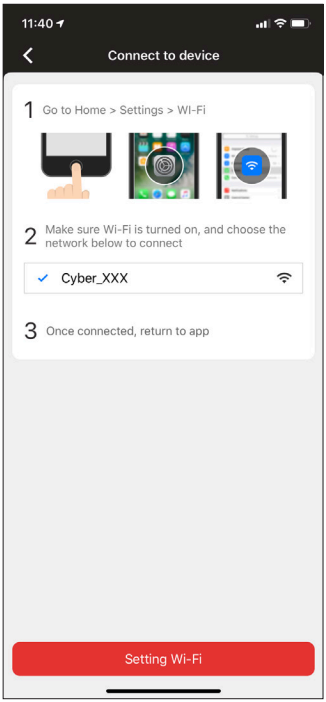


4. Press and hold the **RESET** button on the RWCCARD100.
   Make sure the **STATUS** light turns blue.

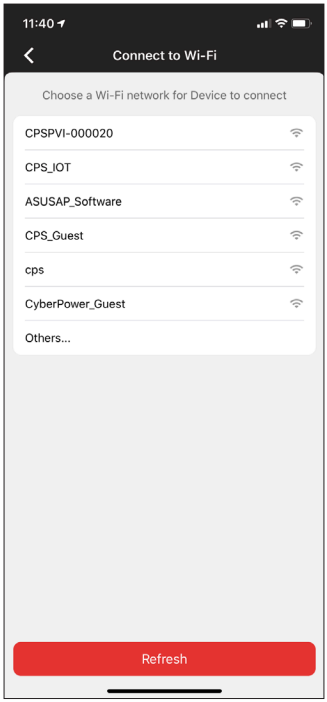
5. Go to the Wi-Fi settings page and choose **Cyber_XXXXXX**.
   The default password is **cyberpower**.



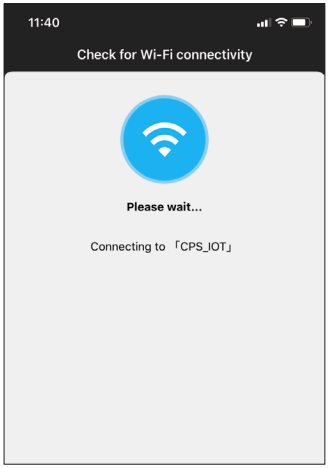
6. Return to the PowerPanel App and click **Setting Wi-Fi**.

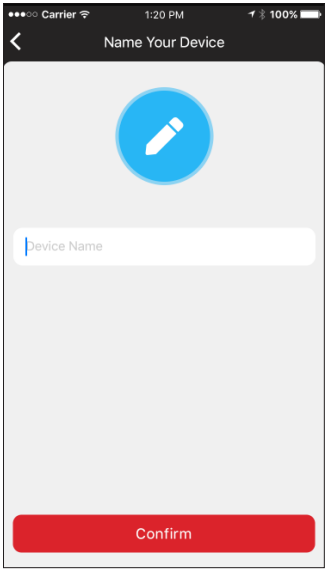


7. Select a WiFi network for the device to connect to.



8. Check for Wi-Fi connectivity. Name your device, and click **Confirm** to add the device. You can also edit the name of the device later.



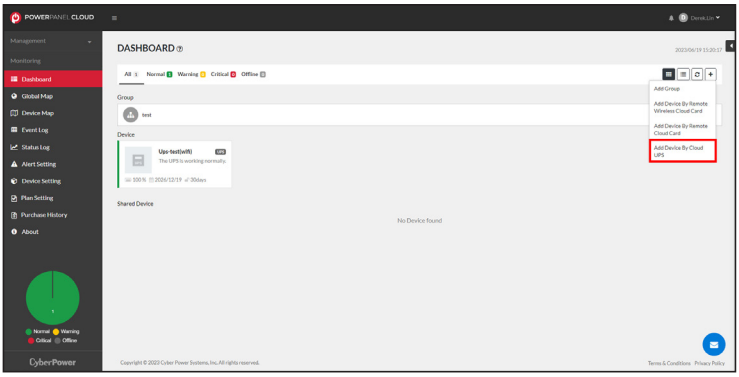


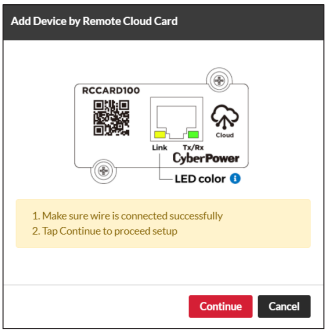
2 GETTING STARTED

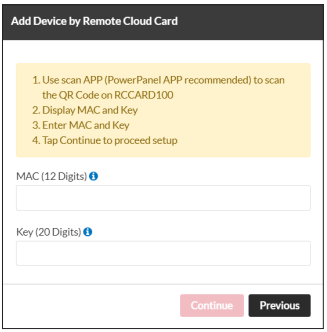
Add the Remote Cloud Card via the web portal

RCCARD100

Please follow the setup instructions from the web portal.

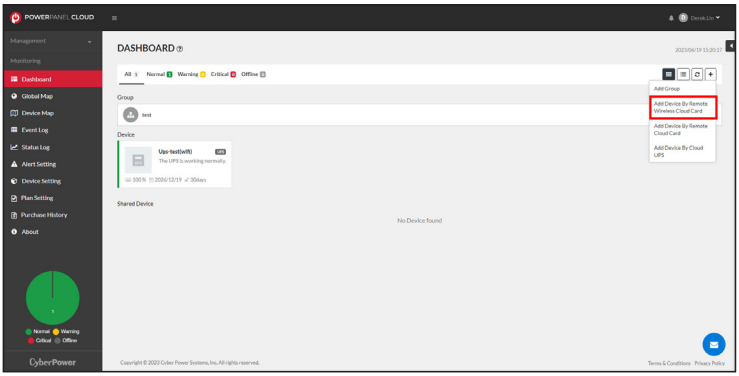






RWCCARD100

Please follow the setup instructions from the web portal.



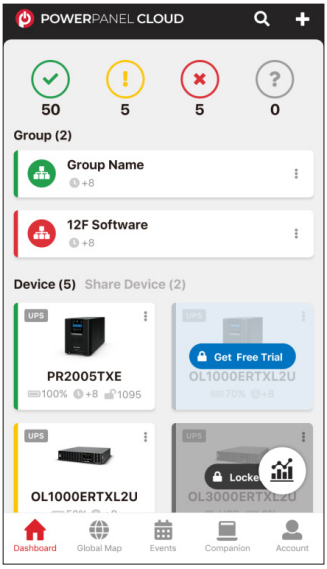
2.2.3 Free Trial

If the device is added to PowerPanel Cloud through PowerPanel software or a Remote Cloud Card, users will be eligible for a free trial.

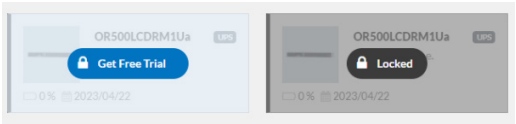
Source	Period
PowerPanel software	90 days (select models)
Remote Cloud Card	1,095 days (3 years)

Note:

1. The Remote Cloud Card includes RWCCARD100, RCCARD100 and Cloud UPS
2. The free trial policy can vary by country
3. The user has to activate a free trial by clicking **Get Free Trial** after adding devices to PowerPanel Cloud via the software or a Remote Cloud Card (see below screens).



4. After the trial expires (shows as Locked), users can purchase a plan through the PowerPanel App.



5. It may take a few minutes before the **Get Free Trial** button appears, depending on network speed or other related elements.

3 USING POWERPANEL CLOUD SOLUTION

PowerPanel Cloud allows users to monitor and manage the device status anytime and anywhere through a web browser or app.

3.1 On Web Browser

Log in to PowerPanel Cloud at http://powerpanel.cyberpower.com/.

3.1.1 Monitor the UPS

PowerPanel Cloud builds a clear device structure to display multiple UPSs in the Dashboard (Figure 3.1). PowerPanel Cloud also defines four colors to show each device's status. The details of each status are described in the table below. Useful filters and statistics are also available on the page, helping users get the overall UPS status at a glance.

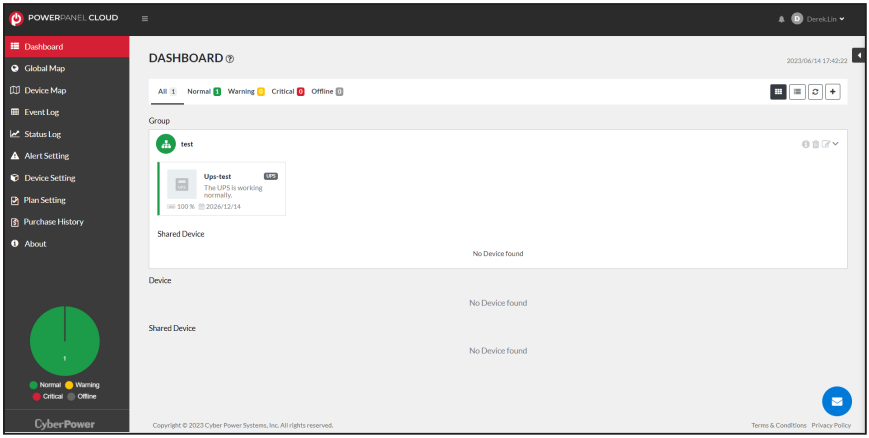


Figure 3.1 Dashboard on Web Browser

Color	Status
Green	Normal status. The communication is normal and there are no events to report.
Yellow	Warning status. Indicates a non-critical event occurred.
Red	Warning status. Indicates a critical event occurred.
Gray	Communication has been lost.

3 USING POWERPANEL CLOUD SOLUTION

The dashboard is split into distinct areas. The upper area is the tool bar. It includes the filter of the UPS status and the Add Group feature (❶ in Figure 3.2). The middle area is the UPS list displayed by the group ❷. Below the middle area is the UPS device list ❸. The bottom area is the devices shared by other users ❹. Each UPS is displayed in colors to show its status. Users can easily spot a UPS that has a problem. At the bottom-left corner, the overall statistics of the UPS are displayed ❺.

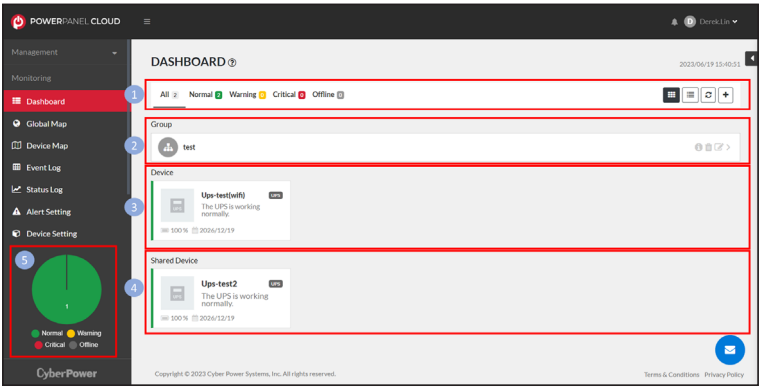


Figure 3.2 Distinct Areas in the Dashboard

3 USING POWERPANEL CLOUD SOLUTION

All the UPSs added to the PowerPanel Cloud, with the same account, are displayed in the Dashboard (Figure 3.1). Users can monitor the UPSs directly with the statistics at the bottom-left corner. With this information, users can check the device list on the right to find out which UPS has problems. PowerPanel Cloud provides Group mode and UPS mode to display the UPS structure ❷, ❸ in Figure 3.2).

Click the **Group** to display the UPS list classified by group. Each UPS in the same group has the same time zone. Click the UPS to enter the UPS detail page (Figure 3.3). On the detail page, users can see the UPS real-time status (❶ in Figure 3.3); view battery test section and the event list displayed in the bottom area (❷, ❸ in Figure 3.3).

