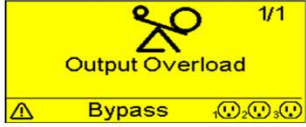


Troubleshooting

- UPS Event Logs are very useful for Troubleshooting
- The log also displays the last 10 faults that occurred and last 10 transfers just like SMT/SMX.
- Braindead – Turn off, unplug, disconnect batts – Just like SMT/SMX
- Cold start – You may need to press the power button twice. Once to power up the brains and once to initiate the cold start

Troubleshooting Screens

Fault Code	Fault Bit	Display Screen	Possible Cause	Suggested corrective action/ RMA
EN_OVERLOAD_WATTS_LINE	Output Overload		Connected load is more than 105% of rated capacity	Reduce the load below 100% of rated capacity. UPS should automatically clear the warning and come back to online mode
EN_OVERLOAD_VA_LINE				
EN_OVERLOAD_WATTS_BYPASS				
EN_OVERLOAD_VA_BYPASS				
EN_SHORT_CIRCUIT	Output ShortCircuit		Output phase and neutral connections are shorted	Inspect the output connections and ensure there is no short among phase and neutral. Clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_OUTPUT_OVERVOLTAGE	Output Overvoltage		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_OUTPUT_SEVERE_OVERVOLTAGE				
EN_HEATSINK_OVERTEMP	Heatsink Over temperature		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_NEUTRAL_RELAY_CLOSED	Backfeed Relay Fault		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_NEUTRAL_RELAY_OPEN				
EN_BACKFEED_RELAY_CLOSED_FAULT				
EN_BACKFEED_RELAY_OPEN_FAULT				
EN_PFC_INPUT_RELAY_WELDED	PFC Input Relay		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.

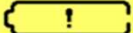
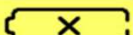
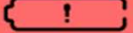
Troubleshooting Screens

Fault Code	Fault Bit	Display Screen	Possible Cause	Suggested corrective action RMA
EN_OUTPUT_RELAY_BYPASS_FAULT	Output Relay		UPS internal circuitry	Try to clear the error through user interface and turn the on. RMA if seeing same message again.
EN_OUTPUT_RELAY_TURNING_ON_FAULT				
EN_BYPASS_RELAY_OPEN_FAULT	BypassRelay		UPS internal circuitry	Try to clear the error through user interface and turn the on. RMA if seeing same message again.
EN_BYPASS_RELAY_CLOSED_FAULT				
EN_FAN	Fan		Fan is blocked or fan connection error	Try to clear the error through user interface and turn the on. RMA if seeing same message again.
EN_POS_PFC_SOFT_START_FROM_LINE_FAULT	PFC		UPS internal circuitry	Try to clear the error through user interface and turn the on. RMA if seeing same message again.
EN_NEG_PFC_SOFT_START_FROM_LINE_FAULT				
EN_POS_PFC_SOFT_START_FROM_BATT_FAULT				
EN_NEG_PFC_SOFT_START_FROM_BATT_FAULT				
EN_POS_DC_BUS_UNDERV_OUTPUT_ON_FAULT				
EN_NEG_DC_BUS_UNDERV_OUTPUT_ON_FAULT				
EN_POS_DC_BUS_UNDERV_OUTPUT_OFF_FAULT				
EN_NEG_DC_BUS_UNDERV_OUTPUT_OFF_FAULT				
EN_DELTA_DC_BUS_LINE_FAULT				
EN_DELTA_DC_BUS_BATT_FAULT				

Troubleshooting Screens

Fault Code	Fault Bit	Display Screen	Possible Cause	Suggested corrective action/RMA
EN_POS_DC_BUS_OVERV_HW_CKT	DCBusOvervoltage		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_NEG_DC_BUS_OVERV_HW_CKT				
EN_POS_DC_BUS_OVERV				
EN_NEG_DC_BUS_OVERV				
EN_INVERTER_VOLTAGE_LOW	Inverter		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again. Directly RMA the unit with EN_INVERTER_HARDWARE_CKT error message
EN_INVERTER_VOLTAGE_HIGH				
EN_OUTPUT_UNDERVOLTAGE				
EN_LOAD_INV_DELTA				
EN_INVERTER_HARDWARE_CKT				
EN_OUTPUT_DISTORTED				
EN_DEVICE_OVERCURRENT_ERROR	igbtError		UPS internal circuitry	RMA the unit
EN_POS_PFC_SOFT_START_FROM_LINE_FAULT	DcBusSoftStart		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_NEG_PFC_SOFT_START_FROM_LINE_FAULT				

Troubleshooting Screens

Fault Code	Fault Bit	Display Screen	Possible Cause	Suggested corrective action/ RMA
EN_BATTERY_DISCONNECTED	Disconnected	 1/1 Internal RBC Disconnected ⚠ Output Off 🚫🚫🚫	UPS internal battery is disconnected and there is no external battery pack connected to UPS	Connect internal/ external battery pack. Examine the battery connections to ensure its properly connected
EN_BATTERY_OVERVOLTAGE	Overvoltage	 1/1 Charger Over Voltage 🔌 Online Green 😊😊😊	Battery voltage has exceeded the high limit	Try to clear the fault, if warning persists RMA
EN_BATTERY_NEEDS_REPLACEMENT	NeedsReplacement	 1/1 Internal RBC Needs Replacement - 0000 🔌 Online Green 😊😊😊	Existing battery has completed its life	Replace the existing battery with new battery
EN_CHARGER_LOW_VOLTAGE_FAULT	Charger	 1/1 Battery Charger Event Press OK To Clear Alarm ⚠ Bypass 😊😊😊	UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_CHARGER_CONTROL_FAULT				
EN_CHARGER_SPLIT_FAULT				
EN_CHARGER_OVERVOLTAGE				
EN_CHARGER_OVERVOLTAGE				
EN_BATTERY_TEMP_SENSOR_DISCONNECTED	TemperatureSensor	 1/1 Battery Temperature Sensor Disconnected 🔌 Online 😊😊😊	UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.

