

Smart-UPS

SRT/SMC/XU/XP/SMX/SMT/SCL/SLC/SRC/CHS Models

Firmware Upgrade
Using the Network Management Card

Users Guide



November 2020

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.

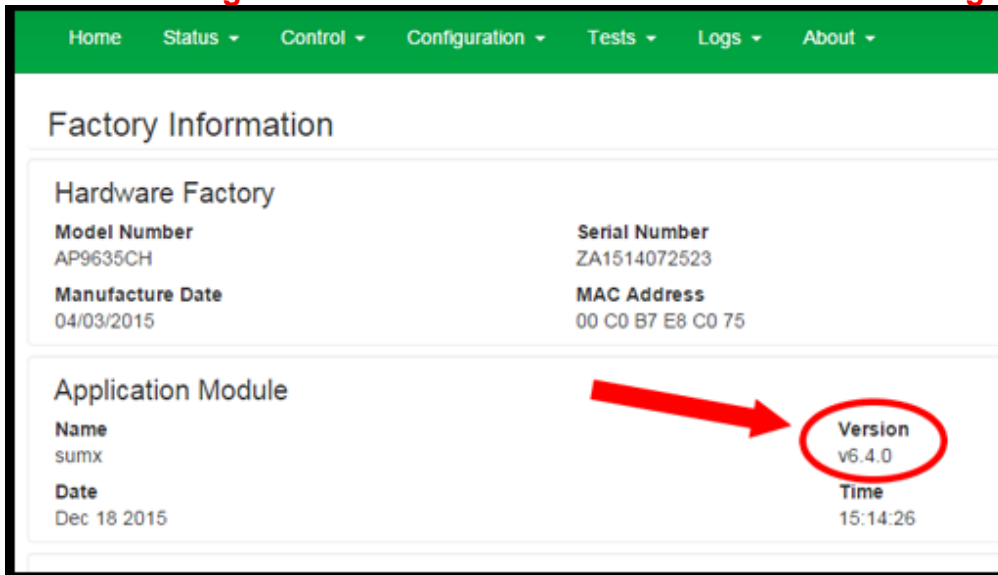
If you encounter any issues upgrading your UPS, please contact APC Technical Support for further assistance.

<http://support.apc.com>

Step 1 –

NOTE: The UPS and the Network Management card each have their own firmware revisions. Think of them as two separate devices that talk to each other. This document is about upgrading the UPS firmware.

- **Network Management Card 3** (AP9640, AP9641) – All NMC3 firmware revisions support UPS Firmware upgrades.
- **Network Management Card 2** (AP9630, AP9631, etc) – These cards require that they are running firmware 6.4.0 or higher to support UPS firmware upgrades. Verify the firmware revision of your Network Management Card 2 (AP9630, AP9630CH, AP9631, or AP9631CH). From the NMC web interface choose “About”, then “Network”.

Network Management Card 2 Firmware level must be 6.4.0 or higher

The screenshot shows the web interface of a Network Management Card 2. The top navigation bar includes links for Home, Status, Control, Configuration, Tests, Logs, and About. The main content area is titled 'Factory Information' and is divided into two sections: 'Hardware Factory' and 'Application Module'.

Hardware Factory

Model Number AP9635CH	Serial Number ZA1514072523
Manufacture Date 04/03/2015	MAC Address 00 C0 B7 E8 C0 75

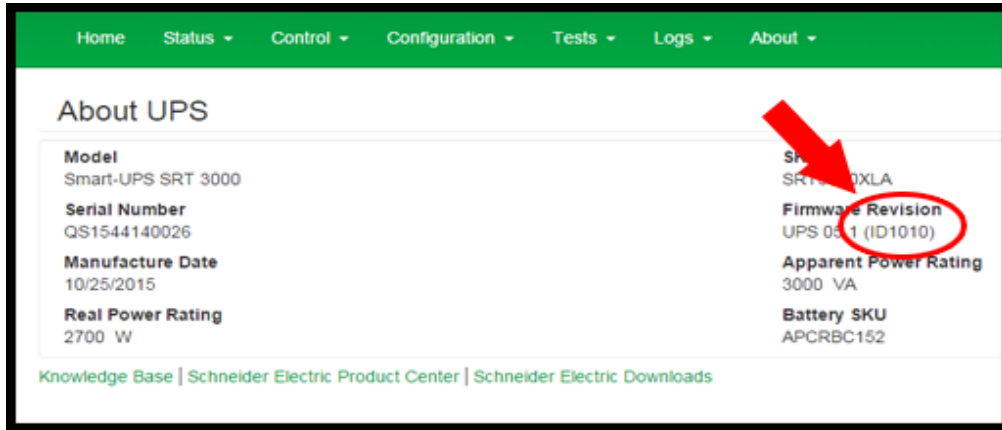
Application Module

Name sumx	Version v6.4.0
Date Dec 18 2015	Time 15:14:26

A red arrow points from the 'Application Module' section to the 'Version' field, which is circled in red.

