

SUPPORTED VERSIONS

Software Support

The following software versions will be supported by APC:

- The current or latest software version for 12 months after the next release (e.g. v4.0).
- The next version of the software (e.g. v4.1).

NOTE: The current or latest software version will continue to be supported for 12 months after the release of the next software version. For example: v4.1 is released in May 2019. v4.0 will be supported until May 2020. However, APC recommends that you upgrade to the newest version to receive security updates and support.

Firmware Support

The following firmware versions will be supported by APC:

- The current or latest firmware version running on a hardware device¹ for 12 months after the next release (e.g. v6.6.0).
- The next firmware version (e.g. v6.6.1).

NOTE: The current or latest firmware version will continue to be supported for 12 months after the release of the next firmware version. For example: v6.6.1 is released in April 2019. v6.6 will be supported until April 2020. However, APC recommends that you upgrade to the newest version to receive security updates and support.

APC may, at its sole discretion:

- Provide software and firmware updates for fixed issues, maintenance releases, workarounds or patches for critical issues for a period of 24 months from the End of Sales Date as reported via the [APC website](#).
- Provide fixes for cybersecurity firmware issues after the End of Support date, if technically feasible.
- Continue to provide support for operating systems until the operating system vendor officially announces the operating system is no longer supported. APC will provide support for the most recent versions of a supported operating system, typically the current release and the preceding release.
- Provide via the Archived Software web page, the final version of a software product for operating systems no longer supported by APC.

¹ Hardware devices include the following APC products: UPS Network Management Cards (NMC), Rack Power Distribution Unit (rPDU), network manageable cooling products, and additional UPS-related management accessories, including, but not limited to Dry Contact Management Cards, environment management accessories, legacy communication SmartSlot cards, UPS Interface Expander, SmartSlot Expansion Chassis, Out-of-Band Management SmartSlot Cards and Modbus/Jbus Interface Cards.

HARDWARE WITH EMBEDDED PRODUCTS

In the case where APC hardware products ship with embedded products, APC will continue to provide critical bug fixes and security updates for the embedded product until the factory warranty of the hardware product expires. APC, at its sole discretion, will also provide fixes for cybersecurity firmware issues after the End of Support date, if technically feasible.

For example, the Network Management Card 2 (NMC 2) will become end-of-life on October 31, 2022. A rPDU is purchased on August 14, 2021 with an embedded NMC 2 and a factory warranty of 3 years. APC will provide critical bug fixes and security updates for the NMC 2 for the duration of the rPDU factory warranty, until August 14, 2024, as opposed to the EOL date of the NMC 2 (October 31, 2022).

FREQUENTLY ASKED QUESTIONS

Why does APC have an End-of-Life Policy?

The End-of-Life Policy is in place so APC can clearly communicate and set customer expectations regarding the availability and support provided for its products.

How does an end-of-life announcement affect my support contract?

Customers with a valid support contract will continue to be supported until the contract is up.

Can I still receive software/firmware updates for a product that has reached end-of-life?

APC will no longer provide software/firmware updates for a product which has reached its end-of-life date.

How does the End-of-Life Policy affect vendor-specific hardware support?

APC does not provide support for vendor-specific hardware unless there is an inherent relationship between the hardware and the operating system. In these cases, support will be limited to a specific hardware/software platform. APC will also not develop or update APC software on vendor hardware/operating systems that are no longer supported by the vendor.

How does the End-of-Life Policy affect operating system support?

When an operating system vendor officially announces the operating system is no longer supported, APC will no longer support the operation of its products on that operating system. APC will also no longer develop or update software for unsupported operating systems.

Will I receive support if I install a software product on an unsupported operating system?

No. Software products that are installed on unsupported operating systems are not guaranteed to operate as expected on that operating system. Detailed operating system compatibility information is available on the [APC website](#).

Where can I download older versions of software/firmware?

When a new version of software or firmware is released, the previous version can be downloaded from the [Archived Software / Firmware web page](#). **NOTE:** APC does not provide technical support or any other assistance for these archived products.

Where can I find information on new releases and end-of-life announcements?

To search for new releases and software/firmware updates, visit the [Software / Firmware page](#) on the APC website.

To check if a product is discontinued, search for the model number on the [APC website](#) and visit its product page (for example, AP9635CH). "This product is discontinued" will appear in red text in the upper right-hand corner if the product is end-of-life.

Can I request that changes be made to products?

APC may, at its discretion, fix issues or upgrade the product, but does not guarantee that every customer-raised issue will be addressed. To report a problem with an APC product, contact [APC Technical Support](#).

Copyright © 2019 Schneider Electric. All rights reserved

<https://www.apc.com>

990-91341-001

10-2019