

# Frequently Asked Questions

## Network Management Card for Easy UPS, 3-Phase (AP9547)

The Network Management Card for Easy UPS, 3-Phase (AP9547) from Schneider Electric allows for secure remote monitoring and control of Easy UPS 3S, Easy UPS 3M or Easy UPS 3L via the easy-to-use web browser interface, via EcoStruxure™ IT Software or another SNMP-enabled system of choice.

A Gigabit Ethernet processor provides a fast and powerful connectivity experience as well as simultaneous multiple user logins.



The Network Management Card for Easy UPS, 3-Phase (AP9547) requires a Secure NMC Subscription to access future firmware updates that will keep the card secure from unknown threats, compliant with changing regulations and resilient for the entirety of the card's life. With the purchase of AP9547, a 1-year Secure NMC Subscription is included.

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## Questions on the Network Management Card

### 1. What UPS models support AP9547?

AP9547 can be used with all Easy UPS 3S (10-40kVA), Easy UPS 3M (60-200 kVA) , Easy UPS 3L (250-600kVA) and Galaxy 3L (250-600kVA). For a complete list of supported models, please refer to Knowledge Base article [FA237786](#).

### 2. Can AP9547 be used with Easy UPS 3-Phase Modular?

No, AP9547 cannot be used with Easy UPS 3-Phase Modular primarily because of the formfactor of the card. Instead AP9640 or AP9641 can be used with Easy UPS 3-Phase Modular. For a complete list of supported models, please refer to Knowledge Base article [FA237786](#).

### 3. Can AP9547 be used with Galaxy PW 2nd Gen?

No, AP9547 cannot be used with Galaxy PW 2nd Gen. For a complete list of supported models, please refer to Knowledge Base article [FA237786](#).

### 4. How do the features of AP9547 compare with those of E3SOPT001?

Features		AP9547	E3SOPT001
NMC Web User Interface (UI)	UPS Monitoring Options	Yes	Yes
	UPS Control Options	Yes	No
	Localized UI (9 languages)	Yes	No
	Simultaneous User Access (8 Web UI, 5 CLI, 1 serial)	Yes	No
	Multi-Tier User Account (5 user accounts)	Yes	No
EcoStruxure IT	Full Integration with EcoStruxure IT Services	Yes	No
PowerChute Network Shutdown	PowerChute Network Shutdown Support	Yes	No
	Advanced support for virtualized environments	Yes*	No
SNMP v1 and v3	Integration with 3 <sup>rd</sup> party Network Management Systems	Yes	Yes
Modbus TCP/IP	Integration with 3 <sup>rd</sup> party Network Management Systems	Yes	Yes
BACnet	Integration with 3 <sup>rd</sup> party Building Management Systems	Yes	Yes
Command Line Interface	UPS Monitoring Options	Yes	No
	UPS Control Options	Yes	No
Accessories	Wi-Fi Device (AP9834) Support (Optional purchase)	Yes	No
Firmware Upgrade	NMC Firmware Upgrade Support	Yes	Yes
Network Port Speed	Network Port Speed	1 Gpbs	100 Mbps
Enhanced Security	Onboard Root of Trust Chip	Yes	No

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

## 5. How can I purchase AP9547 (Network Management Card for Easy UPS, 3-Phase)?

You can purchase the AP9547 from your Schneider Electric Partner or directly from Schneider Electric. Go [here](#) to find a reseller or contact sales

## 6. Are Modbus registers of AP9547 similar to that of E3SOPT001 or will I have to reprogram my BMS to use AP9547?

The two register maps are different and register addresses are not same. The BMS will need to be re-configured. Please find the register map for AP9547 [here](#).

## 7. When installing AP9547 in an already operating Easy UPS model, what steps do I need to perform to ensure a safe installation?

To ensure a safe installation of AP9547, follow the instructions given in the Installation Manual. Please find the Installation Manual [here](#).

## 8. Can the Modbus TCP and the SNMP protocols on the NMC be used at the same time?

Yes, Modbus TCP and the SNMP protocols can be used simultaneously.

## 9. If I need to use Modbus RTU, can I use a 3rd party converter?

No, AP9547 does not support Modbus RTU using a USB to RS-485 converter.

## Questions on the introduction of Secure NMC Subscription licenses

### 10. Why is the Secure NMC Subscription for AP9547 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 a new Secure NMC Subscription offer.

### 11. What are the benefits of a Secure NMC Subscription for AP9547?

We will be adding proactive notification mechanisms so that it's easier to manage firmware updates and limit unknown vulnerable firmware versions that bring risk to the security and resiliency of IT infrastructure.

## **12. 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 AP9547 NMC.

## **13. What is the impact on availability of the features of the card if I do not renew the Secure NMC Subscription.**

There is no impact on the availability of existing features of the card 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 process**

## **14. 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.

## **15. 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.

## **16. Does the Secure NMC Subscription for AP9547 impact the firmware update process?**

For Easy UPS 3S, Easy UPS 3M and Easy UPS 3L there is no change to how the NMC firmware updates for AP9547 are applied to the products during service contract visits by the Service Partner.

## **17. 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. If customers get a product with firmware lower than the latest available, an update of the NMC firmware for AP9547 can be applied during service contract visits by the Service Partner.

## [Questions on Secure NMC Subscription license purchase, activation and transfer](#)

### 18. What are the AP9547 Secure NMC Subscription part numbers?

The Secure NMC Subscription part numbers available to purchase for the AP9547 are detailed below.

SKU	Description
FWENMC3P-ST1Y-DIGI	NMC3 for Easy UPS, 3-Phase - 1 Year Secure NMC Subscription License
FWENMC3P-ST2Y-DIGI	NMC3 for Easy UPS, 3-Phase - 2 Year Secure NMC Subscription License
FWENMC3P-ST3Y-DIGI	NMC3 for Easy UPS, 3-Phase - 3 Year Secure NMC Subscription License
FWENMC3P-ST4Y-DIGI	NMC3 for Easy UPS, 3-Phase - 4 Year Secure NMC Subscription License
FWENMC3P-ST5Y-DIGI	NMC3 for Easy UPS, 3-Phase - 5 Year Secure NMC Subscription License
FWENMC3P-ST6Y-DIGI	NMC3 for Easy UPS, 3-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).

### 19. 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.

### 20. What does it mean that the AP9547 includes a 1-year Secure NMC Subscription?

The AP9547 Network Management Card comes with 1-year Secure NMC Subscription included. This means that, from the time the subscription is activated during service contract visits by your Service Partner to the end of the following year, firmware can be applied to the NMC 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.

### 21. 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 these cases, simply retain the Activation ID, and do not activate it until your 1-year included subscription expires. The subscription period only starts from when the subscription is activated during service contract visits by your Service Partner. Therefore, there is no loss of licensing duration until activation. If you activate your purchased subscription during the included 1-year period, it will override your 1-year included subscription.

## 22. 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 [Customer Care](#) to transfer license entitlement to another NMC.

## 23. 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.

## 24. Can I purchase multi-year licenses up front with my UPS?

Yes, you can purchase multi-year licenses up front with your UPS and NMC. However, you cannot purchase a combination of licenses with different durations for the same NMC - for example you cannot buy a 2-year *and* 5-year license to buy a 7-year license.