Network Management Card for Easy UPS, 1-Phase (AP9544)

The Network Management Card for Easy UPS, 1-Phase (AP9544) from Schneider Electric allows for secure remote monitoring and control of an individual Easy UPS via a web browser interface that helps you easily interact with and control all available features. A new processor provides a fast and powerful experience offering Gigabit Ethernet connectivity and simultaneous multiple user logins. Advanced and best-in-class security compliance keeps your sensitive data secure.

The Network Management Card for Easy UPS, 1-Phase is a licensed product, and a license must be purchased to access the full functionality that the NMC has to offer. See the below FAQs for more information.

1. What UPS models support the new AP9544?
2. How do the features of AP9544 compare with those of APV9601?
3. For how long will Schneider Electric support software running with APV9601?
4. How does AP9544 compare to similar offers from other UPS companies?
5. How can I purchase AP9544 (Network Management Card for Easy UPS, 1-Phase)?
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16. Can I purchase multi-year licenses up front with my UPS?

1. What UPS models support the new AP9544?

AP9544 supports 1-20 kVA APC Easy UPS On-Line SRV models. For a complete list of supported models, please refer to Knowledge Base article **FA237786**.

2. How do the features of AP9544 compare with those of APV9601?

Features		AP9544	APV9601
NMC Web User Interface (UI)	**UPS Monitoring Options**	Yes	No
	UPS Control Options	Yes[1]	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[2]	No
Enhanced Security	**Onboard Root of Trust Chip**	Yes	No
PowerChute	**PowerChute Serial Shutdown Support**	Yes	No
	PowerChute Network Shutdown Support	Yes[3]	No
Command Line Interface	**UPS Monitoring Options**	Yes[4]	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

3. For how long will Schneider Electric support software running on APV9601?

Support for the software running on APV9601 is upheld according to the **End-of-Life Policy for Management Software and Network Managed Products** as defined by Schneider Electric.

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[1] Available with the purchase of a license.
[2] With Basic functionality, EcoStruxure services can only recognise the NMC. Full integration is available with the purchase of a license.
[3] Available with the purchase of a license.
[4] Available with the purchase of a license.

4. How does AP9544 compare against similar offers from other UPS companies?

The AP9544 is a medium-offer product for use in medium-offer 1-Phase Easy UPS devices. Two of our key competitors, Eaton and Vertiv, do not have a medium-offer card, but here is how we compare against their *premium* offers:

Feature	Eaton NMC[5]	Vertiv NMC[6]	AP9544	Customer Impact
Browser accessible UPS monitoring web interface	✓	✓	✓	Remotely monitor your UPS via any supported web browser
Multi-user support	✓	✓	✓	Multi-tier access support for users to simultaneously access interfaces with controlled rights
Security protocol support	✓	✓	✓	TLS 1.1+, SSH, SCP
Mass configuration support	✓	✓	✓	Copy configuration settings to multiple cards, saving time and effort
Notification support	✓	✓	✓	Email notifications when UPS events occur
Command line interface	✓	✓	✓	Configure and monitor your UPS and NMC via a command line interface
SNMP support	✓	✓	✓	SNMP to interface with other management systems
Gigabit Ethernet support	✓	✗	✓	Monitor, control, and configure UPS without experiencing network lag
Wireless option	✗	✗	✓	USB port for Wi-Fi Device supporting wireless monitoring
PowerChute and EcoStruxure IT support	✗	✗	✓	Graceful shutdown, monitoring and management support with PowerChute and EcoStruxure IT

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.

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[5] SKU # Network-M2
[6] SKU # RDU101, Unity Card

6. How does Basic functionality affect EcoStruxure services?

SNMP v1 and v3 support is not included with Basic functionality. Without a license, EcoStruxure services will only discover your device; they cannot provide full support. For full EcoStruxure integration, purchase a Standard license which includes SNMP support.

7. What are the available license levels?

There are 2 available license levels:
- **Basic** is free with limited functionality
- **Standard** provides all functionality, including SNMP and PowerChute Network Shutdown support

See the table below for a breakdown of what's included in each license level:

Feature	Basic Functionality	Standard License
NMC firmware upgrades	✓	✓
APC USB Wi-Fi Device (AP9834) support (optional purchase)	✓	✓
Telnet, DHCP, BootP, FTP, NTP	✓	✓
NMC Web UI	Status and configuration only, no control or scheduling	✓
Console port interface / Command Line Interface (CLI)	Configuration only	✓
Event Logs	Last 25 events only	✓
SNMP v1 and v3	APC Management Software support only. Requires SNMP to be enabled and configured	✓
Email notifications	✗	✓
Data logs	✗	✓
Syslog integration	✗	✓
RADIUS	✗	✓
PowerChute Network Shutdown support	✗	✓

8. What are the license SKUs available to purchase?

The license SKUs available to purchase for the AP9544 are detailed below.

