

Smart-UPS SRT, XP, and XU 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 2 (NMC2) with SUMX application firmware v6.4.0 or later

UPS Network Management Card 3 (NMC3) with SU application firmware v1.0 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.

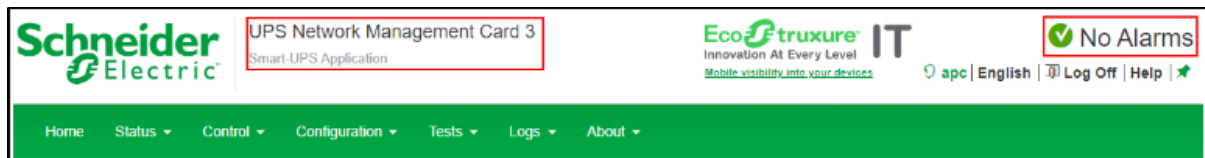
Identify the UPS ID and download the matching firmware file before starting.

Plan the upgrade for a suitable maintenance period.

Firmware Upgrade Process: Step-by-Step Walkthrough

Step 1

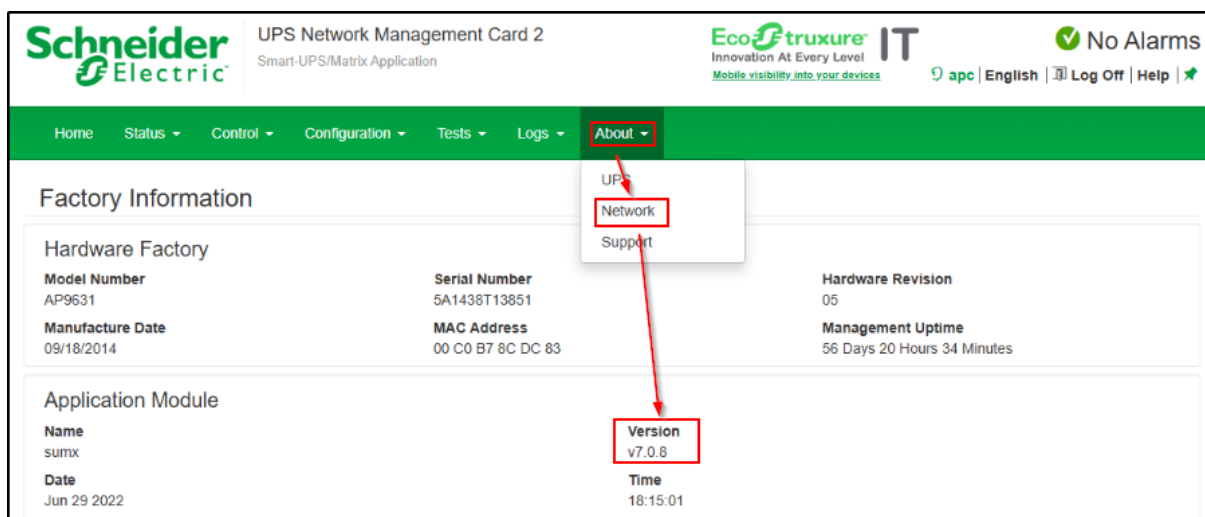
Log in to the Network Management Card (NMC) web interface and ensure there are no alarms.



Step 2

If using NMC3, go to the next step.

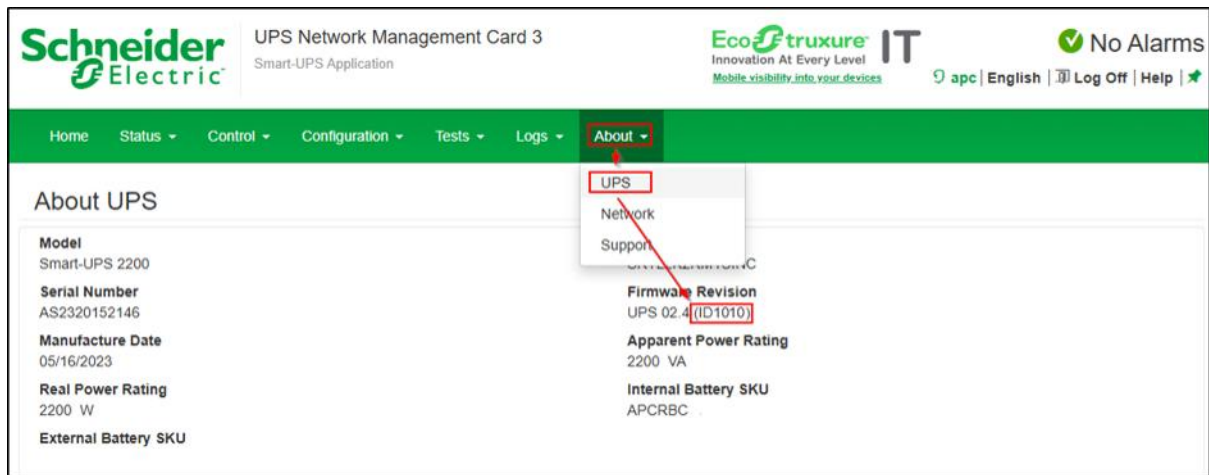
If using NMC2, verify the NMC firmware version. From the NMC web interface, select **About > Network**. The firmware must be v6.4.0 or later. Schneider Electric recommends using the latest available NMC firmware. Refer to [FA156047](#) for instructions on updating the NMC firmware.



