Network Management Card for Easy UPS, 1-Phase (AP9544)

The Network Management Card for Easy UPS, 1-Phase (AP9544) from Schneider Electric allows for secure remote monitoring and control of an individual Easy UPS Online via a web browser interface that helps you easily interact with and control all available features. A Gigabit Ethernet processor provides a fast and powerful connectivity experience offering as well as simultaneous multiple user logins. Advanced and best-in-class security compliance keeps your sensitive data secure.

The AP9544 includes a 1-year Support Contract which provides access to firmware updates including new features, feature enhancements, security updates, and advanced support to ensure the most resilient, secure and sustainable IT infrastructure. Firmware updates after this period will require an NMC Support Contract.

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Questions on the Network Management Card device

1. What UPS models support the new AP9544?

AP9544 supports 1-20 kVA APC Easy UPS On-Line SRV models and Schneider Electric Easy UPS 1 Ph On-Line SRVS models. For a complete list of supported models, please refer to Knowledge Base article **FA237786**.

2. How do the features of AP9544 compare with those of APV9601 and APVS9601?

Features		AP9544	APV(S)9601
NMC Web User Interface (UI)	**UPS Monitoring Options**	Yes	No
	UPS Control Options	Yes	No
	Localized UI (9 languages)	Yes	No
	Simultaneous User Access (8 Web UI, 5 CLI, 1 serial)	Yes	No
	Multi-Tier User Account (5 user accounts)	Yes	No
EcoStruxure IT	**Full Integration with EcoStruxure IT Services**	Yes	No
Enhanced Security	**Onboard Root of Trust Chip**	Yes	No
PowerChute	**PowerChute Network Shutdown Support**	Yes	No
	Advanced support for virtualized environments	Yes*	No
Command Line Interface	**UPS Monitoring Options**	Yes	No
	UPS Control Options	Yes	No
Accessories	**Wi-Fi Device (AP9834) Support** (Optional purchase)	Yes	No
Firmware Upgrade	**NMC Firmware Upgrade Support**	Yes	Yes
Network Port Speed	**Network Port Speed**	1 Gpbs	100 Mbps

* A separate license purchase for PowerChute Network Shutdown is needed to benefit from all virtualization features

3. What is the warranty support for the APV9601/APVS9601?

The APV9601 and APVS9601 are end-of-life from August 1st 2023. Support for these products will be provided for the duration of the factory warranty for these cards which is 2 years.

4. How does AP9544 compare against similar offers from other UPS companies?

Below table shows how AP9544 compares against offers from two other UPS companies

Feature	Eaton NMC[1]	Vertiv NMC[2]	AP9544	Customer Impact
Browser accessible UPS monitoring web interface	✓	✓	✓	Remotely monitor your UPS via any supported web browser
Multi-user support	✓	✓	✓	Multi-tier access support for users to simultaneously access interfaces with controlled rights
Security protocol support	✓	✓	✓	TLS 1.1+, SSH, SCP
Mass configuration support	✓	✓	✓	Copy configuration settings to multiple cards, saving time and effort
Notification support	✓	✓	✓	Email notifications when UPS events occur
Command line interface	✓	✓	✓	Configure and monitor your UPS and NMC via a command line interface
SNMP support	✓	✓	✓	SNMP to interface with other management systems
Gigabit Ethernet support	✓	✗	✓	Monitor, control, and configure UPS without experiencing network lag
Wireless option	✗	✗	✓	USB port for Wi-Fi Device supporting wireless monitoring
PowerChute and EcoStruxure IT support	✗	✗	✓	Graceful shutdown, monitoring and management support with PowerChute and EcoStruxure IT

5. How can I purchase AP9544 (Network Management Card for Easy UPS, 1-Phase)?

You can purchase the AP9544 from your Schneider Electric Partner or directly from Schneider Electric.

