



Secure Network Management Card System

**For 3-Phase UPS and PDU
with NMC3 or NMC4**

Frequently Asked Questions

As cybersecurity is a leading concern for business interruptions, the Secure Network Management Card (NMC) System is our commitment to deliver secure products, utilizing secure development processes, and reliable update management.

The Schneider Electric Network Management Card 3 (NMC3) and 4 (NMC4)¹ are independently certified to the IEC 62443-4-2 standard by TÜV Rheinland. Additionally, our development processes are certified to both IEC and ISA Security Standards.

The IEC 62443-4-2 compliant Secure NMC System significantly helps reduce exposure to attacks and enhances overall security. To help reduce the connected devices exposure to cyber threats, the Secure NMC System is included for the first year with the purchase of all new UPS and PDU devices with an NMC3 or NMC4.

This FAQ explains all you need to know about the **Secure NMC System for 3-Phase UPS & PDU**.²

¹ NMC3 (Network Management Card 3) and NMC4 (Network Management Card 4) are network management cards based on the latest Schneider Electric technology.

² For questions related to the Secure NMC System for 1-Phase UPS & PDU visit the dedicated [FAQ](#)

Frequently Asked Questions

1. What is the Secure NMC System?
2. What 3-Phase UPS and PDU products include 1-Year Secure NMC System?
3. Does the Secure NMC System for 3-Phase UPS and PDU require a subscription which the customer needs to buy and activate?
4. How do I activate my included Secure NMC subscription?
5. Is anything changing in the way the NMC firmware is being updated?
6. How is the NMC Firmware applied to the 3-Phase UPS and PDU device as part of the Secure NMC System entitlement?
7. Can the NMC firmware for 3-Phase UPS and PDU be updated in any other way than through the commissioning or maintenance activities?
8. What if I do not have a service contract for the 3-Phase UPS or PDU, but have EcoStruxure Data Center Expert (DCE) or EcoStruxure IT Expert (ITE) as part of a contract? Will the NMC firmware be available through the DCE or ITE Catalogue?
9. What happens if I do not purchase a Service plan with the Secure NMC System?
10. What happens if I buy a service contract for the 3-Phase UPS or PDU before the end of the 1-year included Secure NMC System entitlement has expired?
11. How do I obtain the correct firmware for my new NMC3 card to be used in a Symmetra PX UPS?
12. Is the Secure NMC System available for NMC2?
13. How is the NMC firmware updated on devices that are not in scope for the Secure NMC System?
14. How do I know if I have an NMC4, NMC3 or NMC2?
15. How do I renew the Secure NMC System?
16. Where can I learn more about the Secure NMC System?

What is the Secure NMC System?

The Secure NMC System (SNS) protects your business by delivering secure products, utilizing secure development processes, and reliable update management reducing exposure to cybersecurity attacks. The Secure NMC System (SNS) for 3-Phase provides access to the latest NMC3 firmware and NMC4 firmware updates, independently certified to the IEC 62443-4-2 standard by TÜV Rheinland.

The Secure NMC System for 3-Phase is included for one year with the purchase of the UPS or PDU. During commissioning of your 3-Phase UPS or PDU, Schneider Electric qualified service personnel³ will update the NMC firmware as defined in all applicable field advisories and field modifications.

Continued cybersecurity with Secure NMC System for 3-Phase beyond the first year can be secured through the purchase of Advantage Service Plans (Plus, Prime, Ultra), EcoCare Advanced+ and on-site maintenance activities under EcoCare membership as well as stand-alone maintenance visits. During the maintenance activities, Schneider Electric qualified service personnel update the NMC firmware as defined in all applicable field advisories and field modifications.

The Secure NMC System (SNS) for 3-Phase is available to 3-Phase UPS and PDU devices running NMC3 or NMC4 only. Here is a list of the 3-Phase UPS and PDU which work with NMC3 or NMC4

UPS

- Galaxy VS, VM, VL, VX, VXL
- Symmetra PX1, PX2, PX250/500
- Easy UPS 3S, 3S Pro, 3M, 3L, Galaxy 3L, Galaxy PW 2nd Gen
- Easy UPS 3M Advanced, Easy UPS 3-Phase Modular, Galaxy 3L Pro, Galaxy PX
- Smart-UPS VT

(Smart-UPS VT is compatible with NMC3 and runs the SU application, which can also be updated using the Secure NMC System Tool.