SKU	Description
FWENMC1P-ST1Y-DIG	Network Management Card for Easy UPS, 1-Phase - 1 Year Standard
FWENMC1P-ST3Y-DIGI	Network Management Card for Easy UPS, 1-Phase - 3 Year Standard

NOTE: You cannot select both a 1-year and 3-year license for a single purchase.

9. How do I purchase an NMC license?

An NMC license can be purchased through your Schneider Electric Partner. Contact your Partner and order the number of license SKUs required. You can order the license SKUs with the AP9544.

Alternatively, a license can be purchased directly from Schneider Electric via **Schneider Electric Exchange**. To purchase a license in Schneider Electric Exchange:
1. Visit the **Network Management Card for Easy UPS** listing. Click **Login / Register** on the upper right-hand corner of the screen and log in or register as an end-user.
2. In the **Create Order** page, select your license.
3. In the **Payment & Billing** page:
   a. Select your **Payment Method**: credit card or wire transfer.
   b. Enter your **Billing Information**. The order confirmation will be sent to the email address provided in this section.
   c. Specify the **Activation Email**. The Activation ID to be entered into the NMC Web UI or CLI will be sent to this email address.
4. In the **Confirmation** page, verify that the displayed information is correct. Confirm that you agree to the terms and conditions and click **Confirm Order**.
5. Up to 15 minutes after completing your purchase, you will receive an email with the license's Activation ID to be entered into the Web UI or CLI to license your NMC.

10. How do I activate my NMC license?

You can activate your purchased license in the **License** page in the Web UI or using the `license` command in the CLI. If the NMC has direct internet access, you can use the Schneider Electric Cloud Licensing Server to validate your license. If the NMC does not have direct internet access, you can validate your license offline.

An event will be logged to the Event Log when the license is activated.

Web UI:

- Online Activation:
    1. Enter your **Activation ID** in the **License** page. This is in the format ACT-XXXX-XXXX-XXXX-XXXX.
    2. Click the **Activate** button to view the **Confirm License Activation** screen.
    3. Verify that the system date and time are correct and click **Apply**. The date and time must be correct for the license to function properly. If the date and time displayed are not correct, click the **Update** button to update the settings before proceeding.

        NOTE: If the NMC does not have a valid DNS entry set in **Configuration > Network > DNS > Configuration**, the activation process will be unsuccessful.
    4. To apply the license changes, you must reboot the NMC. The reboot will happen automatically when you log out of the Web UI or it can be initiated via **Control > Network > Reset/Reboot > Reboot Management Interface**.

- Offline Activation:
    1. Enter your **Activation ID** in the **License** page. This is in the format ACT-XXXX-XXXX-XXXX-XXXX.
    2. Click the **Obtain License Request File** button to generate a `capabilityRequest.bin` file. Once generated, this file can be found in your Downloads folder.
    3. Obtain the `capabilityResponse.bin` file:
        a. **Option A:** If your browser has direct internet access, click the link to open the **Licensing Portal**. Log in via your **Activation ID** and navigate to **Devices > Offline Device Management**. Upload the `capabilityRequest.bin` file generated in step 1 from your Downloads folder, and download the `capabilityResponse.bin` file.
        b. **Option B:** If your browser does not have direct internet access, transfer the `capabilityRequest.bin` file in your Downloads folder to another computer that does have direct internet access, for example, via a USB flash drive. At the computer with internet access, access the **Licensing Portal**. Log in via your **Activation ID** and navigate to **Devices > Offline Device Management**. Upload the `capabilityRequest.bin` file, for example, from the USB flash drive, and download the `capabilityResponse.bin` file. Move this `capabilityResponse.bin` file back to the browser that is in contact with the NMC, for example, from the USB flash drive, and save it in your Downloads folder.
    4. Click the **Choose File** button and select the `capabilityResponse.bin` file obtained in step 2. Once selected, click the **Upload License File** button. This will send the `capabilityResponse.bin` file to the NMC and activate the license.