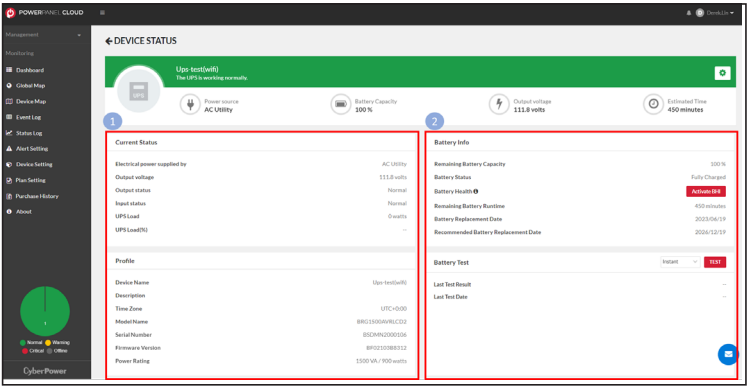


Figure 3.3 UPS Detail Page

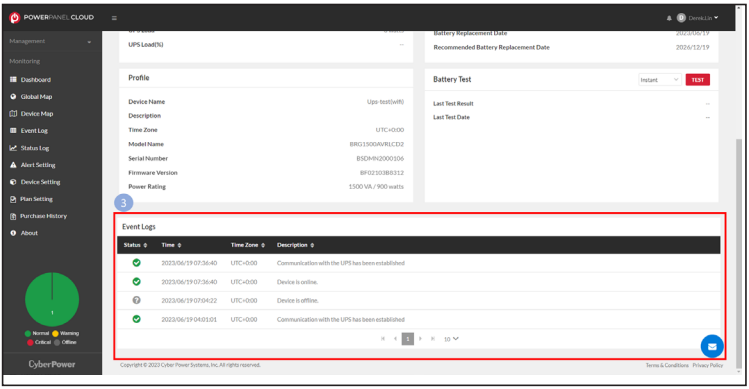


Figure 3.4 UPS Event Page

At the top-right corner of the real-time status area, click the setting icon ⚙ to open the device setting window to edit the UPS name, description, battery replacement date and time zone of the device (Figure 3.5).

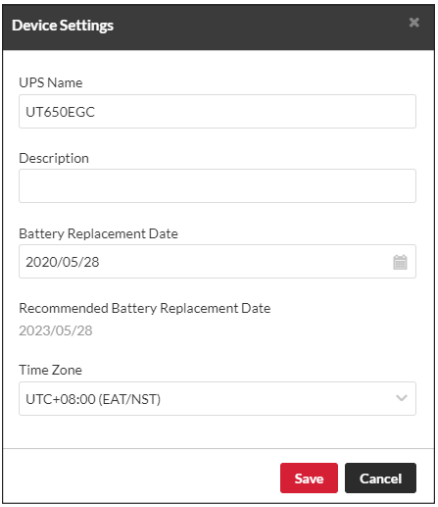


Figure 3.5 Device Setting

3.1.2 Global Map

The Global Map page provides the ability to view and monitor status and real-time information of all devices.

Click **Add** to add sites from your devices, group or device map. You may choose an address or exact latitude/longitude as the site location. This feature is only available for Level 20N, Level 50N and Level 100N users. For more details, please refer to section 4.1.

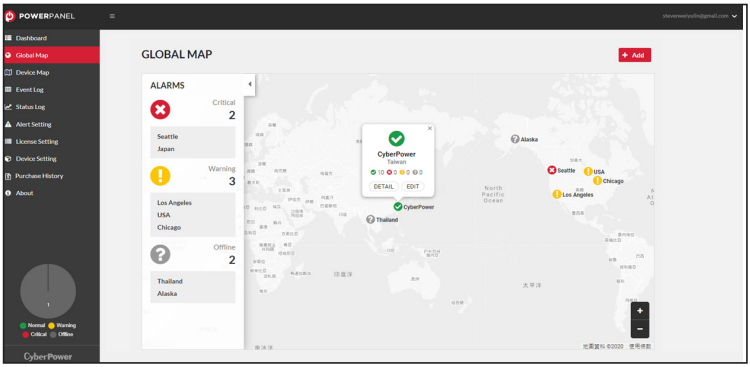


Figure 3.6 Global Map

3 USING POWERPANEL CLOUD SOLUTION

3.1.3 Device Map

The Device Map provides the Map View to monitor the status and real-time information of all devices.

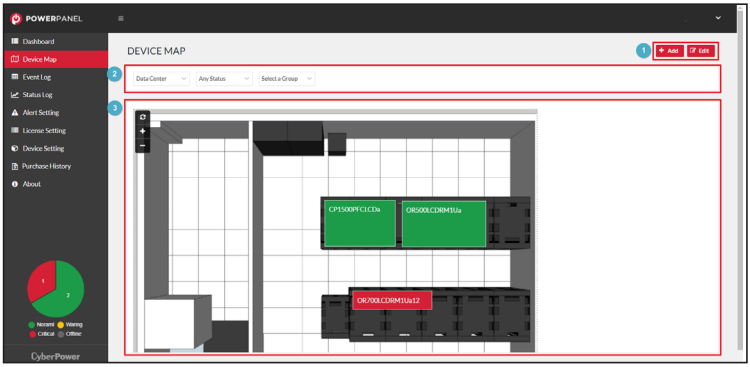


Figure 3.7 Device Map

At the top-right corner, users can click to edit the details of the map or add a new one (❶ in Figure 3.7). The functions are described below. The method of adding a new map is described in Figure 3.8 - Figure 3.10 and below. To open a device map, select the device map in the filter (❷ in Figure 3.7). After opening the device map, users can view the device distribution in the map. The device is displayed as a color block in the map, and changes the color in real time according to its status. Click the color block to view the detailed information of the device on the right side of the page (Figure 3.11).

This feature is only available in Level 20N, Level 50N and Level 100N.

+ Add	Click to add a new map in the table.
Edit	Click to edit the selected map in the table.

Adding a Map

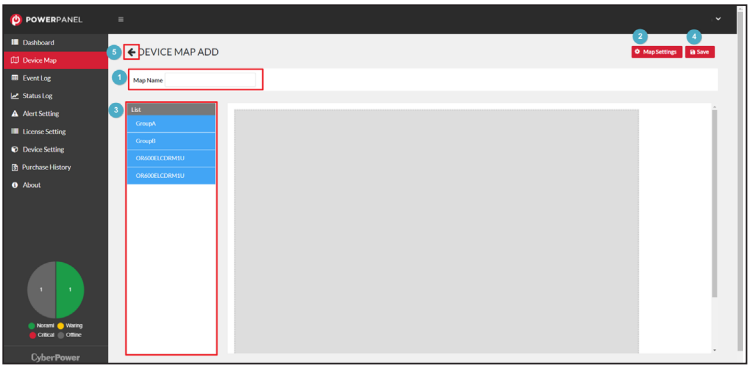


Figure 3.8 The Steps of Adding a Map

1. Fill in the Map Name.
2. Adjust the layout size of the map.
3. Upload the background image or the site plan. The image format must be .PNG or .JPEG files. (Figure 3.9)
4. Drag & drop the device from the list to the device map in the display panel. See Figure 3.10 for detail.
5. Save the map.
6. Go back to Device Map page, and the new map name will be displayed in the filter.

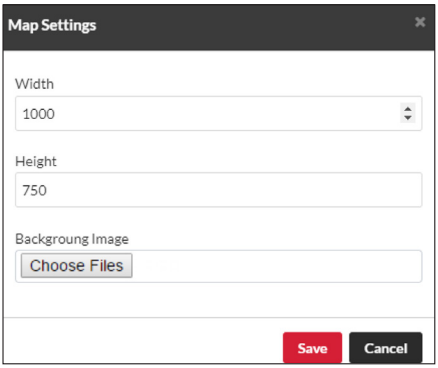


Figure 3.9 Map Settings

3 USING POWERPANEL CLOUD SOLUTION

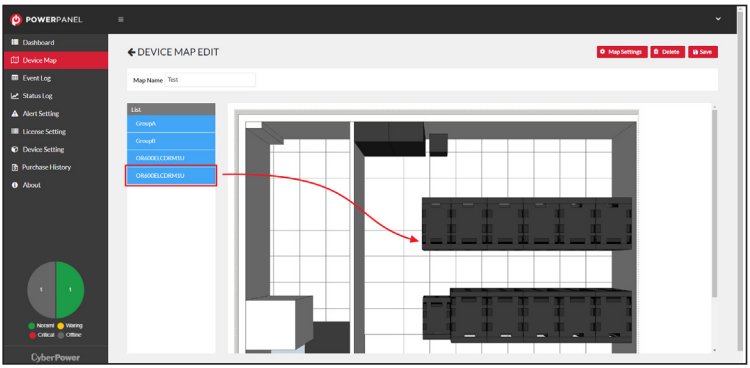


Figure 3.10 Drag & Drop the Device

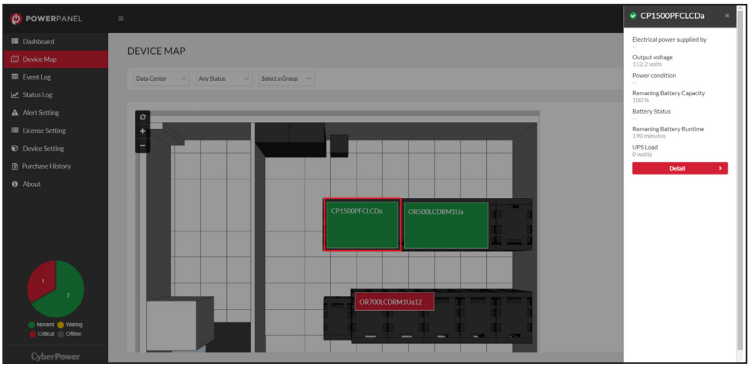


Figure 3.11 Real-time Information of Device

3 USING POWERPANEL CLOUD SOLUTION

3.1.4 Event Logs

The Event Log page provides the device event log (Figure 3.12) for users to track the events of all devices. PowerPanel Cloud provides a device event filtering (❶ in Figure 3.12) and export function (❷ in Figure 3.12).

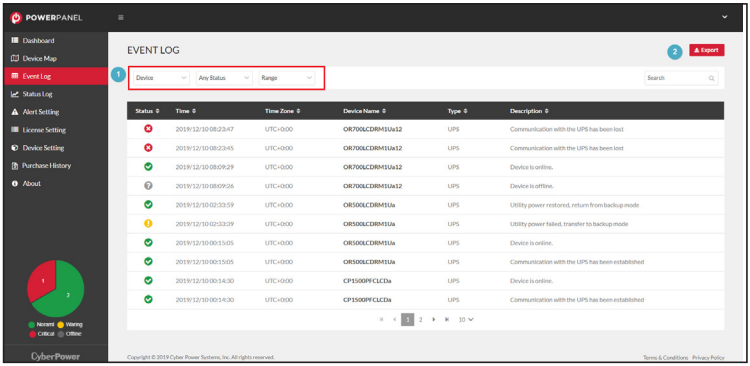


Figure 3.12 Event Log

3.1.5 Status Logs

The Status Log page provides the device status log (Figure 3.13) for users to track the status of all devices. PowerPanel Cloud provides device status filtering (❶ in Figure 3.13) for searching. Users can review the voltage, frequency, temperature and humidity of the device in the trend chart (❷ in Figure 3.13). The status logs can be output by the export function (❸ in Figure 3.13.)

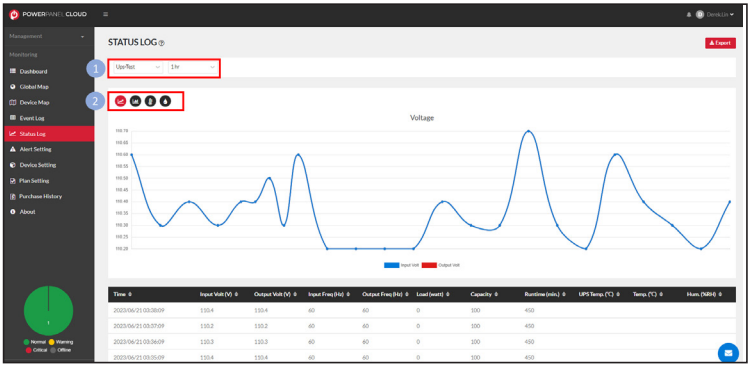


Figure 3.13 Status Log on Web Browser

3.1.6 Alert Settings

The Alert Setting page allows users to configure the alert recipients (Figure 3.14). When an event occurs, the alert recipients will be notified via email. The Alert Setting page displays the recipient list. Users can add a new recipient and edit the recipient content (❶ in Figure 3.14). The function details are described in the table below.