For details, refer to the [SNS Tool User Guide](#))

PDU

- Galaxy RPP
- Galaxy PDU
- Modular PDU
- Configurable PDU

The Secure NMC System for 3-Phase is not available for the following products:

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

³ Schneider Electric service personnel or Service partners qualified by Schneider Electric.

What 3-Phase UPS and PDU products include 1-Year Secure NMC System?

The Secure NMC System (SNS) for 3-Phase is included for 1 year for 3-Phase UPS and PDU devices running NMC3 or NMC4 only. Here is a list of the 3-Phase UPS and PDU which work with NMC3 or NMC4:

UPS

- Galaxy VS, VM, VL, VX, VXL
- Symmetra PX1, PX2, PX250/500
- Easy UPS 3S, 3S Pro, 3M, 3L, Galaxy 3L, Galaxy PW 2nd Gen
- Easy UPS 3M Advanced, Easy UPS 3-Phase Modular, Galaxy 3L Pro, Galaxy PX
- Smart-UPS VT

(Smart-UPS VT is compatible with NMC3 and runs the SU application, which can also be updated using the Secure NMC System Tool.

For details, refer to the [SNS Tool User Guide](#))

PDU

- Galaxy RPP
- Galaxy PDU
- Modular PDU
- Configurable PDU

The Secure NMC System for 3-Phase is not available for the following products:

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

Does the Secure NMC System for 3-Phase UPS and PDU require a subscription which the customer needs to buy and activate?

No, the Secure NMC System for 3-phase UPS and PDU does not require a subscription and therefore there is no need for activation⁴.

The Secure NMC System for 3-Phase UPS and PDU is included as an entitlement to the purchase of the device and is valid for 1 year after commissioning of the device.

Continued cybersecurity with Secure NMC System for 3-Phase UPS and PDU beyond the first year can be secured through the purchase of Advantage Service Plans (Plus, Prime, Ultra), EcoCare Advanced+ and on-site maintenance activities under EcoCare membership or optional stand-alone Preventive Maintenance Visits. During the maintenance

⁴ Exception: Smart-UPS VT is supported by NMC3 and runs the SU application, which can also be updated using the Secure NMC System Tool. In this case, a valid subscription is required. For further details, refer to the [SNS Tool User Guide](#).

activities, Schneider Electric qualified service personnel⁵ update the NMC firmware as defined in all applicable field advisories and field modifications.

How do I activate my included Secure NMC subscription?

The Secure NMC System (SNS) for 3-Phase is not offered as a separate subscription and hence no separate activation step is required.⁶

The Secure NMC System for 3-Phase is included as an entitlement to the commissioning of the UPS or PDU and to all on-site maintenance activities under Advantage Plans, EcoCare membership or stand-alone preventive maintenance visits. Through these services, the customer has the entitlement to have the NMC firmware updated as part of the activities that Schneider Electric qualified service personnel⁵ are performing when going to the customer site for the commissioning and maintenance visits. Schneider Electric qualified service personnel⁵ have direct access to the NMC firmware and can update the NMC firmware on site.

Is anything changing in the way the NMC firmware is being updated?

For 3-Phase UPS & PDU products, there is no change to how the NMC firmware updates are applied to your products. During commissioning of your 3-Phase UPS or PDU or during maintenance activities, Schneider Electric qualified service personnel⁵ will update the NMC firmware as defined in all applicable field advisories and field modifications.

How is the NMC Firmware applied to the 3-Phase UPS and PDU device as part of the Secure NMC System entitlement?

During commissioning of the device or during maintenance activities, Schneider Electric qualified service personnel⁵ update the NMC firmware as defined in all applicable field advisories and field modifications.

Can the NMC firmware for 3-Phase UPS and PDU be updated in any other way than through the commissioning or maintenance activities?

No, the only way the NMC firmware can be updated is during commissioning of the device or during maintenance activities⁶ performed by Schneider Electric qualified service personnel⁵.

What if I do not have a service contract for the 3-Phase UPS or PDU, but have EcoStruxure Data Center Expert (DCE) or EcoStruxure IT Expert (ITE) as part of a contract? Will the NMC firmware be available through the DCE or ITE Catalogue?