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.

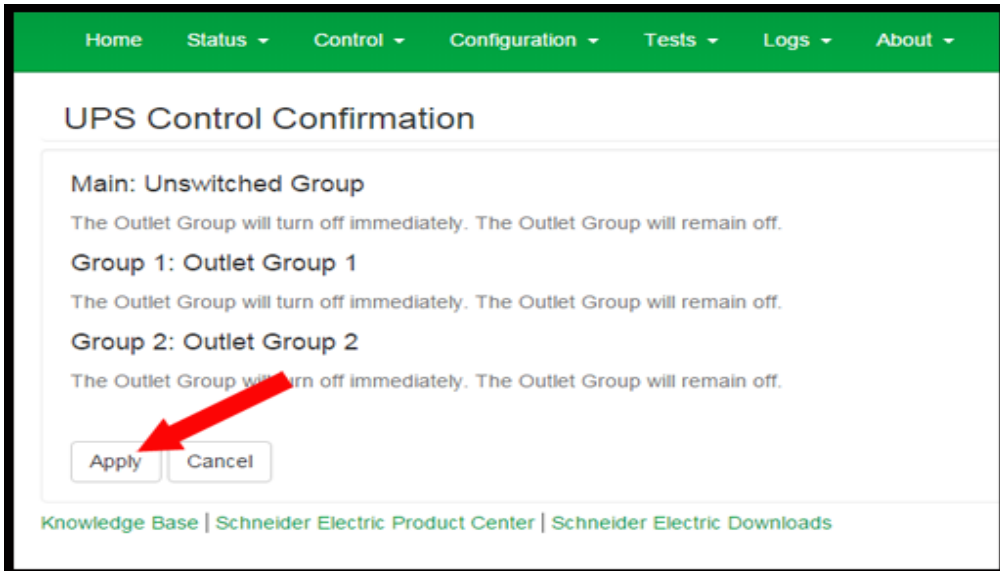
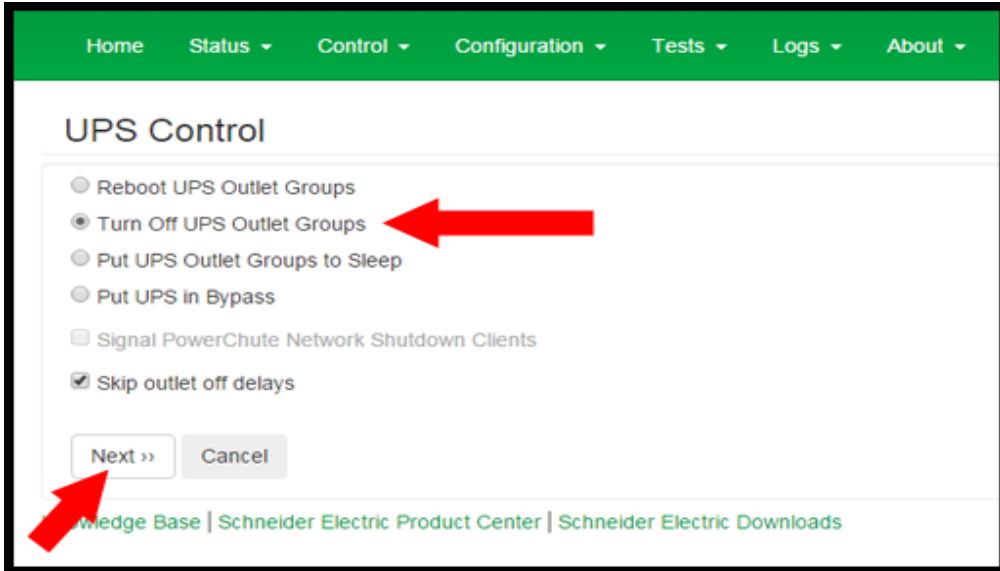
The chart on the following page will allow you to determine which firmware file your particular UPS needs.