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 **1010**, use SRT**1010**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
SRT	1001*	SRT1001UPS_02-9.enc	View	No	No	Enabled
SRT	1002	SRT1002UPS_15-1.enc	View	No	No	Disabled
SRT	1010	SRT1010UPS_15-5.enc	View	No	Yes	Enabled
SRT	1013	SRT1013UPS_15-1.enc	View	No	No	Disabled
SRT	1014	SRT1014UPS_15-1.enc	View	No	No	Disabled
SRT	1019	SRT1019UPS_15-5.enc	View	No	Yes	Enabled
SRT	1020	SRT1020UPS_15-8.enc	View	No	Yes	Enabled
SRT	1021	SRT1021UPS_15-6.enc	View	No	Yes	Enabled
SRT	1024	SRT1024UPS_15-6.enc	View	No	Yes	Enabled
SRT	1025	SRT1025UPS_15-5.enc	View	No	Yes	Enabled
SRTL	1024	SRTL1024UPS_15-6.enc	View	No	Yes	Enabled
XP	1016	XP1016UPS_15-1.enc	View	No	No	Enabled
XU	1017	XU1017UPS_15-7.enc	View	No	Yes	Disabled
XU	1025	XU1025UPS_15-5.enc	View	No	Yes	Enabled
XU	1033	XU1033UPS_15-7.enc	View	No	Yes	Disabled

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.

*For SRT UPS models with an ID of 1001, the UPS firmware must be upgraded twice. First, upgrade the UPS firmware using the SRT1001UPS_02-9.enc file. This will change the UPS ID to 1013. After the upgrade to firmware revision 02.9 is complete, upgrade the firmware again using the SRT1013UPS_15-1.enc file.

Step 5

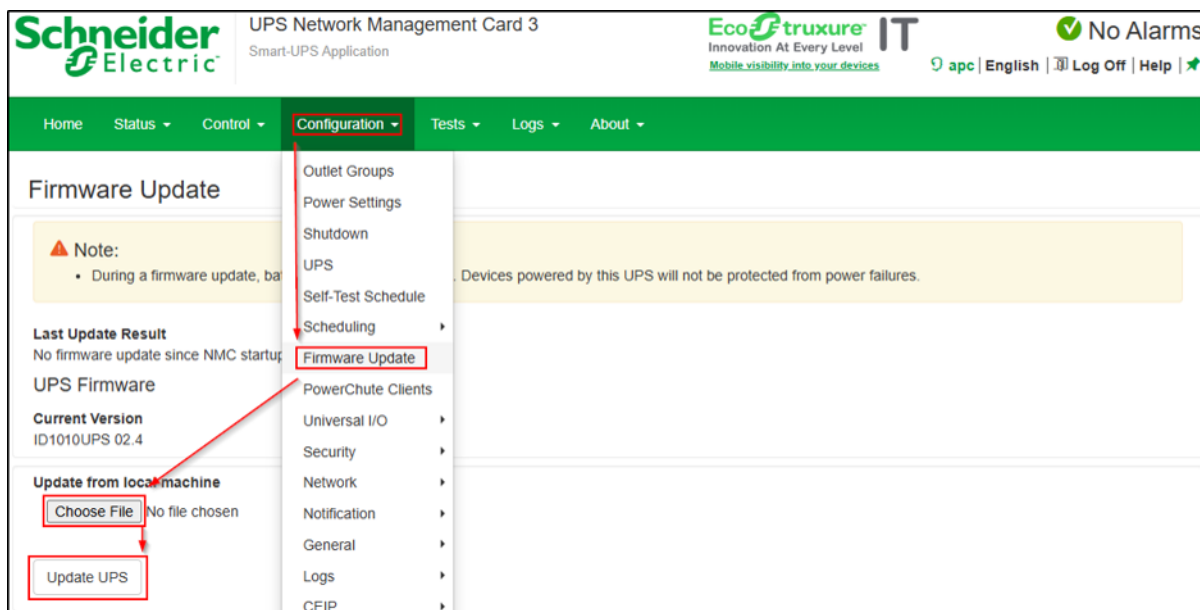
Important: For UPS devices that require the UPS output to be off before initiating the upgrade, ensure that network access is not dependent on the UPS for power when updating via the NMC.

- If network access is dependent on the UPS for power, refer to the instructions for updating the UPS firmware using the Firmware Upgrade Wizard.
- 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.

