Product Discontinuation Notice

Dear Valued Customer,

This letter serves as a formal notification that the UPS Network Management Card 2 (NMC2) firmware updates for Smart-UPS (SUMX) and single-phase Symmetra (SY) UPS will be discontinued effective 30th October 2023.

Schneider Electric recognizes the importance of maintaining cybersecurity in our customers' environments. Therefore, after this date, Schneider Electric, at its sole discretion, will continue to provide fixes for cybersecurity firmware issues, if technically feasible. However, if necessary, these security fixes may require the removal of certain features or functions from the firmware. Our intent is to support the UPS Network Management Card 2 firmware for fixed issues, maintenance releases, or workarounds for critical security issues until 30th October 2023 to all customers via web download.

Schneider Electric acknowledges the obligation to promptly inform its customers of its intent to end support for this line of firmware updates and assist customers to transition to the UPS Network Management Card 3.

This discontinuation notice specifically applies only to firmware updates for UPS Network Management Card 2 (SmartSlot Cards - AP9630, AP9631) and embedded Network Management Card 2 in multiple APC Smart-UPS and Symmetra models. The complete list of these UPS's with embedded Network Management Card 2, currently undergoing transition to embedded Network Management Card 3 are listed on Page 3 of the transition document online.

Important dates:

> **Issue of Product Discontinuation Notice date**:   29th October 2020.

> **End of Cyber Security Updates and Critical Fixes**:   30th October 2023.

Important Note: In the case where APC UPS hardware products ship with an embedded or pre-installed Network Management Card 2, Schneider Electric will continue to provide critical fixes and cybersecurity updates until the factory warranty of the UPS hardware expires.

For UPS products covered by extended warranties or service contracts, critical fixes and cybersecurity updates support for NMC2 ends on 31st December 2024.

Schneider Electric, at its sole discretion, will also provide fixes for cybersecurity firmware issues after these support periods, if technically feasible.

The End of Life Policy defining the above dates is documented online.