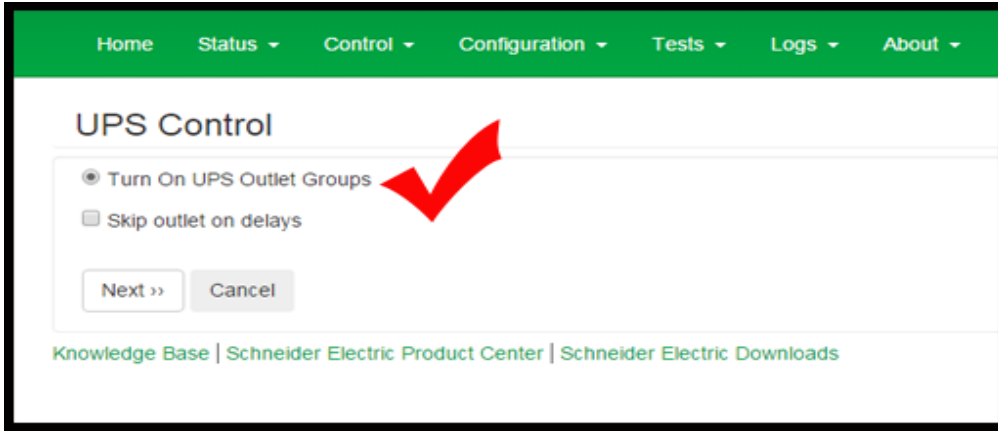
Firmware Revision Table

UPS ID	UPS Prefix	Latest Firmware Image	After Upgrade
1000	SMC	SMC1000UPS_10-0	UPS 10.0
1005	SMC	SMC1005UPS_12-0	UPS 12.0
1007	SMC	SMC1007UPS_11-0	UPS 11.0
1013	SRT	SRT1013UPS_05-1	UPS 05.1
1001	SRT	SRT1001UPS_02-9	UPS 02.9
1020	SRT	SRT1020UPS_10-1	UPS 10.1
1014	SRT	SRT1014UPS_05-2	UPS 05.2
1002	SRT	SRT1002UPS_05-2	UPS 05.2
1021	SRT	SRT1021UPS_12-0	UPS 12.0
1015	SMT SmartConnect	SMT1015UPS_04-1	UPS 04.1
1018	SMC SmartConnect	SMC1018UPS_04-1	UPS 04.1
1010	SRT	SRT1010UPS_08-3	UPS 08.3
1019	SRT	SRT1019UPS_08-2	UPS 08.2
1024	SRT	SRT1024UPS_00-8	UPS 00.8
1017	XU1K3LLXXRCC	XUL1017UPS_02-3	UPS 02.3
1033	XU2K0LLXXRCC	XUL1033UPS_00-3	UPS 00.3
1025	SRT	SRT1025UPS_07-9	UPS 07.9
1016	XP1K9NN42RCC	PMU1016UPS_02-3	UPS 02.3
5008	CSH2	SRT5008UPS_02-5	UPS 02.5
1031	SMX	SMX1031UPS_02-0	UPS 02.0
1029	SLC SmartConnect	NMC1029UPS_02-5	UPS 02.5
1030	SCL SmartConnect	LCE1030UPS_02-5	UPS 02.5
1037	SCL SmartConnect	LCE1037UPS_02-5 - 01-10-19	UPS 02.5
20	SMX	SMT20UPS_10-2	UPS 10.2
23	SMX	SMX23UPS_07-0	UPS 07.0
18	SMT	SMT18UPS_09-6	UPS 09.6
11	SMX	SMX11UPS_03-8	UPS 03.8
17	SMT	SMT17UPS_07-1_Le	UPS 07.1
1003	SMX	SMX1003UPS_08-1	UPS 08.1
1004	SRC	YAMUNA_03-8	UPS 03.8
33	EER32000	bootloader+Copy of Palomar_CTC_App.enc	UPS

