

Method of Procedure

Galaxy VS

Export Data / Logs from Display

Revision 1

04/2020

Revision History

Revision No.	Date	Description
1	04/2020	First release

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Important Safety Instructions

Please Note

Electrical equipment should only be installed, operated, serviced, and maintained by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction, installation, and operation of electrical equipment and has received safety training to recognize and avoid the hazards involved.

Safety Precautions

⚠ DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

All safety instructions in this document must be read, understood and followed.

Failure to follow these instructions will result in death or serious injury.

⚠ DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

Read all instructions in the installation, operation and service manuals before working on this system.

Failure to follow these instructions will result in death or serious injury.

Electrical Safety

⚠ DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

- Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices.
- The equipment must only be installed and serviced by qualified electrical personnel.
- The UPS must be properly earthed/grounded and due to a high leakage current, the earthing/grounding conductor must be connected first.

Failure to follow these instructions will result in death or serious injury.

Cybersecurity

NOTICE

CYBERSECURITY HAZARD

- Format the USB device prior to each use.
- Check regularly that your antivirus is updated.
- Scan your USB device for viruses before connecting it to the unit.
- Place networked devices behind multiple layers of cyber defenses (such as firewalls, network segmentation, and network intrusion detection and protection).
- Use cybersecurity best practices (for example: least privilege, separation of duties) to help prevent unauthorized exposure, loss, modification of data and logs, interruption of services, or unintended operation.

Failure to follow these instructions can result in equipment damage.

Introduction

The aim of this document is to provide instructions to download UPS data and log files from the UPS display to a USB drive to be sent to Schneider Electric.

NOTE: The exported log can only be used by Schneider Electric customer support for analysis.

Time Required	10 to 15 minutes
Workforce	1 Customer Site technician
Tools Required	1 4GB USB drive*
Units Involved	Galaxy VS

*Schneider Electric recommends using one of the following brands: Cn Memory, SanDisk, Integral, A-Data, Pqi, PNY, OCZ, Verbatim, Lexar, TwinMOS, Freecom, Toshiba, Sony, LG.

Instructions

These instructions can also be found in the product operation manual.

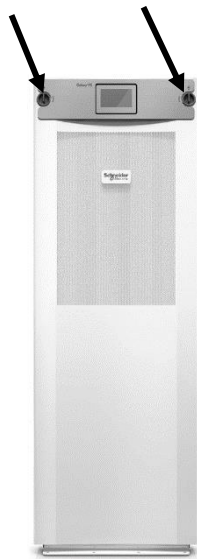
NOTICE

CYBERSECURITY HAZARD

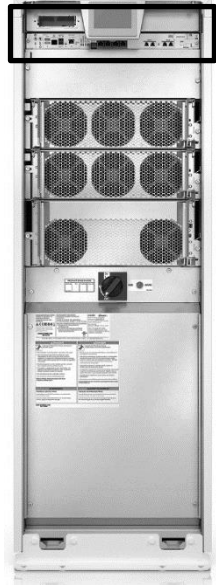
- Format the USB device prior to using it.
- Check that your antivirus is updated.
- Scan the USB file(s) with an antivirus prior to exchange.
- Scan your USB device for viruses, and encrypt the file(s) with an encrypting software (e.g.: with McAfee File & Removable Media Protection) or activate e-mail encryption before sending the file(s) to Schneider Electric.

Failure to follow these instructions can result in equipment damage.

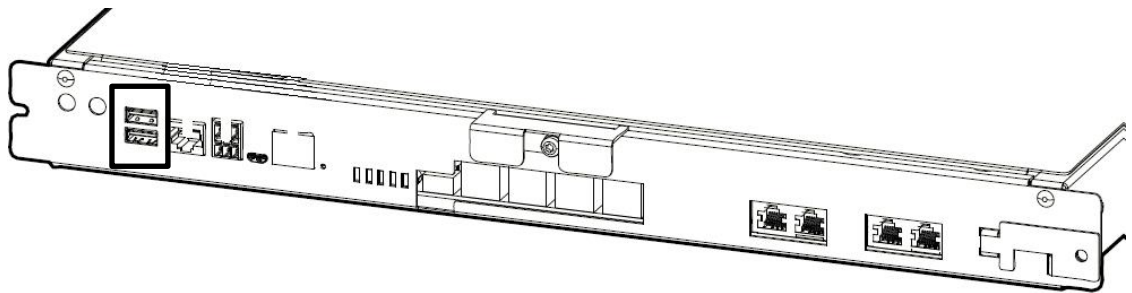
1. Remove the front panel to access the control section.
 - a. Unlock the front panel with the two locking knobs and remove the front panel.



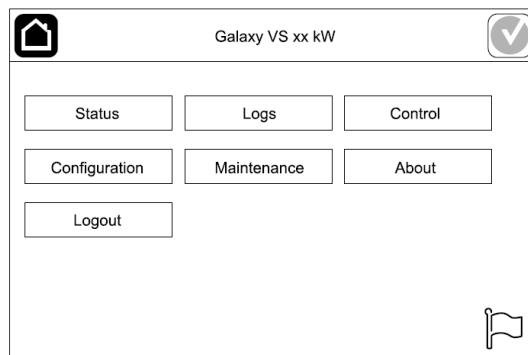
- b. Locate the control section at the top of the UPS.



2. Insert the USB drive in one of the indicated USB ports.




3. On the display interface, select **Main menu**  > **Maintenance** > **UPS report**.



4. Tap the **Export** button.

When the download is complete, the following message will be shown on the screen: **Data Exported Successfully. Remove USB device.**

5. Remove the USB drive.
6. Close the front panel and lock it with the two locking knobs.
7. On the display interface, tap the **Home**  button to return to the home screen.
8. Connect the USB drive to a computer and send an encrypted e-mail with the exported data to your Schneider Electric contact for analysis.