

# Smart-UPS

SRT Models

Firmware Upgrade  
Using the Network Management Card

## Users Guide



February 2016

We recommend using the APC Firmware Upgrade Wizard via a Serial or USB connection to the UPS whenever possible.

The APC Firmware Upgrade Wizard guides you through the upgrade process and incorporates more checks, providing a more consistent upgrade experience. You can find the Firmware Upgrade Wizard in Kbase #FA164737.

Instructions are being provided here for users that are unable use the Firmware Upgrade Wizard and wish to upgrade their Smart-UPS Firmware using an APC Network Management Card.

The entire process should take 10 to 20 minutes to complete.

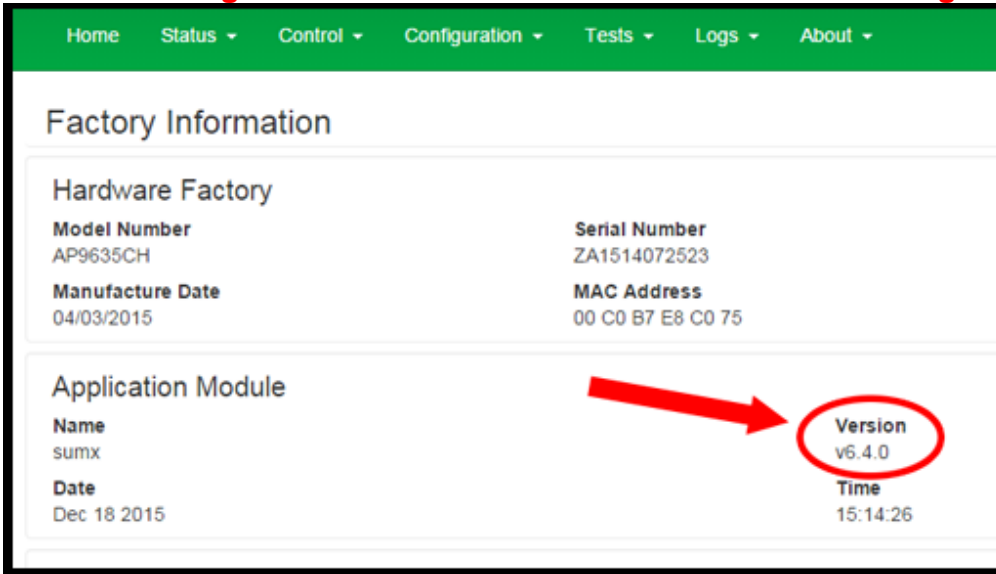
**The load attached to the UPS *must* be powered down.**

If you encounter any issues upgrading your UPS, please contact APC Technical Support for further assistance.

<http://support.apc.com>

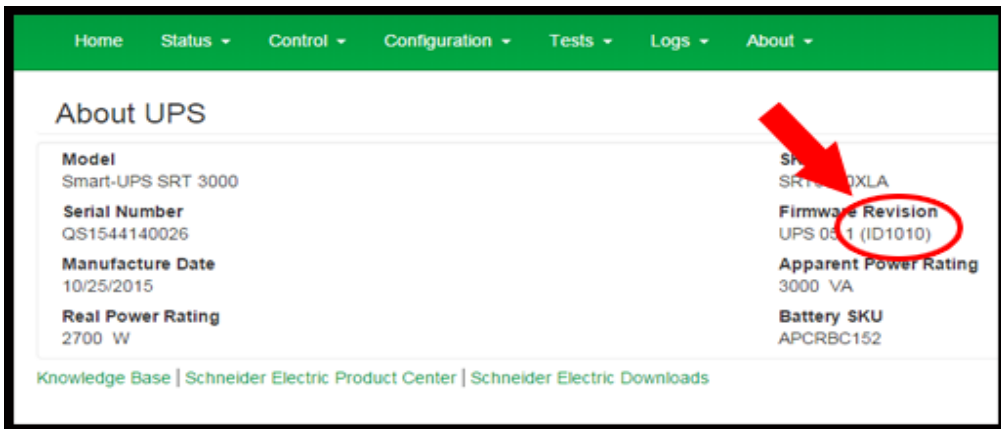
**Step 1** - Verify the firmware revision of your Network Management Card (AP9630, AP9630CH, AP9631, or AP9631CH). From the NMC web interface choose “About”, then “Network”.

