Schneider Electric Secure NMC System
Frequently Asked Questions

The Schneider Electric Network Management Card (NMC) enables essential and secure device-level remote monitoring and management of your critical power (UPS and PDU) and cooling infrastructure.

Our Secure Network Management Card System provides third-party NMC cybersecurity certification to the industry leading IEC 62443-4-2 standard. A 1-Year Secure NMC subscription is now included with all UPS and PDU devices providing access to the IEC certified NMC firmware. This FAQ explains all you need to know about the Secure NMC System for 1-Phase devices.

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What is the Secure NMC System?

Our Secure NMC System (SNS) protects your business by providing a simple Secure NMC System Tool to manage your firmware updates and providing NMC3 firmware for Smart-UPS and rPDU that is independently certified to the IEC 62443-4-2 cybersecurity standard.

From April 1st, a 1-Year Secure NMC subscription is included with all 1-Phase and 3-Phase UPS and PDU products.

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A Secure NMC subscription can also be purchased for Network Management Card 3 for Smart-UPS (including embedded, pre-installed or stand-alone options), 1-Phase Symmetra, and 1-Phase rPDU.

The Secure NMC System is not available for the following:

- Cooling units
- Rack Automatic Transfer Switches (ATS)
- Any product that has an NMC2

What is the Secure NMC System Tool?

Access to independently certified IEC 62443-4-2 NMC3 firmware is available via the Secure NMC System Tool. The Tool's easy-to-use interface helps to remotely manage your NMC3 firmware updates for 1-Phase UPS and rPDU devices, so you can stay updated and reduce your exposure to attack.

The Secure NMC System Tool can be downloaded free from www.apc.com/secure-nmc.

- Use the SNS Tool to activate your included subscription and upgrade to IEC certified firmware.
- A purchased subscription can also be activated via the SNS Tool by entering your license Activation ID.

There is a separate SNS Tool for Smart-UPS, Smart-UPS Ultra, 1-Phase Symmetra and PDU devices and the. correct firmware is embedded in the SNS Tool – saving you time finding the correct firmware and removing the risk of accidentally uploading incorrect firmware files to your device.

The SNS Tool is on premise software which supports Windows 10 and 11 operating systems.

What products include a 1-Year Secure NMC subscription?

All NMC3 and NMC4 products for 1-Phase and 3-Phase UPS and PDU products purchased after April 1st, 2024 include a 1-year Secure NMC subscription.

How do I activate my included Secure NMC subscription?

For 1-Ph UPS and PDU devices, download the Secure NMC System (SNS) Tool. For step-by-step instructions, please read the User Guide.

For 3-Phase UPS and PDU devices, there is no immediate change to how you access your firmware updates which will remain on the APC and Schneider Electric web site. At the end of the first year, your Service Partner will discuss the best options for renewing your Secure NMC subscription.

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What if I purchased a Secure NMC subscription that I don't need yet?

There are many reasons why a subscription may not need to be activated immediately after purchase such as wanting the subscription to align with the future installation date of new hardware or your newly purchased UPS or PDU device includes a 1-Year Secure NMC subscription.

In these cases, simply retain the Activation ID, and do not activate it until your 1-year included subscription expires. The subscription period only starts from when the subscription is activated by entering the Activation ID into the Secure NMC System (SNS) Tool. Therefore, there is no loss of licensing duration until activation by the end user, installer, or partner.

If you activate your purchased subscription during the included 1-year period, it will override your 1-year included subscription.

If you have purchased a subscription, you will receive an Activation ID via email to input into the SNS Tool. For more information, please see this YouTube video or the User Guide.

What if my NMC doesn't include a 1-Year Secure NMC subscription, but I purchased it after April 1st?

If you believe you are entitled to a 1-year SNS subscription, but it was not retrieved via the Secure NMC System (SNS) Tool, contact the Customer Care Center (CCC).

How does the Secure NMC System work with EcoStruxure IT Expert and Data Center Expert?

EcoStruxure™ IT Expert and Data Center Expert provide vendor neutral centralized monitoring and management capabilities and include access to the independently certified IEC 62443-4-2 firmware without requiring a separate subscription.

What happens if I do not purchase a Secure NMC subscription?

For existing UPS and PDU devices there is no impact to the features or functionality of the Network Management Card. Customers can continue to download the NMC3 firmware v2.5 from www.apc.com/secure-nmc.

This firmware will remain available to support product warranty; therefore, in the event of a critical vulnerability or a defect which impacts the operation of the Network Management Card, an update addressing the vulnerability or defect will be made available.

From April 2024, new UPS and PDU devices will include a 1-Year Secure NMC subscription. This subscription must be renewed at the end of the first year in order to continue to use the Secure NMC System Tool for firmware update management and to stay ahead with the latest versions of independently certified IEC 62443-4-2 firmware.

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Is the Secure NMC System available for NMC2?

NMC2 firmware is currently in maintenance mode therefore there is no option to purchase a Secure NMC subscription for products with NMC2. Firmware updates for NMC2 remain available from the APC web site.