No, the only way the NMC firmware can be updated is during commissioning of the device or during maintenance activities performed by Schneider Electric qualified service personnel⁵. In the case where a customer does not have a

⁵ Schneider Electric service personnel or Service partners qualified by Schneider Electric.

⁶ Exception: Smart-UPS VT is supported by NMC3 and runs the SU application, which can also be updated using the Secure NMC System Tool. In this case, a valid subscription is required. For further details, refer to the [SNS Tool User Guide](#).

service contract for the UPS or PDU with Schneider Electric, the customer can purchase a stand-alone preventive maintenance visit to obtain the NMC firmware update.

What happens if I do not purchase a Service plan with the Secure NMC System?

For UPS & PDU devices there is no impact to the existing features or functionality of the Network Management Card. The NMC firmware that shipped with the UPS or PDU continues to fully operate.

In the event of a critical vulnerability or a defect which impacts the operation of the Network Management Card, an NMC firmware update addressing the vulnerability or defect will be made available through a visit from Schneider Electric qualified service personnel⁸.

In the case where a customer does not have a service contract for the UPS or PDU with Schneider Electric, but still wants the NMC to be updated with a specific firmware version, the customer can purchase a stand-alone preventive maintenance visit to obtain the NMC firmware update⁹.

What happens if I buy a service contract for the 3-Phase UPS or PDU before the end of the 1-year included Secure NMC System entitlement has expired?

The Secure NMC System entitlement will take effect the date the service contract takes effect. It is assumed that the service contract will take effect after the 1-year factory warranty of the UPS or PDU device, even if the service contract is sold before the end of the 1-year included Secure NMC System entitlement.

How do I obtain the correct firmware for a new NMC3 card to be used in a Symmetra PX UPS?

With the purchase of a new NMC3 card you are eligible to 1-year free NMC firmware updates. To ensure you receive the correct and most up-to-date firmware for your NMC3 card to be used in a Symmetra PX, please contact your local Schneider Electric [Customer Care Center](#). Their support team is equipped to guide you through the firmware update process and provide the necessary files or instructions specific to your UPS model and configuration.

Is the Secure NMC System available for NMC2?

No. NMC2 firmware is currently in maintenance mode therefore Secure NMC System is not available for products with NMC2. Firmware updates for NMC2 are available through your Service Partner.

⁸ Schneider Electric service personnel or Service partners qualified by Schneider Electric.

⁹ Exception: Smart-UPS VT is supported by NMC3 and runs the SU application, which can also be updated using the Secure NMC System Tool. In this case, a valid subscription is required. For further details, refer to the [SNS Tool User Guide](#)

How is the NMC firmware updated on devices that are not in scope for the Secure NMC System?

For devices that are not in scope for the Secure NMC System, there will be no change to how Schneider Electric qualified service personnel¹⁰ updates the NMC firmware. Any given NMC firmware update is classified according to severity and all applicable field advisories and field modifications are followed accordingly.

How do I know if I have an NMC4, 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”, “Network Management Card 3” or “Network Management Card 4”. All Schneider Electric qualified service personnel¹⁰ are trained to identify the type of Network Management Card installed in a UPS or PDU.

How do I renew the Secure NMC System?

Continued cybersecurity with Secure NMC System for 3-Phase UPS and PDU beyond the first year can be secured through the purchase of Advantage Service Plans (Plus, Prime, Ultra), EcoCare Advanced+ and on-site maintenance activities under EcoCare membership or optional stand-alone Preventive Maintenance Visits¹¹. During the maintenance activities, Schneider Electric qualified service personnel¹⁰ update the NMC firmware as defined in all applicable field advisories and field modifications. For more details contact your local Schneider Electric Service Partner.

Where can I learn more about the Secure NMC System?

Go to www.se.com/secure-nmc for additional information.

¹⁰ Schneider Electric service personnel or Service partners qualified by Schneider Electric.

¹¹ Exception: Smart-UPS VT is supported by NMC3 and runs the SU application, which can also be updated using the Secure NMC System Tool. In this case, a valid subscription is required. For further details, refer to the [SNS Tool User Guide](#)