**Network Management Card Firmware level must be 6.4.0 or higher**



**Step 2** – Find the correct UPS Firmware Image.

- Use the UPS "ID" number to select the proper Image for your UPS.
- From the NMC web interface choose “About”, then “Network”:



The "ID" is a unique identifier for the hardware platform of your UPS. We use the "ID" number to make sure we select the correct firmware file. Sometimes one specific model UPS may have different "ID" numbers depending on when it was produced. Always check the "ID" number of the unit you are going to upgrade.

Click on the proper "Image Name" in the chart below to download your proper FW image.  
Images that have release notes will download a ZIP of both the firmware image and the notes.

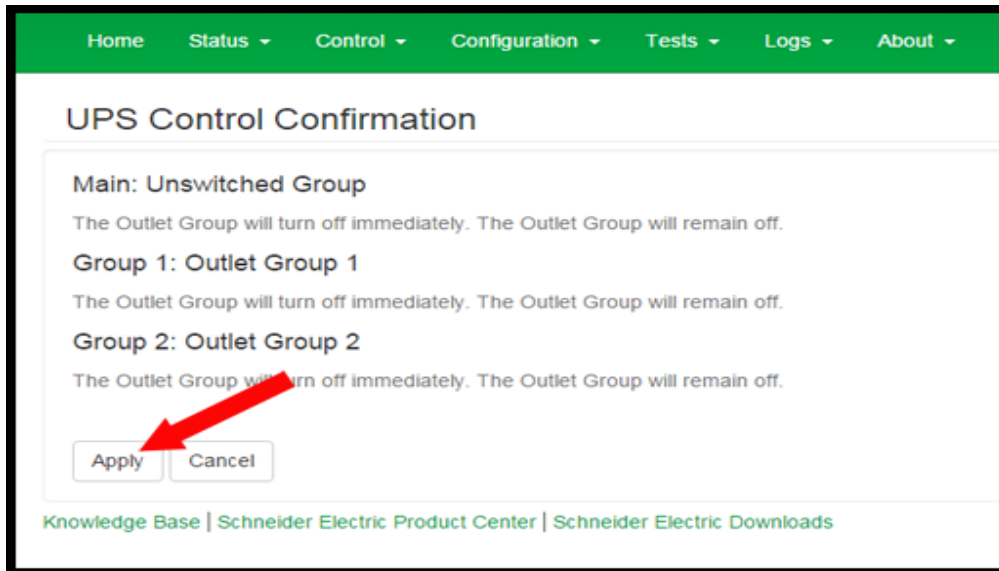
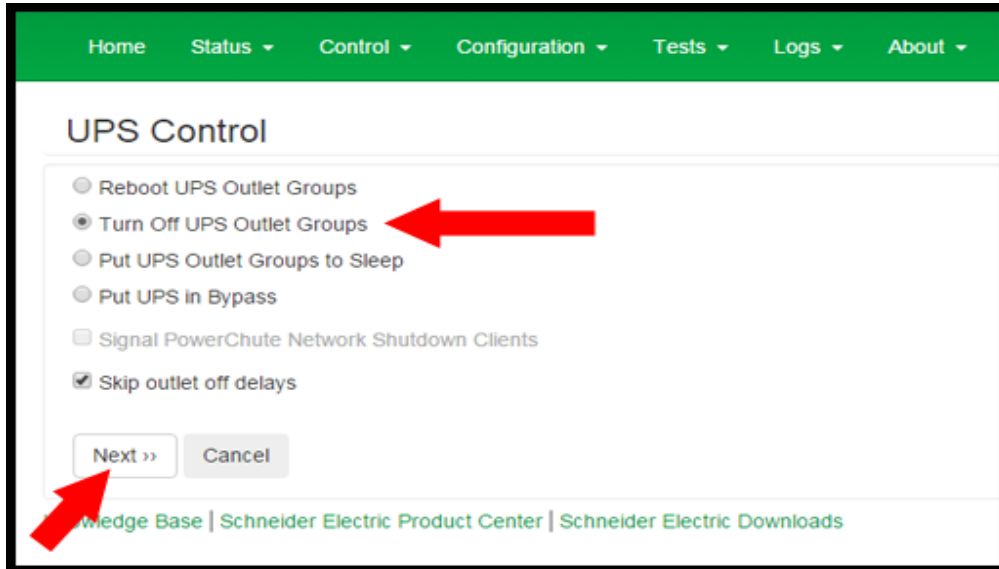
<u>ID</u>	UPS	Firmware Version after Upgrade	Image Name
1001	SRT 5/6KVA	UPS 02.9	<a href="#">SRT1001UPS_02-9.enc</a>
1013	SRT 5/6KVA	UPS 04.1	<a href="#">SRT1013UPS_04-1.enc</a>
1002	SRT 8/10KVA	UPS 04.4	<a href="#">SRT1002UPS_04-4.enc</a>
1014	SRT 8/10KVA	UPS 04.4	<a href="#">SRT1014UPS_04-4.enc</a>

