

Secure Network Management Card System

**For NMC3 & NMC4
used with 3-Phase Easy UPS, Galaxy V range UPS, Symmetra PX UPS and
Power Distribution Units**

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 protects your business by ensuring your connected devices are secure from unknown threats, compliant with changing regulations and resilient for the entirety of your hardware's life. A 1-Year Secure NMC subscription providing access to firmware updates is now included with all UPS & PDU devices that uses NMC3 or NMC4¹. This FAQ explains all you need to know about the Secure NMC System for 3-Phase UPS & PDU.²

Frequently Asked Questions

1. What is the Secure NMC System?
2. What products include a 1-Year Secure NMC subscription?
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¹ NMC3 (Network Management Card 3) and NMC4 (Network Management Card 4) are network management cards based on the latest Schneider Electric technology.

² For questions related to the Secure NMC System for 1-Phase UPS & PDU visit the dedicated [FAQ](#)

What is the Secure NMC System?

The Secure NMC System (SNS) protects your business by providing access to updates to NMC3 firmware and NMC4 firmware during service contract visits by your Service Partner.

From April 1st, 2024 a 1-Year Secure NMC subscription is included with all 1-Phase³ and 3-Phase UPS & PDU products.

A Secure NMC subscription can also be purchased for NMC3 or NMC4 for the following products

- Galaxy VS, VM, VL, VX (including embedded, pre-installed or stand-alone NMC)
- Symmetra PX (including embedded, pre-installed or stand-alone NMC)
- Easy UPS 3S, 3M, 3L (including pre-installed or stand-alone NMC)
- Easy UPS 3M Advanced
- Easy UPS 3-Phase Modular
- Galaxy RPP
- Galaxy PDU
- Modular PDU
- Configurable PDU

The Secure NMC System is not available for the following products:

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

What products include a 1-Year Secure NMC subscription?

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

How do I activate my included Secure NMC subscription?

The included 1-Year Secure NMC Subscription is activated at time of installation by your Schneider Electric service expert. At the end of the first year, your Service Partner will discuss the best options for renewing your Secure NMC subscription.

Is anything changing in the way the NMC firmware is being upgraded?

For 3-Phase UPS & PDU products, there is no change to how the firmware updates are applied to your products during service contract visits by your Service Partner.

³ For questions related to the Secure NMC System for 1-Phase UPS & PDU visit the dedicated [FAQ](#)

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 during service contract visits by your Service Partner. Therefore, there is no loss of licensing duration until activation. If you activate your purchased subscription during the included 1-year period, it will override your 1-year included subscription.

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 activated during a service contract visit by your Service Partner, [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 NMC3 firmware and NMC4 firmware updates without requiring a separate subscription.

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

For existing UPS & PDU devices there is no impact to the features or functionality of the Network Management Card. The NMC firmware that shipped with the UPS 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 & PDU devices will include a 1-Year Secure NMC subscription. This subscription must be renewed at the end of the first year to continue to stay ahead with the latest versions of the NMC firmware.

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 or through your Service Partner.

How do I know if I have an NMC4, 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”, “Network Management Card 3” or “Network Management Card 4”

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 Easy UPS, 3-Phase Subscription
FWENMC3P-ST1Y-DIGI	NMC3 for Easy UPS, 3-Phase - 1 Year Secure NMC Subscription
FWENMC3P-ST2Y-DIGI	NMC3 for Easy UPS, 3-Phase - 2 Year Secure NMC Subscription
FWENMC3P-ST3Y-DIGI	NMC3 for Easy UPS, 3-Phase - 3 Year Secure NMC Subscription
FWENMC3P-ST4Y-DIGI	NMC3 for Easy UPS, 3-Phase - 4 Year Secure NMC Subscription
FWENMC3P-ST5Y-DIGI	NMC3 for Easy UPS, 3-Phase - 5 Year Secure NMC Subscription
FWENMC3P-ST6Y-DIGI	NMC3 for Easy UPS, 3-Phase - 6 Year Secure NMC Subscription

(* To be used with NMC3 for Easy UPS 3S, Easy UPS 3M, Easy UPS 3L, Easy UPS 3M Advanced and Easy UPS 3-Phase Modular)

Part # (SKU)**	SNS for Galaxy & Symmetra PX, 3-Phase Subscription
SWNMC3PUPS-1Y-DIGI	NMC for Galaxy and Symmetra PX, 3-Phase - 1 Year Secure NMC Subscription
SWNMC3PUPS-2Y-DIGI	NMC for Galaxy and Symmetra PX, 3-Phase - 2 Year Secure NMC Subscription
SWNMC3PUPS-3Y-DIGI	NMC for Galaxy and Symmetra PX, 3-Phase - 3 Year Secure NMC Subscription
SWNMC3PUPS-4Y-DIGI	NMC for Galaxy and Symmetra PX, 3-Phase - 4 Year Secure NMC Subscription
SWNMC3PUPS-5Y-DIGI	NMC for Galaxy and Symmetra PX, 3-Phase - 5 Year Secure NMC Subscription
SWNMC3PUPS-6Y-DIGI	NMC for Galaxy and Symmetra PX, 3-Phase - 6 Year Secure NMC Subscription

(** To be used with NMC3 for Symmetra PX, Galaxy VM or Galaxy VX and NMC4 for Galaxy VS or Galaxy VL)

Part # (SKU)***	SNS for Power Distribution Units, 3-Phase Subscription
SWNMC3PPDU-1Y-DIGI	NMC for Power Distribution Units, 3-Phase - 1 Year Secure NMC Subscription
SWNMC3PPDU-2Y-DIGI	NMC for Power Distribution Units, 3-Phase - 2 Year Secure NMC Subscription
SWNMC3PPDU-3Y-DIGI	NMC for Power Distribution Units, 3-Phase - 3 Year Secure NMC Subscription
SWNMC3PPDU-4Y-DIGI	NMC for Power Distribution Units, 3-Phase - 4 Year Secure NMC Subscription
SWNMC3PPDU-5Y-DIGI	NMC for Power Distribution Units, 3-Phase - 5 Year Secure NMC Subscription
SWNMC3PPDU-6Y-DIGI	NMC for Power Distribution Units, 3-Phase - 6 Year Secure NMC Subscription

(*** To be used with NMC3 for Galaxy RPP, Galaxy PDU, Modular PDU or Configurable PDU)

Can I use a Galaxy UPS SNS subscription for an Easy UPS or vice versa?

A valid SNS subscription is required to have your Service Partner upgrade your NMC firmware. Please ensure you purchase the correct subscription for your device as it is not supported to use a SNS subscription for any other device than intended.

Where can I learn more about the Secure NMC System?

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