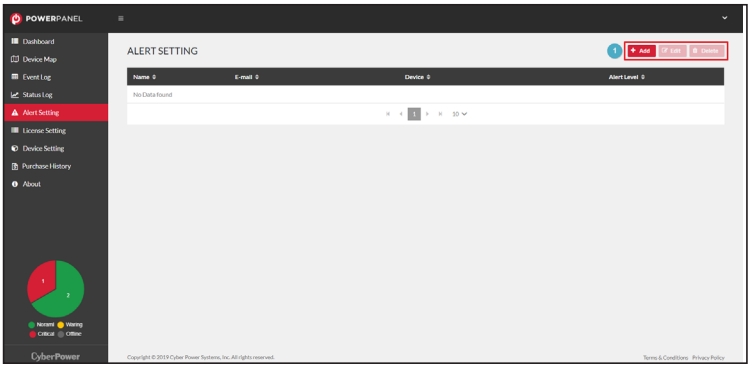


Figure 3.14 Alert Setting

+ Add	Click to add a new recipient into the table.
Edit	Click to edit the selected recipient in the table.
Delete	Click to delete the selected recipient in the table.

3 USING POWERPANEL CLOUD SOLUTION

3.1.7 Device Settings

The Device Setting page provides the interface for users to update firmware (Figure 3.15) and share a device. PowerPanel Cloud also provides firmware updates for the Remote Cloud Card (❸ in Figure 3.15). Click the card version to review the firmware update history (❹ in Figure 3.15). The icon for the card version is described in the table below.

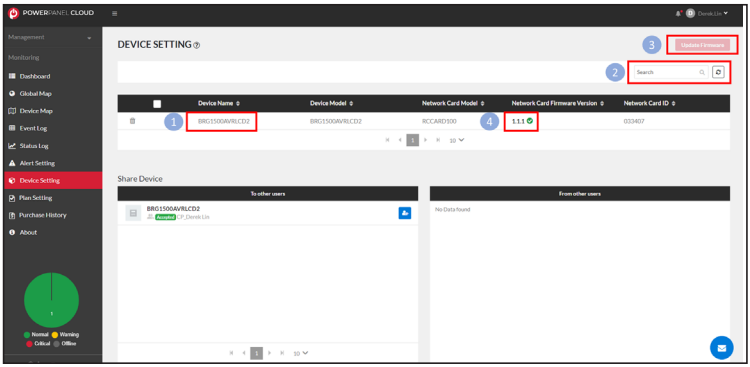


Figure 3.15 Device Setting

	There is a new firmware version available for updating the Remote Cloud Card.
	The Remote Cloud Card has the latest version of firmware.

3 USING POWERPANEL CLOUD SOLUTION

Users can share device information with up to three other PowerPanel Cloud users:

To other users shows the devices a user can share with other users (Figure 3.16). Email notification and push notification on the App will be sent when users try to share devices. Also, whenever the invited user accepts or rejects the invitation, an email notification and push notification will be triggered. This feature is for advanced plans only: Only Level 50N and above accounts are eligible for this feature. (Figure 3.17)

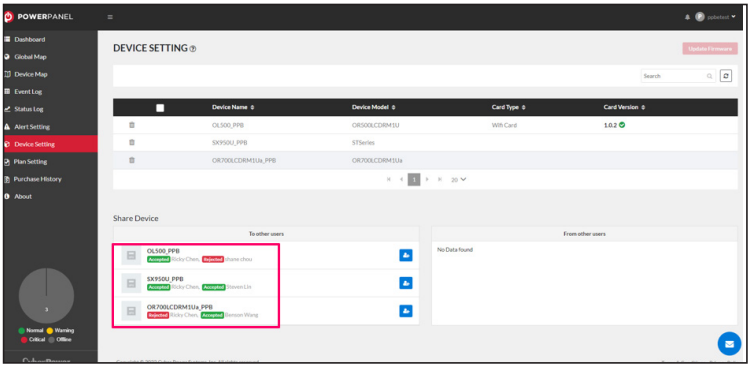


Figure 3.16 To Other Users

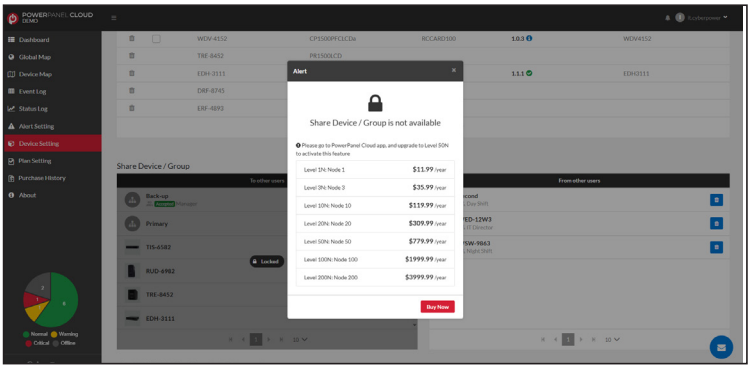


Figure 3.17 Level 2 Plus 50N and Above

From other users shows the devices shared by other users. After the invitation is sent, the invited user will see an icon on both Dashboard and Device Setting (Figure 3.18). If the invited user accepts the invitation, the information of this UPS will be available until it is cancelled by the original user or the invited user (Figure 3.19).

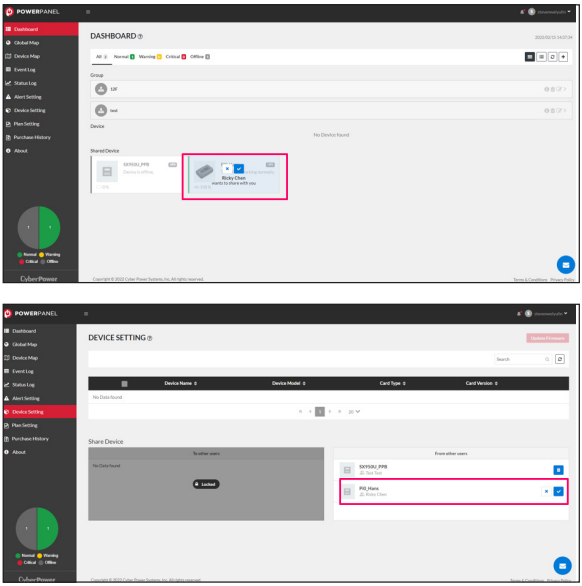


Figure 3.18 From Other Users

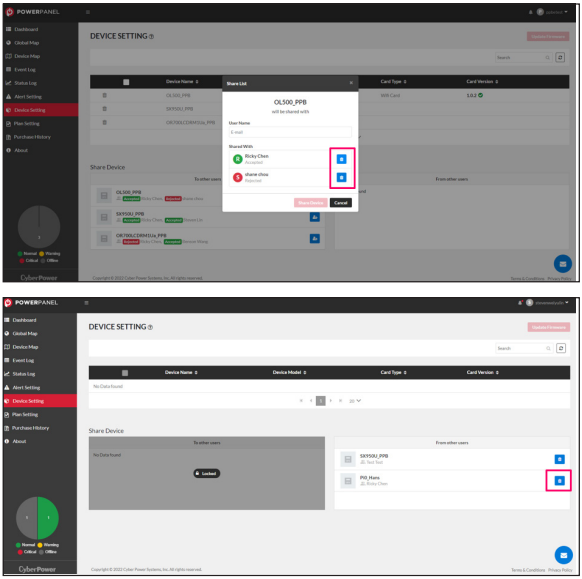


Figure 3.19 Cancel the Sharing

3 USING POWERPANEL CLOUD SOLUTION

3.1.8 Plan Settings

The Plan Settings page provides the plan management function for users to activate devices (Figure 3.20).

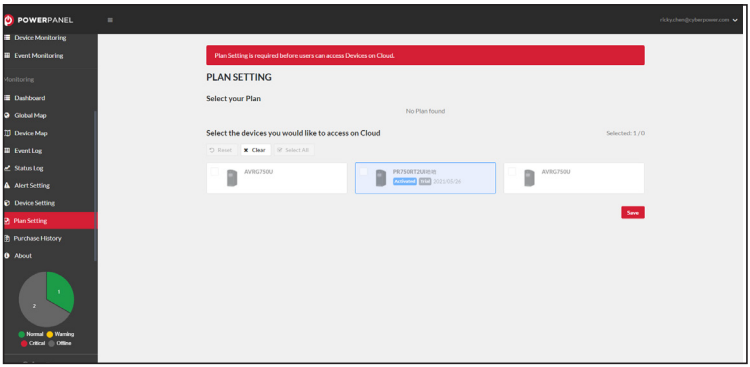


Figure 3.20 Plan Settings

The **Plan Setting** page displays the plan list. Users can choose a plan if there is more than one plan. **Select All** will select the devices by order; clicking **Reset** will return to default, which is selected by system; clicking **Clear** will deselect devices. Please note that only devices with square or checked indicators can be accessed on your cloud account; others will be locked. If the number of devices in your account is more than your node limit, you can upgrade your plan through the app. Importantly, a Plan will be activated only after users click **Save**. Please note that saved devices might temporarily indicate **Locked** in the next login. If you verify its setup up on a plan or a free trial is in place, it likely needs to be picked up by PowerPanel Cloud. This can take several minutes, but the screen will turn green.

3.1.9 Gateway Settings

The PowerPanel Cloud Gateway allows users to add devices with Remote Management Cards and Network PDUs to the Cloud using the SNMP protocol. Follow these steps to complete the setup:

1. Download the Gateway application and install it on your local PC.
2. After installation, launch the application, log in using your PowerPanel Cloud account and name your gateway.
3. Log in to the PowerPanel Cloud website and navigate to Gateway Settings. Your newly connected gateway will appear at the top of the page.

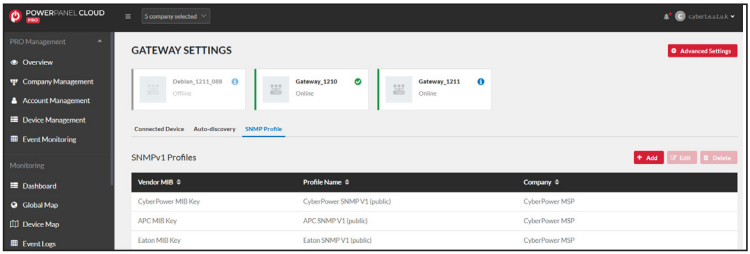


Figure 3.21 Gateway Settings

4. Complete the Setup for Device Discovery

SNMP Profile: The default SNMP Profile supports CyberPower, APC, and Eaton SNMP V1 with the community set to **public**. You can add or edit the SNMP Profile as needed. Ensure that SNMP settings, such as the community for SNMP V1 or the authentication key for SNMP V3, match the settings of your device.

Auto-Discovery: Create a Discovery Job to configure the discovery settings, including the SNMP Profile, Gateway, and the range of IP addresses.

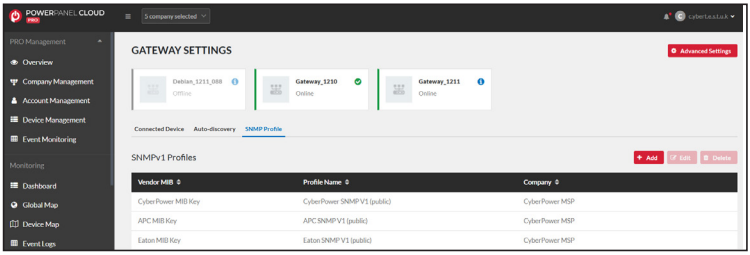


Figure 3.22 SNMP Profile Settings

3 USING POWERPANEL CLOUD SOLUTION

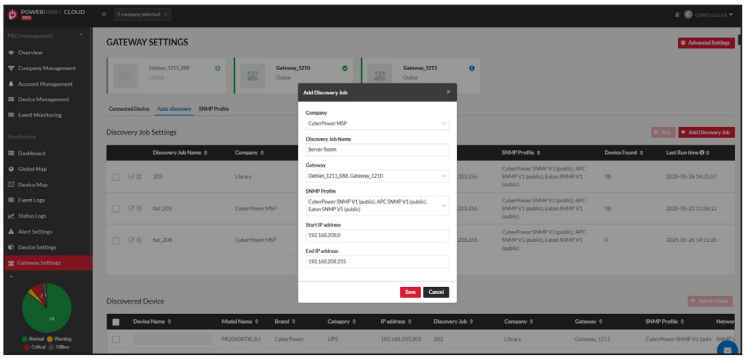


Figure 3.23 Add Discovery Job

5. Start Device Discovery

After completing the settings, you can begin discovering devices. PowerPanel Cloud provides two options for discovery.

Auto-Discovery: Run the previously configured discovery job. Once devices are discovered, they will appear in the table below.

