



Secure Network Management Card System

**For 3-Phase UPS and PDU
with NMC3 or NMC4**

Frequently Asked Questions

As cybersecurity is a leading concern for business interruptions, the Secure Network Management Card (NMC) System is our commitment to deliver secure products, utilizing secure development processes, and reliable update management, reducing exposure to cybersecurity attacks.

The Schneider Electric Network Management Card 3 (NMC3) and 4 (NMC4)¹ are independently certified to the IEC 62443-4-2 standard by TÜV Rheinland. Additionally, our development processes are certified to both IEC and ISA Security Standards.

The IEC 62443-4-2 compliant Secure NMC System significantly helps reduce exposure to attacks and enhances overall security. To help reduce the connected devices exposure to cyber threats, the Secure NMC System is included for the first year with the purchase of all new UPS and PDU products with an NMC3 or NMC4.

This FAQ explains all you need to know about the **Secure NMC System for 3-Phase UPS & PDU**.²

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](#)

Frequently Asked Questions

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What is the Secure NMC System for 3-Phase?

The Secure NMC System for 3-Phase protects your business by delivering secure products, utilizing secure development processes, and reliable update management, reducing exposure to cybersecurity attacks.

The Secure NMC System for 3-Phase is built on three key pillars.

- **Proactive Cybersecurity Management** through the Secure NMC System Tool³ or through service maintenance.
- **Secure Products**
Our Network Management Card is independently certified to the IEC 62443-4-2 SL2 standard by TÜV Rheinland. We are the first in the industry to achieve SL2, a certification with more stringent requirements and increased security resiliency than SL1.
- **Secure Development Process**
We are the only vendor in the industry with dual process certifications to both IEC 62443-4-1 and ISASecure® Secure Development Lifecycle standards.

The Secure NMC System for 3-Phase applies to **3-Phase UPS and PDU products equipped with NMC3 or NMC4 only**. It is **not available** for:

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

The Secure NMC System for 3-Phase is **included for one year** with the purchase of a 3-Phase UPS, a 3-Phase PDU, or a stand-alone NMC3 or NMC4 card.

After the first year, continued access to the Secure NMC System for 3-Phase is available either through **a Service Plan or, for select 3-Phase UPS products, a Secure NMC System subscription⁴**, depending on the product and customer preference.

³ & ⁴ Available only to the 3-Phase UPS products with support for Secure NMC System with subscription. See [product table](#)

What are the methods for updating NMC firmware on 3-Phase UPS and PDU?

During the first year.

During commissioning of the 3-Phase UPS or PDU, Schneider Electric qualified service personnel will update the NMC firmware as defined by all applicable field advisories and field modifications.

For select 3-Phase UPS products⁶, the NMC firmware can also be updated using the Secure NMC System Tool. In these cases, you can perform the update yourself by activating the included Secure NMC subscription in the tool. Refer to the [product table](#) below to see which UPS products are supported.

After the first year.

Continued cybersecurity with the Secure NMC System for 3-Phase beyond the first year can be obtained in the following ways. Choose one of them or even both for more flexibility.

Secure NMC System with Service Plans.

If you purchase an Advantage Service Plan (Plus, Prime, or Ultra), an EcoCare Advanced+ membership, Optional EcoCare on-site maintenance, or a stand-alone maintenance visit, Schneider Electric qualified service personnel will update the NMC firmware during scheduled maintenance activities, in accordance with all applicable field advisories and field modifications.

This option is available for all 3-Phase UPS and PDU products included in the Secure NMC System for 3-Phase scope⁷. To learn more about Service Plans for 3-Phase UPS and PDU, visit the Advantage Service Plans page [here](#) and the EcoCare for 3-Phase page [here](#).

Secure NMC System with subscription.

For select 3-Phase UPS products⁸, you can also purchase a Secure NMC System subscription and update the NMC firmware yourself using the Secure NMC System Tool. This option does not require a Service Plan.

If you choose this option, simply download the Secure NMC System Tool and activate your purchased subscription within the tool to gain access to firmware updates. Refer to the [product table](#) below to see which UPS products are supported.

Click [here](#) to learn more about Secure NMC System with subscription.

Choosing even more flexibility.

If you choose to have **both** a Service Plan and a Secure NMC System subscription you will have the benefits of scheduled on-site maintenance for the overall UPS system while retaining the flexibility to update NMC firmware as soon as it becomes available.

⁶ & ⁸ Available only to the 3-Phase UPS products with support for Secure NMC System with subscription. See [product table](#)

⁷ Secure NMC System for 3-Phase applies only to 3-Phase UPS and PDU products equipped with NMC3 or NMC4.

Which 3-Phase UPS and PDU products support each firmware update method?

