Frequently Asked Questions

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

The Network Management Card for Easy UPS, 1-Phase (AP9544) from Schneider Electric enables essential and secure remote monitoring and management of an individual Easy UPS Online via the easy-to-use web browser interface, via EcoStruxure™ IT Software or another SNMP-enabled system of choice.

A Gigabit Ethernet processor provides a fast and powerful connectivity experience as well as simultaneous multiple user logins.

The Network Management Card for Easy UPS, 1-Phase (AP9544) requires a Secure NMC Subscription to access future firmware updates that will keep the card secure from unknown threats, compliant with changing regulations and resilient for the entirety of the card's life. With the purchase of AP9544, a 1-year Secure NMC Subscription is included.

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Questions on the Network Management Card

1. What UPS models support 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
PowerChute Network Shutdown	PowerChute Network Shutdown Support	Yes	No
	Advanced support for virtualized environments	Yes*	No
SNMP v1 and v3	Integration with 3rd party Network Management	Yes	No
Modbus TCP/IP	Integration with 3rd party Network Management	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
Enhanced Security	board Root of Trust Chip	Yes	No

* 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 were discontinued on August 31, 2023 and are End of Service on August, 31 2024.

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4. 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. Go [here](#) to find a reseller or contact sales

Questions on the introduction of Secure NMC Subscription licenses

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

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

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

IMPORTANT: NMC firmware files remain available for download on APC / SE websites until the new Secure NMC System Tool intended for management of firmware downloads, is released for AP9544. Once the tool becomes available, all future firmware updates for AP9544 will be managed using this tool.

Firmware updates made available through the Secure NMC System Tool within the included 12-month Secure NMC Subscription period will continue to be available without the need of an activation ID. After the 12-month period has elapsed, the purchase of a Secure NMC Subscription license is required, and an activation ID is used 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 Secure NMC Subscription license.

See also question number 23 for additional detail and illustration of a timeline-based explanation of the scenarios.

6. Why has the price of AP9544 NMC changed with the introduction of the Secure NMC Subscription for AP9544?

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.

7. Why is the Secure NMC Subscription for AP9544 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 Secure NMC Subscription offer.

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8. What are the benefits of a Secure NMC Subscription for AP9544?

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.

9. 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 Secure NMC Subscription license for your AP9544 NMC

10. What is the impact on availability of the features of the card if I do renew the Secure NMC Subscription.

There is no impact on the availability of existing features of the NMC if a customer chooses not to renew the subscription. All existing features will remain available. Note that new features made available through firmware upgrades after the customer chooses not to renew, will not be available without the activation of a Secure NMC Subscription.

Questions on firmware update process

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

After August 1st, 2023 v2.5.x.x firmware will remain available on the APC and Schneider Electric website for download without a Secure NMC Subscription to support warranty obligations.

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

We will be really encouraging customers to purchase a Secure NMC Subscription, 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 a Secure NMC Subscription, 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 Secure NMC Subscription for AP9544 impact the firmware update process?

NMC firmware files remain available for download on APC and Schneider Electric websites until the new Secure NMC System Tool intended for management of firmware downloads is released for AP9544. Once the tool becomes available, all future firmware updates after that will be available and managed using this tool.

The firmware (v2.5.x.x) will remain available for download on APC and Schneider Electric websites and customers will still have access to download this firmware without a Secure NMC Subscription.

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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.x directly from the website.

Questions on Secure NMC Subscription license purchase, activation and transfer

16. What are the AP9544 Secure NMC Subscription part numbers?

The Secure NMC Subscription part numbers available to purchase for the AP9544 are detailed below.

SKU	Description
FWENMC1P-ST1Y-DIGI	NMC3 for Easy UPS, 1-Phase - 1 Year Secure NMC Subscription License
FWENMC1P-ST2Y-DIGI	NMC3 for Easy UPS, 1-Phase - 2 Year Secure NMC Subscription License
FWENMC1P-ST3Y-DIGI	NMC3 for Easy UPS, 1-Phase - 3 Year Secure NMC Subscription License
FWENMC1P-ST4Y-DIGI	NMC3 for Easy UPS, 1-Phase - 4 Year Secure NMC Subscription License
FWENMC1P-ST5Y-DIGI	NMC3 for Easy UPS, 1-Phase - 5 Year Secure NMC Subscription License
FWENMC1P-ST6Y-DIGI	NMC3 for Easy UPS, 1-Phase - 6 Year Secure NMC Subscription 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 * 4 Year Secure NMC Subscription License DOES NOT equal a 8-Year license).

