Schneider Electric Insight Cloud Gateway Device User Guide

Home » Schneider Electric » Schneider Electric Insight Cloud Gateway Device User Guide

Schneider Electric Insight Cloud Gateway Device

Introduction

InsightCloud is a cloud-based platform for end users and installers to remain connected to and manage a portfolio of customer sites. It is a simple tool for users to track their system performance locally and remotely.

Scope

This document includes setup and configuration steps for InsightCloud so that you can start monitoring your connected gateway sites. Refer to the InsightHome, InsightFacility, or Conext Gateway Owner's and Installation guides for detailed information about settings for your gateway device (go to **https://solar.schneider-electric.com** , find the product page, and then go to Downloads > User Documentation).

Creating an InsightCloud Account

1. Open a Google Chrome™ web browser (must be version 78.x or later).1

2. Go to **www.insightcloud.se.com.**

3. Click Sign Up, complete the form, and then click Sign Up. An authentication email is sent to you.

4. To finalize your registration, go to the authentication email, and then click Verify Your Account.

5. From the login portal, enter your credentials, and then click Log In.

   IMPORTANT: Do not share your login credentials.

Adding a New Site

Verify the Cloud Connection (InsightLocal)

To use InsightCloud for remote monitoring and configuration, you must configure the Cloud connection for your InsightCloud, using InsightLocal.The Cloud is disabled by default.

1. Log in to InsightLocal. For more information, see your gateway device Owner's guide.
2. Verify that the date, time and time zone are correct in InsightLocal (go to Setup > Configuration > Time setup).
3. Go to Setup > Network > Cloud settings, and set "Cloud Enable" to Enable.
4. If you are setting up the gateway device on your home network, a proxy is likely not required. However, if you are using a corporate, or other externally managed network, then proxy settings may be required. To use proxy settings:

Other web browers are not supported. Due to cyber security reasons, use only the recommended Chrome browser versions.

1. Go to Setup > Network > Proxy settings, and enter the proxy URL and port number.
2. If required, enter the proxy username and password.
3. Set "Network Proxy enable" to Enable. Click Apply. Once the gateway device is connected to the Cloud, the "Cloud connection status" indicator will change from red to green, and the "Number of transmitted messages" will start to increase. You can also check the "Last data transfer time from cloud" to check the last time your gateway device sent a message to the Cloud. This information can be used to troubleshoot connectivity issues. If the status indicator is not green, contact Schneider Electric.

Create a New Site (InsightCloud)

1. Login to InsightCloud, and fill in all required fields in the New Site Creation dialog.
2. Click Create.

3. Go to Configuration > Site Settings and select the new site from the drop-down menu at the top of the page.

4. From the right pane, click Devices.

5. In the MAC Address field, enter the MAC address from the rating label on your gateway device.

6. In the Product Serial Number field, enter the serial number of the gateway device. The serial number can be found on the product label. Enter the serial number exactly as it appears on the product.

7. Click Update.

   NOTE: Site administrators can add new users to the site from Configuration > User rights > Add a user.

Documents / Resources

Schneider Electric Insight Cloud Gateway Device [pdf] User Guide
Electric, Insight Cloud, Gateway Device, Insight Cloud Gateway Device