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APC AP9640

APC AP9640 UPS Network Management Card 3 User Manual

Model: **AP9640** | Brand: **APC**

1. INTRODUCTION AND OVERVIEW

The APC AP9640 Network Management Card 3 is designed to provide remote monitoring and control capabilities for individual APC Uninterruptible Power Supply (UPS) units. By connecting the card directly to your network, it enables comprehensive management of your UPS system, enhancing reliability and operational efficiency.

This card facilitates direct network connectivity for your UPS, allowing for remote management without the need for a dedicated computer connection. It supports various environmental conditions, operating within a temperature range of 0 to 45 degrees Celsius and a relative humidity of 0 to 95%.

2. SETUP AND INSTALLATION

Installing the APC AP9640 Network Management Card 3 involves inserting the card into a compatible APC UPS unit and connecting it to your network. Ensure the UPS is powered off before installation to prevent damage.

- 1. Power Down UPS:** Disconnect the UPS from the AC power source and ensure it is completely powered off.
- 2. Locate Card Slot:** Identify the dedicated SmartSlot on your APC UPS. This is typically a rectangular slot on the rear panel.
- 3. Insert Network Card:** Carefully slide the AP9640 Network Management Card into the SmartSlot until it is firmly seated. Ensure the card's faceplate is flush with the UPS panel.
- 4. Secure Card:** If applicable, use any provided screws or clips to secure the card in place.
- 5. Connect Network Cable:** Connect a standard Ethernet cable from your network switch or router to the RJ-45 port on the AP9640 card.
- 6. Power On UPS:** Reconnect the UPS to the AC power source and power it on. The network card will initialize.
- 7. Initial Configuration:** Access the card's web interface via its assigned IP address (which can be obtained via DHCP or through the UPS's display, if available) to complete network settings and security configurations.



Figure 1: The APC AP9640 Network Management Card 3. This image shows the green circuit board with various components and the black faceplate featuring an Ethernet port and a USB-C console port. The card is designed to be inserted into a compatible UPS SmartSlot.

3. OPERATING THE NETWORK MANAGEMENT CARD

The AP9640 card allows for comprehensive remote management of your UPS. Once installed and configured, you can monitor UPS status, configure settings, and receive alerts through a web browser or network management system.

- **Web Interface Access:** Open a web browser and enter the IP address of the AP9640 card. Log in with your configured credentials to access the management interface.
- **Monitoring:** View real-time UPS parameters such as battery charge, load, input/output voltage, and temperature.
- **Configuration:** Adjust UPS settings, network parameters (IP address, DNS), user accounts, and security protocols.
- **Event Logging:** Review event logs and data logs to track UPS performance and identify potential issues.
- **Alerts and Notifications:** Configure email, SNMP, or other notification methods to receive alerts for critical events like power outages, low battery, or system errors.
- **PowerChute Network Shutdown:** The card integrates with PowerChute Network Shutdown software, enabling graceful shutdown of connected servers and computers during extended power outages, preventing data loss.

4. MAINTENANCE

Regular maintenance ensures the optimal performance and security of your AP9640 Network Management Card.

- **Firmware Updates:** Periodically check the APC website for firmware updates for the AP9640. Firmware updates can provide new features, security enhancements, and bug fixes. Follow the instructions provided by APC for safe firmware upgrade procedures. *Note: Recent changes by the manufacturer may require a support contract for future firmware updates.*
- **Security Best Practices:** Regularly change default passwords, use strong, unique passwords, and disable unused services to enhance security.
- **Environmental Conditions:** Ensure the UPS and the installed card operate within the specified environmental conditions (temperature, humidity) to prevent premature failure.
- **Physical Inspection:** Occasionally inspect the card and its connections for any signs of damage or loose cables.

