



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.

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

What is the Secure NMC System?

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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?

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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 updates to latest NMC3 firmware and NMC4 firmware 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

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

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

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 activities, Schneider Electric qualified service personnel⁴ update the NMC firmware as defined in all applicable field advisories and field modifications.

⁴ Schneider Electric service personnel or Service partners qualified by Schneider Electric.

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.

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 or EcoCare membership. 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 personnel have direct access to the NMC firmware and can update the NMC firmware without the use of the Secure NMC System Tool.

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 personnel 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 personnel update the IEC 62443-4-2 compliant 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 activities performed by Schneider Electric qualified service personnel.

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 personnel. In the case where a customer does not have a 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.

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

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 a Schneider Electric qualified service representative.

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 update.

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.

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 remain available on the Schneider Electric web site or through your Service Partner.

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 personnel⁶ 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 personnel are trained to identify the type of Network Management Card installed in a UPS or PDU.

⁶ Schneider Electric service personnel or Service partners qualified by Schneider Electric.

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 Visits. During the maintenance activities, Schneider Electric qualified service personnel⁷ 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.

⁷ Schneider Electric service personnel or Service partners qualified by Schneider Electric.