

Schneider Electric Network Management Card 3

Secure NMC System FAQ

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

The newly launched Schneider Electric Secure NMC System (SNS) has extended the cybersecurity management for Network Management Cards to a higher than ever level. With SNS, you can bolster your cybersecurity strategy with options available to find the right balance for you. This FAQ explains all you need to know about the newly introduced Secure NMC System.

Frequently Asked Questions

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What is the Secure NMC System?

Our newly launched Secure NMC System (SNS) protects your business by ensuring your NMC3 for APC Smart-UPS and rPDU is secure from unknown threats (IEC 62443-4-2 certified), compliant with changing regulations and resilient for the entirety of your hardware's life.

A Secure NMC System subscription is currently available for Network Management Card 3 for Smart-UPS (including embedded, pre-installed or stand-alone options) and 1-Phase rPDU.

Currently, an SNS subscription is not available for the following:

- 3-Phase UPS
- 3-Phase PDU

- Cooling units
- Any product that has an NMC2

What is the Secure NMC System Tool?

The Secure NMC System (SNS) Tool provides an easy-to-use interface for remotely managing and updating your NMC3 firmware, so you never become outdated or exposed to additional risk. The SNS Tool provides access to NMC3 firmware that has received IEC 62443-4-2 certification from TÜV Rheinland; one of the world's largest and leading testing service providers.

The SNS Tool can be downloaded free from www.apc.com/secure-nmc. However, to access the firmware through the SNS Tool; a Secure NMC Subscription is required. The purchased subscription will contain an Activation ID via email to input into the SNS Tool. For more information, please see this [YouTube video](#) or the [User Guide](#).

There is a separate SNS Tool for Smart-UPS and PDU. The correct firmware is embedded in the SNS Tool – saving you time finding the correct firmware and the 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.

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

For sophisticated multi-device monitoring and management options which include the Secure NMC System capabilities, upgrade to EcoStruxure™ IT Expert or Data Center Expert.

EcoStruxure IT Expert or Data Center Expert customers have the Secure NMC System Tool capabilities included therefore a separate SNS subscription is not required.

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

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.

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 System 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 System subscription?

Multi-year options provide licensing flexibility to align with your support, maintenance or refresh cycles. Once you know the part number, the subscription can be ordered via your IT Partner. 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 Year Secure NMC Subscription
SWNMC3SU-3Y-DIGI	NMC3 for Smart-UPS - 3 Year Secure NMC Subscription
SWNMC3SU-5Y-DIGI	NMC3 for Smart-UPS - 5 Year Secure NMC Subscription
SWNMC3SU-6Y-DIGI	NMC3 for Smart-UPS - 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-3Y-DIGI	NMC3 for 1-Ph rPDU - 3 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
SFNCM3FMTSU	Secure NMC System Tool for Smart-UPS
SFNCM3FMTSUCAN	Secure NMC System Tool for Smart-UPS Ultra
SFNCM3FMTRPDU	Secure NMC System Tool for rPDU

What happens if I purchase a subscription, but I don't need it immediately?

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.

In this case, the subscription period only starts from when the subscription is activated by entering the Activation ID into the Secure NMC System (SNS) Tool user interface. Therefore, there is no loss of licensing duration until activation by the end user, installer, or partner.

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 devices with a SmartSlot. For Smart-UPS and rPDU devices with an embedded NMC, they have the same functionality as the AP9641 NMC.



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, a new standard for proactive insights on critical assets of an IT environment PowerChute™ Network Shutdown software for disaster avoidance 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.			✓
Languages (user interface) support: Simplified, Chinese, English, French, German, Italian, Japanese, Korean, Portuguese, Russian, Spanish				