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[1] SKU # Network-M2
[2] SKU # RDU101, Unity Card

Questions on the introduction of Support Contract licenses

6. What is changing for the Network Management Card for Easy UPS, 1-Phase from August 1st 2023?

During July 2023, an NMC firmware version v2.5.0.8 will be published to the APC and Schneider Electric web sites. This firmware version will make all of the NMC's features available out-of-the-box without a Standard (feature-based) license. The standard license will no longer be needed after this firmware update.

A 12-month Support Contract is included with NMC firmware version v2.5.0.8. To access future firmware updates when this included Support Contract expires, purchase of a new Support Contract license is required.

NMC firmware files remain available for download on APC / SE websites until the new NMC Firmware Management Tool is released for AP9544 in Q1 2024. All future NMC firmware updates will be managed using this tool when released.

Firmware updates made available through the Firmware Management Tool within the included 12-month Support Contract period will continue to be available without purchasing a Support Contract license. After the 12-month period has elapsed, the purchase of a Support Contract license is required to access future firmware updates.

All NMC features currently available with your firmware version will continue to work even if you do not purchase a Support Contract.

See also question number 22 for additional detail and illustration of a timeline-based explanation of the scenarios.

7. Why has the price of AP9544 NMC changed with the introduction of the AP9544 NMC3 Support Contract?

From NMC firmware version v2.5.0.8 all features on the NMC will be available without the need for a license. This means that the value of the NMC is increased significantly to customers bringing it at level with the best network management cards on the market. The price of the AP9544 has been increased to reflect that all features are now available out-of-the-box plus access to firmware updates for 1 year.

8. Why is this AP9544 NMC3 Support Contract being introduced?

Schneider Electric recognizes that resiliency and security is not limited to higher level monitoring tools but also applies to the embedded firmware such as the Network Management Card that runs on our devices and provides a sophisticated management application along with an array of protocols for remote connectivity.

There are more cybersecurity threats, more standards with which to comply, and the feature sets customers want are becoming more complex. Our customers are demanding more digitization and are demanding we make a faster digital transformation to keep pace and stay ahead of the challenges.

Consequently, we have made the strategic decision that to deliver more value to our customers, we need to accelerate and invest more in our NMC portfolio. That commitment will bring some changes, namely the introduction of a new Support Contract offer.

9. What are the benefits of an AP9544 NMC3 Support Contract?

The increased investment in the NMC3 platform will result in accelerated feature development and more frequent releases. We will also be adding proactive notification mechanisms so that it's easier to manage firmware updates and limit unknown vulnerable firmware versions that bring risk to the security and resiliency of IT infrastructure.

10. Does this change affect me if I'm an EcoStruxure IT Expert or Data Center Expert customer?

If you have a valid EcoStruxure IT Expert or Data Center Expert license, you will continue to receive NMC3 firmware updates as you do today. You do not need to purchase a separate NMC3 Support Contract license for your AP9544 NMC

Questions on firmware update process

11. How long will the last web-based version of firmware be available for download?

After August 1st, v2.5.0.8 firmware will remain available on the APC and Schneider Electric website for download without a Support Contract to support warranty obligations.

12. What happens in the event of a critical cybersecurity issue?

We will be really encouraging customers to purchase an NMC Support Contract, so they get access to the latest firmware with best-in-class security updates. However, in the event of a critical vulnerability, Schneider Electric will continue to release critical update patches for customers in the same manner in which they are currently released.

13. What happens if there is a firmware defect that impacts the operation of the Network Management Card?

We will be really encouraging customers to purchase an NMC Support Contract, so they get access to the latest features and enhancements. However, in the event of a defect which impacts the operation of the Network Management Card, an update addressing the defect will be made available to all customers in the same way in which they are currently available.

14. Does the AP9544 NMC3 Support Contract impact the firmware update process?

There is no immediate change to the NMC3 firmware update process. The firmware (v2.5.0.8) will still be downloadable from the APC and Schneider Electric Web Sites and customers will still have access to download this firmware without an NMC Support Contract.

15. Is there any change to firmware being updated on new products in the factory?

There is no change to the firmware process for new products. Once new firmware is released, it will be made available on newly manufactured products. If customers get a product with v2.4 or lower, they can update to v2.5.0.8 directly from the web site.

