UPS Network Management Card Product Center

The **Web Product Page** can help to keep you updated with new releases and functionality.

See **Application Notes** for useful information on specific features of your UPS Network Management Card, like Security and UPS configuration management.

- Network Management Card 2 – firmware v6.9.4
- Network Management Card 3 – SU firmware v1.3.3.1 / SY v1.3.2.1

See the **Troubleshooting Flowcharts** for information on troubleshooting common Network Management Card issues.

Network Management Card 2 (Smart-UPS and Symmetra (1P) Application)

New to firmware v6.9.4

v6.9.4 addresses Ripple20 vulnerabilities affecting Treck Inc.'s embedded TCP/IP stack, defined in the following CVEs: CVE-2020-11896, CVE-2020-11898, CVE-2020-11899, CVE-2020-11898, CVE-2020-11902, CVE-2020-11904, CVE-2020-11905, CVE-2020-11906, CVE-2020-11907, CVE-2020-11909, CVE-2020-11910, CVE-2020-11911, CVE-2020-11912, CVE-2020-11913, CVE-2020-1191.

For more information, see Schneider Electric/APC security bulletin:
https://www.se.com/ww/en/download/document/SEVD-2020-174-01/

Important fixes in the v6.9.4 firmware release

Listed below are some of the important fixes made available in v6.9.4:

- Accessing the Web UI with a hostname no longer redirects the session to its IPv6 address.
- A host header injection vulnerability that was identified has been fixed.
- The PowerChute Network Shutdown **Authentication Phrase** field no longer appears as a hidden value in the Web UI after using the `format` command in the CLI. **NOTE:** This issue was only applicable for Microlink UPS devices. See Knowledge Base article FA230533 for more information.

Downloads

To download the latest version of the firmware and the help:

1. Go to the **APC website**.
2. Search for the firmware via the search bar – SFSUMX694 for SUMX, and SFSY694 for SY.
3. Click **Download** on the product page.
4. On the Software/Firmware page, click **Download**, then click **Download Now**.

5. Repeat these steps to download the language packs – SFSUMX694LP1, SFSUMX694LP2, SFSY694LP1, SFSY694LP2.

See **File Transfer** section in the NMC 2 **User Guide** for more information on upgrading firmware.

Network Management Card 3 (Smart-UPS and Symmetra (1P) Application)

New to firmware SU v1.3.3.1 / SY v1.3.2.1

v6.9.4 addresses Ripple20 vulnerabilities affecting Treck Inc.'s embedded TCP/IP stack, defined in the following CVEs: CVE-2020-11896, CVE-2020-11898, CVE-2020-11899, CVE-2020-11898, CVE-2020-11902, CVE-2020-11904, CVE-2020-11905, CVE-2020-11906, CVE-2020-11907, CVE-2020-11909, CVE-2020-11910, CVE-2020-11911, CVE-2020-11912, CVE-2020-11913, CVE-2020-1191.

For more information, see Schneider Electric/APC security bulletin:
https://www.se.com/ww/en/download/document/SEVD-2020-174-01/

Downloads

To download the latest version of the firmware and the help:

1. Go to the **APC website**.
2. Search for the firmware via the search bar – SFNMC3SU133 for SU, SFNMC3SY132 for SY.
3. Click **Download** on the product page.
4. On the Software/Firmware page, click **Download**, then click **Download Now**.

See **File Transfer** section in the NMC 3 **User Guide** for more information on upgrading firmware.

Knowledge Base Articles

The Knowledge Base on the **APC website** has useful product information. To search for an article, enter a text search (e.g. "Network Management Card"), or find an article listed below by typing in one of the FAQ IDs (e.g. FA235265) in the search box, and pressing Enter.

Network Management Card 2	
Fixed for v6.5.0 Updated: Data Center Expert loses SNMPv3 communication to APC devices when upgrading NMC to AOS v6.4.6	**FA305661**
Fixed for v6.5.0 Temperature Sensor not detected on an AP9631 that was pre-installed in a Symmetra	**FA318542**
AP9335T(H) / AP9810 configuration issues through SNMP	**FA301499**
Network Management Card 2 (NMC2) v6.X.X User Types and Permissions Definitions	**FA170552**
Network Management Card 2 Firmware v6.X.X FAQ/Upgrade Issues	**FA176047**
Things To Consider When Upgrading or Downgrading a Network Management Card 2 (NMC2) Device between v5.X.X and 6.X.X	**FA167693**
Network Management Card 3	
Network Management Card 3 – dbg directory not included in Smart-UPS firmware	**FA386512**
Network Management Card 3 does not establish communications if local CLI session is active during reboot	**FA386513**
Network Management Card 2 & 3	
MAC address Vendor ID of Network Management Cards, and other network devices changing	**FA324455**
UPS Network Management Card 2 Firmware Application Compatibility for Smart-UPS Online (SRT) Models	**FA231396**
Mass Configuration of Users and User Preferences on Network Management Card 2 (NMC2) v6.X.X	**FA176542**
How do you make a Network Management Card communicate on a network?	**FA156064**
How do I upgrade the firmware on an APC Network Management Card?	**FA156047**
How can I download Event, Data, Configuration, and Debug files from my Network Management Card?	**FA156131**
How can I mass configure a Network Management Card (NMC) or NMC embedded product?	**FA156117**
Why does my Network Management Card report warmstarts and coldstarts?	**FA156063**
How do I troubleshoot email failures on a Network Management Card?	**FA156078**