How do I know if I have an NMC3 or NMC2?

Log into the Network Management Card Web user interface and above the top menu bar next to the Schneider Electric logo, the user interface will clearly display either "Network Management Card 2" or "Network Management Card 3".

How do I order a Secure NMC subscription?

Multi-year options provide licensing flexibility to align with your support, maintenance or refresh cycles. Order the below part numbers via your IT Partner or directly via [MySchneider Software Experience](#). The subscription details and activation instructions are delivered via email.

Part # (SKU)	SNS for Smart-UPS Subscription
SWNMC3SU-1Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 1 Year Secure NMC Subscription
SWNMC3SU-2Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 2 Year Secure NMC Subscription
SWNMC3SU-3Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 3 Year Secure NMC Subscription
SWNMC3SU-4Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 4 Year Secure NMC Subscription
SWNMC3SU-5Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 5 Year Secure NMC Subscription
SWNMC3SU-6Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 6 Year Secure NMC Subscription

Part # (SKU)	SNS for PDU Subscription
SWNMC3PDU-1Y-DIGI	NMC3 for 1-Ph rPDU - 1 Year Secure NMC Subscription
SWNMC3PDU-2Y-DIGI	NMC3 for 1-Ph rPDU - 2 Year Secure NMC Subscription
SWNMC3PDU-3Y-DIGI	NMC3 for 1-Ph rPDU - 3 Year Secure NMC Subscription
SWNMC3PDU-4Y-DIGI	NMC3 for 1-Ph rPDU - 4 Year Secure NMC Subscription
SWNMC3PDU-5Y-DIGI	NMC3 for 1-Ph rPDU - 5 Year Secure NMC Subscription
SWNMC3PDU-6Y-DIGI	NMC3 for 1-Ph rPDU - 6 Year Secure NMC Subscription

The downloadable SNS Tool part numbers are:

Part # (SKU)	Secure NMC System Tool
SFNMC3FMTSU	Secure NMC System Tool for Smart-UPS
SFNMC3FMTSUCAN	Secure NMC System Tool for Smart-UPS Ultra
SFNMC3FMTSY	Secure NMC System Tool for 1-Phase Symmetra
SFNMC3FMTRPDU	Secure NMC System Tool for rPDU

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Can I use a PDU SNS subscription for Smart-UPS or vice versa?

A valid SNS subscription is required to use the Secure NMC System (SNS) Tool to upgrade your NMC firmware. Please ensure you purchase the correct subscription for your device as it is not supported to use an rPDU subscription to activate a Smart-UPS variation of the Secure NMC System (SNS) Tool, and vice versa.

Where can I learn more about the Secure NMC System?

Go to www.apc.com/secure-nmc for additional information.

What are the key differences between the stand-alone NMC3 options?

The following NMCs support Smart-UPS and 1-Phase Symmetra devices with a SmartSlot. For Smart-UPS and rPDU devices with an embedded NMC, they have the same functionality as the AP9641 NMC.

AP9640
UPS Network Management Card 3

AP9641
UPS Network Management Card 3
with environmental monitoring

AP9643
UPS Network Management Card 3
with environmental monitoring and Modbus support

Feature	Benefit	AP9640	AP9641	AP9643
SNMP Management (v1/v2/v3)	Monitor and manage your UPS as one of your network devices over your preferred Enterprise Network Management System by forwarding SNMP traps (events) across SNMP (v1/v2/v3) using the PowerNet MIB.	✓	✓	✓
BACnet/IP and Modbus TCP support	Integrate your UPS to existing networks with 3rd party building management system and industrial automation systems.	✓	✓	✓
Notifications and logging	Identify problematic trends and take appropriate action before they escalate or export logs for analysis.	✓	✓	✓
IPv6 support	Be ready to support the next generation of IP networking with the trending Internet of Things (IoT) and Industrial IoT.	✓	✓	✓
Smart battery management (SRT and SRTL Smart UPS only)	Manage and maintain entire battery system with detailed battery information, even battery cartridge parameters, providing early fault warning. Helps you plan preventative battery maintenance.	✓	✓	✓
Software Integrations	EcoStruxure™ IT Expert and Data Center Expert for vendor neutral remote monitoring and management. PowerChute™ Network Shutdown for IT business continuity and resiliency through graceful shutdown and unattended start-up.	✓	✓	✓
Temp (AP9335T) and Temp & Humidity (AP9335TH) support	Monitor temperature and humidity and take appropriate action when needed to ensure the best possible performance from your UPS. AP9335T is included with NMC purchase.		✓	✓
Dry-contact IO (AP9810) support	Monitor external triggers and initiate actions or external devices.		✓	✓
4 wire Modbus RTU protocol support	Support device communication on a Modbus serial line using the RTU. This mode has greater character density.			✓
Language support: English, French, German, Italian, Japanese, Korean, Portuguese, Spanish, Simplified Chinese, Russian				

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