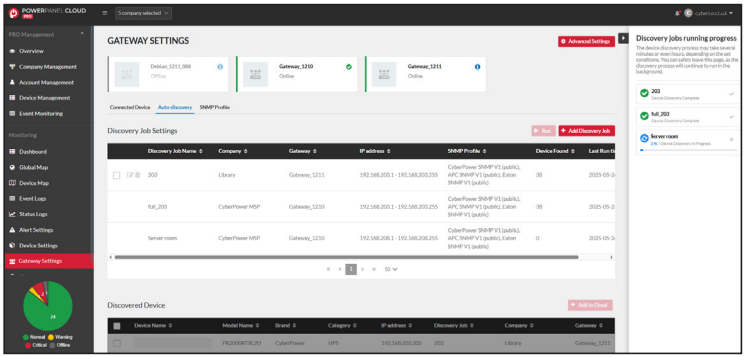


Figure 3.24 Discovery Job Running in Progress

Connected Device: If you know the specific IP address of a device, navigate to Connected Device and click **Add Device**. Select the gateway and SNMP profile, enter the IP address, and click **Continue** to start the discovery task.

6. After the discovery process is complete, the devices will be listed in the discovered devices table. Select and name the device you wish to add to the Cloud.

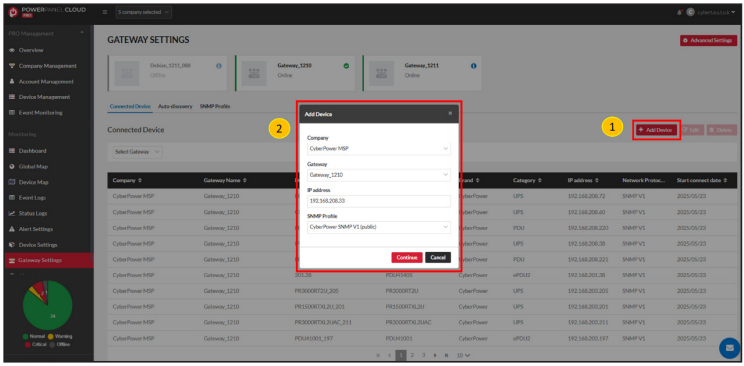


Figure 3.25 Add Device

7. If you have an existing plan, the device will be added directly, allowing you to start monitoring it on the dashboard immediately. If you do not have a plan, you will need to purchase one.

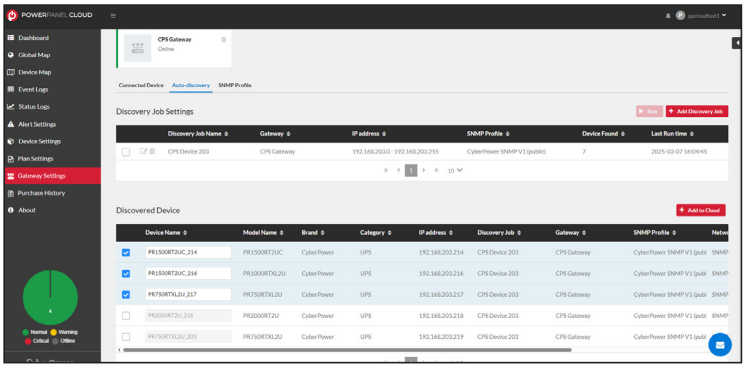


Figure 3.26 Add Device to the Cloud

8. Gateway Update: Click **Advanced Settings** to check the current Gateway version. You can update the Gateway version manually or toggle the **Automatic** setting to enable automatic updates for the Gateway.

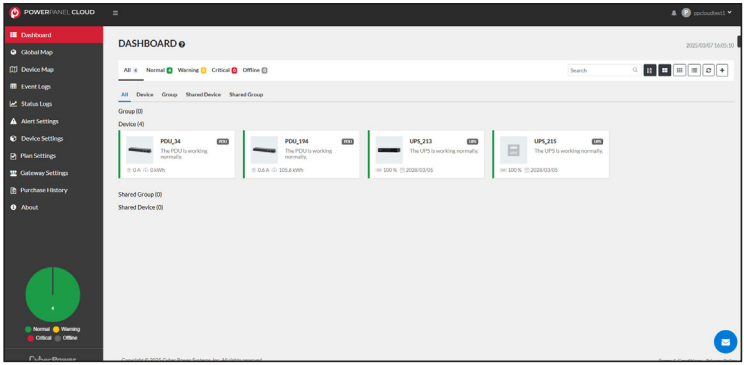


Figure 3.27 Device Display on Dashboard

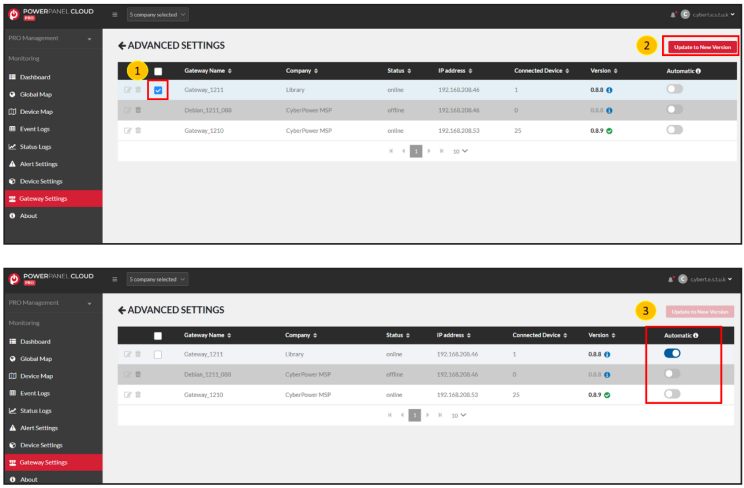


Figure 3.28 Gateway Update

3 USING POWERPANEL CLOUD SOLUTION

3.1.10 Purchase History

The Purchase History page allows users to review the purchase history logs (Figure 3.29). For the method of purchasing plan, please see Chapter 4.

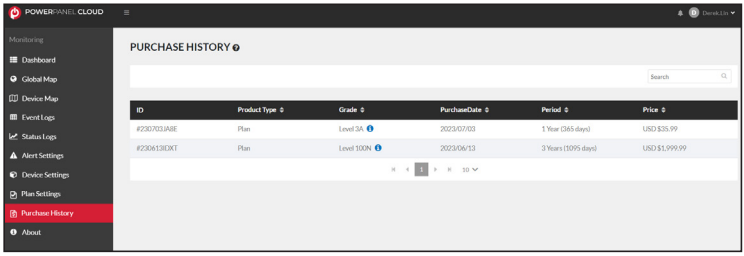


Figure 3.29 Purchase History

After purchasing the products, users can review the owned plans. Click the icon to review the product information (Figure 3.30).

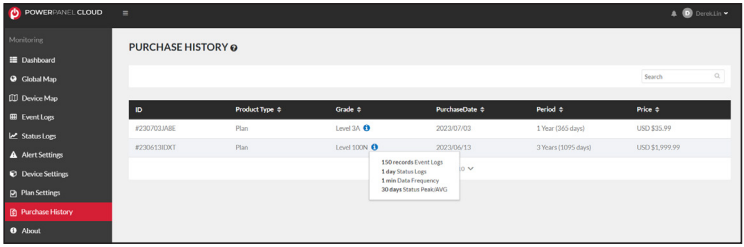


Figure 3.30 Product Information

3.1.11 API access to device data

Users with PPC PRO or 50N plan and above can see the API feature section (Figure 3.31) in Account Info. Before enabling the API feature, users need to enable two-factor authentication and agree to the terms of use.

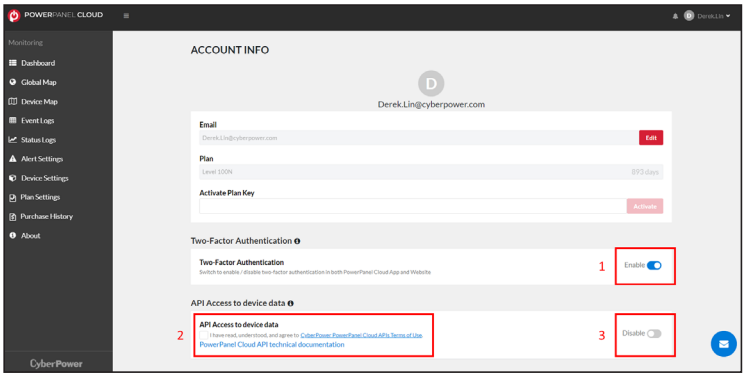


Figure 3.31 API Enablement Settings

3 USING POWERPANEL CLOUD SOLUTION

After enabling the API feature, users can generate up to five API keys (Figure 3.32). Each API key is valid for three years; once it expires, you will need to generate a new one.

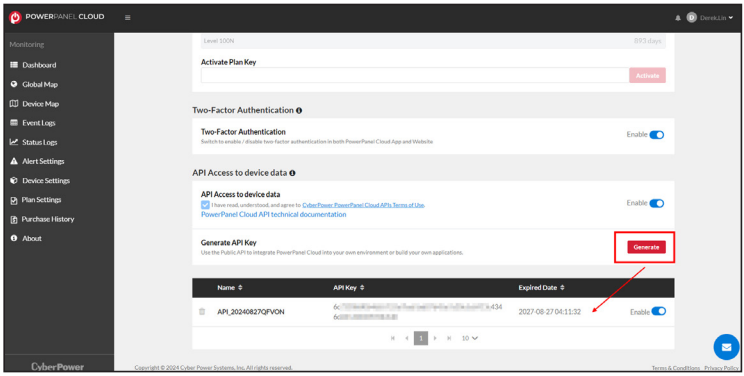


Figure 3.32 Generate API key

Users can check the request URL and parameter details in the technical documentation (Figure 3.33) and start using the API.

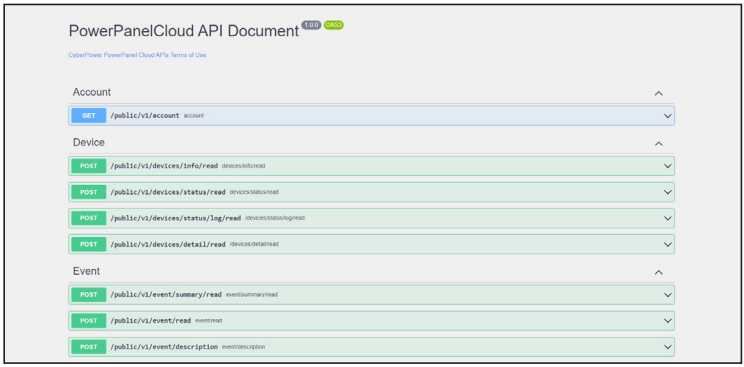


Figure 3.33 API Document

3.1.12 Edit Email

Users can modify the email for notifications and alerts for account. Please note that this will not change the email address used to log in to the account.

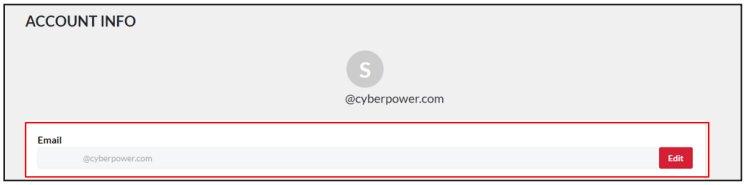


Figure 3.34 Edit Email

3 USING POWERPANEL CLOUD SOLUTION

3.1.13 Purchase Plan

Users can purchase the service of PowerPanel Cloud according to the number of devices and preferred data coverage from the web portal. Chapter 4.1 will explain how to purchase the products.

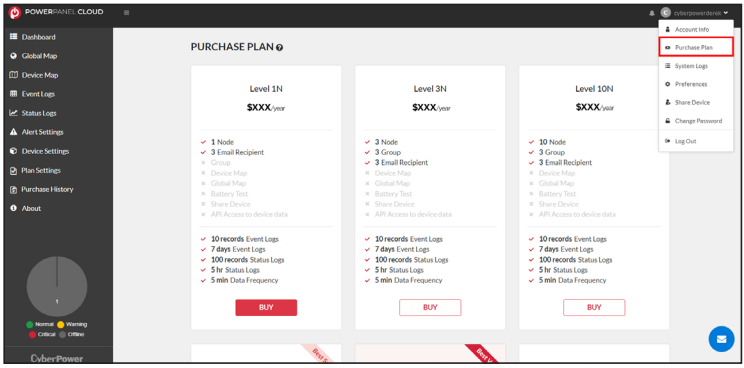


Figure 3.35 Purchase Plan

3.1.14 System Log

Users can check operations details for the account in this option. They are listed as successful or failed.

