How does EcoStruxure IT apply updates on your infrastructure in a secure way?

The EcoStruxure IT Cloud is capable of initiating actions on your infrastructure via an **outbound-only connection**, using https port 443.

EcoStruxure IT Expert makes a general mailbox API available to all gateways. Messages can describe an action for a gateway to take, such as:

- Sync data with cloud
- Send log data
- Download and apply a Gateway software update
- Download and apply firmware to a set of devices
- Copy a device configuration from one device to a set of others

This mailbox API leverages the same authentication and encryption as other IT Expert cloud APIs.

EcoStruxure IT users trigger an action remotely

Schneider Electric engineering assists with debugging or recovery

Messages are placed in the mailbox

Gateway performs an **HTTPS GET** to the mailbox API using its **gateway unique Id** to check messages

Gateway performs an **HTTPS POST** to the same mailbox API URL to acknowledge the message was received and to provide status updates

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