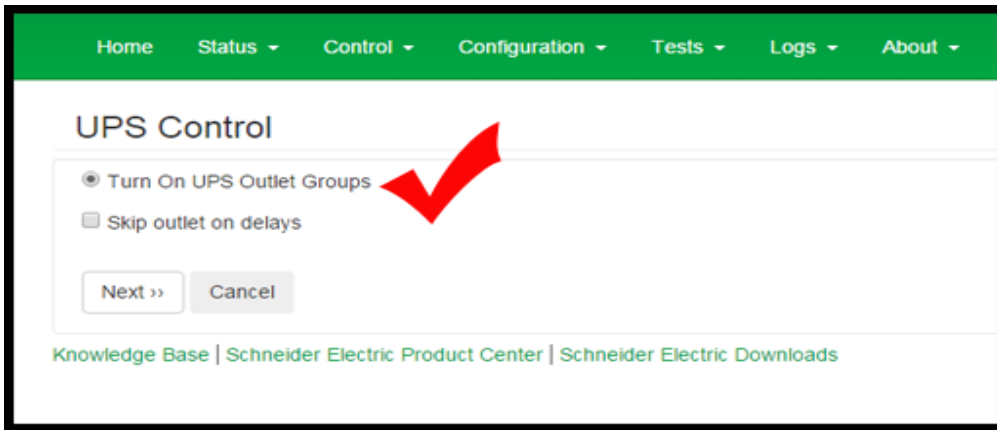
### Step 3 – Turn UPS Output Off

- From the NMC web interface choose “Control”, then “UPS”:

#### **WARNING:**

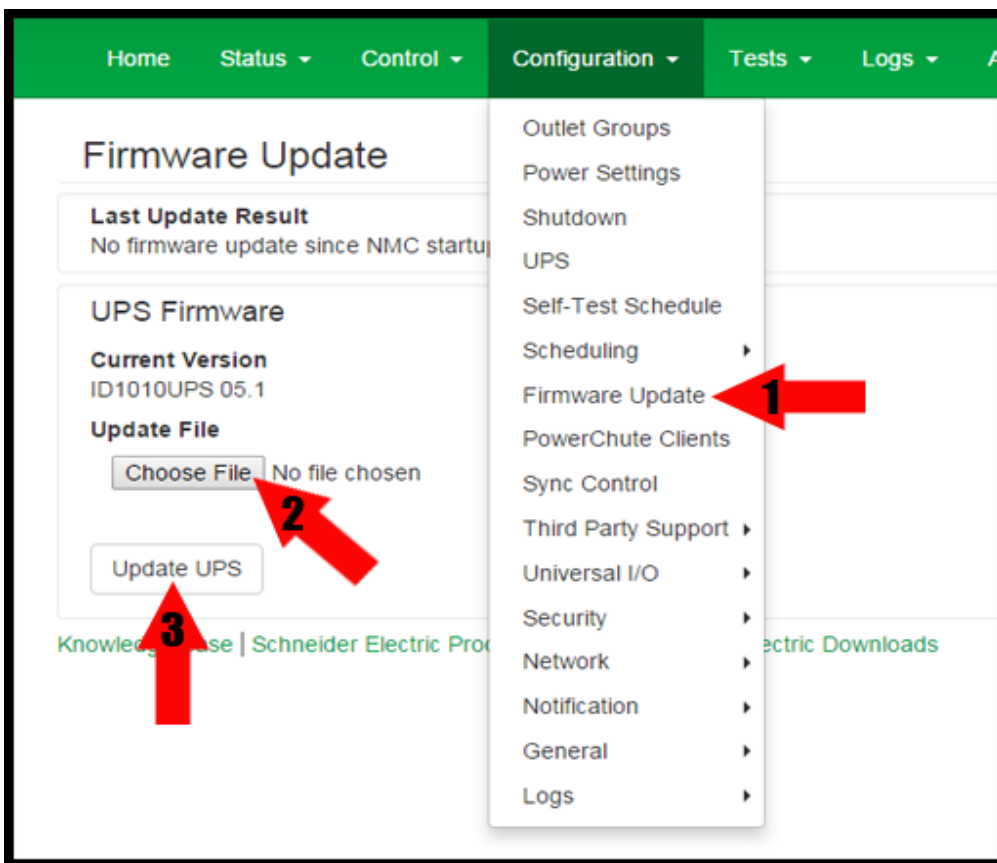
**UPS DAMAGE CAN RESULT IF UPS OUTPUT IS NOT TURNED OFF.**



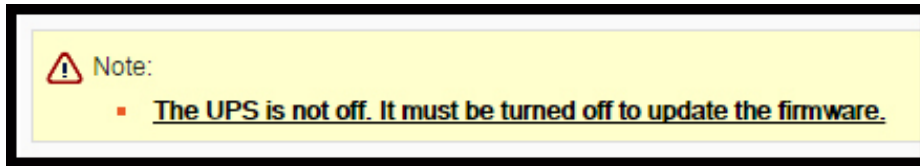


**Step 4** – Once the UPS output is Off, go to “Firmware Update” from the “Configuration” Menu, then use the “Choose File” button to navigate to the firmware image you downloaded in step 2.

Once you have selected the correct Firmware image, click the “Update UPS” button to apply the upgrade.



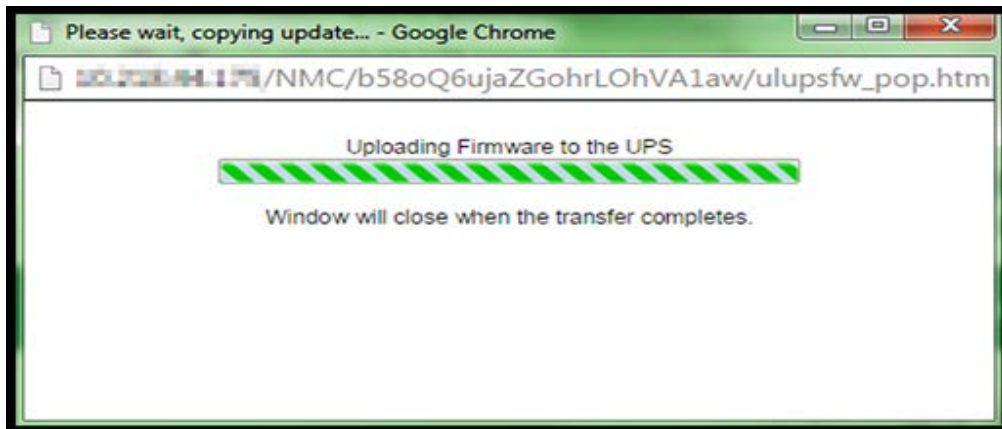
If you attempt to update the UPS with the output power still on, you will see this message:



If you do, you should turn off the output power and then you will be able to continue.

**DO NOT ATTEMPT TO UPGRADE WITHOUT OUTPUT POWER ON.**

Once you click "Update UPS" you will see this (**Please note: Upgrade may take several minutes**):



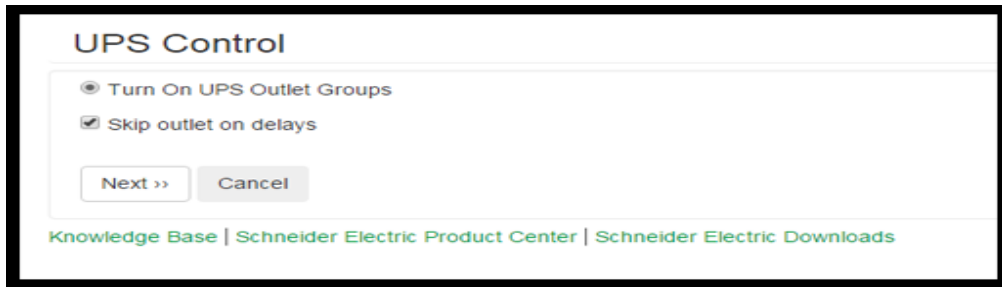
When this window closes, the update is complete.

Verify that the new Firmware version is shown.

**NOTE: If the update does not complete, or if you receive any errors, Please re-try using the Firmware Upgrade Wizard, which can be found in FA #164737.**

**Step 5** - You may now turn your UPS back on

From the NMC web interface choose “Control”, then “UPS”



UPS Control

Turn On UPS Outlet Groups

Skip outlet on delays

Next >> Cancel

Knowledge Base | Schneider Electric Product Center | Schneider Electric Downloads

Select “Skip outlet on delays” to ensure power is restored immediately

Click “Next”.

Verify that power is restored to your attached load. Your upgrade is now complete.

If you encounter any issues upgrading your UPS, please contact APC Technical Support for further assistance.

<http://support.apc.com>