

## CloudAPS setup on SP+

### New company account setup short instructions

Everyone can register for a free 1 year trial.

Either use the link in the SP+ WebUI, or with this link:

<https://apscloud.akcp.com/register.html>

For normal customer units, the CloudAPS connection has to be enabled manually.

It is under Server Integration page.

Reboot device after enabling the option.

See detailed instructions below.

Note: This feature is using VPN connection, public internet access with working DNS name resolution is required.

Note2: It will not be possible to add the unit to local APS when using cloud APS.

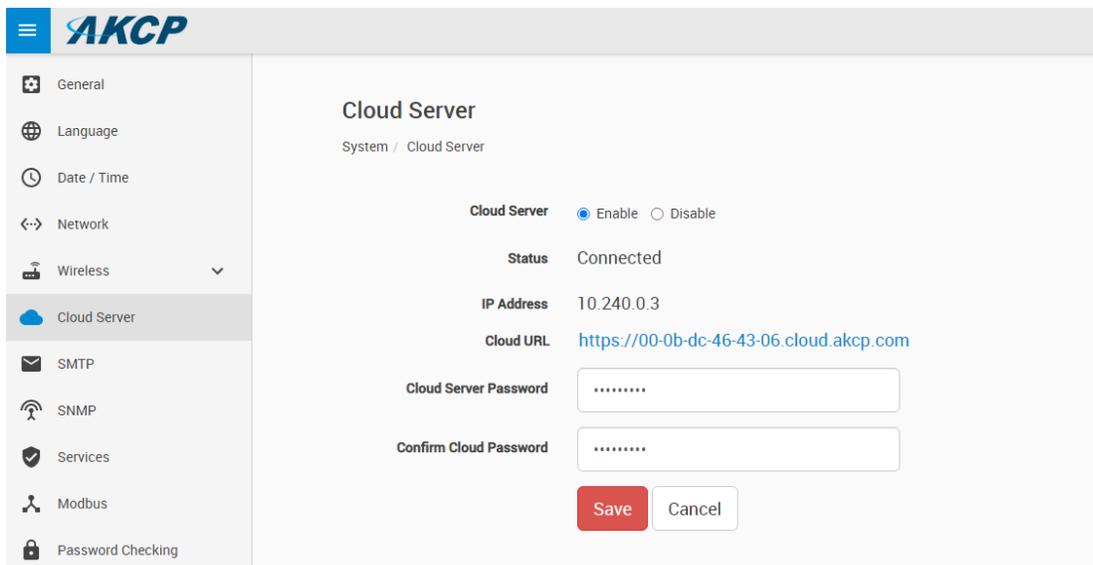
After creating cloud APS account, log in with the company admin login, then add the device by its MAC ID to the APS console.

### Detailed setup

Prerequisite: the SP+ has to have internet access, to access the cloud APS server. It also requires working name resolution with DNS, otherwise the connection will also fail.

A) First make sure that you disable the option “Cloud Server” in the SP+ units WebUI, if it was enabled earlier.

If it was, disable it and reboot the unit manually:



The screenshot shows the AKCP WebUI interface. On the left is a navigation menu with icons and labels for: General, Language, Date / Time, Network, Wireless, Cloud Server (highlighted), SMTP, SNMP, Services, Modbus, and Password Checking. The main content area is titled "Cloud Server" and shows the following configuration:

- Cloud Server:  Enable  Disable
- Status: Connected
- IP Address: 10.240.0.3
- Cloud URL: <https://00-0b-dc-46-43-06.cloud.akcp.com>
- Cloud Server Password:
- Confirm Cloud Password:

At the bottom of the configuration area are two buttons: "Save" (red) and "Cancel" (white).

The cloud APS connection will not work with this enabled, as both options are using VPN technology, and only 1 can be active at a time.

B) Go to “Server Integration” and enable the “Cloud Server” option, then reboot the unit manually:

This is the only option you need to enable on the unit, click save then reboot.

If you don’t see the option, that means you’re using an older device that cannot be connected to CloudAPS (F7 or F4).

Only H7 units will have this option.

The screenshot displays the AKCP web interface. On the left is a navigation menu with various system settings. The main content area is titled "Server Integration" and shows configuration options for server integration. A red box highlights the "AKCPro Server Cloud Server" section, which includes the "Enable Cloud Server" checkbox (currently unchecked), the IP address field (N/A), and the status (Not Connected). Below this section are "SAVE" and "CANCEL" buttons.