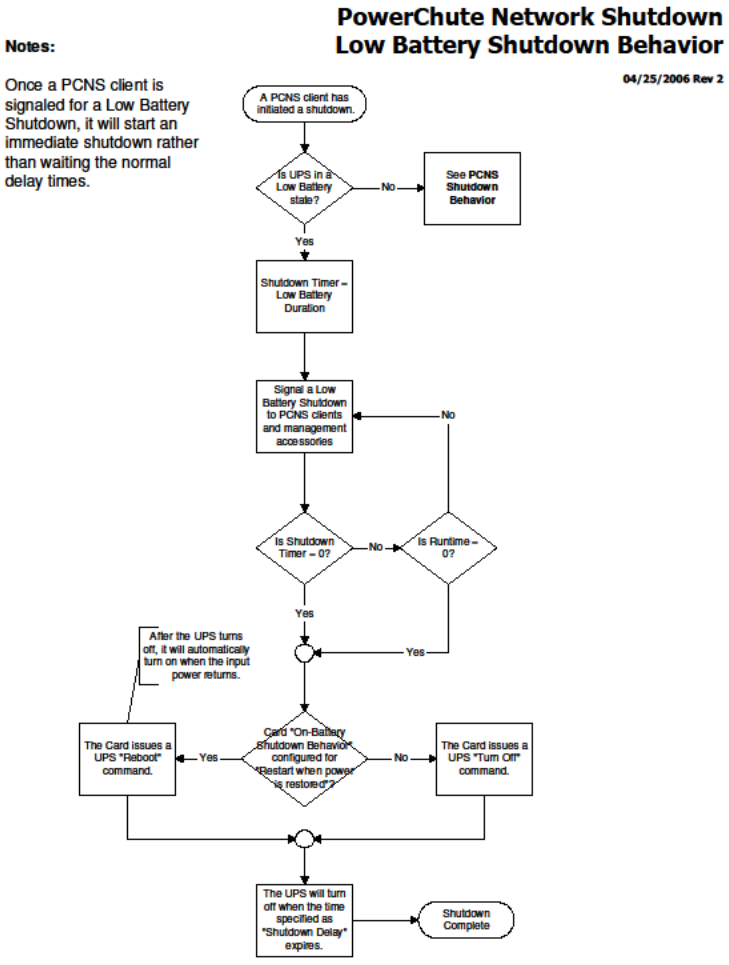
How To: Configuring an APC Network Management Card with popular email services such as Gmail, Yahoo! and Hotmail/Outlook.com	**FA164769**
How do I perform a mass firmware upgrade on APC network enabled products?	**FA156099**
Network Management Card Password Reset Procedure	**FA156075**
Why is my Web/SNMP (AP9606) or Network Management Card (AP9617, AP9618, AP9619, AP9630, or AP9631) not recognizing my UPS?	**FA156045**
AP9810 dry contact relay changes state after NMC is reseated	**FA301500**

UPS Network Management Card Troubleshooting Flowcharts

- PowerChute Network Shutdown
- E-mail
- Network
- Upgrade
- Access

PowerChute Network Shutdown

Low Battery Shutdown



Shutdown

PowerChute Network Shutdown
Shutdown Behavior

04/26/2006 Rev3

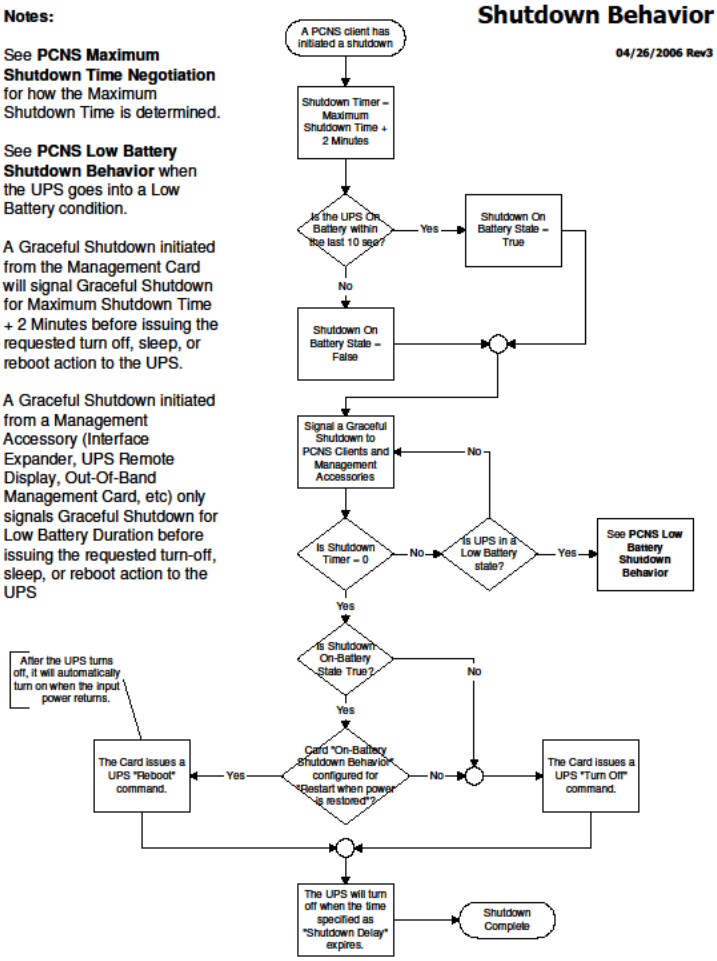
Notes:

See **PCNS Maximum Shutdown Time Negotiation** for how the Maximum Shutdown Time is determined.