The table below shows which 3-Phase UPS and PDU products support NMC firmware updates through a Service Plan and which products also support customer-performed updates using the Secure NMC System Tool with a Secure NMC System subscription.

Product	Secure NMC System with Service Plan	Secure NMC System with Subscription
3-Phase UPS		
Symmetra PX	•	•
Smart-UPS VT	•	•
Galaxy VS	•	
Galaxy VM	•	
Galaxy VL	•	
Galaxy VX	•	
Galaxy VXL	•	
Galaxy PX	•	•
Galaxy 3L Pro	•	•
Galaxy 3L	•	•
Galaxy PW 2 nd Gen	•	•
Easy UPS 3S	•	•
Easy UPS 3S Pro	•	•
Easy UPS 3M	•	•
Easy UPS 3L	•	•
Easy UPS 3M Advanced	•	•
Easy UPS 3-Phase Modular	•	•
3-Phase PDU ⁹		
Cabinet Power Distribution	•	
Modular Power Distribution	•	
Configurable Power Distribution	•	

For more information please visit www.se.com/secure-nmc, view the [SNS Tool User Guide](#) or the [NMC Technical Brochure](#).

What is the Secure NMC System Tool?

The Secure NMC System (SNS) Tool is Schneider Electric's cybersecurity-focused solution for managing Network Management Card (NMC) firmware in UPS and PDU products. From the SNS Tool dashboard, you can view any out-of-date or vulnerable devices running older versions of NMC firmware and you get notified via the Notifications Panel when new firmware updates are available. The correct firmware is automatically made available for the correct device, and the update process can be initiated in one click. By enabling proactive cybersecurity and firmware management, the SNS Tool helps ensure devices stay protected with the latest updates while reducing the effort required to maintain compliance.

⁹ Part numbers with PD••6FK1••, PDRPP••••, PDPM••••, PMM••••, GRPP•••• nomenclatures

What features does the Secure NMC System (SNS) Tool provide?

The Secure NMC System (SNS) tool simplifies device management through an intuitive interface with a centralized view of all of your devices, enabling you to quickly identify risks and take appropriate action. To save time, the SNS Tool enables mass firmware updates, so you get cybersecurity compliance without the overhead, and you reduce your operational risk with the right NMC firmware automatically matched with the correct device. In addition, the SNS Tool provides access to IEC 62443-4-2 SL2 certified firmware, delivering added confidence that the NMC firmware is independently validated against a globally recognized cybersecurity standard.

How do I access the Secure NMC System (SNS) Tool?

For 3-Phase UPS which support the Secure NMC System subscription¹⁰, you can download the Secure NMC System Tool from the Schneider Electric website ([SFNMC3SNST](#)). Please read the [SNS Tool User Guide](#) for all information on how to use the Secure NMC System Tool.

How do I activate my included Secure NMC System subscription?

For 3-Phase UPS which support the Secure NMC System subscription¹¹ please visit the [SNS Tool User Guide](#) for details on how to activate your subscription.

How do I order or renew the Secure NMC System for 3-Phase?

Secure NMC System with Service Plans – Order and Renew.

To order or renew your Service Plan with Schneider Electric, contact your local Schneider Electric sales representative or visit the Schneider Electric Website ([Advantage Service Plans](#) or [EcoCare for 3-Phase](#)).

Secure NMC System with subscription – Order

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 Management](#). The subscription details and activation instructions are delivered via email.

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

¹⁰ & ¹¹ Available only to the 3-Phase UPS products with support for Secure NMC System with subscription. See [product table](#)

The downloadable SNS Tool part number is:

Part # (SKU)	Secure NMC System Tool
SFNMC3SNST	Secure NMC System Tool for UPS/PDU

Secure NMC System with subscription – Renew

The **License Status** column in the Secure NMC System displays the date when your Secure NMC subscription will expire. If the icon next to the expiry date is amber, you have 30 days remaining in your subscription period. You can renew your subscription before this expiration date.

The email address provided in the PO to purchase the subscription will receive an email notifying you of your upcoming renewal, prompting you to log into the [mySchneider Software Management](#) to renew your subscription. New users are prompted to register prior to logging in.

Once logged in, various options are provided to renew your Secure NMC subscription, including:

- Renew online via Schneider Shop
- Renew with Digital Locker credits (associated with your mySchneider account)
- Find a partner and request renewal
- Email your preferred partner to request renewal.

Post renewal purchase via online or partner, you'll receive an email with a Digital Voucher code which can be redeemed via the Digital Locker. In the Digital Locker, choose to renew your Secure NMC subscription. There is no option to renew once your subscription is expired and a new Secure NMC subscription with a new Activation ID must be purchased.