Step 3 – Turn UPS Output Off

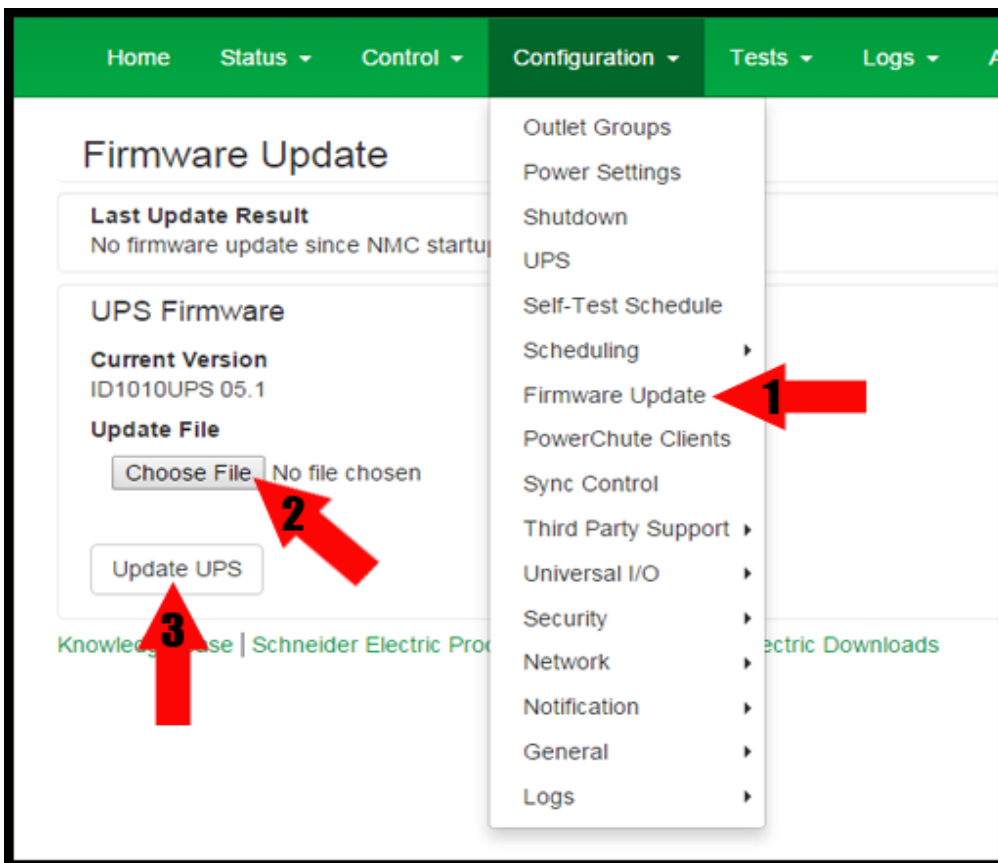
- From the NMC web interface choose “Control”, then “UPS”:

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.



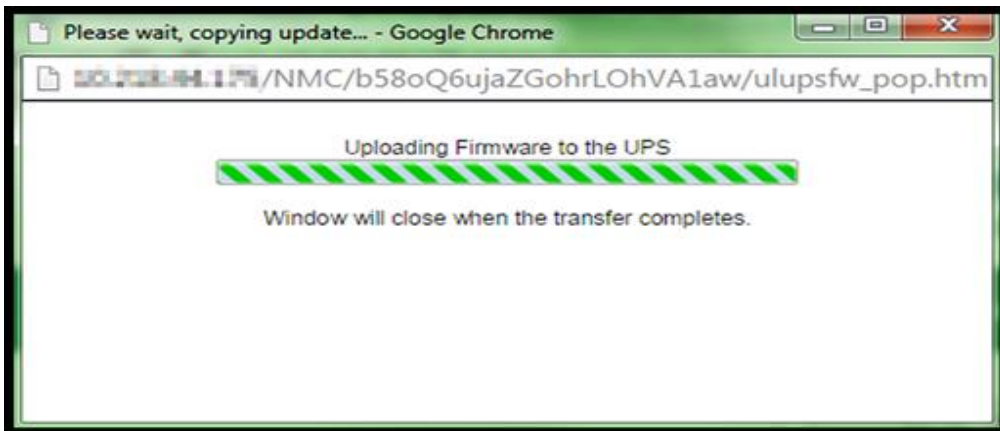
If you attempt to update the UPS with the output power still on, you will see this message:



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**):



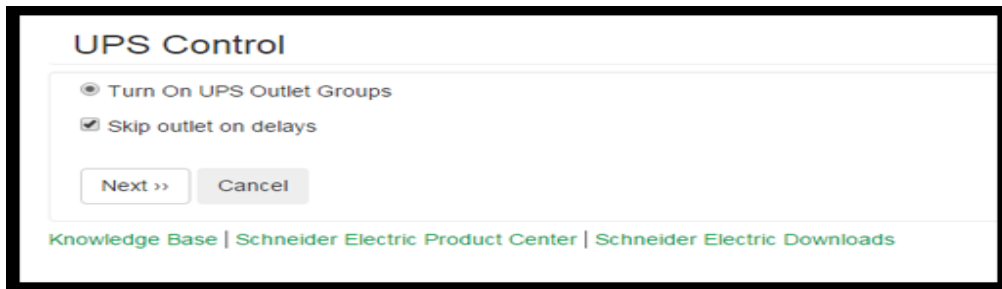
When this window closes, the update is complete.

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”



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>