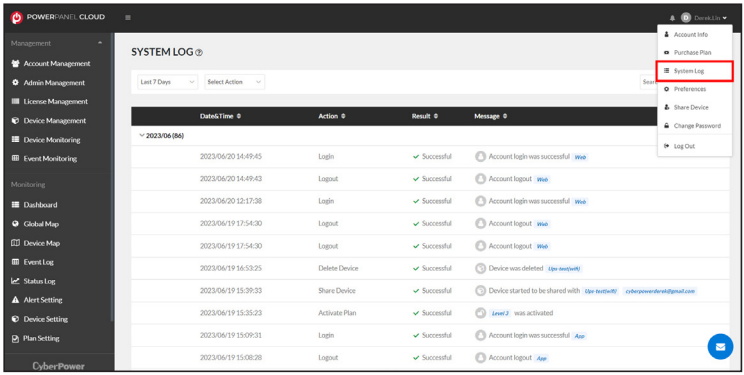


Figure 3.36 System Log

3.1.15 Preferences

Users can select the preferred Language, Temperature Unit, and Time Format.

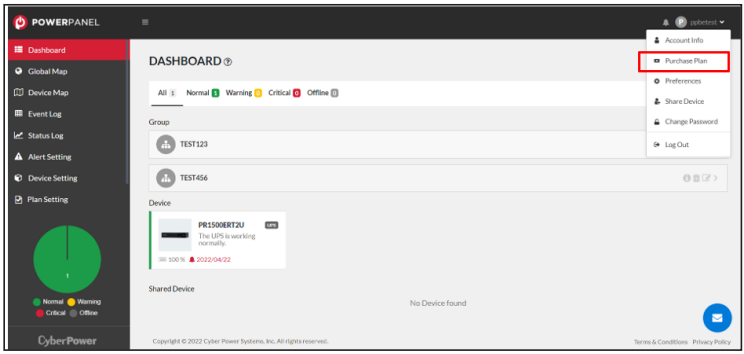


Figure 3.37 Preferences

3.2 On App

Users can download the mobile PowerPanel Cloud App to a smartphone. The PowerPanel App has the same base functions as PowerPanel Cloud, making it easy to use.

3.2.1 Monitor the UPS

The PowerPanel App provides a clear device structure for displaying multiple UPSs in the Dashboard (Figure 3.38). The PowerPanel App uses four colors to show the different device status. The details of each status is described in the table. Additionally, there are filter and statistics available on the page, helping users get an overall UPS status at a glance.

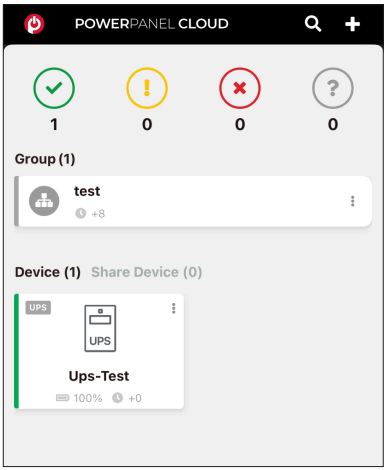


Figure 3.38 Dashboard On App

Color	Status
Green	Normal status. The communication is normal and there are no events to report.
Yellow	Warning status. Indicates a non-critical event occurred.
Red	Warning status. Indicates a critical event occurred.
Gray	Communication has been lost.

3 USING POWERPANEL CLOUD SOLUTION

The Dashboard page is split into distinct areas. The upper area is the tool bar. It includes the Search device, Add Group, and Add Device features (❶ in Figure 3.39). The middle area is the filter of UPS status (❷ in Figure 3.39) and the UPS list displayed by group (❸ in Figure 3.40). The bottom area is the UPS list (❹ Figure 3.39). Each UPS is displayed in colors to show its status. Users can easily spot a UPS that has a problem.

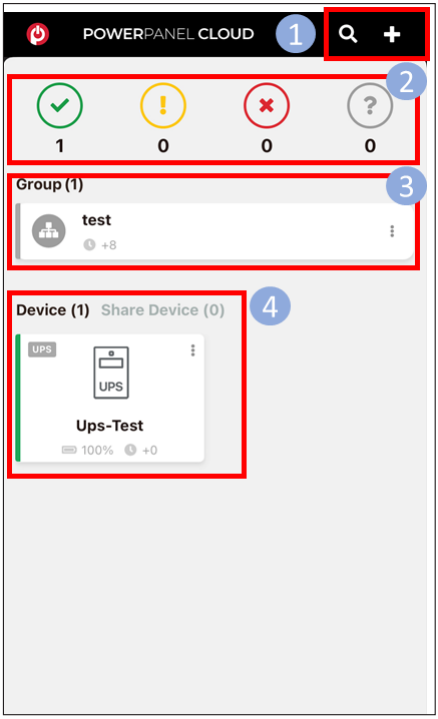


Figure 3.39 Distinct Areas in the Dashboard

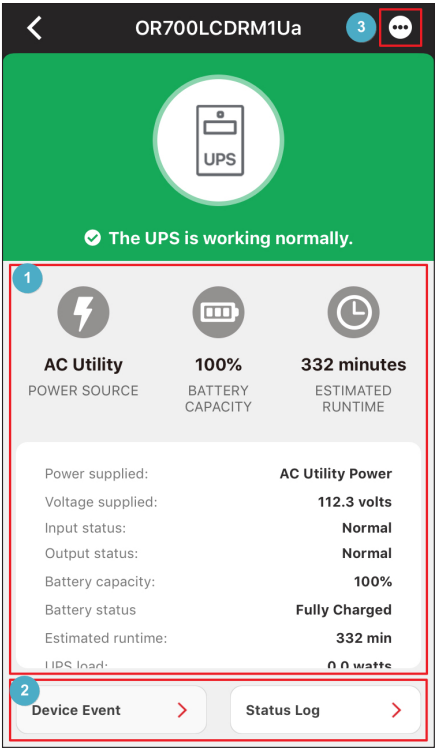


Figure 3.40 UPS Detail Page

All UPSs added in the PowerPanel Cloud with the same account are displayed in the Dashboard (Figure 3.39). PowerPanel App provides Group mode and UPS mode to display the UPS structure (❸, ❹ in Figure 3.39). Click the ⋯ icon to edit the name, time zone of the Group/UPS or delete the Group/UPS and share device.

Click the Group to display the UPS list classified by group. Each UPS in the same group has the same time zone. Click the UPS to enter the UPS detail page (Figure 3.41). On the detail page, users can immediately know the UPS real-time status (❶ inFigure 3.40), as well as the device event and the status log displayed in the bottom area (❷ in Figure 3.40). For the description of Status Log, see 3.2.4. PowerPanel App also allows users to update the firmware of the card (❸ in Figure 3.40).

On the Device Event page (Figure 3.41), the Power Problem Summary summarizes the power condition statistics during different periods of time. This information can be used to analyze the quality of the power source (❶ in Figure 3.41). Users can review the power condition of the device on the Device Event Log (❷ in Figure 3.41 and see 3.2.2).

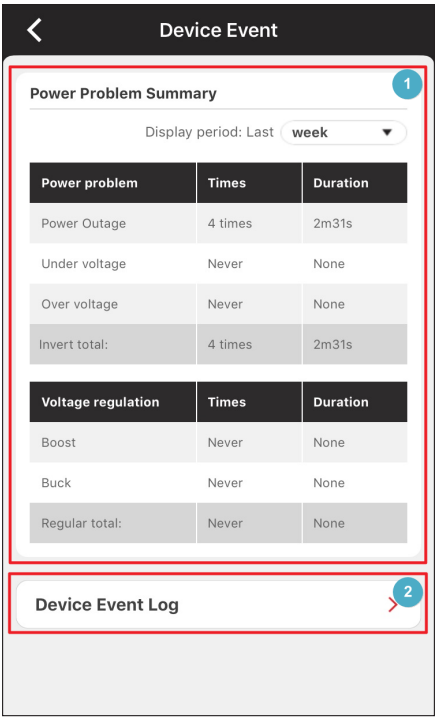


Figure 3.41 Device Event

On the Device Setting page, the PowerPanel App displays the current version of the Remote Cloud Card (Figure 3.42). On the Card Firmware Update page, click **Update** to upgrade the Remote Cloud Card (Figure 3.43). Click **Battery Test** to see the last test result and decide the test timing. On the Battery Replacement Date page, Next Replacement Date will be updated in accordance with the Battery Replacement Date (Figure 3.42). If Next Replacement Date expired, the color of battery icon will turn red (in Figure 3.44). The Info page includes the UPS model name and firmware version.

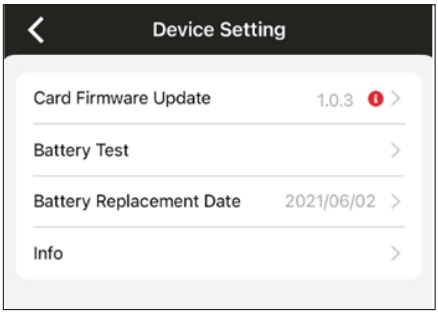


Figure 3.42 Device Setting

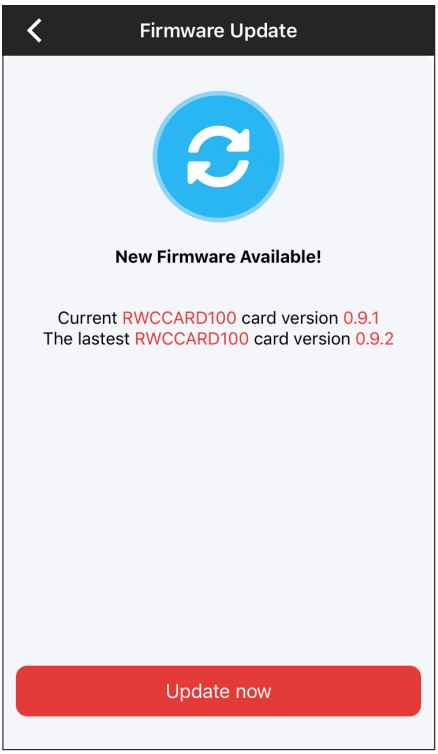


Figure 3.43 Firmware Update

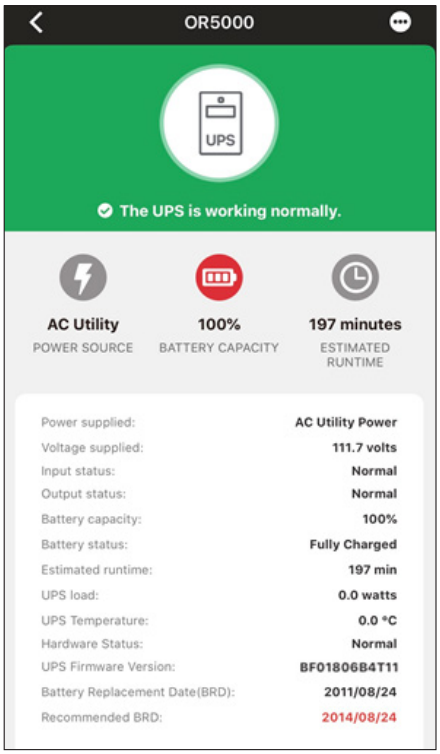


Figure 3.44 Battery Expiration

3.2.2 Global Map

The Global Map page provides the ability to view and monitor status and real-time information of all devices (Figure 3.45).

Click **+** to add sites from your devices, group or device map. You may choose an address or exact latitude/longitude as the site location. This feature is only available for Level 20N, Level 50N and Level 100N users. For more details, please refer to Section 4.

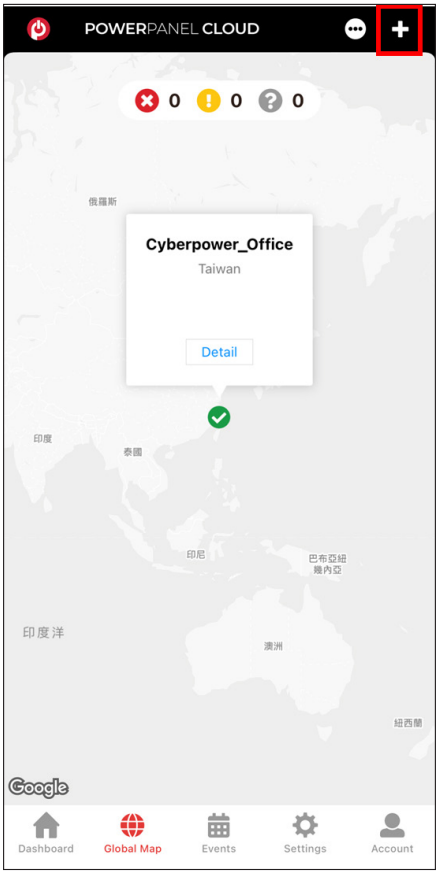


Figure 3.45 Global Map

3.2.3 Event

The Event page provides the device event log (Figure 3.46) for users to track the events of all devices. Select an event to review the current status information. Filter the device, status or range to find the target event.

