



iUPSGuard

iUPSGuard, GE's remote monitoring solution for UPS, provides information about UPS configuration, internal alarms and operating conditions over the web. But how secure is it?

How it works

iUPSGuard is a remote monitoring system that enables maintenance staff and user to monitor the current condition, configuration, alarms and history of a UPS.

The system comprises of Simple Network Management Protocol Card (SNMP) running an SNMP agent fitted to the UPS, the customer network and a secure server housing the iUPSGuard website.

During normal operation the UPS sends data communication packets via the SNMP card and customer network to the iUPSGuard.com web site at a specified time interval.

If a critical condition occurs that affects the UPS operation, data packets are sent immediately from the SNMP card to iUPSGuard.com web site in order to notify users of the UPS condition.

How is the data protected from hackers?

UPS data passed to the iUPSGuard.com website, though HTTPS data packets, is encrypted with SSL certificates (VeriSign certified), commonly used for e-Banking transactions.

The communication agent on the SNMP card can be enabled to send data to the internet through HTTP proxy servers. Proxy server configuration provides the customer with authentication options (username/password).

Will someone be able to manage my UPS from the internet?

- UPS data is sent out on a unidirectional communication channel (from UPS to iUPSGuard.com).
- The UPS SNMP card will not answer incoming requests on the iUPSGuard Agent path.
- The UPS monitoring system is enabled for UPS visualization only; no actions or commands are allowed to alter the configuration of the UPS remotely.
- Optional communication with the iUPSGuard.com website is available through Wi-Fi 3G/4G router (requires SIM card with data plan enabled).

In conclusion

Considering the way data is transferred from UPS to iUPSGuard.com website, the UPS network card behaves like a computer within the local network which is allowed to surf internet. For example, when a computer in the local network tries to surf internet, the data is sent from the web browser to an http proxy server (if available) or a gateway.

However, a computer that navigates the internet is much more exposed than the UPS. The iUPSGuard Agent will always send data to the same web server IP address (iUPSGuard.com), using all security means described above while local computers connected to internet are usually allowed to reach several websites to internet and have major exposure to security risks.





Our Service Portfolio

GE services are designed to provide life long operation of all our UPS systems. We have a range of service offerings to meet your requirements. We are at home in all areas of industry and business life, specialized in solutions and services for your electrical infrastructure.

GE's UPS Services offerings range far beyond standard product support: from on-site services for risk-reducing installation and startup, to availability services to help you proactively reduce downtime and meet your service-level commitments.

From installation to product retirement, warranty upgrades to remote monitoring, proactive care to 24/7 problem resolution, you can rely on GE's field service organization for all your electrical infrastructure support needs.

On-site & emergency services

- 24/7 Emergency hotline
- Installation
- Commissioning, start-up
- Repair, upgrade, retrofit
- Assessment, inspection, testing
- Online assistance
- Battery measurement / monitoring

Parts and repairs

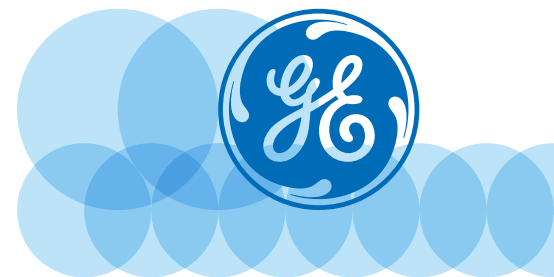
- Spare parts supply
- Repair services
- Product replacement / return
- Equipment rentals
- Battery replacement

Contractual services

- Maintenance service contracts
- Remote Monitoring & Diagnostics
- Preventive, planned maintenance
- Resident technical services
- Upgrade management
- Project & site management
- Consultancy and audits

Training

- Training for operators
- Training for maintenance staff
- Product training
- Trainer-to-student as well as web based training



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