

Smart-UPS Ultra 5, 8, and 10 kVA UPS Firmware Upgrade Using the NMC Web Interface



User Guide
September 2026

System Requirements

Supported web browsers:

- Microsoft® Edge® (latest version)
- Mozilla® Firefox® or Google® Chrome® (latest version)

UPS Network Management Card 3 (NMC3) with SUCAN application firmware v2.5.4.4 or later

Before You Begin

Verify that the UPS is operating normally and reporting no alarms.

Ensure that utility AC power is available.

Confirm that you can access the NMC web interface.

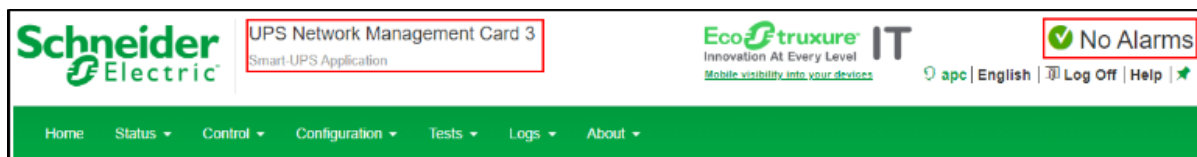
Identify the UPS ID and download the matching firmware file before starting.

Plan the upgrade for a suitable maintenance period.

Firmware Upgrade Process: Step-by-Step Walkthrough

Step 1

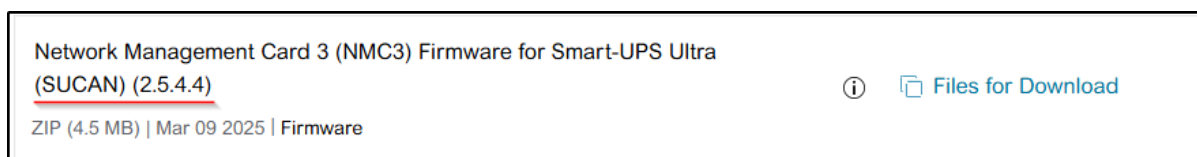
Log in to the Network Management Card (NMC) web interface and ensure there are no alarms.



Step 2

The NMC firmware must be v2.5.4.4 or later. Schneider Electric recommends using the latest available NMC firmware. If required, refer to [FA156047](#) for update instructions.

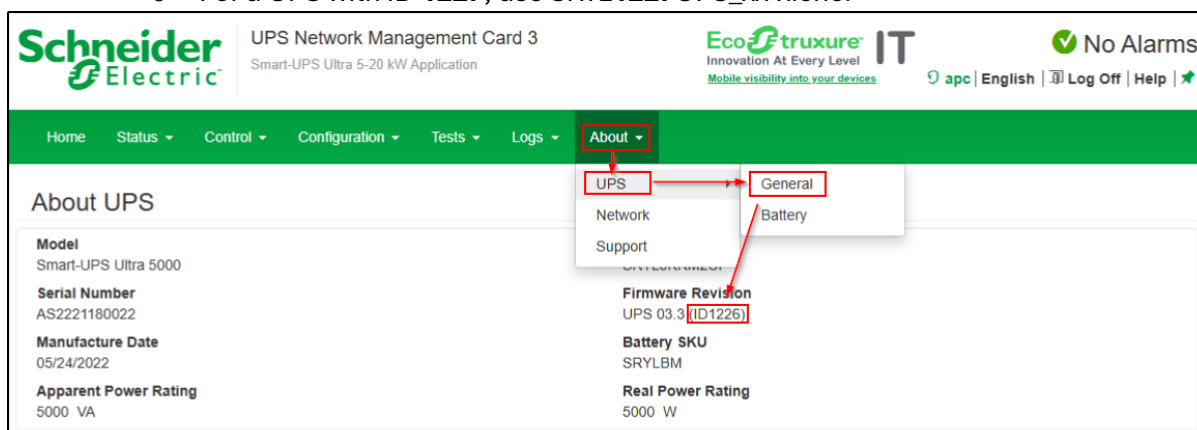
Note: Always download the latest NMC firmware for the **SUCAN** application from the Schneider Electric website.



