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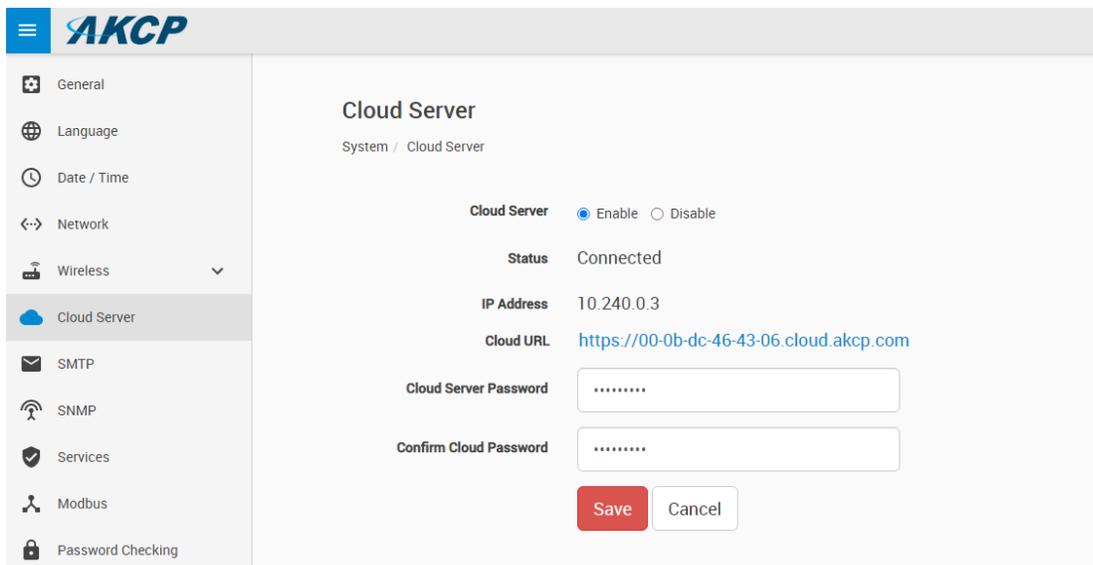
The cloud APS connection will not work with this enabled, as both options are using VPN technology, and only 1 can be active at a time.

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.

After reboot it should show "connected" status:

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:

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:

E) In the cloud APS, click "Add Cloud Device":
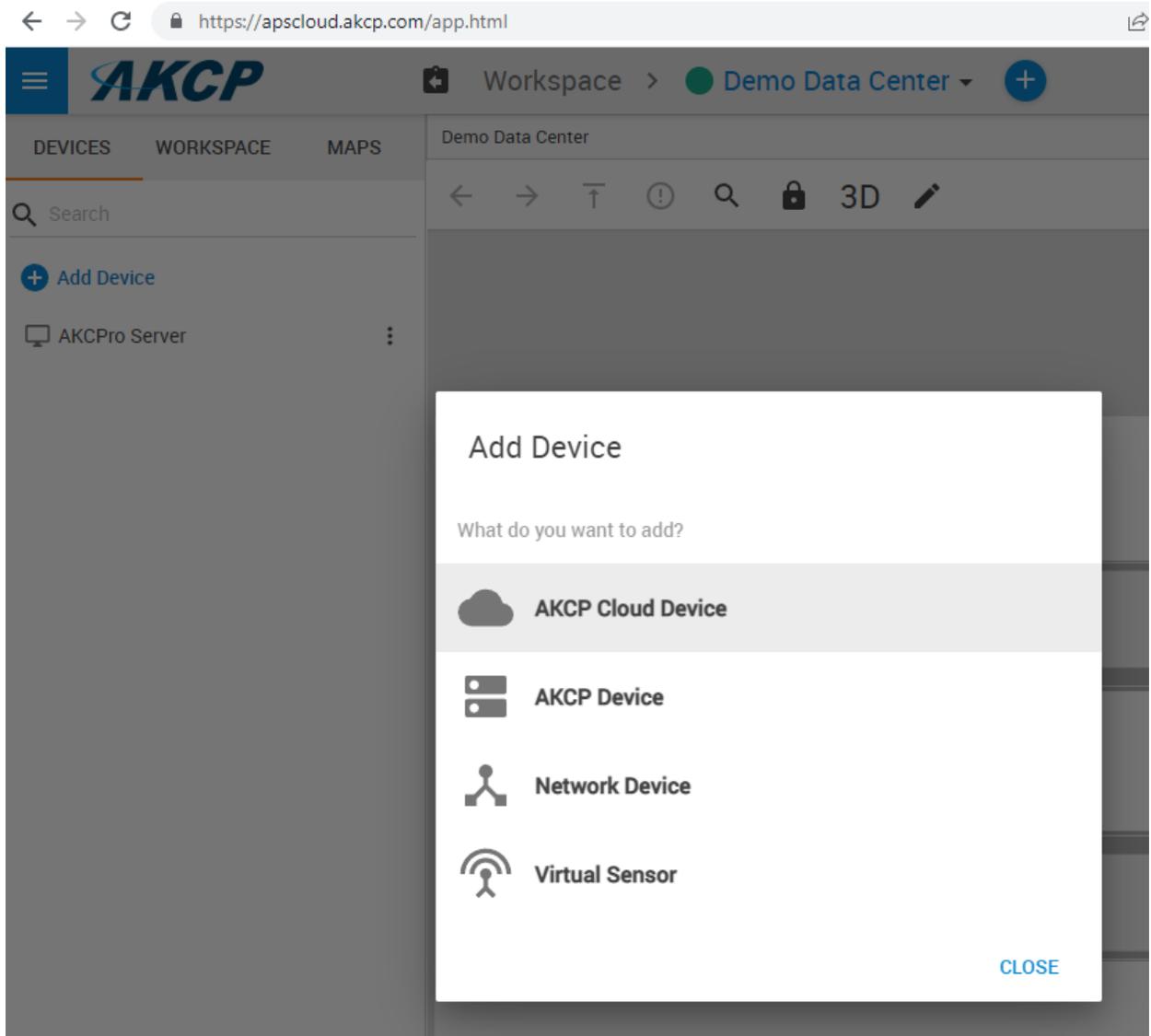
Paste the MAC ID of the SP+ unit and click "Add":