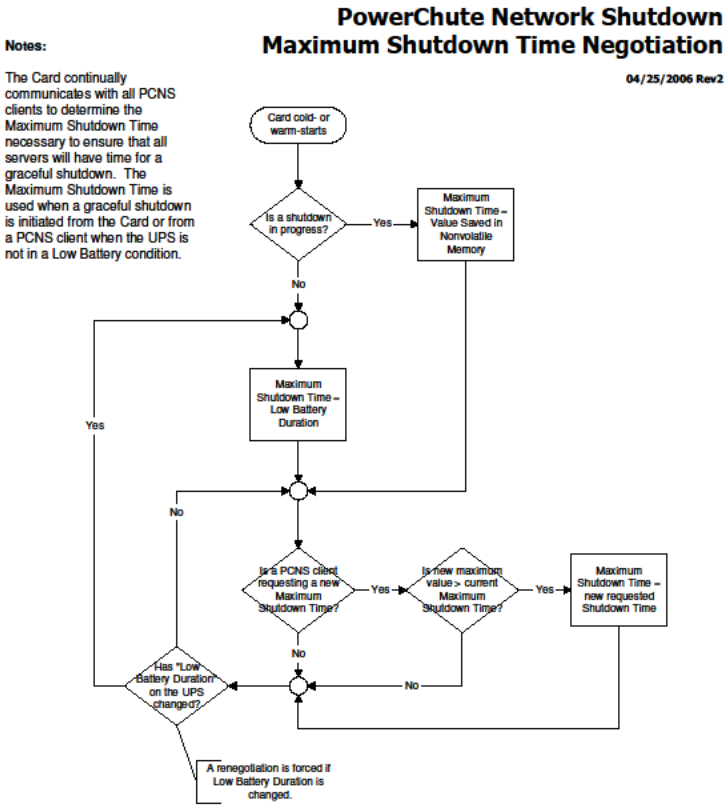
See **PCNS Low Battery Shutdown Behavior** when the UPS goes into a Low Battery condition.

A Graceful Shutdown initiated from the Management Card will signal Graceful Shutdown for Maximum Shutdown Time + 2 Minutes before issuing the requested turn off, sleep, or reboot action to the UPS.

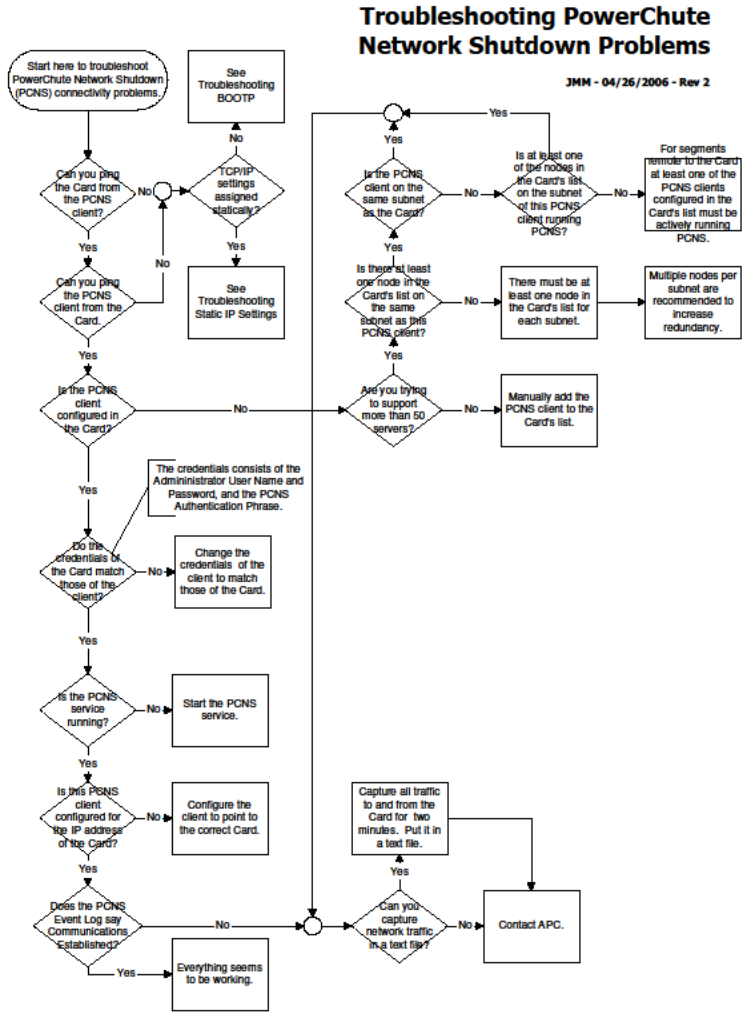
A Graceful Shutdown initiated from a Management Accessory (Interface Expander, UPS Remote Display, Out-Of-Band Management Card, etc) only signals Graceful Shutdown for Low Battery Duration before issuing the requested turn-off, sleep, or reboot action to the UPS