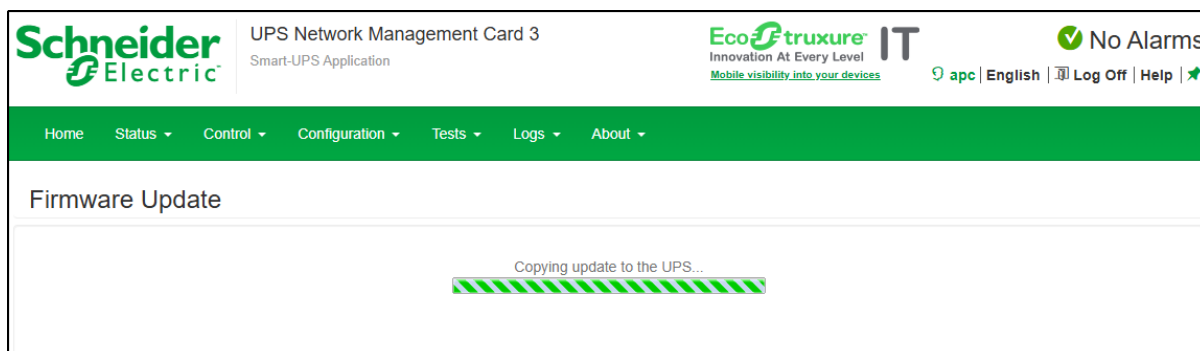
Step 6

Important: During a firmware upgrade, battery backup is unavailable. Equipment powered by this UPS will not be protected from power failures. The UPS must remain connected to utility AC power throughout the firmware upgrade process.

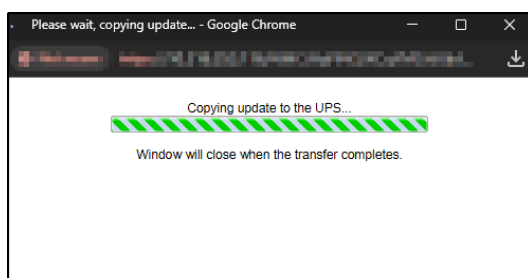
Navigate to **Configuration > Firmware Update**, then select **Choose File** to browse for the correct **.enc** firmware file downloaded in Step 4. After the correct firmware file has been selected, select the **Update UPS** button to begin the upgrade process.



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.

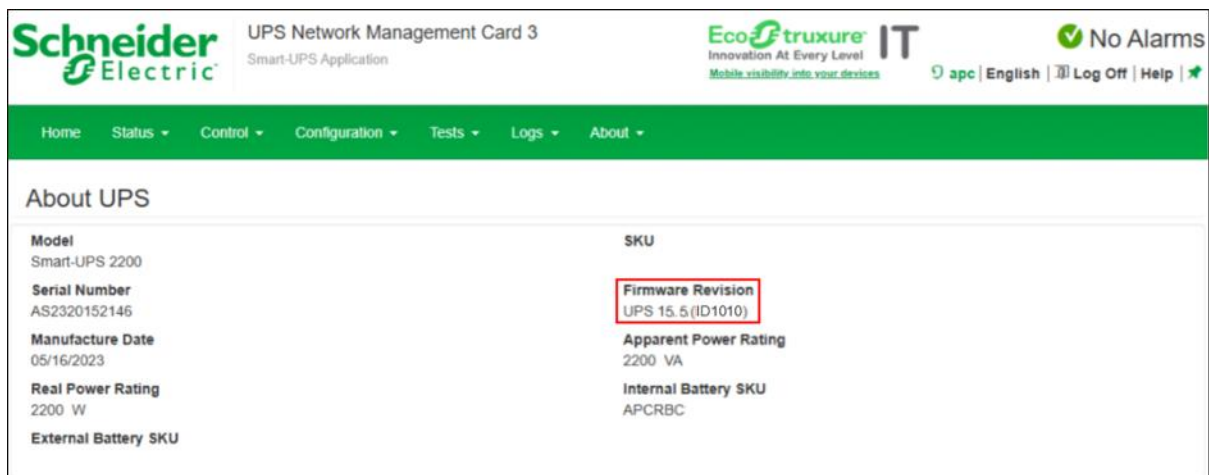


Step 7

If the firmware does not install automatically after the file is transferred, refer to [FAQ000258690](#) to complete the UPS firmware upgrade.

Step 8

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 page title is "About UPS". The interface includes a navigation bar with links: Home, Status, Control, Configuration, Tests, Logs, and About. The main content area displays the following information:

About UPS	
Model Smart-UPS 2200	SKU
Serial Number AS2320152146	Firmware Revision UPS 15.5 (ID1010)
Manufacture Date 05/16/2023	Apparent Power Rating 2200 VA
Real Power Rating 2200 W	Internal Battery SKU APCRBC
External Battery SKU	

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