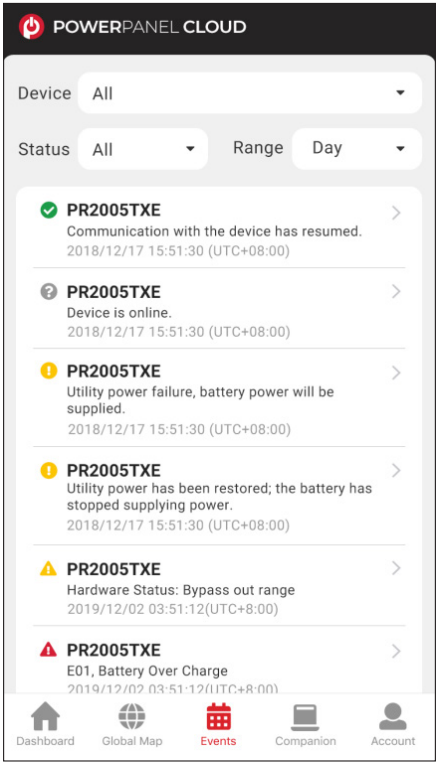


Figure 3.46 Event

3.2.4 Status Log

The Status Log page provides the device status log (Figure 3.47) for users to track the status of all devices. Select the case to review the detailed information about the current status of the device. Filter the status or range to find the target status log.

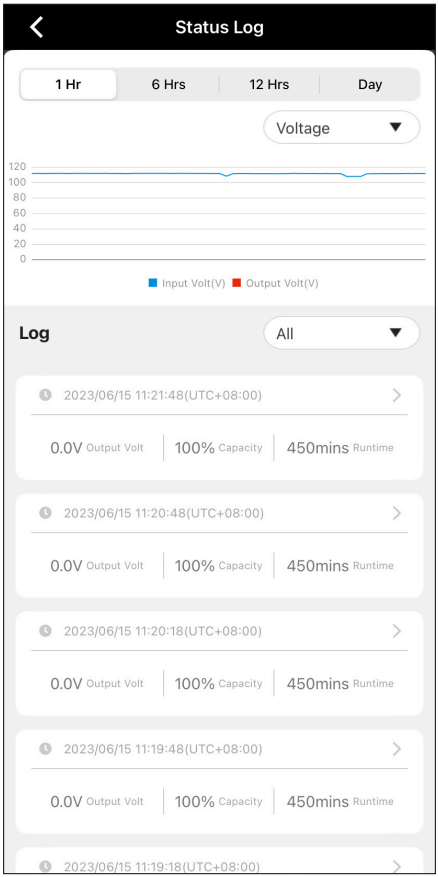


Figure 3.47 Status Log On App

3.2.5 Settings

The Settings page provides information about the version of the PowerPanel Cloud Solution. Alert Setting allows users to configure the alert recipients. When an event occurs, the alert recipients will be notified via email. Share Device can share information with up to three other PowerPanel Cloud users. Users can also set preferences on Temperature Unit and Language. Links for web-based support and the company website are also provided (Figure 3.48). Language selections includes English, French, German, Japanese, Russian and Chinese (Traditional and Simplified.)

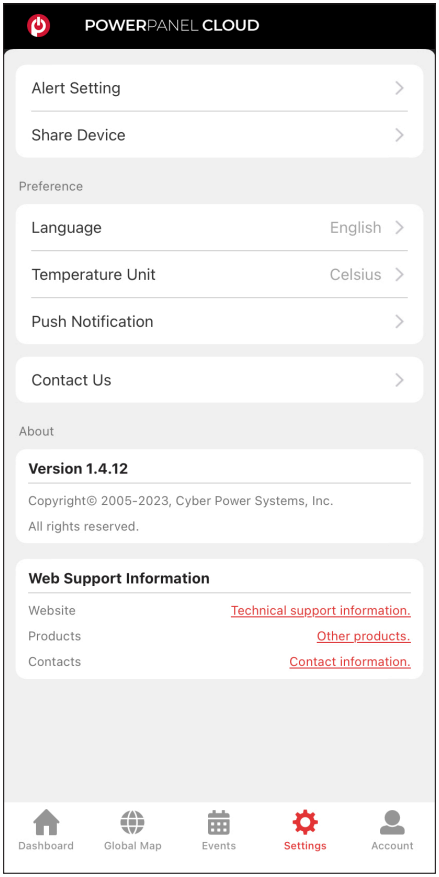


Figure 3.48 Settings

3.2.6 Account

The Account page enables users to view the current plan used, as well as Purchase Plan and Plan Setting (Figure 3.49).

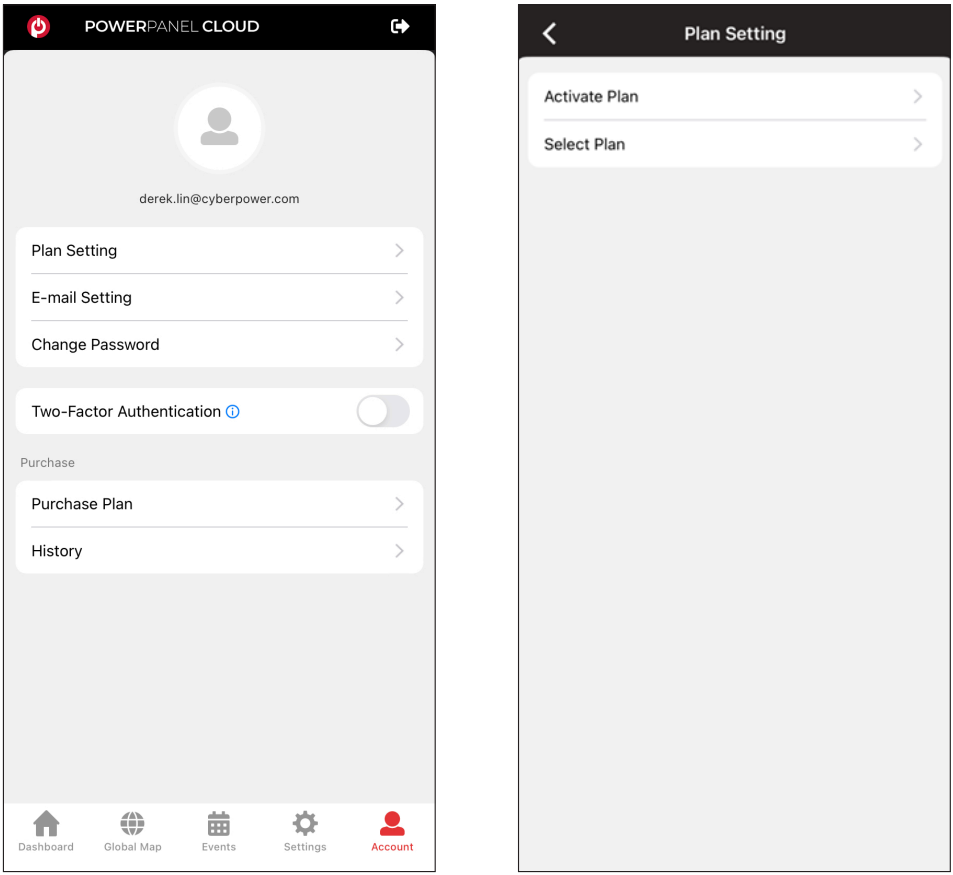


Figure 3.49 Account

Plan Setting includes Activate Plan and Select Plan. Users can manually activate plans (by entering a Plan Key) or selecting a plan purchased from the mobile/web platform. Details for purchasing is described in Section 4.

3 USING POWERPANEL CLOUD SOLUTION

3.3 Other Functions

3.3.1 Two-Factor Authentication

Users can enhance login security by enabling Two-Factor Authentication. When this is enabled, users will need to enter an OTP (One-time Password), acquired from the App or email, for a corresponding account during every login attempt. Users can enable this feature in both the web and mobile apps. Users will get the OTP from the mobile APP or an email for the web application. (Figure 3.50).

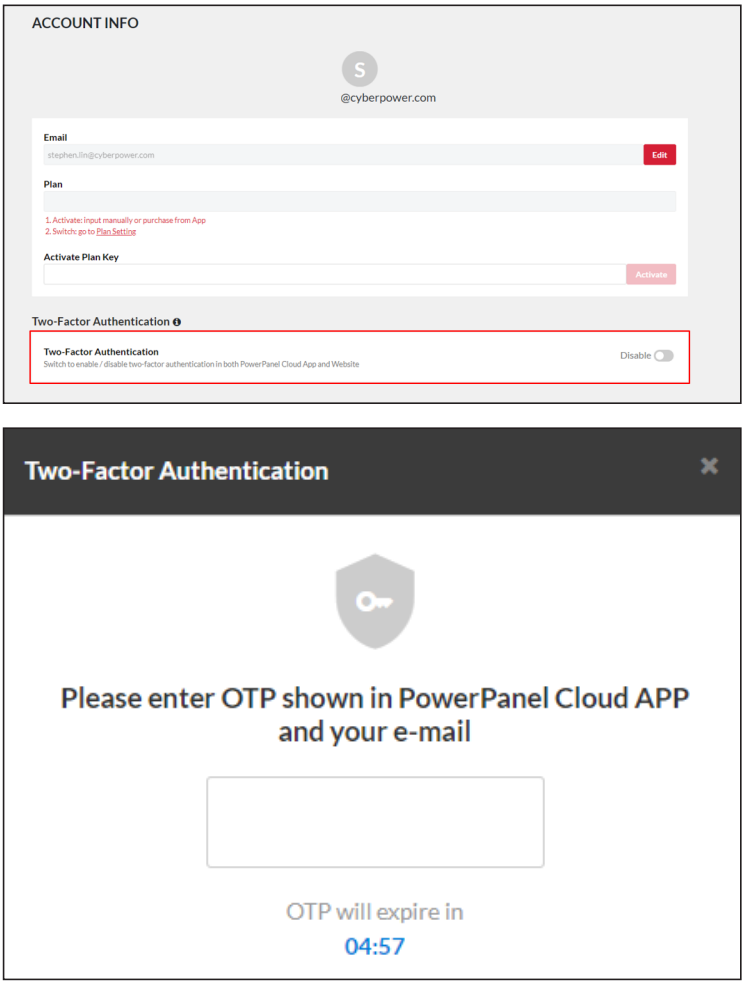


Figure 3.50 Enable from Web

If users enable the function from the mobile app, they will receive the OTP via email. (Figure 3.36).

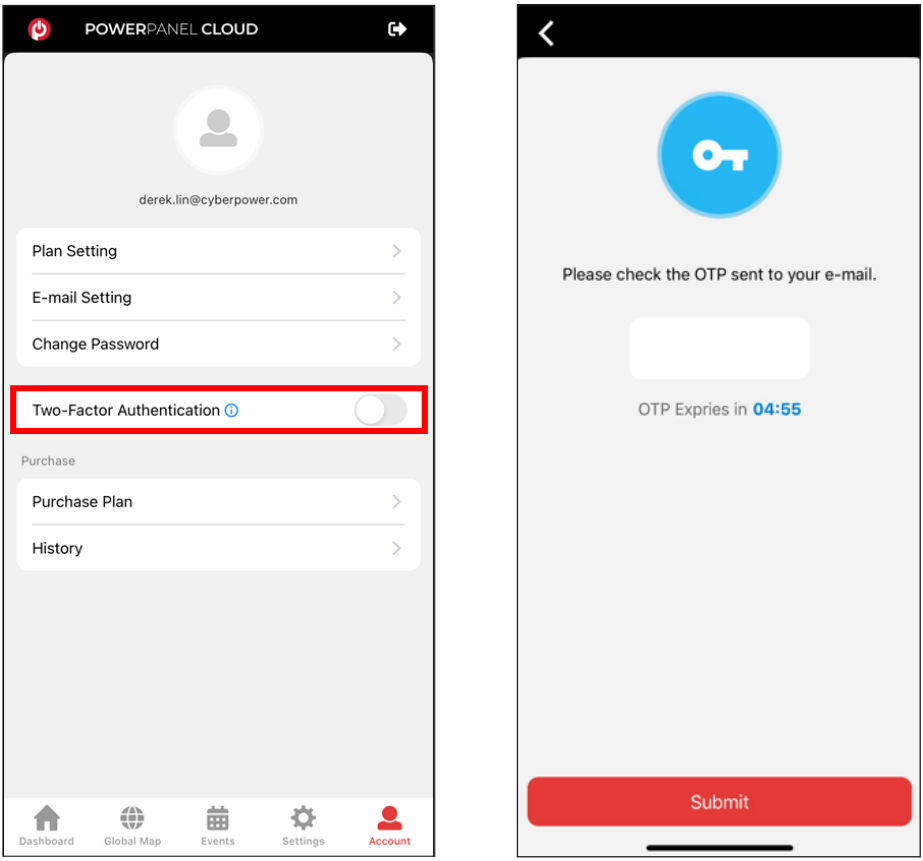


Figure 3.51 Enable from App

To disable this feature, users will need to complete the OTP verification process first. The OTP will become invalid once it times out or if the password entered does not match the OTP provided.