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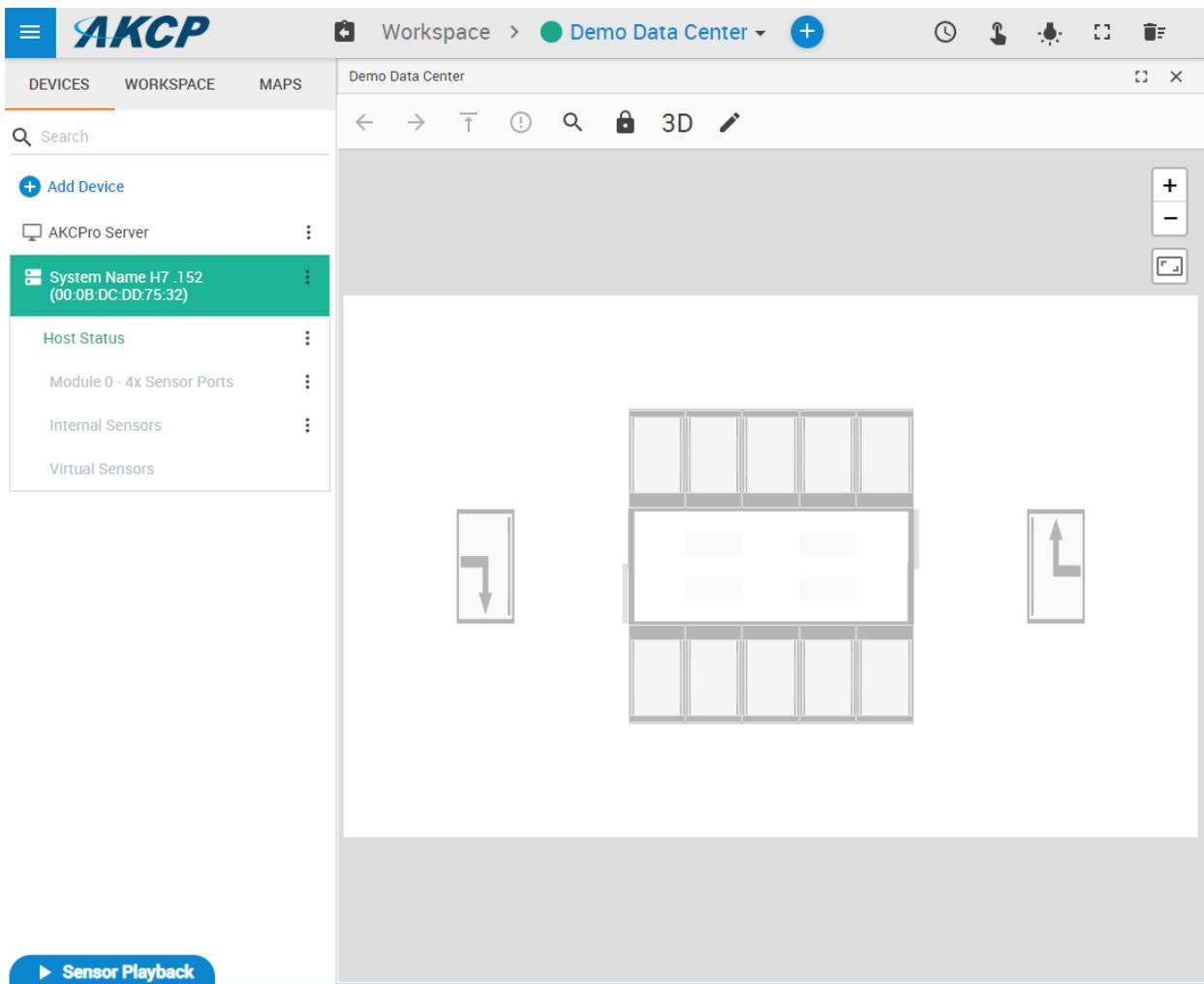
Cloud APS supports a feature to open the SP+ unit's local WebUI with this option in the menu:
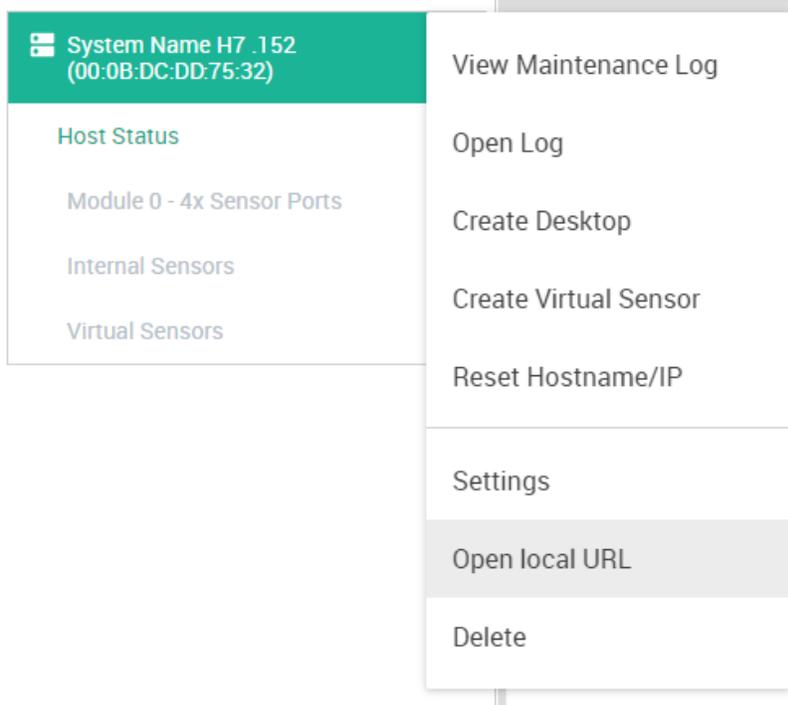
Troubleshooting