**Server Integration**  
System / Server Integration

Enable Server Integration

Server Address: 192.168.1.75

Server Port  
5000

Send Keep Alive Every  
1 Minutes

Enable Server Access Control Sync

**AKCPro Server Cloud Server**

Enable Cloud Server

IP Address: N/A

Status: Not Connected

Go to [apscloud.akcp.com](https://apscloud.akcp.com) to create an account

SAVE CANCEL

After reboot it should show “connected” status:

AKCPro Server Cloud Server

<input checked="" type="checkbox"/> Enable Cloud Server
IP Address: 192.168.11.58
Status: Connected
Go to <a href="https://apscloud.akcp.com">apscloud.akcp.com</a> to create an account

Note: you will need to use at least firmware 5824 which supports the cloud APS connection

C) Open <https://apscloud.akcp.com>  
Log in with the company that you set up:

# AKCPro Server

Username

**NEXT**

Not registered? [Create an account!](#)

Copyright 2022 | AKCP | All Rights Reserved

If you haven't yet set up a company, click on the "Create an account" link. You will have to fill up the registration form to set up your own company:

## 12 month free trial

Company Name

Email Address

Admin Username

Admin Password

Confirm Admin Password

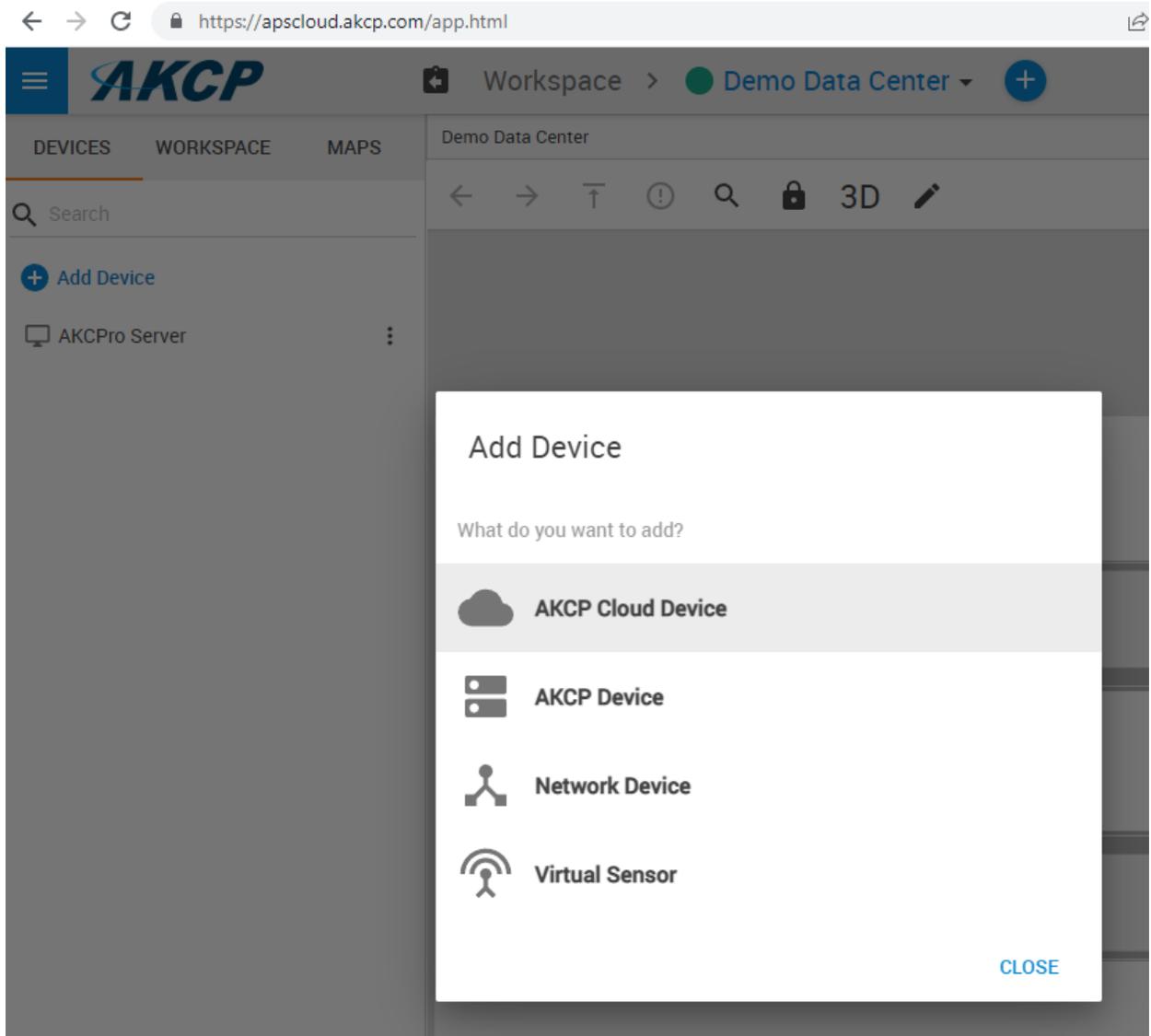
**SIGN UP**

D) Copy-paste the SP+ unit's MAC ID from the "About" page:

The screenshot shows the AKCP web interface. On the left is a navigation sidebar with the following menu items: General, Language, Date / Time, Network, Network Access Control, MQTT, Modem, SMTP, SNMP, Server Integration, Services, Modbus, Password Checking, Radius, Maintenance, Heartbeat Messages, License Management, and About (which is highlighted). The main content area is titled 'About' and shows the following system information:

- System Description**: SP2+ H7 1.0.5850 Sep 8 2022 05:32:40
- Manufacturing Date**: Friday, 13 May 2022
- Manufacturer Name**: AKCP
- Product Name**: SP2+ Gateway with Expansion
- Product Code**: -
- Ethernet MAC ID**: 00:0B:DC:DD:75:32
- Modem IMEI Number**: -
- Modem Version**: -
- Total Number of Sensors**: 0

E) In the cloud APS, click “Add Cloud Device”:



Paste the MAC ID of the SP+ unit and click “Add”:



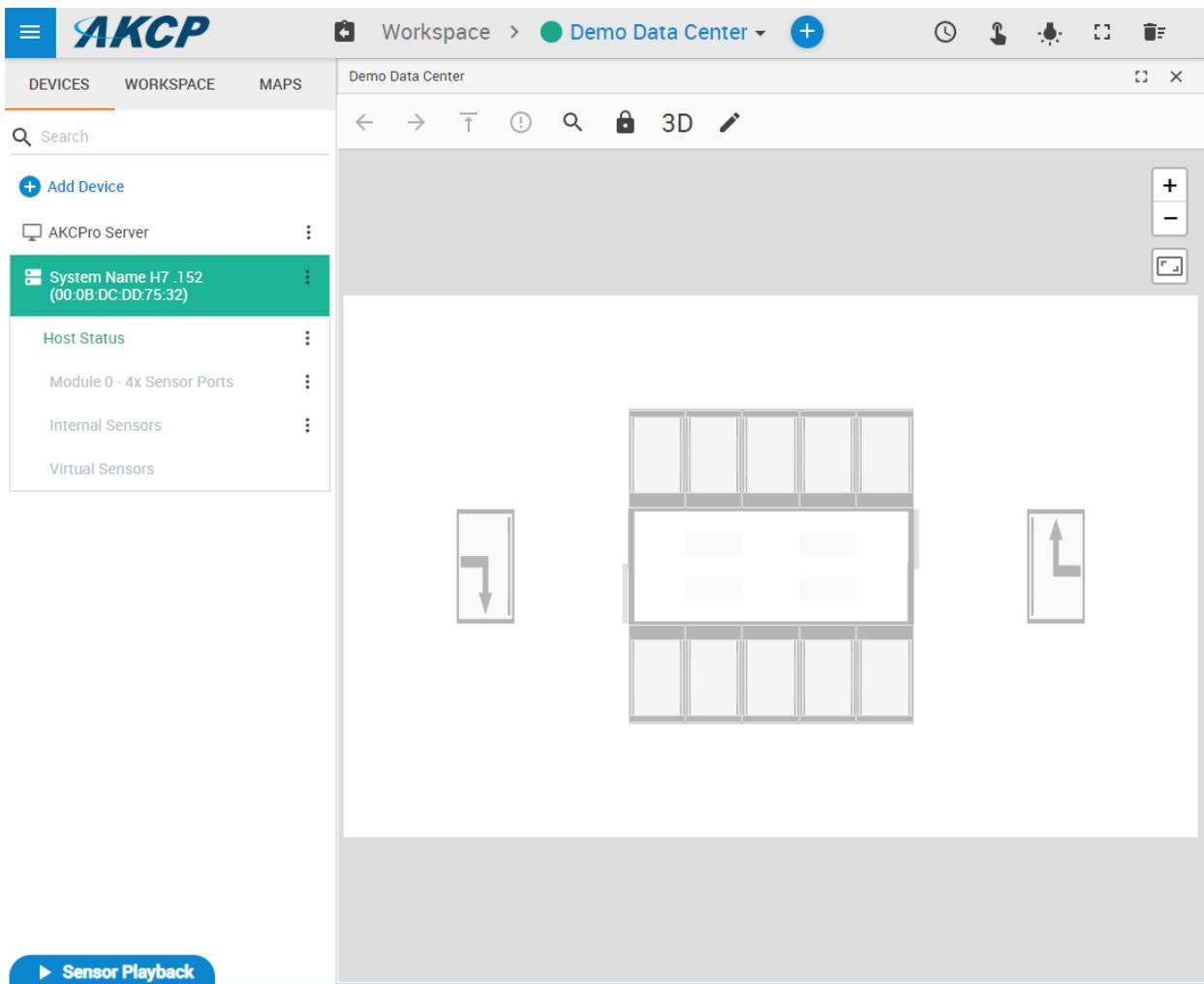
Add AKCP cloud device

MAC Address  
XX:XX:XX:XX:XX:XX

CANCEL ADD

Note: if you are getting an error after adding the unit by MAC ID, that usually means the unit was not rebooted yet, after enabling the cloud APS connection. However it will still be added to APS.

The unit will become visible in the APS console after it's connected:



AKCP

Workspace > Demo Data Center

DEVICES WORKSPACE MAPS

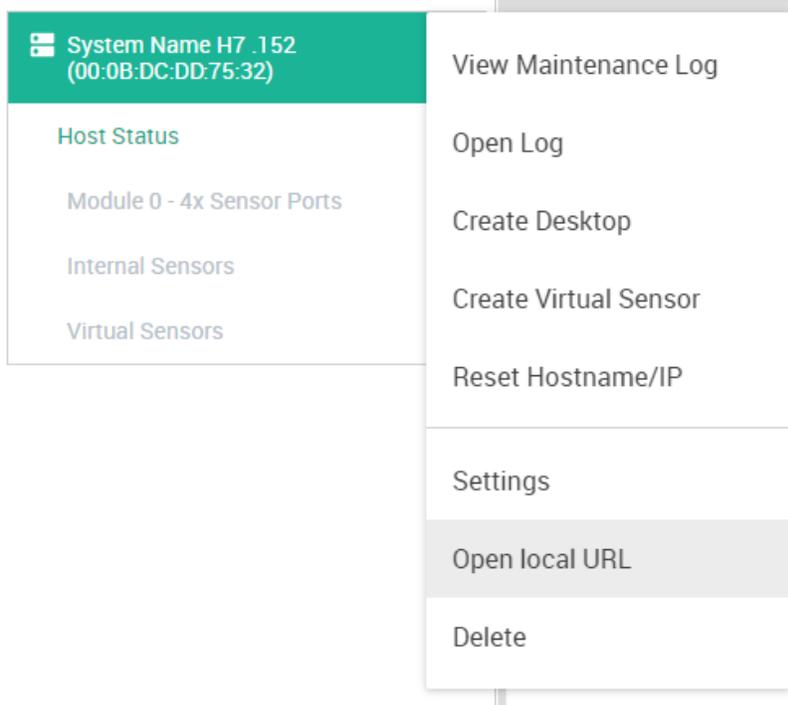
Search

+ Add Device

- AKCPro Server
- System Name H7 .152 (00:0B:DC:DD:75:32)**
- Host Status
- Module 0 - 4x Sensor Ports
- Internal Sensors
- Virtual Sensors

Sensor Playback

Cloud APS supports a feature to open the SP+ unit's local WebUI with this option in the menu:



## Troubleshooting

If you want to use your SP+ with local APS again after it has been used with CloudAPS before, follow these steps.

Symptoms:

You have added the unit to your local APS but it becomes disabled.