5. TROUBLESHOOTING

This section provides solutions to common issues you might encounter with your AP9640 Network Management Card.

| Problem | Possible Cause | Solution |
|---|---|--|
| Card not detected or no network connectivity. | Card not fully seated, faulty Ethernet cable, incorrect network settings, UPS not powered on. | Ensure the card is fully inserted. Check Ethernet cable connection and integrity. Verify network settings (IP, subnet, gateway). Confirm UPS is powered on. |
| Cannot access web interface. | Incorrect IP address, network firewall blocking access, browser issues, card not initialized. | Verify the card's IP address. Check firewall settings on your network. Try a different web browser. Allow sufficient time for the card to initialize after power-up. |
| "The Application Is Incompatible With This APC OS" error. | Firmware incompatibility, corrupted settings. | Ensure the correct firmware version is installed for your card and UPS model. Consider resetting the card to factory defaults and reconfiguring. Some users have reported this issue related to email notification settings; try configuring other settings first. |
| Slow web interface response. | Network congestion, outdated firmware, high load on the card. | Check network traffic. Update firmware to the latest version. Ensure the card is not overloaded with excessive logging or notification requests. |

If issues persist, consult the official APC support resources or contact their technical support for further assistance.

6. SPECIFICATIONS

Key technical specifications for the APC AP9640 Network Management Card 3:

- **Model Number:** AP9640
- **Product Dimensions:** 4.76 x 4.49 x 1.5 inches
- **Item Weight:** 2.8 ounces
- **Operating Temperature:** 0 - 45 Degrees Celsius
- **Operating Relative Humidity:** 0 - 95 % (non-condensing)
- **Operating Elevation:** 0 - 3048 meters (0 - 10000 feet)
- **Storage Temperature:** -5 - 45 Degrees Celsius
- **Storage Elevation:** 0 - 15240 meters (0 - 50000 feet)
- **Connectivity:** Ethernet (RJ-45)
- **Included Components:** Network Card

7. WARRANTY AND SUPPORT

For detailed warranty information, including terms and conditions, please refer to the official documentation provided by APC at the time of purchase or visit the [APC by Schneider Electric Store](#) or their official support website. Technical support and service options are available through APC's customer service channels.

Protection plans may also be available for extended coverage. Please check with your retailer for details on available protection plans.

Related Documents - AP9640

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|---|---|
|  | <p>APC Back-UPS BR1200G-GR/BR1500G-GR Installation and Operation Manual</p> <p>Comprehensive installation and operation guide for APC Back-UPS BR1200G-GR and BR1500G-GR models, covering setup, software, operation, troubleshooting, and specifications. Learn how to connect equipment, configure settings, and maintain your UPS.</p> |
|  | <p>APC Back-UPS BR900G-GR Installation and Operation Manual</p> <p>Comprehensive guide for installing, operating, and troubleshooting the APC Back-UPS BR900G-GR Uninterruptible Power Supply. Includes safety instructions, setup, software, and maintenance information.</p> |
|  | <p>APC Back-UPS Pro BR650/900/1300/1600MI User Manual</p> <p>User manual for the APC Back-UPS Pro series, covering safety, installation, operation, troubleshooting, specifications, battery replacement, and warranty information.</p> |
| <p>Installation Manual UPS Network Management Card 3 AP9640, AP9641 990-99968-001 Publication Date: September 2019</p>  | <p>APC UPS Network Management Card 3 (AP9640, AP9641) Installation Manual</p> <p>This document provides detailed installation instructions, configuration steps, and safety information for the APC UPS Network Management Card 3, models AP9640 and AP9641. It covers network setup, access methods, and compatibility.</p> |
|  | <p>APC Back-UPS Pro 900 Installation and Operation Guide</p> <p>This guide provides instructions for installing and operating the APC Back-UPS Pro 900, including setup, software installation, connection of equipment, operational features like power saving and display modes, troubleshooting, and specifications.</p> |
|  | <p>APC Back-UPS Pro 1200/1500 230V Installation and Operation Guide</p> <p>Comprehensive guide for installing and operating the APC Back-UPS Pro 1200/1500 230V. Covers safety, setup, software installation, operation, troubleshooting, specifications, and warranty.</p> |