

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.



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, resilient, and compliant with changing regulations. With the purchase of AP9544, a 1-year Secure NMC Subscription is included.

Content

Questions on the Network Management Card

1. What UPS models support AP9544?
2. What are the features of AP9544?
3. What accessories can I use with AP9544?
4. Can AP9544 monitor and control a dry contact peripheral device?
5. How can I purchase AP9544 (Network Management Card for Easy UPS, 1-Phase)?

Questions on the Secure NMC System

6. What is the Secure NMC System?
7. What is changing for the Network Management Card for Easy UPS, 1-Phase from April 1st. 2024?
8. Why is the Secure NMC Subscription for AP9544 being introduced?
9. Does this change affect me if I'm an EcoStruxure IT Expert or Data Center Expert customer?
10. What is the impact on availability of the features of the card if I do not renew the Secure NMC Subscription?

Questions on firmware update

11. How long will the last web-based version of firmware be available for download?
12. What happens in the event of a critical cybersecurity issue?

13. What happens if there is a firmware defect that impacts the operation of the Network Management Card?
14. Does the Secure NMC Subscription for AP9544 impact the firmware update process?
15. Is there any change to firmware being updated on new products in the factory?

Questions on Secure NMC Subscription license purchase, activation and transfer

16. What are the AP9544 Secure NMC Subscription part numbers?
17. How do I order a Secure NMC Subscription?
18. What does it mean that the AP9544 includes a 1-year Secure NMC Subscription?
19. What happens if I purchase a license, but I don't need it immediately?
20. How do I transfer a Secure NMC Subscription license?
21. Can I cancel my Secure NMC Subscription license and get a refund?
22. Can I purchase multi-year licenses up front with my NMC?

Questions on how to transition from feature-based license to Secure NMC Subscription license

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?
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?
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?
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?
27. Can I use the Activation ID I got for the AP9544 standard license to activate a Secure NMC Subscription license for AP9544?

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. What are the features of AP9544?

Features		AP9544
NMC Web User Interface (UI)	UPS Monitoring Options	Yes
	UPS Control Options	Yes
	Localized UI (9 languages)	Yes
	Simultaneous User Access (8 Web UI, 5 CLI, 1 serial)	Yes
	Multi-Tier User Account (5 user accounts)	Yes
EcoStruxure IT	Full Integration with EcoStruxure IT Software (IT Expert, Data Center Expert & IT Advisor)	Yes
PowerChute Network Shutdown	PowerChute Network Shutdown Support	Yes
	Advanced support for virtualized environments	Yes*
SNMP v1 and v3	Integration with 3 rd party Network Management	Yes
Modbus TCP/IP	Integration with 3 rd party Network Management	Yes
Command Line Interface	UPS Monitoring Options	Yes
	UPS Control Options	Yes
Accessories	USB to Dry Contact Accessory (AP9811) (Optional)	Yes
Firmware Upgrade	NMC Firmware Upgrade Support	Yes
Network Port Speed	Network Port Speed	1 Gpbs
Enhanced Security	Board Root of Trust Chip	Yes

* A separate license purchase for PowerChute Network Shutdown is needed to benefit from all virtualization features

For more information about AP9544 and the Network Management Card 3, please visit <https://www.se.com/ww/en/product-range/61936>

3. What accessories can I use with AP9544?

Part		Part description
AP9811	USB to Dry Contact Accessory for NMC	The USB to Dry Contact Accessory for NMC provides a hardware interface for connecting the host device of a Network Management Card 3 with peripheral devices.

4. Can AP9544 monitor and control a dry contact peripheral device?

Yes. Purchase and connect the optional **USB to Dry Contact Accessory for NMC (AP9811)** to provide a hardware interface for connecting the host device of the Network Management Card for Easy UPS, 1-Phase (AP9544) with peripheral devices.

The USB to Dry Contact Accessory includes:

Input: One input (labeled Contact Input) for one dry contact device, either normally open (“NO”) or normally closed (“NC”).

Outputs: Two Form C (SPDT) relays (labeled Relay Output 1 & 2).

The USB to Dry Contact Accessory for your Network Management Card connects to the USB port on your NMC. Through the NMC Web UI, you can specify which alarms will cause a change in the state of each relay output. You also set the actions that will occur at the host due to a change in state of your input device.

To learn more, go to <https://www.se.com/ww/en/product/AP9811> and select your local country.

5. 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 Secure NMC System](#)

6. What is the Secure NMC System?

The Schneider Electric Secure NMC System (SNS) protects your business by providing a simple and reliable way to manage your NMC firmware updates for 1-Phase and 3-Phase UPS and PDU products.

All NMC3 and NMC4 products for 1-Phase and 3-Phase UPS and PDU products purchased after April 1st, 2024, include a 1-year Secure NMC subscription.

