

Schneider Electric Secure NMC System Frequently Asked Questions

The Schneider Electric Network Management Card (NMC) is the foundational component of your power infrastructure, providing mission-critical device monitoring and management.

Our Secure Network Management Card System is built on three key pillars, as more cybersecurity breaches than ever are linked to neglected firmware.

Our Secure NMC System Tool enables proactive cybersecurity updates and firmware management for your NMC and provides access to NMC3 firmware independently certified to the industry-leading IEC 62443-4-2 SL2 standard. Schneider Electric is the first in the industry to achieve IEC 62443-4-2 SL2, a certification with more stringent requirements and increased security resiliency than SL1.

A 1-year Secure NMC subscription is now included with all new UPS and PDU devices, providing access to the IEC-certified NMC firmware via the Secure NMC System Tool.

This FAQ explains all you need to know about the Secure NMC System for 1-Phase devices.

Frequently Asked Questions

1. What is the Secure NMC System?
2. What is the Secure NMC System Tool?
3. Where can I download the Secure NMC System Tool?
4. What products does the Secure NMC System Tool support?
5. What products include a 1-year Secure NMC subscription?
6. How do I activate my included Secure NMC subscription?
7. What if I purchased a Secure NMC subscription that I don't need yet?
8. What if my NMC doesn't include a 1-year Secure NMC subscription, but I purchased it after April 1st?
9. How does the Secure NMC System work with EcoStruxure IT Expert and Data Center Expert?
10. What happens if I do not purchase a Secure NMC subscription?
11. Is the Secure NMC System available for NMC2?
12. How do I know if I have an NMC3 or NMC2?
13. How do I order a Secure NMC subscription?
14. How do I renew a Secure NMC subscription?
15. Can I use a PDU SNS subscription for Smart-UPS or vice versa?
16. Where can I learn more about the Secure NMC System?

What is the Secure NMC System?

Our Secure NMC System (SNS) is built on three key pillars, as more cybersecurity breaches than ever are linked to neglected firmware.

- **Proactive Cybersecurity Management** with our Secure NMC System Tool
- **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.

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

A Secure NMC subscription can also be purchased for Network Management Card 3 for Smart-UPS (including embedded, pre-installed or stand-alone options), 1-Phase Symmetra, 1-Phase Easy UPS On-Line, 1-Phase rPDU, and Advanced rPDU products.

The Secure NMC System is not available for the following:

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

What is the Secure NMC System Tool?

The Secure NMC System (SNS) Tool enables proactive cybersecurity and firmware management for your Network Management Card, ensuring your systems stay secure and compliant. The intuitive, centralized interface makes it easy to apply IEC 62443-4-2 certified NMC3 firmware updates. Proactive firmware management reduces risk, ensures compliance, and keeps your power infrastructure resilient against evolving threats.

An active Secure NMC System subscription ensures you always protect your power infrastructure with the latest cybersecurity updates, providing peace of mind by minimizing operational risk.

Where can I download the Secure NMC System Tool?

The Secure NMC System Tool (**SFMMC3SNST**) is available as a free download from www.se.com/secure-nmc.

What products does the Secure NMC System Tool support?

The Secure NMC System Tool supports Network Management Card 3 products for Smart-UPS, Smart-UPS Ultra, 1-Phase Symmetra, 1-Phase Easy UPS On-Line, 1-Phase rPDU, and Advanced rPDU.

The SNS Tool is on-premises software that supports Windows, Linux, and macOS operating systems. For more information, see the [Operating System Compatibility Chart](#).

What products include a 1-year Secure NMC subscription?

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

How do I activate my included Secure NMC subscription?

For 1-Ph UPS and PDU devices, download the Secure NMC System (SNS) Tool. For step-by-step instructions, please read the [User Guide](#). For a video walkthrough, see the [how-to videos](#).

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.

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 from when 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 subscription, but I purchased it after April 1st?

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](#).

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 the independently certified IEC 62443-4-2 SL2 firmware without requiring a separate subscription.

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

For existing UPS and PDU devices, 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.se.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.

From April 2024, new UPS and PDU devices will include a 1-year Secure NMC subscription. This subscription must be renewed at the end of the first year in order to continue to use the Secure NMC System Tool for proactive cybersecurity management and to stay ahead with the latest versions of independently certified IEC 62443-4-2 SL2 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 website.

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 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 Management](#). 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-Ph Symmetra - 1 Year Secure NMC Subscription
SWNMC3SU-2Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 2 Year Secure NMC Subscription
SWNMC3SU-3Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 3 Year Secure NMC Subscription
SWNMC3SU-4Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 4 Year Secure NMC Subscription
SWNMC3SU-5Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 5 Year Secure NMC Subscription
SWNMC3SU-6Y-DIGI	NMC3 for Smart-UPS & 1-Ph Symmetra - 6 Year Secure NMC Subscription

Part # (SKU)	SNS for PDU Subscription
SWNMC3PDU-1Y-DIGI	NMC3 for rPDU - 1 Year Secure NMC Subscription
SWNMC3PDU-2Y-DIGI	NMC3 for rPDU - 2 Year Secure NMC Subscription
SWNMC3PDU-3Y-DIGI	NMC3 for rPDU - 3 Year Secure NMC Subscription
SWNMC3PDU-4Y-DIGI	NMC3 for rPDU - 4 Year Secure NMC Subscription
SWNMC3PDU-5Y-DIGI	NMC3 for rPDU - 5 Year Secure NMC Subscription
SWNMC3PDU-6Y-DIGI	NMC3 for rPDU - 6 Year Secure NMC Subscription

Part # (SKU)	SNS for Easy UPS On-Line Subscription
FWENMC1P-ST1Y-DIGI	NMC3 for Easy UPS, 1-Phase - 1 Year Secure NMC Subscription
FWENMC1P-ST2Y-DIGI	NMC3 for Easy UPS, 1-Phase - 2 Year Secure NMC Subscription
FWENMC1P-ST3Y-DIGI	NMC3 for Easy UPS, 1-Phase - 3 Year Secure NMC Subscription
FWENMC1P-ST4Y-DIGI	NMC3 for Easy UPS, 1-Phase - 4 Year Secure NMC Subscription
FWENMC1P-ST5Y-DIGI	NMC3 for Easy UPS, 1-Phase - 5 Year Secure NMC Subscription
FWENMC1P-ST6Y-DIGI	NMC3 for Easy UPS, 1-Phase - 6 Year Secure NMC Subscription

The downloadable SNS Tool part number is:

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

How do I renew a Secure NMC subscription?

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.

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.se.com/secure-nmc for additional information.