

# APC UPS Battery Backup Firmware Update Process

## NMC2 APC9630 Network Card Firmware Update

- Download the .exe 7.1.6 file from APC and use `unzip name.exe` on the file to get its files.  
<https://www.se.com/us/en/product/AP9630/apc-ups-network-management-card-2/>
- If using a Windows computer or VM, just run the EXE and it will automatically do all steps of the firmware process after you put in the IP, username, and password
- Otherwise, use FTP to update <https://www.apc.com/us/en/faqs/FA156047/#FTP> (don't use <https://www.apc.com/us/en/faqs/FAQ000242942/>)
- `ftp ftp: //apc: apc@x. x. x. x` to connect with user APC and password APC
- Then `bin` to enter binary mode and then `put apc_hw05_bootmon_109.bin`. Once it uploads, disconnect with `exit` and/or CTRL+C and reconnect after a couple minutes
- Repeat this process twice more, firstly for `put apc_hw05_aos_716.bin` first, then `put apc_hw05_sumx_716.bin`
- Modify the preconfigured config file. Update the naming everywhere else by find-and-replacing the Network Number (NN) and other similar descriptions. The MAC address can be safely ignored. Then go to Configuration/General/User Config File, pick the `nn2299-roof-apc-nmc2-config.ini` and apply it. Then reboot the NMC using Control/Network/Reboot to permanently apply the settings.

## UPS Firmware Update

- These are updated way more rarely.
- Thankfully, this can be done easily through the NMC2's web UI under Configuration → Firmware upgrade. Pick the file and wait 5-10 minutes for the upgrade to complete
- Download the UPS firmware ZIP and find the relevant file inside. For example, a UPS with ID18 and model SMT750RM2U is going to need `SMT18UPS_15-0.enc` as per the reference

table in the FAQ <https://www.apc.com/us/en/faqs/FA170679/>. First turn off the outlet group, which cannot be on while it's updating.

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