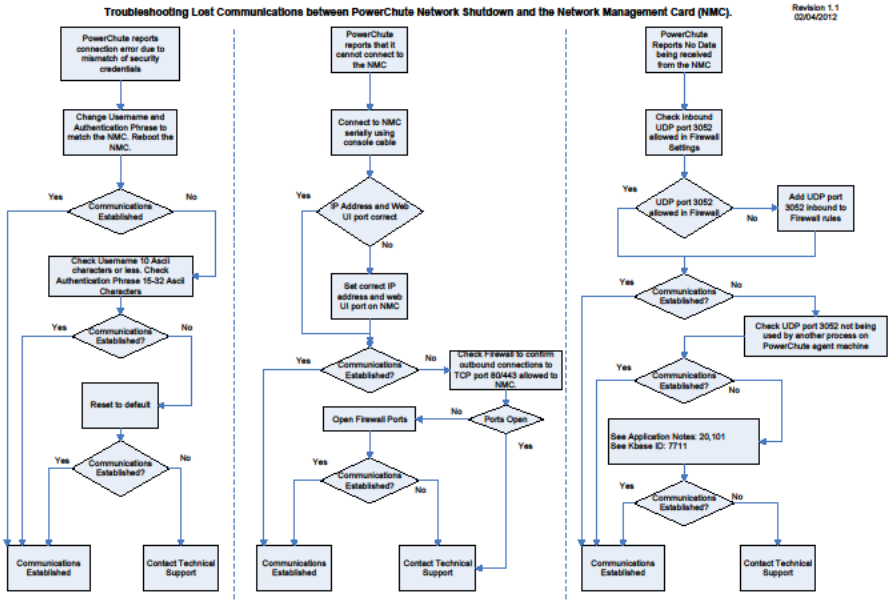
Maximum Shutdown Time



PowerChute Troubleshooting

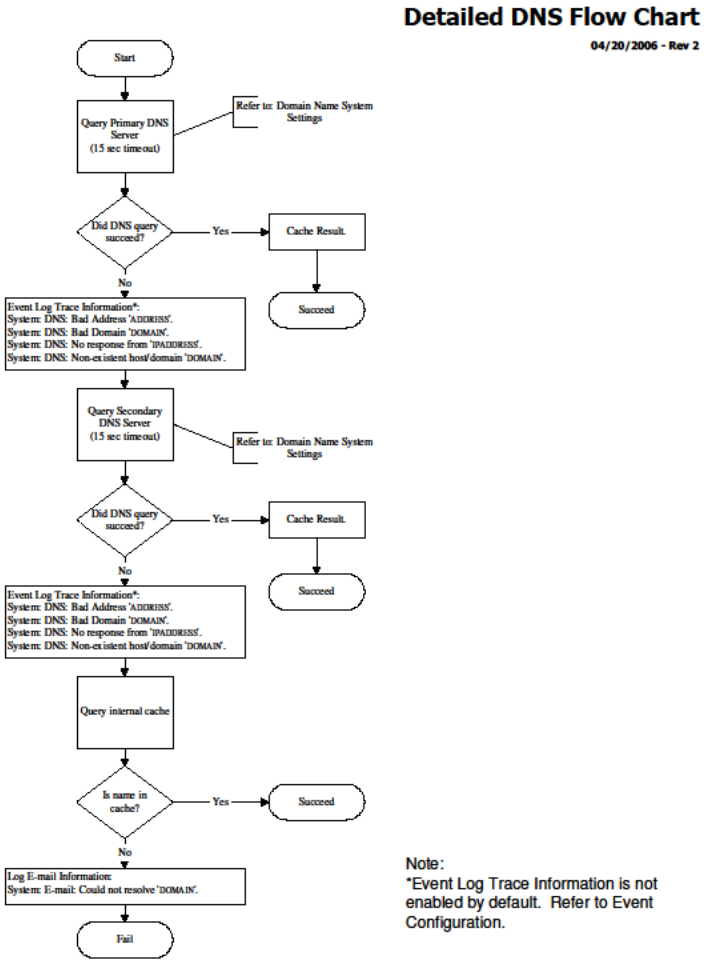


PowerChute Lost Communication



E-mail

DNS Flowchart

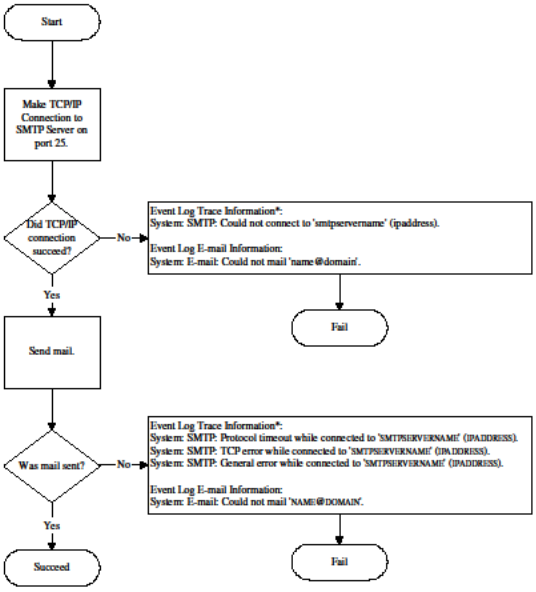


Note:
*Event Log Trace Information is not enabled by default. Refer to Event Configuration.