Questions on Support Contract purchase, activation and transfer

16. What are the AP9544 Support Contract part numbers?

The NMC Support Contract part numbers available to purchase for the AP9544 are detailed below.

SKU	Description
FWENMC1P-ST1Y-DIG	NMC3 for Easy UPS, 1-Phase - 1 Year Support Contract License

FWENMC1P-ST3Y-DIGI	NMC3 for Easy UPS, 1-Phase - 3 Year Support Contract License
FWENMC1P-ST5Y-DIGI	NMC3 for Easy UPS, 1-Phase - 5 Year Support Contract License

NOTE: You cannot select a combination of the license SKUs for a single purchase and you cannot add two different licenses together (e.g. 2 * 1 year Support Contract license DO NOT equal a 2-Year license).

17. How do I order an NMC Support Contract?

Multi-year options provide licensing flexibility to align with your support, maintenance or refresh cycles. Once you know the part number, the license can be ordered via the same channel as you order your hardware. The only difference is the delivery of the license, which is an electronic delivery of the license Activation ID via email.

A Support Contract license can be purchased through your Schneider Electric Partner. Contact your Partner and order the number of license SKUs required. You can order the license SKUs with the AP9544.

Alternatively, a license can be purchased directly from Schneider Electric via the **License for Network Management Card** listing **Schneider Electric Exchange**.

18. What happens if I purchase a license, but I don't need it immediately?

There are many reasons why a license may not need to be activated immediately after purchase such as wanting the license to align with the future installation date of new hardware.

In this case, the license period only starts from when the license is activated by entering the license Activation ID into the NMC Firmware Management Tool user interface. Therefore, there is no loss of licensing duration until activation by the end user, installer, or partner.

19. How do I transfer a Support Contract license?

Self-administration of license transfer is not available for the Network Management Card.
In case of RMA device or special situation, a ticket can be raised via Customer Care to transfer license entitlement to another NMC.

20. Can I cancel my NMC Support Contract license and get a refund?

You cannot cancel your NMC license or get a refund once an Activation ID has been issued for it. However, you can cancel your license during the purchase process *before* it is issued by contacting your Schneider Electric Partner and informing them that you would like to cancel.

21. Can I purchase multi-year licenses up front with my UPS?

Yes, you can purchase a 1-year, 3-year or 5-year license up front with your UPS and NMC. However, you cannot purchase a combination of licenses with different durations for the same NMC - for example you cannot buy a 1-year *and* 3-year license to buy a 4-year license.
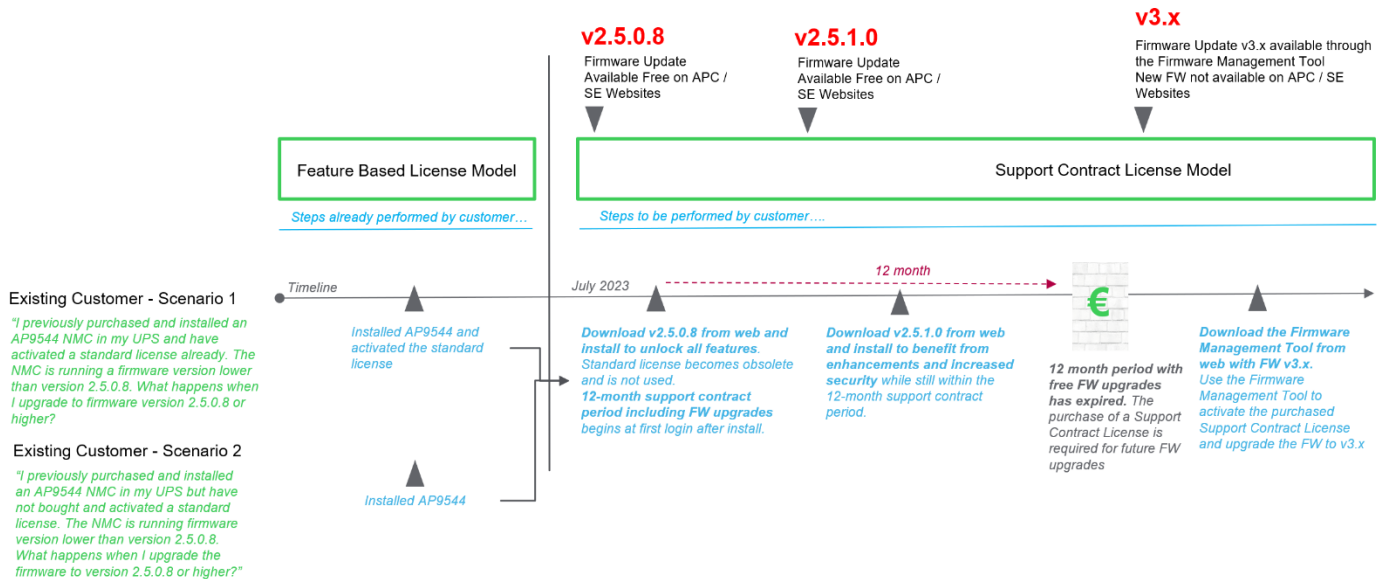
22. **I previously purchased and installed an AP9544 NMC in my UPS and have activated a standard license already. The NMC is running firmware version lower than version 2.5.0.8. What happens when I update to firmware version 2.5.0.8 or higher?**

