DrivePro® Remote Monitoring Information Request Form

To process your request accurately, we need your help. Please complete this form, **filling in every box.** Danfoss will begin processing your request as soon as the completed form is returned. Thank you.

Customer information

Name					
Street					
City		Zip		Country	
Contact name		Phone		Email	
Order number	Add here SAP **Purchase order number** to link this document with the order sent to factory			Gateway Qty	

Customer infrastructure (see page 3 for more info)

Connection to internet Eth0 (local or 4G)

Installation location					
Internet provider					
DHCP enabled	Choose an item.				
DNS name server	Add here internal name server (if any)				
Static IP (if 'No' DHCP above)		Mask		Gateway	

Connection towards drives

AC Drive network type	Choose an item.		
If Ethernet chosen - DHCP	Choose an item.		
Static IP (if 'No' above)		Subnet	
If CAN chosen - Baud Rate	Choose an item.		

Users for accessing the Service

Add here all users that need access to the service. Mark on "Drive alerts" column if email alerts shall be delivered on alarms/faults. Primary contact is main contact point (e.g. Service bulletins)

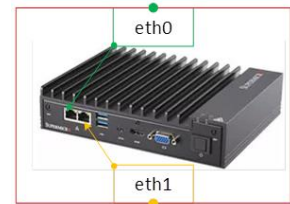| User role	Time zone	Email	Drive alerts
User1(Primary contact)			☐
User2			☐
User3			☐
User4			☐
User5			☐
User6			☐

Drives to be connected

Please fill in as much detail as possible. Add either Drive IP address, CAN ID or Serial port depending on which one is in use. Use additional forms for additional drives.

Serial number	IP address & subnet	CAN ID	RS-232 port (Vacon)	RS-485 port & ID (VLT)	Drive model	Firmware version	Option card type&version
			com1/2/3/4	com1/2 + ID			

Customer topology

- Internet connection can be ethernet or mobile router (3G/4G) -> to Eth0 port in gateway
    - o In case of wired connection to internet – please ensure internet connection is set as DHCP and ports 10101 and 10102 are available for use
    - o If DHCP is OFF then Danfoss needs to know static IP + mask + gateway to configure Danfoss gateway device to access internet
    - o **DNS queries shall be allowed** (inform internal DNS name server or if external service like google can be used). Gateway will communicate with a name driveproremote.danfoss.com towards cloud.
- Wireless connection from gateway to drives (not available)
- Wired connection from gateway to drives
    - o Ethernet/RJ-45 to Eth1 port in gateway (preferred e.g. with OPTE9, MCA120, MCA121)
        - ▪ IP – fixed e.g. 10.10.10.100, subnet 255.255.255.0 (all drives need to have same subnet, but naturally last IP number is different 101,102 etc.). Clarify in the template chosen subnet for your site.
        - ▪ IMPORTANT: make sure the address space for eth0 (internet connection) is not in conflict / overlapping with Eth1 network (drive network).
    - o Serial RS 232 or RS485 via D9 pin 1=A = D- pin 2 -B=D+
        - ▪ RS232 max per gateway – com ports 1-4 e.g. with Vacon NX ports 1-4 are available. Please note that only one Vacon drive per port can be connected (no chain)!
        - ▪ RS485 for VLT, 2 ports from gateway can be configured for RS485. For RS485 ID for each device must be known
    - o CAN
    - o Different types of drives can be behind one gateway (VLT or Vacon)

eth0

eth1

Instructions after receiving the gateway

- Connect gateway to the same network with drive(s) with a chosen topology (see above)
    o Any related equipment must be purchased separately e.g. option cards, cabling
    o Customer is responsible for making the needed connections to the assigned gateway location
- Connect gateway to internet and switch on
    o The internet connection and any related equipment (routers, modems or SIM cards) must be provided by the customer. The connection can be done through LAN or LTE. Use the ethernet (RJ-45) connector on the gateway
    o If connection is ok, gateway will connect to Danfoss cloud and Danfoss team can see it
    o Danfoss team will register the drives with cloud
    o After registration basic dashboards (UI) can be seen

Mechanical Installation of the Danfoss Gateway

- The Danfoss gateway is a low voltage device. Do not install it close to devices which could cause electromagnetic interference
- The Danfoss gateway has an IP40 protection rating. Therefore, install the gateway in a sheltered and dry environment, such as an office or computer room.
- Install the gateway on a level surface.