

Smart-UPS SRT, XP, and XU UPS Firmware Upgrade Using a USB Flash Drive



User Guide
September 2026

Before You Begin

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

Ensure that utility AC power is available.

Do not remove utility AC power, remove the USB flash drive, or restart the UPS while the firmware upgrade is in progress.

Prepare a USB flash drive formatted using the FAT32 file system.

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

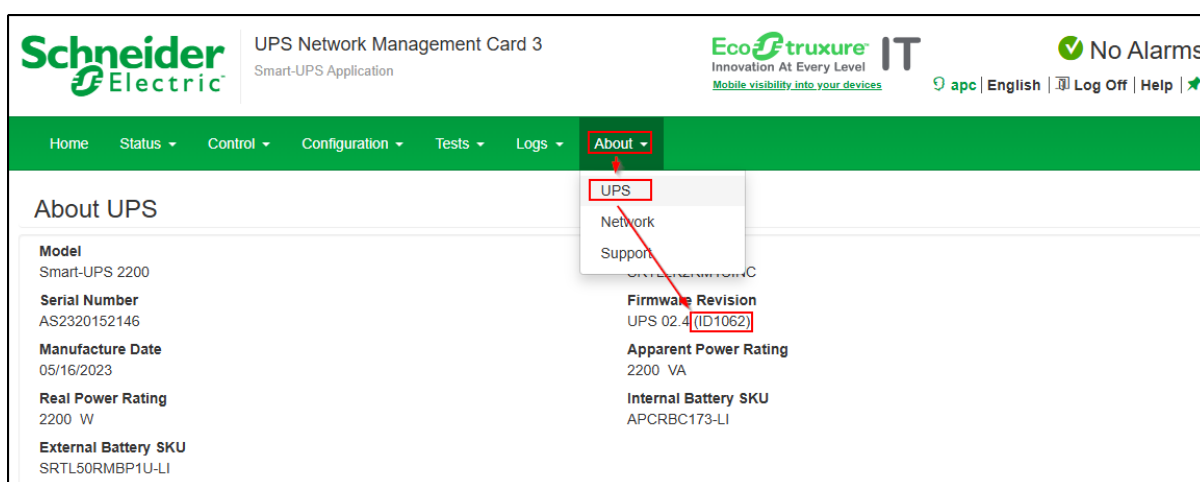
Plan the upgrade for a suitable maintenance period.

Firmware Upgrade Process: Step-by-Step Walkthrough

Step 1

Identify the correct UPS firmware file:

- From the Network Management Card (NMC) web interface, select **About > UPS**.
- Identify the UPS ID.
- Alternatively, follow [this video](#) to identify the UPS ID on the UPS LCD.
- The UPS ID determines which firmware file must be used for the upgrade.
- For example:
 - For a UPS with ID **1020**, use SRT**1020**UPS_xx-x.enc.



Step 2

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

UPS Series	UPS ID	Firmware File	Release Notes	Signed	Firmware Upgrade with Output On Available
SRT	1020	SRT1020UPS_15-8.enc	View	Yes	No
SRT	1021	SRT1021UPS_15-6.enc	View	Yes	No
XP	1016	XP1016UPS_15-1.enc	View	No	No
XU	1017	XU1017UPS_15-7.enc	View	Yes	No
XU	1033	XU1033UPS_15-7.enc	View	Yes	No

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 3

Important: The USB flash drive must be formatted using the FAT32 file system before starting the upgrade. Copy only the correct **.enc** firmware file to the root directory of the USB flash drive. Do not place the file inside a folder.

Step 4

The UPS output must be turned off before starting the firmware upgrade. Ensure the attached load is correctly shut down before turning off the UPS output.

Step 5

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

Connect the USB flash drive to the UPS USB port highlighted in green in the image below.



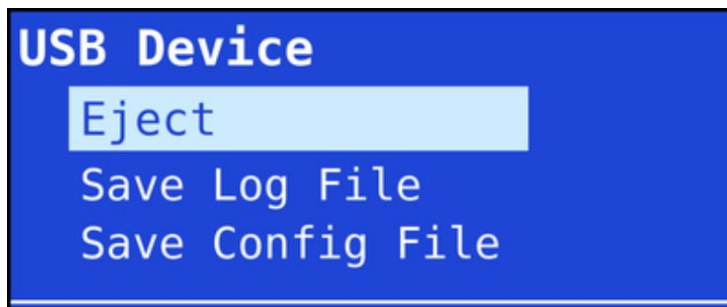
Step 6

Wait for the system to detect the USB flash drive. Confirm that the screen shown below appears. This screen will remain displayed for approximately one minute.

