

Firmware Installation Instructions for SmartConnect Series

Introduction

Firmware image file with .enc extension is used to upgrade UPS firmware. This document describes how to use “Firmware Upgrade Wizard (FUW)” and “Network Management Card (NMC)”, to upgrade the UPS firmware with the downloaded *.enc file.

Applicable SKUs:

SMT: SMT750C, SMT750RM2UC, SMT1000C, SMT1000RM2UC, SMT1500C, SMT1500RM2UC, SMT2200C, SMT2200RM2UC, STM3000C, SMT3000RM2UC, SMT750IC, SMT750RMI2UC, SMT1000IC, SMT1000RMI2UC, SMT1500IC, SMT1500RMI2UC, SMT2200IC, SMT2200RMI2UC, SMT3000IC, SMT3000RMI2UC

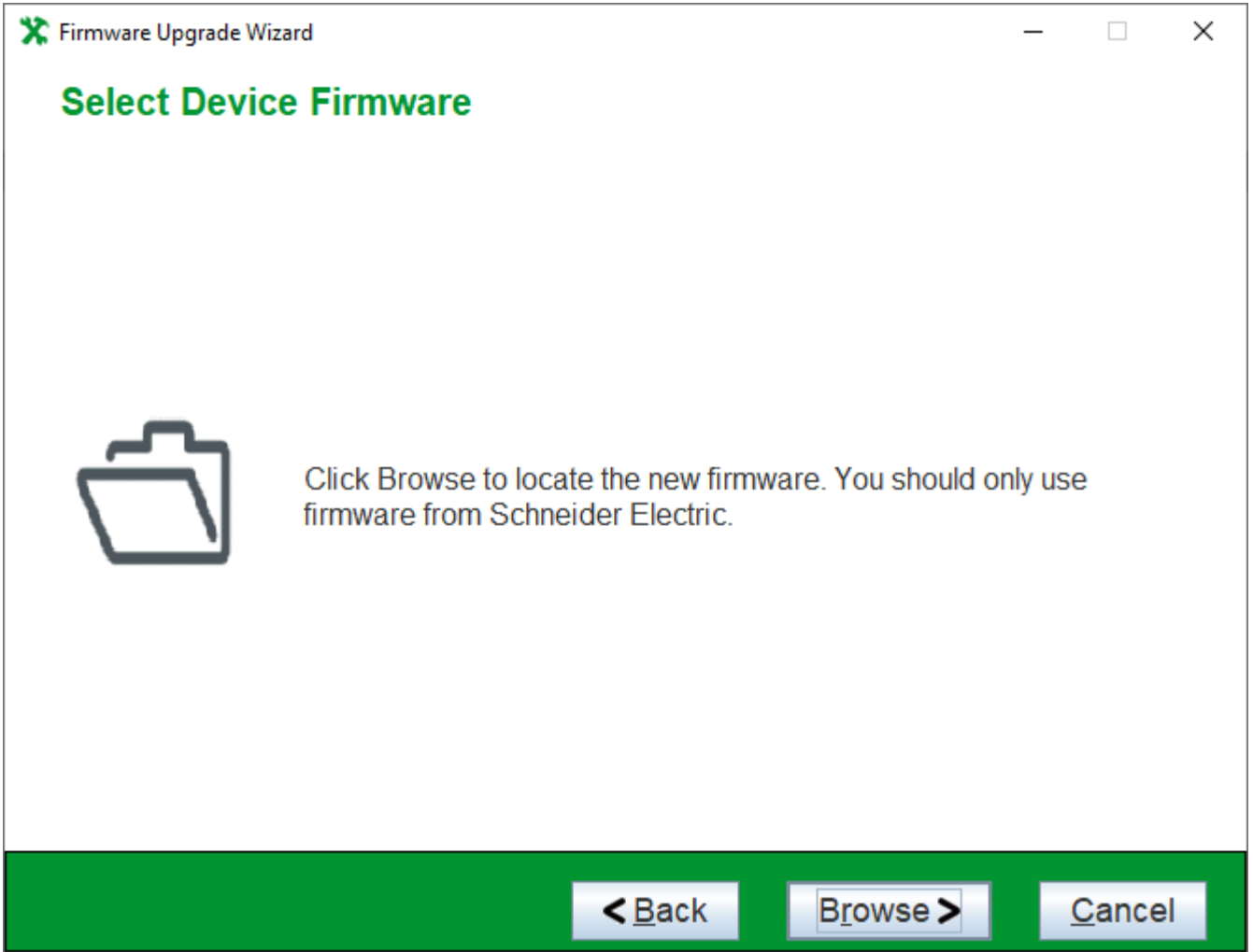
SMC: SMC1000C, SMC1000RM2UC, SMC1500C, SMC1500RM2UC, SMC1000IC, SMC1000I-2UC, SMC1500IC, SMC1500I-2UC

Or its derived Sku.

