

# Schneider Electric Network Management Card 3 Support Contract FAQ

The Schneider Electric Network Management Card enables secure remote monitoring and control of an individual UPS, PDU or Cooling device by connecting it directly to the network. Secure remote monitoring and control can be managed via the easy-to-use web user interface, command line interface, via EcoStruxure™ IT software or another Network Management System of your choice. Network Management Card 3 (NMC3) is the latest generation which replaced the previous Network Management Card 2 platform. This FAQ explains all you need to know about the newly introduced NMC3 Support Contracts offer.

## NMC3 Support Contract FAQ

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## What is changing for the Network Management Card 3 from May 1<sup>st</sup>, 2023

During May 2023, an NMC3 firmware version v2.5.x will be published to the APC and Schneider Electric web sites. This will be the last version of NMC3 firmware for APC Smart-UPS™ and APC NetShelter™ Rack Power Distribution (rPDU) that will be accessible without an NMC3 Support Contract.

Under the new offer, a Support Contract will be required for both the Network Management Cards purchased as a stand-alone card and the embedded NMC which is part of a Smart-UPS or 1-Phase rPDU to receive NMC3 firmware updates with feature enhancements, new features, and security updates.

All NMC3 features currently available with your firmware version will continue to work even if you do not purchase a Support Contract.

Currently, an NMC Support Contract is not required for the following:

- 3-Phase UPS
- 3-Phase PDU
- Cooling units
- NMC2 stand-alone NMC
- Any products that have an embedded NMC2

For a full list of the Smart-UPS and rPDU that will require a Support Contract to receive NMC3 firmware updates with feature enhancements, new features and security updates, please visit [www.apc.com/secure-nmc](http://www.apc.com/secure-nmc).

### Why is this NMC3 Support Contract offer 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. We will now ask customers to pay a Support Contract license to receive future firmware upgrades, which include feature enhancements, new features, and security updates on the NMC management application.

### What are the benefits of an 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.

### **What products are impacted from May 1<sup>st</sup>?**

After May 1<sup>st</sup>, if you are using an NMC3 for Smart-UPS or rPDU, it is recommended that you purchase a Support Contract so that you will have immediate access to the latest firmware updates as they are released.

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

After May 1<sup>st</sup>, v2.5.x firmware will remain available on the APC and Schneider Electric website for download without a Support Contract to support warranty obligations.

### **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.

### **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.

### **Does the NMC3 Support Contract impact the firmware update process?**

There is no immediate change to the NMC3 firmware update process in May. The firmware (v2.5.x) will still be downloadable from the APC web site download center and customers will still have access to download this firmware without an NMC Support Contract.

However, in the third quarter of 2023, a new offer with the v3.0 version will be released for Smart-UPS and rPDU that will not be available for download from the APC Software/Firmware download center. To access this firmware, customers will need to purchase a Support Contract License. That license will contain an 'Activation ID' which needs to be entered into an NMC Firmware Management Tool to access the firmware. Detailed instructions on how to do this will be made available nearer to the time of the v3.0 firmware release.

### **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.

### **Is the NMC2 impacted by this?**

NMC2 firmware is currently in maintenance mode and no new features are being released on this platform. Security updates will continue to be released – currently these are being released without the need for a Support Contract.

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

Log into the Network Management Card 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”.

### **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 v2.3 or v2.4, they can upgrade to v2.5 directly from the web site.

If customers receive a new product which already has v3.0 (first firmware that will require a Support Contract), then a Support Contract is only required to get access to the next firmware release after v3.0 (v3.1 etc.).

### **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 application user interface. Therefore, there is no loss of licensing duration until activation by the end user, installer, or partner.

### **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.

### **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.

## What are the NMC3 Support Contract Part Numbers?

### Smart-UPS

Part # (Sku)	Support Contract License
SWNMC3SU-1Y-DIGI	NMC3 for Smart-UPS - 1 Year Support Contract License
SWNMC3SU-3Y-DIGI	NMC3 for Smart-UPS - 3 Year Support Contract License
SWNMC3SU-5Y-DIGI	NMC3 for Smart-UPS - 5 Year Support Contract License
SWNMC3SU-6Y-DIGI	NMC3 for Smart-UPS - 6 Year Support Contract License

### rPDU

Part # (Sku)	Support Contract License
SWNMC3PDU-1Y-DIGI	NMC3 for 1-Ph rPDU - 1 Year Support Contract License
SWNMC3PDU-3Y-DIGI	NMC3 for 1-Ph rPDU - 3 Year Support Contract License
SWNMC3PDU-5Y-DIGI	NMC3 for 1-Ph rPDU - 5 Year Support Contract License
SWNMC3PDU-6Y-DIGI	NMC3 for 1-Ph rPDU - 6 Year Support Contract License

### Where can I learn more and get further information about the NMC3 Support Contract?

Go to [www.apc.com/secure-nmc](http://www.apc.com/secure-nmc) for additional information. This page will be updated with new developments and materials as they become available.