

# Network Management Card 3 (NMC 3)

## Firmware v2.5.5.1 for Smart-UPS Ultra 5-20 kW Release Notes

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### Affected Revision Levels

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Component	File	Details
Smart-UPS Ultra 5-20 kW Application	apc_hw21_sucan_2-5-5-1.nmc3	UPS Application for Smart-UPS Ultra 5-20 kW

For details on upgrading the UPS Network Management Card 3 (NMC 3) firmware, see the [User Guide](#) on the APC website. **NOTE:** If you upgrade to firmware version 2.0 or later, you cannot downgrade to a firmware version lower than 2.0.



If you downgrade from firmware version 2.4+ or later to a firmware version lower than 2.4, this will cause the card to be formatted, erasing all security certificates, encryption keys, configuration settings, and the event and data logs.

### Schneider Electric Device IP Configuration Wizard

The Device IP Configuration Wizard is a Windows application designed specifically to remotely configure the basic TCP/IP settings of Network Management Cards. The Wizard runs on Windows® Server 2012, Windows Server 2016, Windows Server 2019, Windows 8.1, and Windows 10. This utility is for IPv4 only.

#### NOTES:

- In firmware version v1.4.x and higher, it is not supported to assign IP addresses to Network Management Cards using the Wizard.
- You cannot search for assigned devices already on the network using an IP range unless you enable SNMPv1 and set the **Community Name** to “public”. For more information on SNMPv1, see the [User Guide](#).
- When the NMC IP address settings are configured, to access the NMC Web UI in a browser, you must update the URL from http to https.

The Wizard is available as a free download:

1. Go to the [Schneider Electric website](#).
2. Select your preferred **Device IP Configuration Wizard** version you wish to download.
3. Click the Download button to download the **Device IP Configuration Wizard**.

## New Features

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New Feature	UPS Family	
	SRTL Devices	SRYL Devices
Added support for UPS firmware update with output on when supported by the UPS.		◆
The display now allows the user to complete a UPS firmware update.		◆
The display now shows a UPS firmware update in progress, whether the update was started from a USB flash drive or from another interface, e.g. Web UI.		◆
The display now allows the user to modify the UPS firmware update setting.		◆

## Fixed Issues

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Fixed Issue	UPS Family	
	SRTL Devices	SRYL Devices
Memory corruption during power failures or restarts while writing data is now resolved.	◆	◆

## Known Issues

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Known Issue	UPS Family	
	SRTL Devices	SRYL Devices
After updating the NMC's firmware via a USB flash drive, the USB is not recognized in the display or NMC Web UI.	◆	◆
Some pages in the Web UI help are not updated.	◆	◆
It can take up to 30 minutes to complete a UPS firmware upgrade when using HTTPS. To workaround this, use SCP as an alternative.	◆	◆
When a UPS firmware upgrade is in progress, the <code>upsAdvcontrolFirmwareUpdate</code> SNMP OID incorrectly reports the value as "noFirmwareUpdate" instead of "UpdateInProgress".	◆	◆
Filtering by time does not work for the Power Event Log.	◆	◆
Entering unsupported commands in the Command Line Interface (CLI) does not return a E102 Parameter error.	◆	◆

Known Issue	UPS Family	
	SRTL Devices	SRYL Devices
The alarm description is shown incorrectly in DCE for outlet group-related alarms.	♦	
You cannot unzip the debug file completely from a USB drive. This issue is seen intermittently.	♦	
During the Setup Wizard, when selecting output voltage, the UPS may incorrectly indicate the input voltage present causing a warning on the display that can be dismissed.		♦
You are unable to configure some OIDs <code>upsAdvConfigAlarmRedundancy</code> , <code>upsAdvConfigHighBypassLLTransferVolt</code> , and <code>upsAdvConfigLowBypassLLTransferVolt</code> from SNMP interface.		♦
Only alphanumeric passwords are supported for new users created in the NMC for access to the display.		♦
When an internal or external Battery Module is connected or disconnected from its slot, the Event Log entry does not report its serial number.		♦
You cannot make configuration changes via the display when RADIUS is enabled and the <b>User Mode</b> is set to "Authentication Needed".		♦
The option to cancel or mute a UPS audible alarm is not present in the Web UI.		♦
The <code>ups -s start CLI</code> command is unsuccessful even when the self-test is started correctly.		♦
There is no option to set the language of the display in the NMC Web UI.		♦
There is no option in the Web UI or the display to cancel a UPS audible alarm test. It is not recommended to initiate a continuous alarm as the only way to stop the UPS beeping is to turn off the UPS.		♦
You cannot modify the output voltage setting from the SNMP interface if the output is in <b>Manual Bypass</b> .		♦
The "Minimum Redundancy lost" event is not displayed in PowerChute Network Shutdown although it is supported by the NMC. If this event occurs, the server will not shutdown.		♦

## Miscellaneous

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### Recovering from a Lost Password

See the [User Guide](#) on the Schneider Electric website for instructions on how to recover from a lost password.

### Event Support List

To obtain the event names and event codes for all events supported by a currently connected APC device, first retrieve the `config.ini` file from the attached NMC. To use SCP to retrieve `config.ini` from a configured NMC:

1. Open a connection to the NMC, using its IP Address:  
scp <admin\_username>@<ip\_address>:config.ini <filename\_to\_be\_stored>
2. Log on using the Administrator user name and password
3. Retrieve the config.ini file containing the settings of the NMC of the UPS:  
ftp > get config.ini

The file is written to

the folder from which you launched SCP.

In the config.ini file, find the section heading [EventActionConfig]. In the list of events under that section heading, substitute 0x for the initial E in the code for any event to obtain the hexadecimal event code shown in the user interface and in the documentation. For example, the hexadecimal code for the code E0033 in the config.ini file (for the event "System: Configuration change") is 0x0033.

## PowerNet MIB Reference Guide

**NOTE:** The [MIB Reference Guide](#) on the APC website explains the structure of the MIB, types of OIDs, and the procedure for defining SNMP trap receivers. For information on specific OIDs, use a MIB browser to view their definitions and available values directly from the MIB itself. You can view the definitions of traps at the end of the MIB itself (the file powernet441.mib on the [Schneider Electric website](#)).

## Hash Signatures

Signatures	apc_hw21_sucan_2-5-5-1.exe
CRC32	2FDF31B1
CRC64	58E74F7594D8BD95
SHA-256	398562806542D9095B3E0ACF84BCE1E954F4A764BB1F97096C4171CB8E163260
SHA-1	4EF6232AFF558145F53F7892310B7D72F3DD0B13
BLAKE2sp	ABF7B32AC980D9B1E1E7D71613F332725977C8343EA0DEBD31E0E7521E485ED0

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