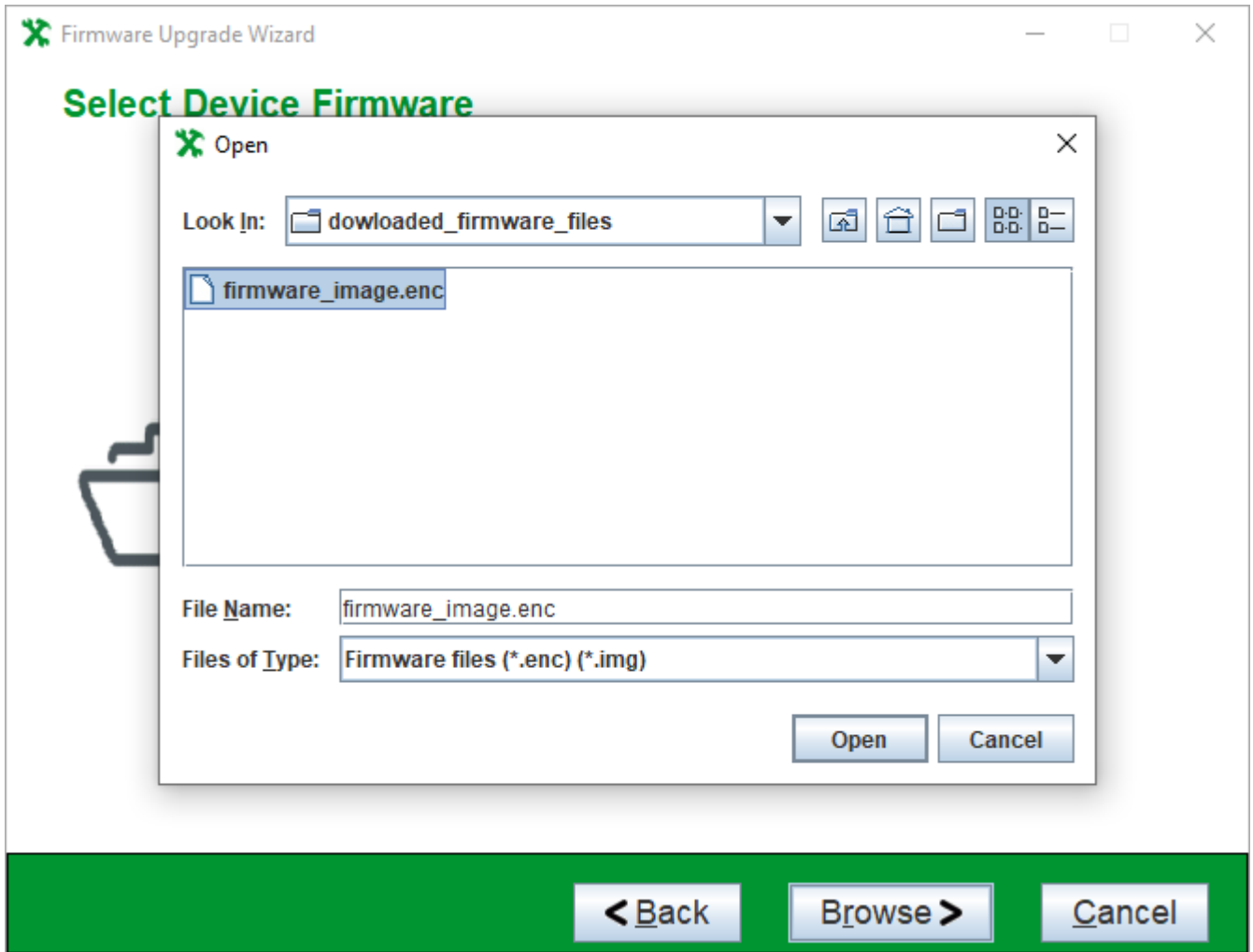
Upgrading UPS Firmware Through Firmware Upgrade Wizard

To upgrade UPS firmware through Firmware Upgrade Wizard, follow the steps:

1. Download the firmware image file (*.enc) and save it to a folder.
2. Download the Firmware Upgrade Wizard and user guide from “Attachments(s)” section of Knowledge Base article [FA279197](#) on the [APC website](#).
3. Follow the instructions described in “Firmware Update Process: Step by Step Walkthrough” section of Firmware Upgrade Wizard user guide to start the firmware upgrade process.
4. As described in the step six of user guide, when the Firmware Upgrade Wizard displays “Select Device Firmware” dialog, click “Browse” to navigate the location to where you saved the manually downloaded firmware image file.



The "Open" dialog only displays firmware image file that is compatible for the connected UPS. Select an appropriate firmware image file and click "Open".



5. Follow the rest of instructions as described in the user guide to complete the upgrade process.

Note: Below firmware upgrade methods are only applicable to SMT UPS with a Network Manage Card installed.

Upgrading UPS Firmware Through Network Management Card Web Interface

To upgrade UPS firmware through Network Management Card web interface, follow the steps:

1. Download the firmware image file (*.enc) and save it to a folder.
2. Follow the instructions described in knowledge base article [FA170679](#) - “How do I update my Smart-UPS firmware using the web interface of my Network Management Card?” on the APC website.
3. As described in the step 3 of [FA170679](#), identify the UPS “ID” number to select the proper firmware image file by navigating the location to where you saved the manually downloaded firmware image file.
4. Follow the rest of the instructions as described in the [FA170679](#) to complete the upgrade process.

Upgrading UPS Firmware Through Network Management Card Command Line Interface

To upgrade UPS firmware through Network Management Card command line interface, follow the steps:

1. Download the firmware image file (*.enc) and save it to a folder.
2. Follow the instructions described in knowledge base article [FAQ000242942](#) - “How do I update my Smart-UPS firmware using the command line interface of my Network Management Card?” on the APC website.
3. As described in the step 4 of [FAQ000242942](#), identify the UPS “ID” number to select the proper firmware image file by navigating the location to where you saved the manually downloaded firmware image file.
4. Follow the rest of the instructions as described in the [FAQ000242942](#) to complete the upgrade process.