SMTP Flowchart

Detailed SMTP Flow Chart

04/21/2006 - Rev 2

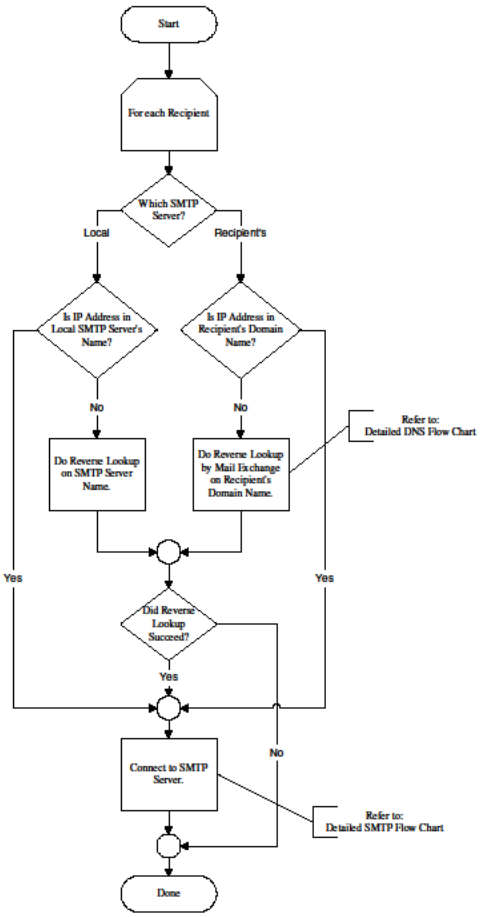


Note:
*Event Log Trace Information is not enabled by default. Refer to Event Configuration.