When you update to v2.5.0.8 or higher, you will still have access to all the NMC's features and the standard license becomes obsolete and is no longer needed. A 12-month Support Contract period, providing access to firmware updates, begins at first login after upgrading to v2.5.0.8 or higher.

Firmware updates made available through the Firmware Management Tool within the included 12-month Support Contract period will continue to be available without purchasing a Support Contract license. After the 12-month period has elapsed, the purchase of a Support Contract license is required to access future firmware updates.

See below illustration for a timeline-based explanation of the scenario.

23. **I previously purchased and installed an AP9544 NMC in my UPS but have not bought and activated a standard license. The NMC is running firmware version lower than version 2.5.0.8. What happens when I update the firmware to version 2.5.0.8 or higher?**

The same answer applies here as given for question number 22. The only difference is that after installing firmware version 2.5.0.8, the features that were not available on the NMC previously, will now become available without the need for activating a license. For more details regarding this scenario, refer to question number 22 above.

24. I previously purchased but did not yet install an AP9544 NMC in my UPS. I have not purchased and activated a standard license. What happens when I install the NMC? Will I have to update the firmware to get all features enabled?

This depends on the firmware version applied to your card at time production. If the firmware applied, is lower than v.2.5.0.8 then you will not have all features enabled and will have to update to v2.5.0.8 or higher to get all features enabled. See question 22 to get more details.

If the firmware applied is equal to or higher than v.2.5.0.8 then all features are enabled on the card and the 12-month Support Contract is available at first login.

25. I previously purchased a Standard license for my AP9544 which I no longer need if I update my firmware to v2.5.0.8. Can I get a refund for the Standard license?

Refunds are not available because any customer who purchased the AP9544 with the Standard license received the AP9544 at a much lower price. The AP9544 price has now been increased to reflect that all features are available out of the box.

26. Can I use the Activation ID I got for the AP9544 standard license to activate a Support Contract license for AP9544?

All Activation IDs received previously when purchasing a standard license for the AP9544 NMC will become obsolete and can no longer be used after firmware version 2.5.0.8 or higher is installed on the NMC. To activate a Support Contract on the AP9544 NMC after the initial 12-month Support Contract period has elapsed, the purchase of one of the below license part numbers is required.

Part Number	Description
FWENMC1P-ST1Y-DIGI	NMC3 for Easy UPS, 1-Phase - 1 Year Support Contract License
FWENMC1P-ST3Y-DIGI	NMC3 for Easy UPS, 1-Phase - 3 Year Support Contract License
FWENMC1P-ST5Y-DIGI	NMC3 for Easy UPS, 1-Phase - 5 Year Support Contract License

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