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 {LocalAPSIP}" log entry.
If there are such logs, there is an ownership conflict with another APS.
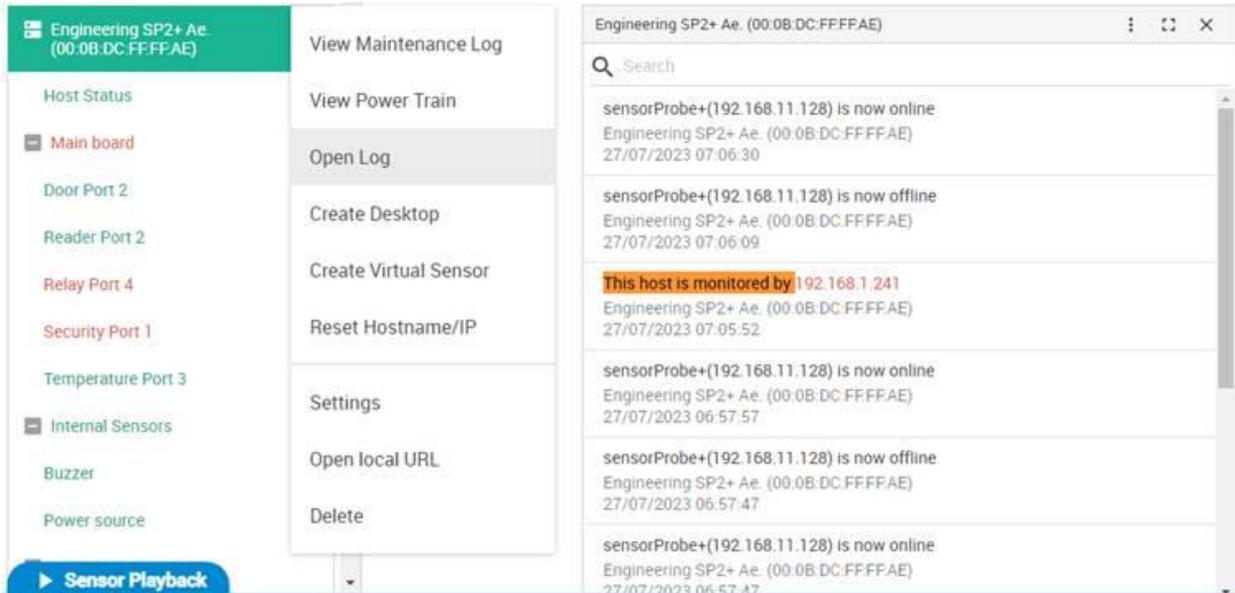
Here's how to enable the unit to work with a local APS again.

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.