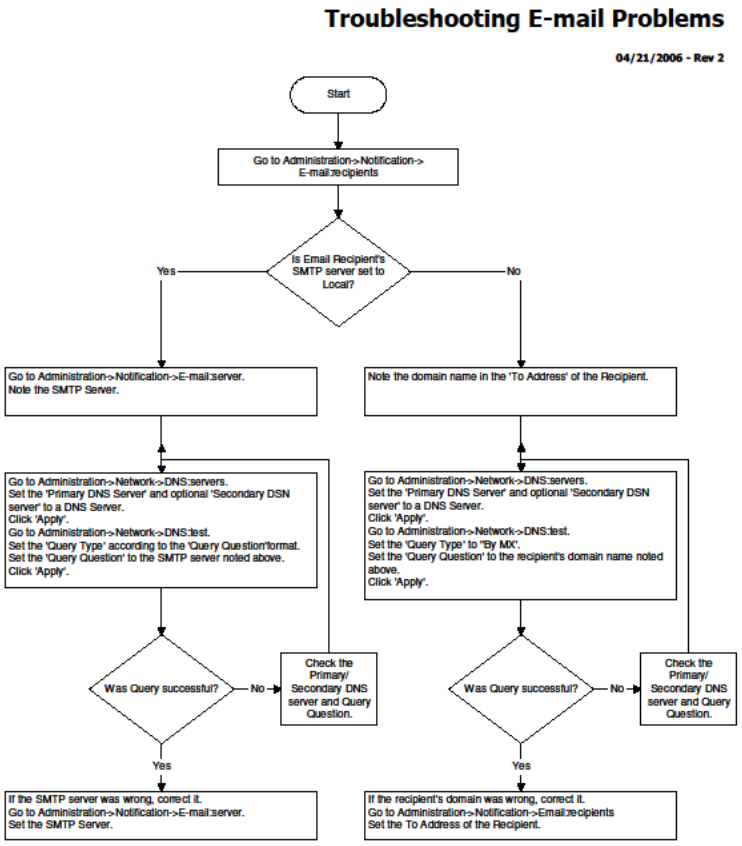
NMC E-mail Flowchart

Email Flow Chart

04/20/2006 - Rev 2

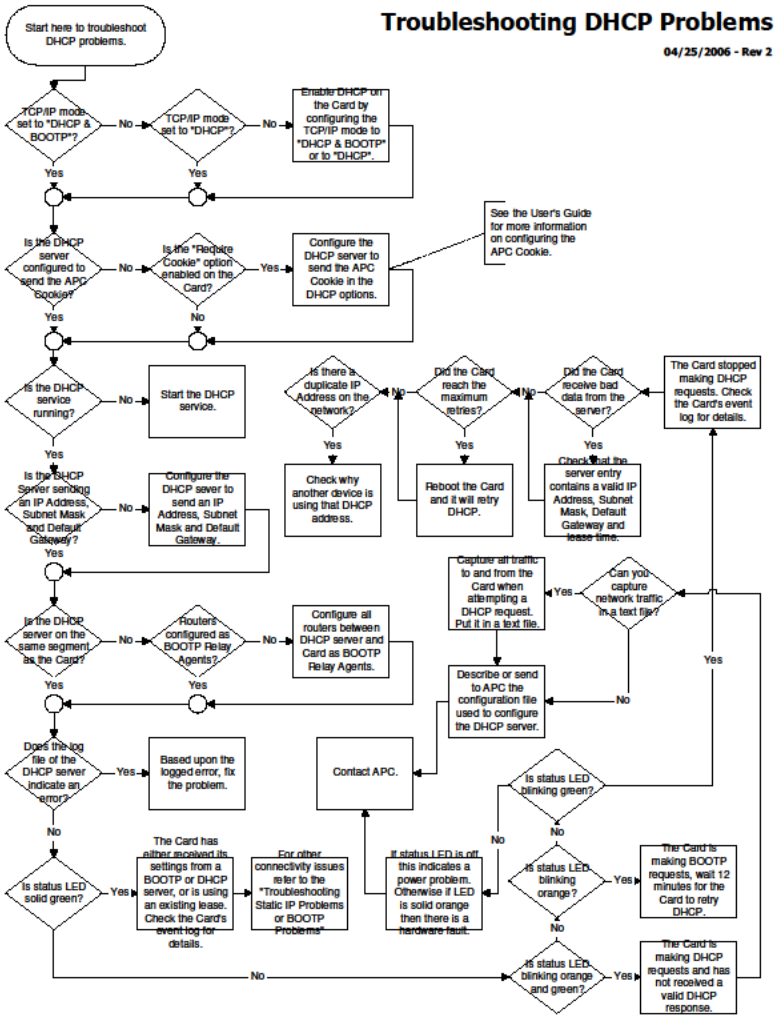


E-mail Troubleshooting Flowchart

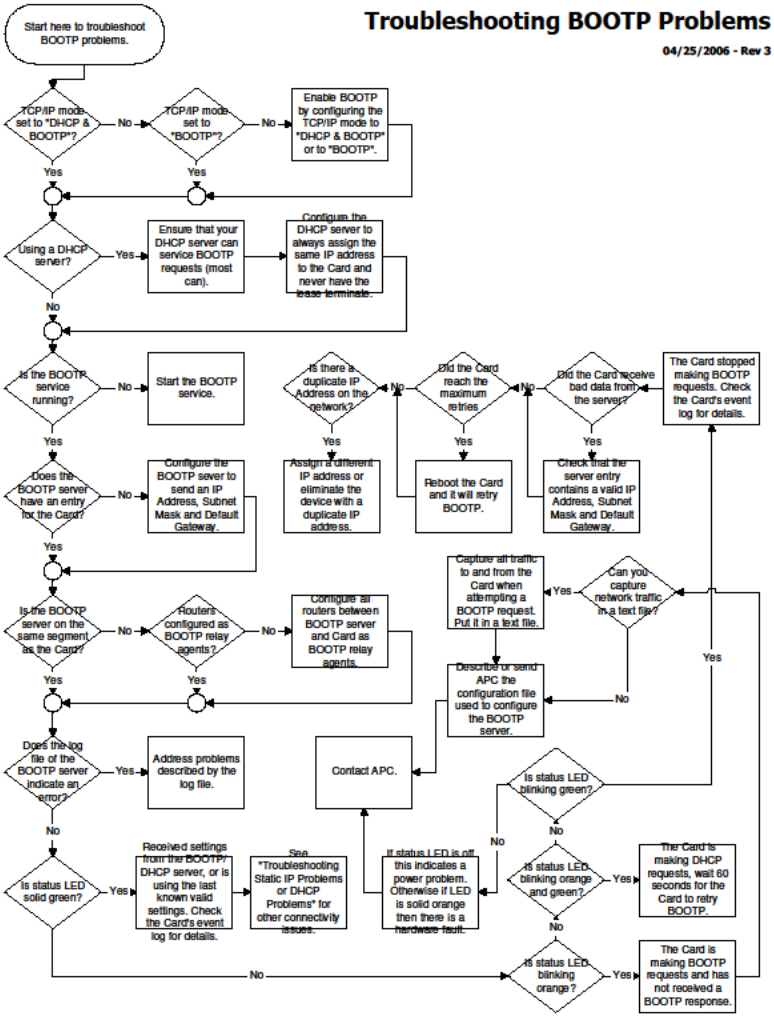


Network

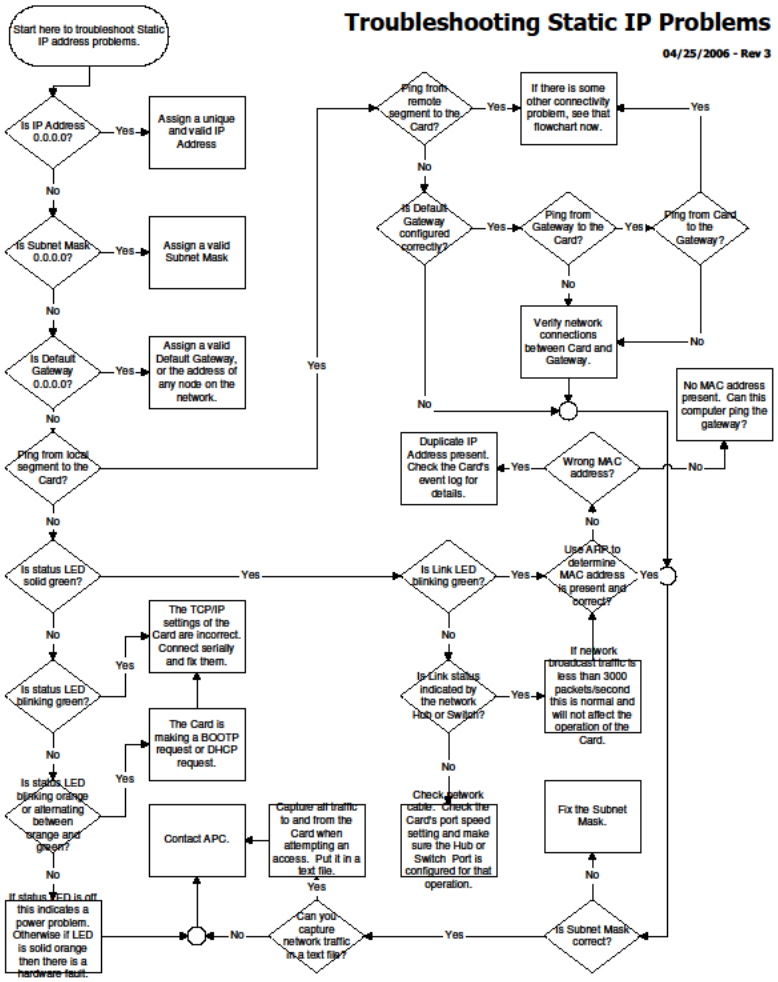
DHCP Problems



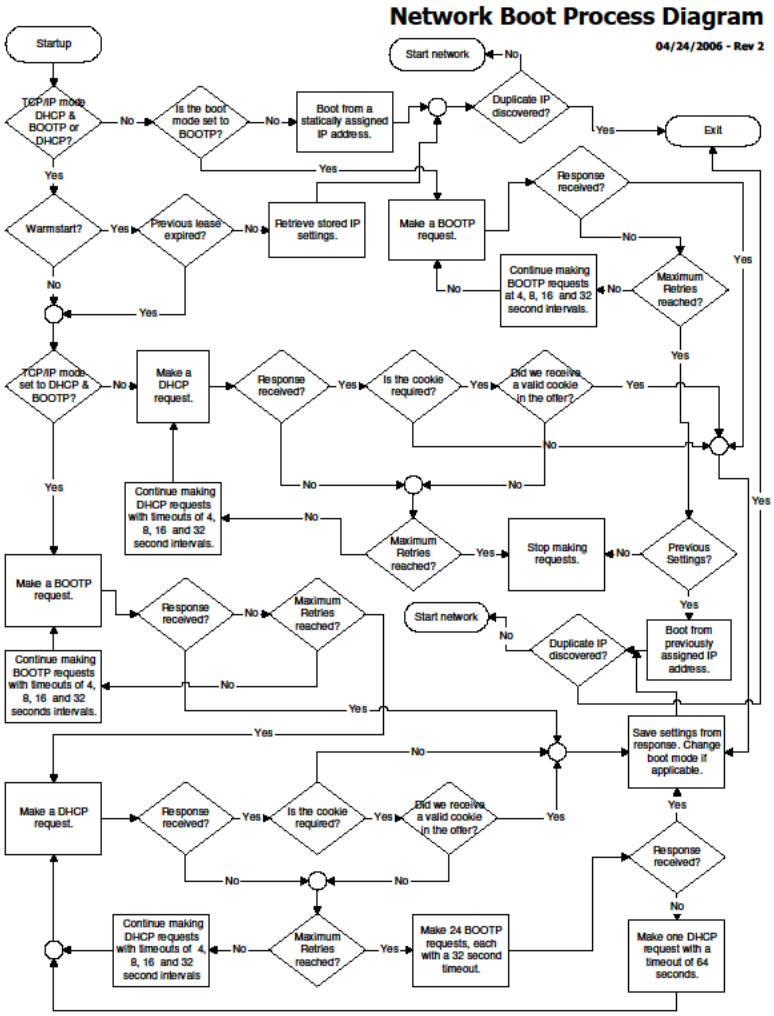