17. 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 part numbers via your IT Partner or directly via MySchneider Software Experience. The subscription details and activation instructions are delivered via email.

18. What does it mean that the AP9544 includes a 1-year Secure NMC Subscription?

The AP9544 Network Management Card comes with 1-year Secure NMC Subscription included. This means that, from the first login to the NMC web application and for the following year, firmware can be downloaded and upgraded for free without the need for purchasing and activating a separate Secure NMC Subscription license. Upon expiration of the included Secure NMC Subscription the purchase of a new Secure NMC Subscription license is required to access future firmware updates.

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19. 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 Secure NMC System Tool user interface. Therefore, there is no loss of licensing duration until activation by the end user, installer, or partner.

20. How do I transfer a Secure NMC Subscription 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.

21. Can I cancel my Secure NMC Subscription license and get a refund?

You cannot cancel your Secure NMC Subscription 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.

22. Can I purchase multi-year licenses up front with my NMC?

Yes, you can purchase a multi-year licenses up front with your 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; purchase the 4-year license instead.
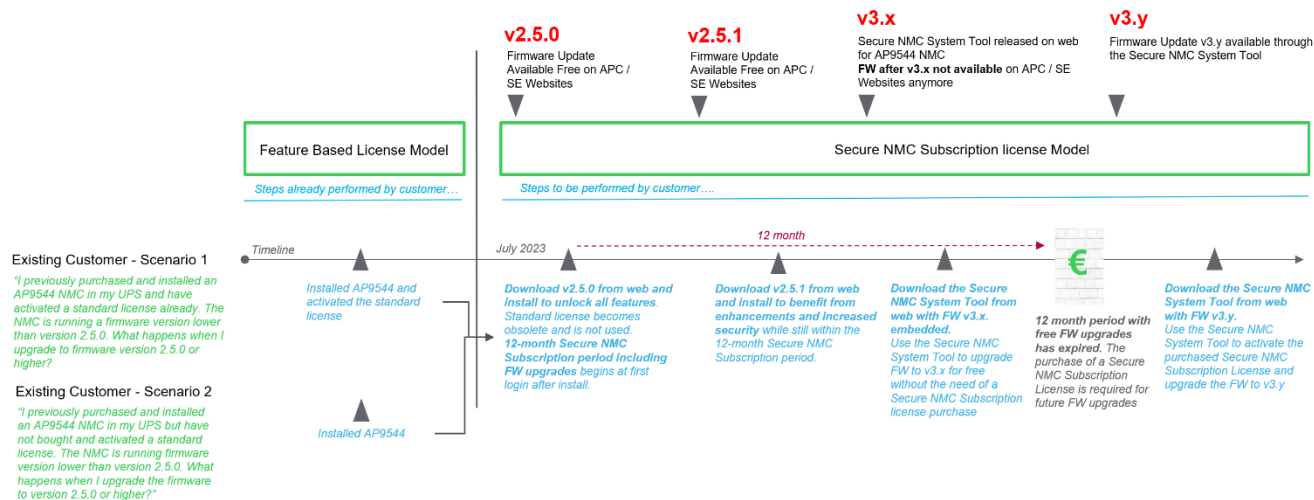
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23. I previously purchased and installed an AP9544 NMC in my UPS and have activated a standard license already. The NMC is running firmware version lower than version 2.5.0.8. What happens when I update to firmware version 2.5.0.8 or higher?

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 Secure NMC Subscription 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 Secure NMC System Tool within the included 12-month Secure NMC Subscription period will continue to be available without purchasing a Secure NMC Subscription license. After the 12-month period has elapsed, the purchase of a Secure NMC Subscription license is required to access future firmware updates.

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

24. 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 23. 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 23 above.

25. **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 23 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 Secure NMC Subscription is available at first login.

26. **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.

27. **Can I use the Activation ID I got for the AP9544 standard license to activate a Secure NMC Subscription 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 Secure NMC Subscription on the AP9544 NMC after the initial 12-month Secure NMC Subscription period has elapsed, the purchase of one of the license part numbers mentioned under question 16 is required.

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