For 1-Phase UPS and PDU products, a Secure NMC subscription can be purchased to extend the subscription beyond the first year. That applies to Network Management Card 3 for Smart-UPS (including embedded, pre-installed or stand-alone options), 1-Phase Easy UPS On-Line, 1-Phase Symmetra, and 1-Phase rPDU. Use the new Secure NMC System Tool to activate your subscription and get your NMC firmware. To learn more about the Secure NMC System Tool go [here](#).

For all 3-Phase UPS and PDU products, an extension to the Secure NMC subscription can be obtained through the purchase of a service plan for the UPS or PDU product which gives you the entitlement to get NMC firmware updates during the maintenance visits performed by Schneider Electric Service Representatives or Schneider Electric Certified Partners.

The Secure NMC System is not available for the following products:

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

Go [here](#) to learn more about the Schneider Electric Secure NMC System (SNS)

7. What is changing for the Network Management Card for Easy UPS, 1-Phase from April 1st 2024?

All NMC3 and NMC4 products for 1-Phase and 3-Phase UPS and PDU products purchased after April 1st, 2024 include a 1-year Secure NMC subscription. To access future firmware updates when the included Secure NMC Subscription expires, a new Secure NMC Subscription license must be obtained (see question 6 for more detail on how).

IMPORTANT:

Firmware files for Network Management Card for Easy UPS, 1-Phase (AP9544) lower than version 3.0 remain available for download on APC / SE websites and do not require an active Secure NMC Subscription.

Firmware files for Network Management Card for Easy UPS, 1-Phase (AP9544) from version 3.0 or higher requires an active Secure NMC Subscription and are available through the new Secure NMC System (SNS) Tool. To learn more about the Secure NMC System Tool go [here](#).

All NMC features currently available with your firmware version will continue to work even if you do not purchase a Secure NMC Subscription license.

8. 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 the new Secure NMC Subscription offer.

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

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

Firmware files for Network Management Card for Easy UPS, 1-Phase (AP9544) **lower than version 3.0 remain available for download on APC / SE websites and do not require an active Secure NMC Subscription.**

Firmware files for Network Management Card for Easy UPS, 1-Phase (AP9544) **from version 3.0 or higher requires an active Secure NMC Subscription** and are available through the new Secure NMC System (SNS) Tool. To learn more about the Secure NMC System Tool go [here](#).

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?

Firmware files for Network Management Card for Easy UPS, 1-Phase (AP9544) **lower than version 3.0 remain available for download on APC / SE websites and do not require an active Secure NMC Subscription.**

Firmware files for Network Management Card for Easy UPS, 1-Phase (AP9544) **from version 3.0 or higher requires an active Secure NMC Subscription** and are available through the new Secure NMC System (SNS) Tool. To learn more about the Secure NMC System Tool go [here](#).

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 in line with standard manufacturing processes.

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 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.

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 (SNS) 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 Schneider Electric [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.

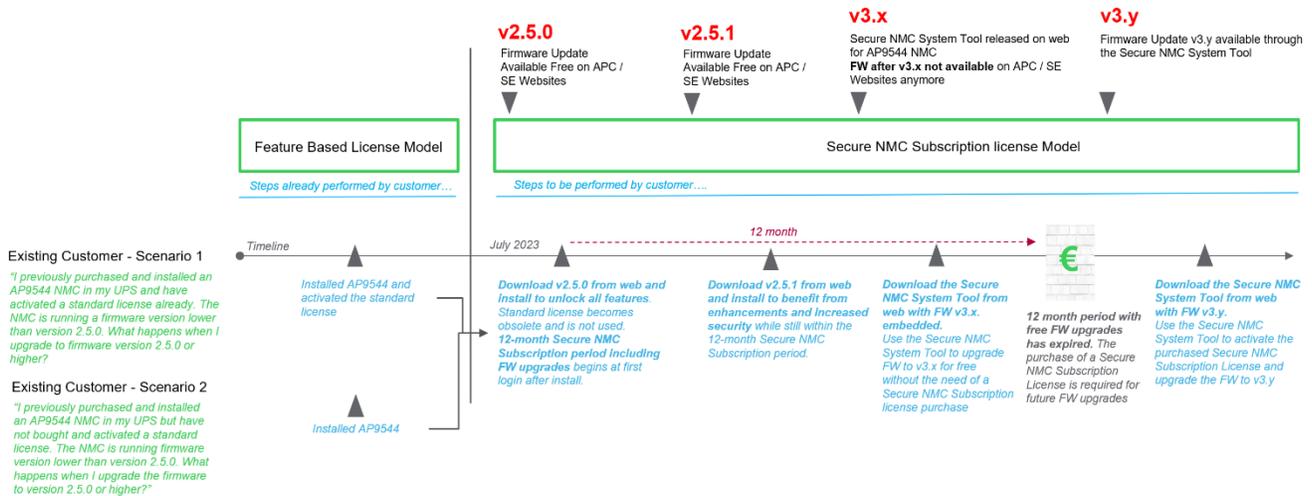
Questions on how to transition from feature-based license to Secure NMC Subscription license

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 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.