4 PURCHASE

PowerPanel Cloud provides different plans for users. Users can purchase the PowerPanel Cloud service option that matches the number of devices they will be monitoring or by their preferred data coverage. Purchases can be made using the mobile platforms (iOS/Android) or in the web portal. This section will explain how to purchase the products.

4.1 Plan

Level 1N is the standard plan to access and analyze basic data for devices included in PowerPanel Cloud. PowerPanel Cloud also provides higher levels to include more data for users to utilize. Please refer to the table below for details.

(Level 100N is not available on web/mobile platform. For this option, please contact your local CyberPower team.) Please note the actual prices are subject to platforms (web/app). The purchase process will go through a third-party platform, so the payment will not be processed directly to CyberPower. For refund issue, please contact the corresponding platform.

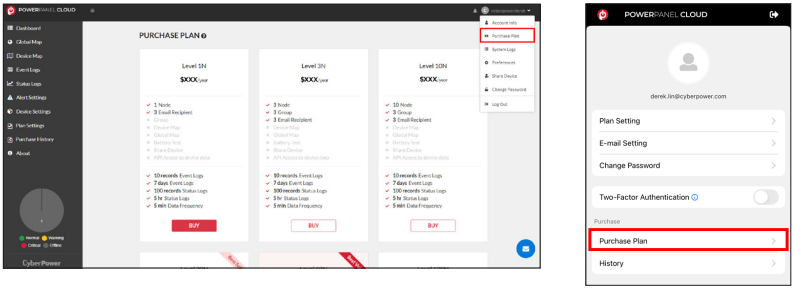


Figure 4.1 Purchase Plan via Web or App

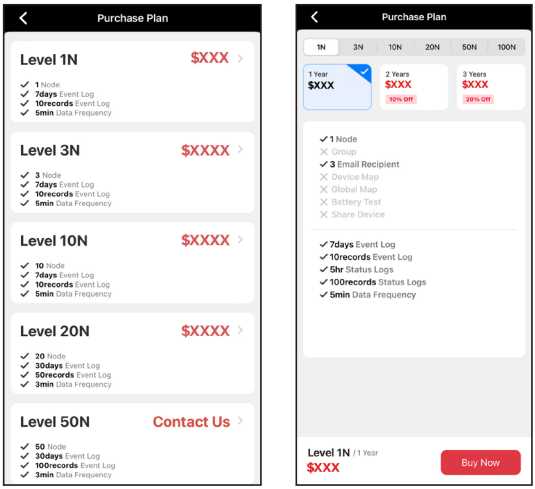


Figure 4.2 Plan Options (see table for details)

After completing the purchase, users will be guided to Plan Setting. Click **Save** and complete the setup procedure.

4 PURCHASE

Feature	Level 1N	Level 3N	Level 10N	Level 20N	Level 50N	Level 100N
Device Node	1	3	10	20	50	100
Group	3	3	3	10	25	50
Email Recipients	3	3	3	5	10	25
Event Log (records)	10	10	10	50	100	150
Data Frequency (minutes)	5	5	5	3	3	1
Device Map	No Support			Support		
Global Map						
Battery Test						
Share Device				No Support	Support	Support

4.2 Plan Setting

Users can manually activate plans (by entering a Plan Key) or selecting a plan purchased from the mobile/web platform. Users can obtain a free trial by adding the device with PowerPanel software or the Remote Cloud Card. When the trial expires, users must purchase a plan so that devices can continue to be accessed from PowerPanel Cloud.

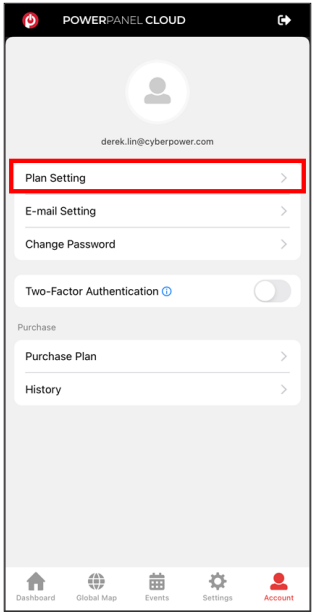


Figure 4.3 Settings

4 PURCHASE

Users need to confirm and save the list before devices can be accessed from PowerPanel Cloud. When users want to change, click **Select Plan**. Devices qualified with the trial will be marked and can be accessed (whether they are selected or not) until they expire. **Select All** will select devices by order; clicking **Reset** will return to default, which is selected by system; clicking **Clear** will deselect devices. Please note that only devices with square or checked can be access on your cloud account; others will be locked. If your device number is more than your node limit, you can upgrade your plan. For example, upgrade from Level 1N to Level 3N. It is important to note, the Plan will be activated only after the user clicks **Save**.

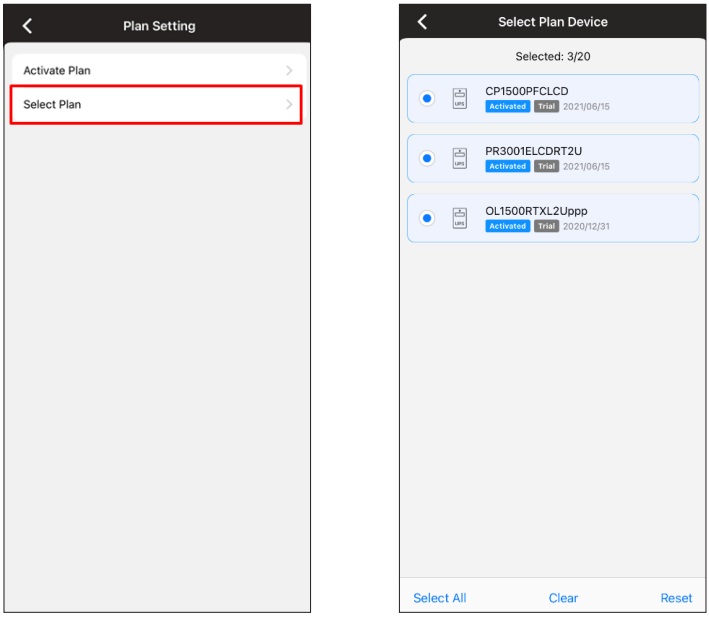


Figure 4.4 Select Plan

4 PURCHASE

4.3 History

When the purchase is completed, the History page provides a list of the purchase logs and displays the product information (Figure 4.5). The details provide the information about the product and when it was purchased (Figure 4.6 and Figure 4.7).

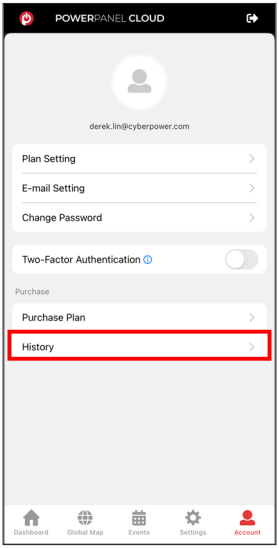


Figure 4.5 History

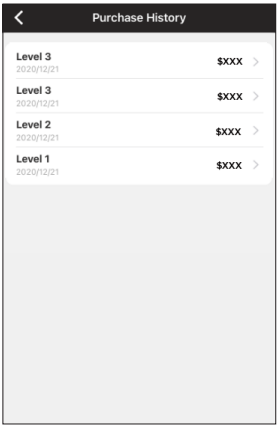


Figure 4.6 Purchase List

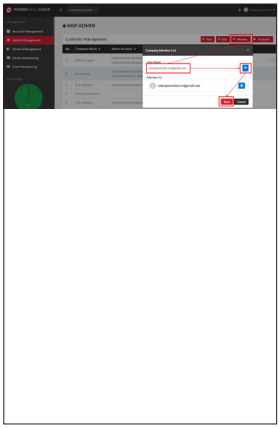


Figure 4.7 Order Detail

5 PPC PRO SOLUTION

PowerPanel Cloud PRO solution is a feature specifically designed for professional users. It offers hierarchical management through multiple companies and users, streamlining the management of a large number of devices across different companies or organizations. This chapter provides a detailed explanation of how to utilize this feature.

5.1 Upgrade to PPC PRO Account

Upgrading your PPC account to PPC PRO requires assistance from the administration within CyberPower. Please contact them to initiate this process.

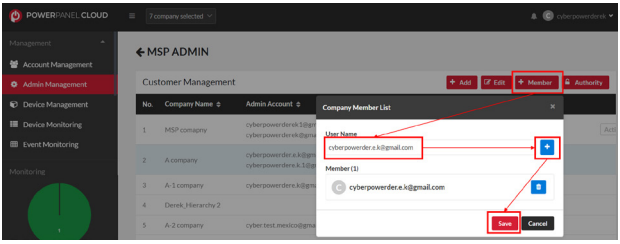
5.2 PPC PRO Management Feature

The PRO Management feature is exclusively accessible to PPC PRO account managers.

- **Overview:** On the Overview page, account managers can view all abnormal devices flagged with warning and critical statuses. Clicking on any block provides quick navigation to the corresponding page for more detailed information.
- **Company Management:** Within the Company Management page, account managers can add new companies, monitor the device usage of each company, review the company hierarchy, designate other account managers, and configure single sign-on (SSO) settings.
- **Account Management:** In the Account Management section, account managers can manage all members within each company and modify their account authorities.
- **Device Management:** On the Device Management page, account managers can check the status of devices and transfer devices to other companies.
- **Event Monitoring:** The Event Monitoring page allows account managers to review all event logs for each company.

5.3 Add a Member to Your Company

Navigate to Account Management and click **+ Edit Member**. Enter the email address of the member you wish to add to this company and click **+**. If the email address is valid and can be added, it will appear below. Click **Save** to finalize the process of adding the member. Users can also edit each member's authority level, assigning them as either a viewer or a device manager.

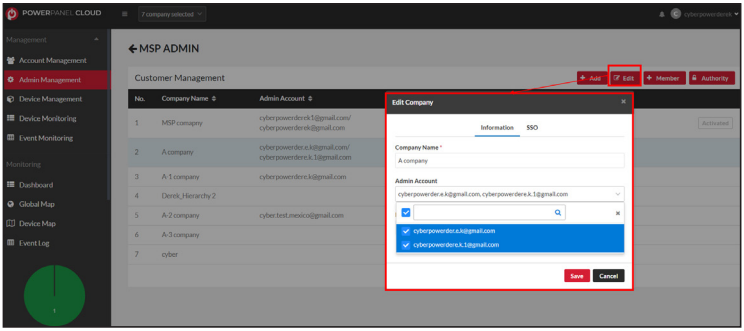


Note:

- The member's email must already be registered with PowerPanel Cloud.
- The email domain (@company.com) of the added member must match the company's domain to ensure they belong to the same company.
- A member can only be associated with one company at a time. If a member needs to view devices from other companies, their browsing permissions can be adjusted by the account manager.

5.4 Edit Company

Click **Edit** to modify the company name and select the account you wish to designate as the Account Manager.

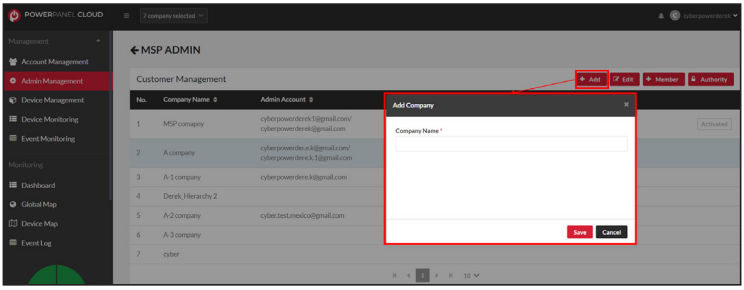


5.5 Member Roles

- Account Manager: The administrator for the company, possessing the ability to add subsidiary companies, can add or remove members, adjust member authority, and access PRO management functions.
- Device Manager: A device manager, at the company, is authorized to add, edit, and delete devices.
- Viewer: A viewer can only access and view device information without any editing privileges.