What if I purchased a Secure NMC System 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 device includes a 1-year Secure NMC subscription.

If you have purchased a subscription, you'll receive an email with a Digital Voucher code, which can be redeemed via the Digital Locker in mySchneider Software Management. When redeemed, simply keep the credits in your Digital Locker until you need to generate an Activation ID when your 1-year included subscription expires.

The subscription period only starts once 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.

What if my NMC doesn't include a 1-year Secure NMC System subscription, but I purchased it after April 1st 2024?

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 [Technical Support](#).

What if I do not have a Service Plan for the 3-Phase UPS, but have EcoStruxure Data Center Expert (DCE) or EcoStruxure IT Expert (ITE) as part of a contract? Will the NMC firmware be available through DCE or ITE?

Yes, The NMC firmware of all the 3-Phase UPS products that have support for the Secure NMC System with subscription¹², can also be updated via EcoStruxure Data Center Expert (DCE) or EcoStruxure IT Expert (ITE).

What happens to my NMC if I do not purchase a Secure NMC System with Service Plan or a Secure NMC System with Subscription?

For the UPS & PDU products, there is no impact to existing features or functionality of the Network Management Card (NMC). The NMC firmware continues to fully operate.

In cases where a customer does not have a Service Plan for the UPS or PDU with Schneider Electric or a Secure NMC System subscription for the 3-Phase UPS but still wants the NMC to be updated with a specific firmware version, the customer can purchase a stand-alone preventive maintenance visit to obtain the NMC firmware update.

In the event of a critical vulnerability or a defect which impacts the operation of the Network Management Card, an NMC firmware update addressing the vulnerability or defect will be made available through a visit from Schneider Electric qualified service personnel¹³ and through the Secure NMC System Tool¹⁴.

What happens if I purchase a Service Plan for a 3-Phase UPS or PDU before the 1-year included Secure NMC System entitlement has expired?

The Secure NMC System entitlement aligns with the service plan's effective start date. Although you may purchase the service plan before the initial 1-year entitlement expires, activation is typically scheduled to begin after the factory warranty period ends.

¹² & ¹⁴ Available only to the 3-Phase UPS products with support for Secure NMC System with subscription. See [product table](#)

¹³ Schneider Electric service personnel or Service partners qualified by Schneider Electric.

Is the Secure NMC System available for NMC2?

No. NMC2 firmware is currently in maintenance mode therefore Secure NMC System is not available for products with NMC2. Firmware updates for NMC2 are available through your Service Partner.

How is the NMC firmware updated on products that are not in scope for the Secure NMC System?

For products that are not in scope¹⁵ for the Secure NMC System, there will be no change to how Schneider Electric qualified service personnel¹⁶ updates the NMC firmware. Any given NMC firmware update is classified according to severity and all applicable field advisories and field modifications are followed accordingly.

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”. All Schneider Electric qualified service personnel are trained to identify the type of Network Management Card installed in a UPS or PDU.

I have bought a new NMC3 card for my UPS, but the firmware application on the card is the wrong one. What do I do?

The NMC3 cards with references AP9640, AP9641 and AP9643 come with the NMC firmware application for the Schneider Electric Smart-UPS pre-loaded. If you have bought the NMC card for use with one of the UPS products in below table, then that is not the firmware application you need.

To get the correct firmware application loaded onto your new NMC card, you have 3 options depending on the UPS product.

1. If you have a Service Plan with Schneider Electric, Schneider Electric service personnel or Service partners qualified by Schneider Electric, can help get the application loaded as part of the entitlement you have with your Service Plan. If you do not have a Service Plan, you can purchase a stand-alone preventive maintenance visit to get the firmware updated.
2. The NMC3 card comes with 1 year included Secure NMC System subscription. As part of that entitlement, you can use the Secure NMC System Tool to get the correct firmware application loaded. Visit the [SNS Tool User Guide](#) for details on how to activate your subscription.
3. You can contact your local Schneider Electric [Customer Care Center](#). The support team is trained to guide you through the firmware update process.

¹⁵ For products not in scope for Secure NMC System, please refer to [What is the Secure NMC System for 3-Phase?](#)

¹⁶ Schneider Electric service personnel or Service partners qualified by Schneider Electric.

Below table shows what options are available to what UPS product.

UPS Product	Option 1	Option 2	Option 3
Symmetra PX	•	•	•
Smart-UPS VT	•	•	•
Galaxy VM	•		
Galaxy VX	•		
Galaxy PX	•	•	•
Galaxy 3L Pro	•	•	•
Easy UPS 3M Advanced	•	•	•
Easy UPS 3-Phase Modular	•	•	•

Where can I learn more about the Secure NMC System for 3-Phase?

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