Step 3

Identify the correct UPS firmware file:

- From the NMC web interface, select **About > UPS**.
- Identify the UPS ID.
- The UPS ID determines which firmware file must be used for the upgrade.
- For example:
 - For a UPS with ID **1226**, use SRTL**1226**UPS_xx-x.enc.
 - For a UPS with ID **1227**, use SRTL**1227**UPS_xx-x.enc.



Step 4

Select and download the firmware file for your UPS from the options below:

UPS Series	UPS ID	Firmware File	Release Notes	Firmware Upgrade with Output On Available	Signed	Firmware Upgrade via NMC
SRTL	1226	SRTL1226UPS_03-8.enc	View	No	Yes	Enabled
SRTL	1227	SRTL1227UPS_01-2.enc	View	No	Yes	Enabled

Note: Ensure the UPS ID matches your UPS before downloading. If an incorrect firmware file is selected, the UPS will reject the upgrade. No changes will be made to the UPS firmware.

Step 5

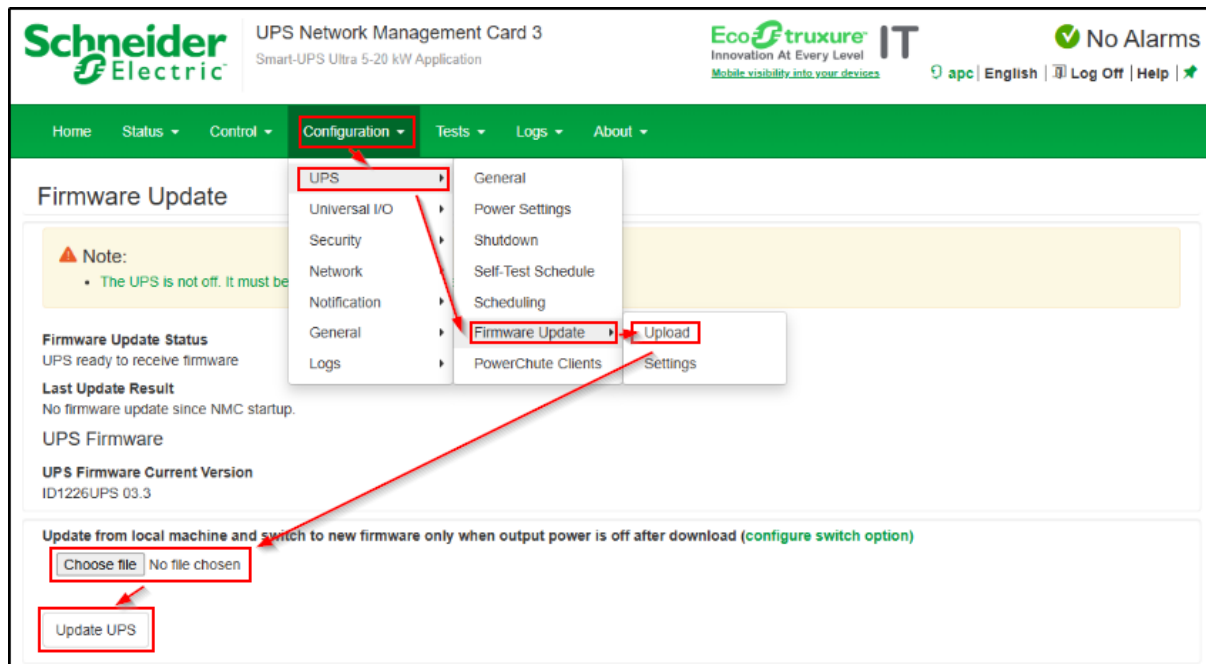
Important: The UPS output must be turned off before initiating the firmware upgrade. Ensure that network access is not dependent on the UPS for power when updating via the NMC.