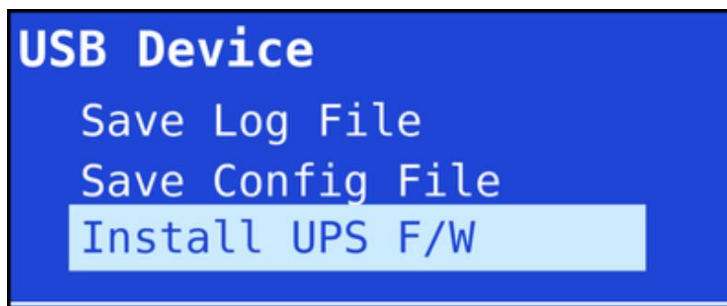


Step 7

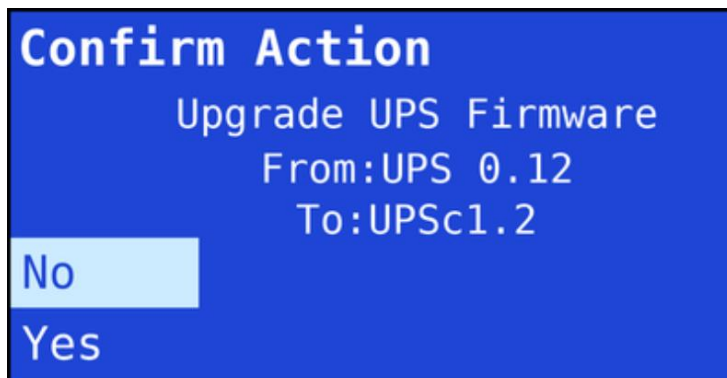
After one minute, the **USB Device** menu will appear. If the **USB Device** menu does not appear, go to the **Configuration** menu and select **USB Device**.



Select **Install UPS F/W** as displayed and press **OK**.



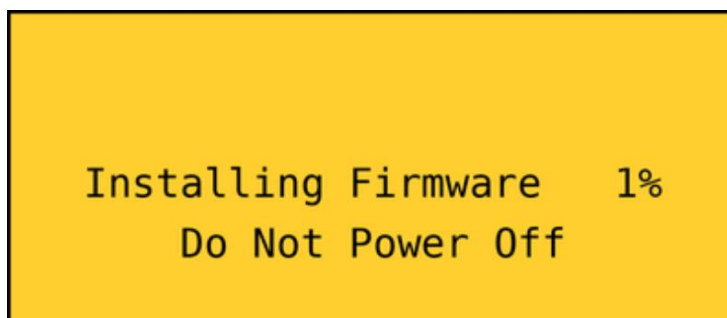
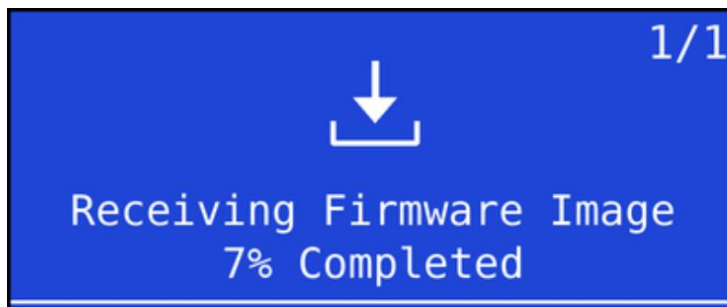
Select **Yes**, then press **OK**.



Important: Do not remove the USB flash drive while updating the UPS firmware.

Step 8

The UPS receives, validates, and then installs the firmware file. **Do not power off the UPS during this process.**



Step 9

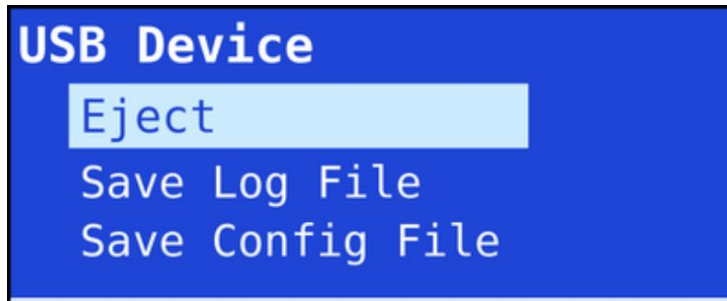
After the firmware upgrade is complete, the system will restart and display the screen shown below.



Step 10

The system will return to the **USB Device** menu.

Select **Eject**.



When **Safe to Remove** appears, remove the USB flash drive.



Step 11

After the UPS has restarted, 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.

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