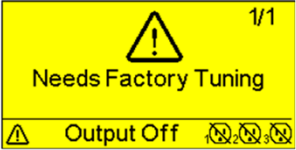
Troubleshooting Screens

Fault Code	Fault Bit	Display Screen	Possible Cause	Suggested corrective action/ RMA
EN_BATTERY_SOFT_START	BusSoftStart (batteryCapLow Fault)	 1/1 Battery Sys Error - 0040 Contact Customer Support ⚠ Output Off 🔌🔌🔌🔌	UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_BATTERY_OVERTEMP_WARNING	OvertemperatureWarning	 1/1 Battery OverTemp 🔄 Online Green 🌡️🌡️🌡️	Battery temperature has exceeded the high limit	Try to clear the warning, if it persists RMA
EN_INTERPROCESSOR_COM_FAILURE	Communication	 1/1 Battery Sys Error - 0200 Contact Customer Support ⚠ Output Off 🔌🔌🔌🔌	External battery pack connection to other battery pack or UPS is not correct or cables are broken	Examine the external battery packs to UPS connection and ensure they are properly connected.
EN_BATTERY_FRAME_DISCONNECTED	DisconnectedFrame	 1/1 Battery Pack Uninstalled Press OK To Acknowledge 🔄 Online Green 🌡️🌡️🌡️	External Battery pack is disconnected from the daisy chain	If warning persists despite acknowledging RMA
EN_FIRMWARE_MISMATCH	F/W mismatch	 1/1 Battery Sys Error - 0800 Contact Customer Support ⚠ Output Off 🔌🔌🔌🔌	There is a firmware mismatch between the XBP and the UPS	Try clearing the fault.If it persists RMA

Troubleshooting Screens

Fault Code	Fault Bit	Display Screen	Possible Cause	Suggested corrective action/ RMA
EN_EEPROM_WRITE_FAILURE	eepromFailure		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_EEPROM_READ_FAILURE				
EN_ADC_FAILURE	ADC_Fault		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_LOGIC_POWER_SUPPLY_FAULT	logicPower Supply Fault		UPS internal circuitry	Remove all input AC mains and battery connections and take UPS to brain dead. Connect back the battery and bring UPS to standby. RMA if seeing same message again
EN_INTERPROCESSOR_COMMUNICATION_FAILURE	InternalCommunication		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_UI_BUTTON_STUCK	UIButton		User display power button error	Examine the user display power button and ensure its not stuck Clears automatically ,else RMA

Troubleshooting Screens

Fault Code	Fault Bit	Display Screen	Possible Cause	Suggested corrective action/ RMA
EN_CONFIGURATION_ERROR	NeedsFactorySetup		UPS internal circuitry	Remove all input AC mains and battery connections and take UPS to brain dead. Connect back the battery and bring UPS to standby. RMA if seeing same message again
EN_EPOActive	EPOActive		EPO has been asserted	Ask user to check if EPO has been cleared. Try turning on the UPS. If message reappears, RMA
EN_FIRMWARE_MISMATCH	F/W Mismatch		Incompatible firmware	RMA
EN_SUBSYSTEM_ERROR	Oscillator		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.
EN_DC_BUS_READING_MISMATCH	Measurement System		UPS internal circuitry	Try to clear the error through user interface and turn the UPS on. RMA if seeing same message again.

Troubleshooting - SRT192BP/SRT192BP2 Unit Fault(s)

Issues	Possible Cause	Solution
XLBP LED flashes.	• The UPS display interface is requesting XLBP status • Alarm Test has been requested by the UPS	No action is necessary.
XLBP LED remains illuminated	• Potential hardware error exists • RBC hardware error exists	• Contact APC Customer Support. Refer to the Service section in the Operation Manual for contact information.
UPS display interface shows an RBC disconnected message.	• RBC is not connected • RBC hardware error exists	Connect the RBCs. Verify that the UPS recognizes the RBCs. Perform a UPS Self Test. If the message remains on the display interface screen replace the RBC.

Troubleshooting - SRT192BP/SRT192BP2

Unit Fault(s)

Issues	Possible Cause	Solution
XLBP is not recognized.	• Communication issue exists • Potential hardware error exists	• Be sure the battery connections to the XLBPs are secure. • Be sure the connection between the XLBPs and the UPS are secure. • Perform an Alarm Test to verify that the LED flashes. • If issue persists, contact APC Customer Support. Refer to the Service section in the Operation Manual for contact information.
UPS display interface shows XLBP disconnected message.	• Power cable is not securely connected to an XLBP or to the UPS • XLBP hardware error	• Be sure the battery connections to the XLBPs are secure. • Perform an Alarm Test to verify that the LED flashes. • If issue persists, contact APC Customer Support. Refer to the Service section in the Operation Manual for contact information.