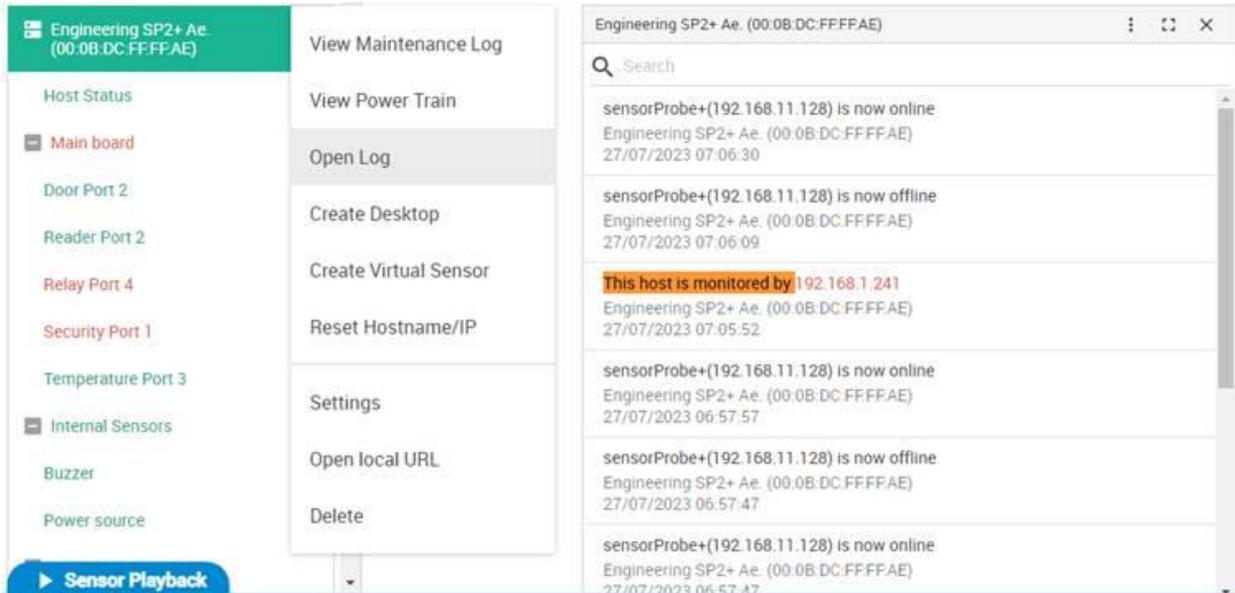
When you check the unit's logs, you will see that it will be constantly trying to connect to our CloudAPS server via VPN.

This would prevent proper operation with any other APS, since a single unit can only be added to 1 APS at a time.

Here's a useful screenshot to check for the issue above.

On the Device => Open Log => look for "This host is monitored by {LocalAPSI}" log entry.

If there are such logs, there is an ownership conflict with another APS.



Here's how to enable the unit to work with a local APS again.

Go to **Settings -> Server Integration** and **disable the option "Enable Cloud Server"**, save the settings then **REBOOT** the device once.

After rebooting, it should show the same status for the cloud server as on this screenshot. After this, you can re-enable on the local APS and it should work normally.

The screenshot displays the AKCP web interface. On the left is a navigation menu with options: General, Language, Date / Time, Network, Network Access Control, MQTT, Modem, VPN, Cloud Server, SMTP, SNMP, Server Integration (highlighted), Services, Modbus, Password Checking, Radius, Maintenance, and Heartbeat Messages. The main content area is titled 'Server Integration' and shows the following settings:

- Enable Server Integration
- Server Address: 192.168.1.222
- Server Port: 5000
- Send Keep Alive Every: 1 Minutes
- Enable Server Access Control Sync

Below these settings is a section for 'AKCPro Server Cloud Server' with the following information:

- Enable Cloud Server
- IP Address: N/A
- Status: Not Connected
- Go to [apscloud.akcp.com](https://apscloud.akcp.com) to create an account.

At the bottom of the settings area are 'SAVE' and 'CANCEL' buttons. The footer of the page contains the date and time 'Friday, 13 May 2022 07:00:59 GMT+07:00', the copyright notice 'Copyright 2023 | AKCP | All Rights Reserved', and the version 'SP2+ Pro Version: 1.0.5937'.