- If network access is dependent on the UPS for power, refer to the instructions for updating the UPS firmware using a USB flash drive.
- If network access is not dependent on the UPS for power, ensure the attached load is correctly shut down before turning off the UPS output.

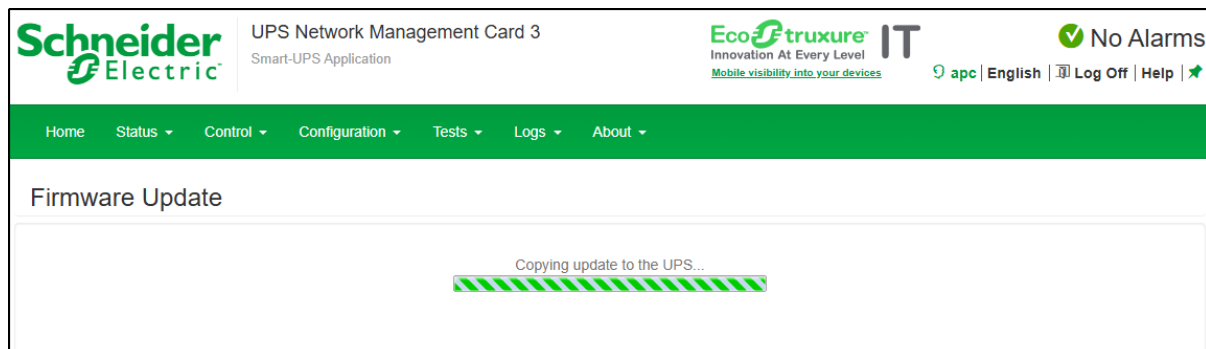
Step 6

Important: The UPS must remain connected to utility AC power throughout the firmware upgrade process.

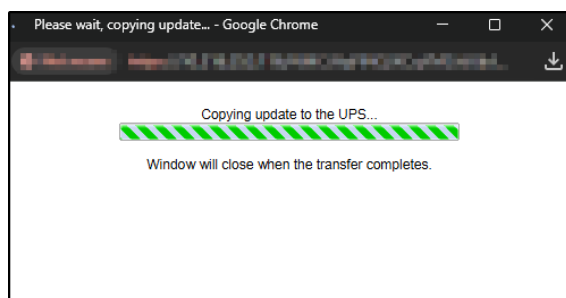
Navigate to **Configuration > Firmware Update**, then select **Choose File** to browse for the correct **.enc** firmware file downloaded in Step 4. After the correct firmware file has been selected, select the **Update UPS** button to begin the upgrade process.



The NMC web interface will automatically refresh to indicate that the upgrade is in progress.



A new window will open to indicate that the upgrade is in progress. Do not close this window manually; it will close automatically when the file transfer is complete.



Step 7

After the upgrade is complete, verify the installed firmware revision on the UPS display or by selecting **About > UPS** in the NMC web interface. Confirm that the displayed firmware revision matches the version of the firmware file installed.

The screenshot shows the Schneider Electric UPS Network Management Card 3 web interface. The header includes the Schneider Electric logo, the product name 'UPS Network Management Card 3', the application 'Smart-UPS Ultra 5-20 kW Application', the EcoStruxure IT logo, and a 'No Alarms' status. The navigation bar has links for Home, Status, Control, Configuration, Tests, Logs, and About. The 'About UPS' page displays the following information:

Model Smart-UPS Ultra 5000	SKU SRTL5KRM2UI
Serial Number AS2221180022	Firmware Revision UPS 03.8 (ID1226)
Manufacture Date 05/24/2022	Battery SKU SRYLBM
Apparent Power Rating 5000 VA	Real Power Rating 5000 W

If the firmware upgrade does not complete, contact Schneider Electric Technical Support. Provide the UPS model, serial number, UPS ID, and current firmware revision.