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How do I upgrade the firmware on my APC Web/SNMP Management (AP9606) or Network Management (AP9617) Card using Xmodem?

Question

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Answer

Follow these instructions to upload the latest firmware modules to your AP9606 Web/SNMP Management Card or AP9617 Network Management Card using Xmodem.

- 1) Download the two appropriate firmware files that will be applied to the card you are upgrading. (ie. For an AP9617 used in a Smart UPS you will download Network Management Card firmware for a Smart UPS/Matrix UPS)
- 2) Connect the 940-0024c or 940-1524C cable from the serial port on your laptop/desktop computer to the serial port on your UPS. (Note. Do not connect any other cables besides the 940-0024C or 940-1524C. Doing so could cause your UPS to turn off or reboot.
**For Symmetra UPS units, the serial port is on the SYCC (Symmetra Communications Card) located at the rear of the unit.
- 3) Run Hyperterminal on the computer
**Please note that if you have the scroll lock on, Hyper-Terminal may not communicate properly with an APC UPS or accessory.
- 4) Select the COM port the cable is attached to and use port settings 2400, 8, N, 1, None and connect to the laptop
- 5) Log in using username of "apc" and password of "apc-19200" to change the baud rate to 19200
- 6) Click File > New Connection, and re-establish a link by following step 4, but changing the baud to 19200
- 7) Log in using your username and password (default is "apc" for both fields)
- 8) Select option 3 for System, then 4 for File Transfer, then 2 for XMODEM
- 9) Type YES in all capital letters, and hit enter
- 10) Select 3 for 19200
- 11) On Hyperterminal, click on Transfer, then Send File
- 12) Browse to find the files you downloaded and select the AOS file
- 13) Change the transfer type to XMODEM and hit OK
- 14) After the file is transferred, the card will reboot
- 15) Once the LED comes back on, hit enter and log in again
- 16) Follow steps 8 through 14 using the application layer file
- 17) The card will reboot again, this time, log in using "apc" for the username and "apc-2400" for the password, to reset the speed back to the default setting.
- 18) You should now be able to open a new connection using the default settings and apply an IP address, subnet mask and default gateway that should not change.