5.6 Create a Child Company

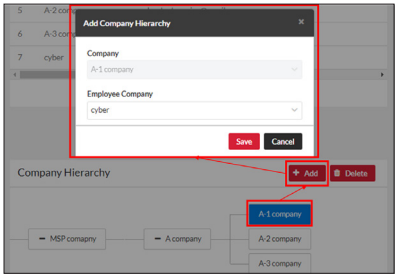
Click **+ Add**, enter the desired Company Name, and click **Save** to complete the creation. Afterward, follow the instructions to add members and make further edits as necessary.



5 PPC PRO SOLUTION

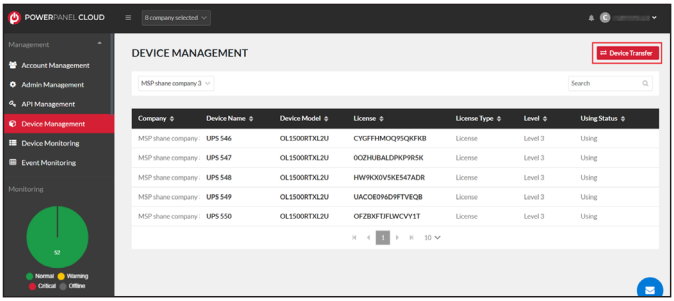
5.7 Company Heirarchy

Next, set up the hierarchy relationship of your company using the Company Hierarchy feature. Click on a company within the tree structure, click **+ Add**, and select the company you want to designate as a child of this company. Click **Save** to complete the setup. By default, the account manager of parent company will have access to view/edit devices in all child companies.

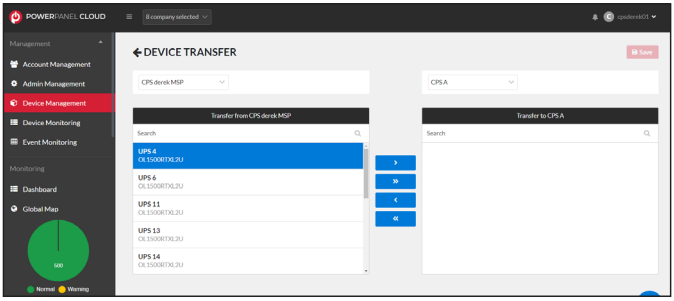


5.8 Device Transfer

PPC PRO provides an account manager with the ability to transfer devices within the company hierarchy framework to accommodate organizational adjustments and changes. The account manager of PPC PRO can initiate the device transfer process by clicking **Device Transfer** on the Device Management page.



After accessing the device transfer interface, select the originating company and the specific device(s) to be transferred on the left. On the right, select the destination company for the transfer. Once the selections are complete, click **Save** to finalize the device transfer.



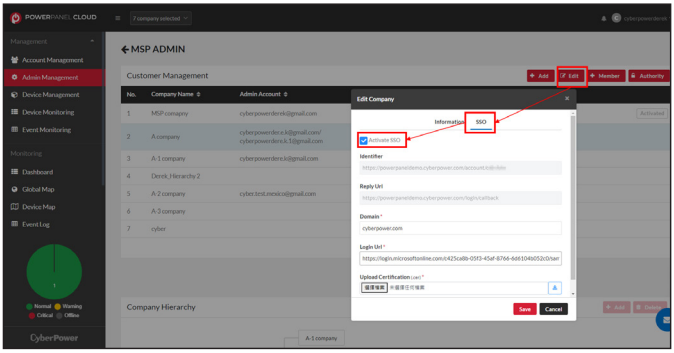
5 PPC PRO SOLUTION

5.9 Single Sign-on Login

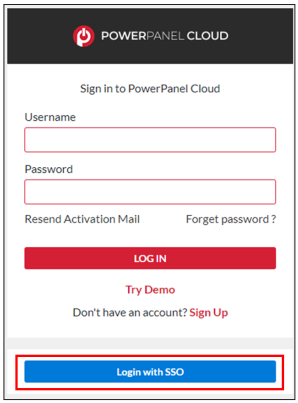
PowerPanel Cloud offers PPC PRO users the option to log in via Single Sign-On (SSO), eliminating the need to create additional accounts. This enhances both security and convenience by streamlining the login process.

PowerPanel Cloud utilizes the SAML method provided by Microsoft Azure to enable Single Sign-On (SSO). Follow the steps below to activate SSO:

1. Click on **Edit**, select the **SSO** tab, and tick **Activate SSO**.



2. Copy the **Identifier** and **Reply URL**.
3. Paste the copied information to the Single Sign-On with SAML page on Microsoft Azure.
4. Obtain the **Login URL** and download the certification (base 64).
5. Return to PowerPanel Cloud SSO settings page.
6. Paste the Login URL, enter your domain and upload the certification.
7. Click **Save** to complete the process.
8. Use the **Login With SSO** button to login.
   Note: To grant members access to PowerPanel Cloud using Single Sign-On (SSO) login, you must add them to the whitelist on the Microsoft Azure SSO setup page.



6 FREQUENTLY ASKED QUESTIONS

Q1: What is PowerPanel Cloud?

PowerPanel Cloud is a server that collects information from RCCARD100/ RWCCARD100/UPS with cloud ports/Software (PPP/PPB)/device attached via Cloud Gateway and transmits information to the end user. It is viewed in a cloud solution with a user interface on a web portal or mobile app.

Q2: How does a UPS connect to PowerPanel Cloud?

- For users using a UPS without a network management card interface, they can access it via PPP/PPB;
- For users using a RCCARD100, they can access it via ethernet;
- For users using a RWCCARD100, they can access it via WiFi.

Q3: After I successfully connect my UPS to PowerPanel Cloud using a RWCCARD100, why can't I complete setup?

Your mobile phone's WiFi setting may still be connected to RWCCARD100 instead of your Internet WiFi. Please check your WiFi setting to ensure its connected to your WiFi Internet connection and try again.

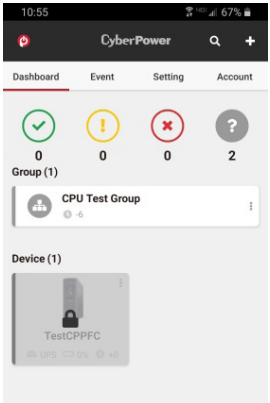
Q4: After connecting my UPS, with an RWCCARD100/RCCARD100 installed, to PowerPanel Cloud, I am not seeing the option for my free trial. My device is shown as locked in the device list. How do I fix this?

Please use the instructions below and try to add the card again.

1. Ensure the 8883 port is open on your Router
2. Ensure the DNS Server on your WiFi Router is working correctly (we suggest configuring your network settings to use the IP addresses 8.8.8.8 as your DNS servers)

If the port setting is normal and it still doesn't exist on the dashboard, please contact CyberPower Systems technical support team.

Q5: I have successfully connected my UPS to PowerPanel Cloud. Why is it showing up with a locked icon?

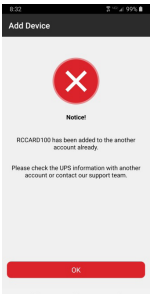


The locked icon can mean it has not been added to a plan, a free trial has not been initiated, or it is still going through the process of being picked up by PowerPanel Cloud.

If you verify it has been set up on a plan or a free trial is in place, it likely needs to be picked up by PowerPanel Cloud. This can take several minutes, but the screen will turn green.

6 FREQUENTLY ASKED QUESTIONS

Q6: What does this message mean?



It means your RCCARD100 was previously added to another account. To resolve the issue, you must delete the device from the account it was attached to before RCCARD100 can be added to a different account.

Additionally, if the RCCARD100 has not connected to the PowerPanel Cloud server for 30 continuous days or longer, the card will be set back to default and it can be added to a new account.

Q7: Why am I receiving notifications when my app status is logged out?

For your security, your app account will automatically log out after it has sat idle for several minutes. However, you will still receive notifications until you manually sign out of the app.

Q8: Why does the device icon on the app/web portal keep showing offline when the UPS is on?

The time interval for sending data may have an issue. Please try unplugging/plugging in the USB connection, if you are connecting to PPP/PPB, or try turning your UPS off and on again to make sure the data is uploading to server correctly.

Q9: When the card is installed into another device, is the free trial removed or added to the new UPS?

When PowerPanel Cloud detects the card is installed on another UPS, the card and free trial is automatically converted to the new UPS.

Q10: When the card is switched to another account, how do I reset it?

When PowerPanel Cloud detects the card has been switched to another account, the card is automatically converted to the new account, and users do not have to manually transfer the card.

Q11: If the WiFi network (for a RWCCARD100) is changed, what should I do to continue using the cloud service?

You will need to follow the reset process, in your manual, for your card. After you reset it, you can follow the setup process in the app/web portal to add it to an new WiFi network.

Q12: What's included in the free trial of RWCCARD100 / RCCARD100?

The trial includes a license for three years of use once the card is connected to PowerPanel Cloud server.

Note: The card must be brand new and never connected to the PowerPanel Cloud server.

The 3-year free trial is assigned to the card instead of UPS/account.

With this trial, you are only eligible to monitor one UPS. After the trial ends, you must purchase license plan. If you add more UPS units to your account, you must purchase a new plan.

6 FREQUENTLY ASKED QUESTIONS

Q13: I tried to add my RCCARD100 to the cloud and the message shows it was added successfully after the QR code was scanned (or the MAC/Key entered). However, I don't see my device on my dashboard. What should I do?

Please use the instructions below and try to add the card again.

1. Ensure the 8883 port is open on your Router
2. Ensure the DNS Server on your WiFi Router is working correctly (we suggest configuring your network settings to use the IP addresses 8.8.8.8 as your DNS servers)

If the port setting is normal and it still doesn't exist on dashboard, please contact CyberPower Systems technical support team.

Q14: I keep receiving "Offline/Online" event notifications from PowerPanel Cloud, but not from PowerPanel Persional or Business. Why?

These notifications are provided by the PowerPanel Cloud service. Once the cloud service does not receive packets from the software (PPP/PPB) for a period of time (e.g. your PC/Mac enters sleep mode), PowerPanel Cloud will determine that the device is Offline.

Once your PC/Mac is back online and the PowerPanel Cloud detect the packets, the status will go back to Online.

Q15: After I successfully added my device to PowerPanel Cloud, I didn't see the "Get a Free Trial" offer. I only see a locked UPS. Why?

Network speeds can affect how quickly PowerPanel Cloud takes to verify eligibility for a free trial. Please allow some time for this to complete (usually less than 5 minutes).

Note: After the free trial expires, it will show as locked again. You will need to purchase a license plan to continue using PowerPanel Cloud.

Q16: Does a computer with PowerPanel Gateway installed need to be powered on and working in order for the UPS to connect to PowerPanel Cloud?

Yes, the computer running Gateway software must be powered on and operating. If the computer is off, the Gateway and any devices connected through it will also go offline.

Q17: Can I use PowerPanel Gateway to connect all our UPS units, located at our different sites and with different IP ranges, to PowerPanel Cloud?

Yes, you can install PowerPanel Gateway on a single computer and use it to connect UPS at different sites, provided the computer can access all the devices on your network.

However, each discovery job, within PowerPanel Cloud, can only be configured for one IP address range at a time. Therefore, you will need to create multiple discovery jobs if your UPS units are located in different IP ranges, but you can select the same Gateway for all of them.

Q18: I've added a device to PowerPanel Cloud using PowerPanel Gateway, but I'm not receiving any alerts from it. Why is this not happening?

To receive alerts from devices added through PowerPanel Gateway, ensure that the trap settings on your RMCARD or SNMP management page include the IP address of the computer where PowerPanel Gateway is installed. This configuration is necessary for PowerPanel Gateway to successfully receive traps from your devices.

7 GLOSSARY

BHI: Battery Health indicator. An estimate of the useful life left in the battery based on age of the battery, the number of times it has been discharged, and other factors.

Boost: When a line interactive UPS uses AVR to compensate for under voltage without switching to battery power.

Buck: When a line interactive UPS uses AVR to compensate for over voltage without switching to battery power.

Node: Any device that is monitored by PowerPanel Cloud.

Over Voltage: Power is present, but the voltage is high enough for the UPS to intervene to correct the power output.

Power Outage: Power is completely absent. Possible causes can include a utility power failure, a tripped breaker, or an unplugged UPS.

RBRD: Recommended Battery Replacement Date

Under Voltage: Power is present, but the voltage is low enough for the UPS to intervene to correct the power output.

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