        NOTES:
        - If the `capabilityResponse.bin` file is modified or the download was corrupt, the file will be invalid and the license cannot be activated. If an error message is displayed in the Web UI related to the capability response, follow the above steps again to generate and download a new `capabilityResponse.bin` file.
        - The `capabilityRequest.bin` and `capabilityResponse.bin` files contain your license information. We recommend storing these files in a secure location and deleting them when they are no longer required in the license activation process.
    5. To apply the license changes, you must reboot the NMC. The reboot will happen automatically when you log out of the Web UI or it can be initiated via **Control > Network > Reset/Reboot > Reboot Management Interface**.

CLI:
- Online Activation:
    1. Type `license -a <Activation ID> -r`
       NOTE: The Activation ID is in the format ACT-XXXX-XXXX-XXXX-XXXX.

- Offline Activation:
    1. In the CLI, type: `license -a <Activation ID> -g`
       NOTE: The Activation ID is in the format ACT-XXXX-XXXX-XXXX-XXXX.
    2. Download the `capabilityRequest.bin` file from the NMC using SCP or FTP, for example: `scp <NMC_username>@<NMC_IP_address>:license/capabilityRequest.bin capabilityRequest.bin`
    3. Visit the **Licensing Portal**, log in via your **Activation ID** and navigate to **Devices > Offline Device Management**. Upload the `capabilityRequest.bin` file and download the `capabilityResponse.bin` file.
    4. Upload the `capabilityResponse.bin` file to the NMC using SCP or FTP, for example: `scp capabilityResponse.bin <NMC_username>@<NMC_IP_address>:license/capabilityResponse.bin`
    5. In the CLI, type: `license -p`

11. What happens when my license expires?

The displayed **License Expiration Date** is when your NMC license will expire. The NMC provides a 30-day grace period after your license expires for continued access to features included with your license. **NOTE:** You cannot renew your license once it is expired. If you do not purchase a license during the grace period, you will default back to Basic functionality. Settings provided for licensed features will be retained until a new license is purchased and activated.

The NMC will notify you 60 days in advance before your license expires. An event will be logged to the Event Log and an email will be sent to all email recipients who are configured in **Configuration > Notification > Email Recipients**. Additional emails and events are also sent/logged 30 days in advance, on the expiration date, and at the end of the 30-day grace period.

NOTE: Do not return your NMC to your Schneider Electric Partner or to Schneider Electric when your license expires.

12. How do I renew my license?

You can renew your license through your Schneider Electric Partner or via Schneider Electric Exchange.

To renew your license in Schneider Electric Exchange:
1. Visit **Schneider Electric Exchange** and login.
2. Navigate to **My Digital Library**, click the **Manage Subscription** button under your NMC license.
3. Click the **•••** button next to your NMC license. Click **Renew Subscription**.
4. The license duration you selected during your initial purchase is automatically selected. **NOTE:** You cannot change your license duration when renewing your license. Click **Checkout**.
5. In the **Payment & Billing** page, confirm your payment method. **NOTE:** The same payment method used to purchase your license must be used to renew it. You can edit your card details if required.
6. In the **Confirmation** page, verify that the displayed information is correct. Confirm that you agree to the terms and conditions, and click **Confirm Order**.

If you activated your license via the online method, your **License Expiration Date** will update when the NMC contacts the Licensing Server. **NOTE:** This can take up to 24 hours to update.

If you activated your license via the **offline** method, you need to import an updated `capabilityResponse.bin` file to the NMC to update your **License Expiration Date**. Follow the steps outlined under "Offline Activation" in **How do I activate my NMC license?** to generate and import an updated `capabilityResponse.bin` file.

13. How do I transfer a license?

If an AP9544 with a license needs to be replaced, you can transfer the license in use to the Licensing Server to be used on a different AP9544. **NOTE:** This does not pause the license term.

To transfer a license, click the **Deactivate** button in the **License** page in the Web UI. Click the **Apply** button to view the **Remove License Confirmation** screen and click **Apply** to confirm. An event will be logged to the Event Log when the license is transferred.

To apply the license changes, you must reboot the NMC. The reboot will happen automatically when you log out of the Web UI or it can be initiated via **Control > Network > Reset/Reboot > Reboot Management Interface**.

NOTE: It is not supported to return a license if you activated your license via the offline method. To reuse licenses on Network Management Cards without direct internet access, contact **Technical Support**.

14. Can I cancel my NMC license and get a refund?

You cannot cancel your NMC 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.

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

Yes, you can purchase a 1-year *or* 3-year license up front with your UPS and NMC. However, you cannot purchase a 1-year *and* 3-year license to buy a 4-year license, for example.

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