BOOTP Problems



Static IP Problems

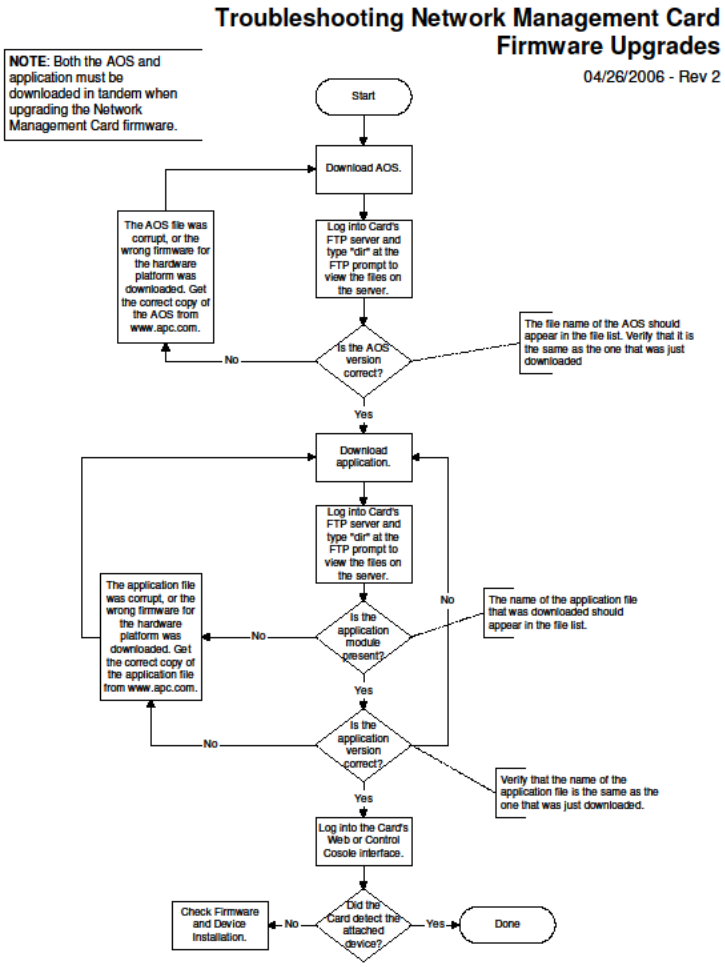


Network Boot Problems



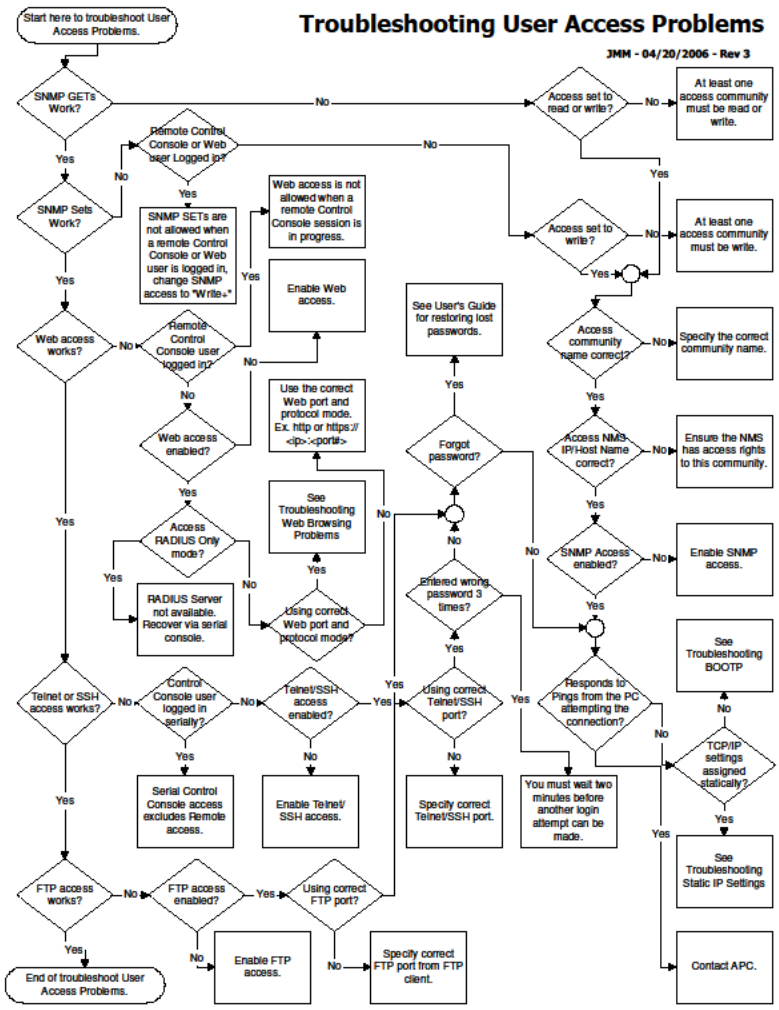
Upgrade

NMC Firmware Upgrade

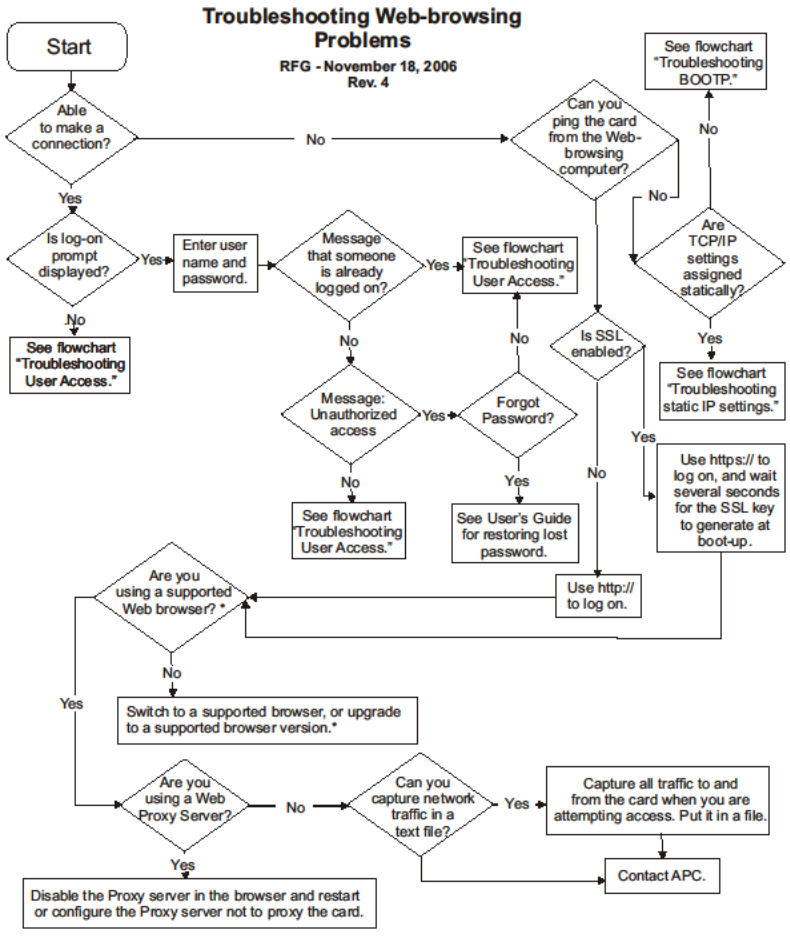


Access

User Access Problems



Web Browsing Problems



*** Note:** To access the Web interface of the Network Management Card, use Microsoft® Internet Explorer (IE) 5.5 and higher (on Windows® operating systems only), Firefox®, version 1.*x*, by Mozilla® Corporation (on all operating systems), or Netscape® 7.*x* and higher (on all operating systems)

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