

# Firmware Upgrade Notice – v3.38 available now

November 20, 2012

Product: ConnectUPS Web/SNMP Card (10/100Mb Only)

Part Numbers: 103002974-5501 (10/100Mb – X-Slot form factor)  
103002973-5501 (10/100Mb – BD-Slot form factor)  
103003535-5501 (10/100Mb – External form factor)

Eligible Versions: 2.00 (first released version) for the 10/100Mb cards. Kit part number 103003535-5501 was first released with v3.00 firmware.

**All users of the cards with v2.00 (Original Release), 2.01, 2.02, 2.03, 3.00, 3.01, 3.02, 3.03, 3.10, 3.11, 3.14, 3.16, 3.18, 3.20, 3.22, 3.24, 3.26, 3.28, 3.30, 3.32, 3.34 and 3.36 are encouraged to upgrade their firmware to v3.38.**

Required:

- Upgrade100.exe (The Windows-based upgrade utility)
- Pw338.bin (The new firmware image) or an appropriate supplemental language file.
- ConnectUPS Web/SNMP Card User Guide
- Network-connected Windows PC

Purpose:

Periodically, Eaton releases firmware upgrades for some of its products. With each new release, new features become available and often, old issues are corrected. Please reference the document **History\_100.pdf** if you are interested in knowing what enhancements and changes have been made between each released version of firmware.

The upgrade procedure below, although focused on upgrading the firmware of the ConnectUPS is also the procedure used to add a supplemental foreign language file to the ConnectUPS. Language supplements matched to v3.38 firmware are available for French, German, Italian, Portuguese-Brazil, Russian and Japanese. You may download these from [powerware.com](http://powerware.com) and follow the procedure below to load one supplemental language of your choosing.

Upgrade Procedure:

1. Review and record your specific configuration settings for each 10/100Mb ConnectUPS Web/SNMP Card to be upgraded. Note: The IP Address, Gateway and Network Mask information will be retained during the upgrade process.

2. Shutdown any existing copies of Netwatch client software that are dependent on the card(s) to be upgraded. Likewise, any SNMP Network Management Software that monitors the card(s) to be upgraded should also be configured to temporarily disregard the status of the card(s).
3. Follow the steps listed in the ConnectUPS Web/SNMP Card User Guide – section titled **Upgrading the ConnectUPS Adapter Firmware** to upgrade each card with v3.38 firmware (or to upgrade a card with a selected language file). No more than four cards can be upgraded across the network at the same time.

Note: If you receive a Timeout message from upgrade100.exe during the firmware upgrade process, see the note at the bottom of this document for more information.

4. Once each card has been upgraded using upgrade100.exe, allow 2 minutes for the card to reboot before proceeding.
5. Using a Telnet (or individual serial) connection, enter the Superuser password to gain access to the configuration menus.
6. Select Menu item 2 – Reset Configuration to Default by typing **2**, followed by pressing the **Enter** key. Confirm the selection by typing **Y**, followed by pressing the **Enter** key. Note: You MUST perform this step due to the restructuring of parameters and HTML pages! Failure to do so may result in rendering the card inoperable.
7. Wait 15 seconds to ensure that the card has had enough time to perform the complete operation.
8. Select Menu item 3 – Restart Web/SNMP Card by typing **3**, followed by pressing the **Enter** key. Confirm the selection by typing **Y**, followed by pressing the **Enter** key. Note: You MUST perform this step.
9. If you are using a Telnet connection, you will lose your connection upon instructing the card to restart. Wait 1 minute to ensure that the card has completely restarted and then establish your Telnet connection once again. Note: Users performing this step using a serial connection should wait until they receive the “Ready” text message from the card indicating that it has rebooted.
10. Using the Telnet (or individual serial) connection, enter the Superuser password **admin** to gain access to the configuration menus.

11. Select Menu item 1 – Web/SNMP Card Settings by typing **1**, followed by pressing the **Enter** key. As necessary, select the individual submenus and reprogram any specific configuration items that were returned to default during the step 6 above. If your card previously contained a Superuser password other than the default of **admin**, make sure to reprogram it at this time.

Upon completion of these steps, verify that the card(s) you have upgraded are visible and accessible on the network using your browser and/or SNMP Network Management Software. Any copies of Netwatch client software can be restarted at this time.

This completes the upgrade process.

**Note:** If you require assistance during the upgrade process, please contact Powerware Global Services at the appropriate phone number below:

3-Phase UPS Products: 800-843-9433 – Select the appropriate option

Single-Phase UPS Products: 800-356-5737 – Select the appropriate option

#### **Timeout message information:**

During the firmware upgrade process, a network timeout condition might occur which will interrupt the completion of the upgrade process.

If the ConnectUPS Web/SNMP Card experiences a timeout failure during the upgrade, it automatically enters a recovery mode which allows the card to resume normal operation. The recovery mode takes up to 2 minutes for the card to resume normal operation with the previous firmware version. During the recovery process the card must not be rebooted. The card should be left untouched for at least 2 minutes to ensure that it will resume normal operation before attempting to upgrade the firmware again.

Rebooting the card before it fully recovers will render the card inoperable. A card exhibiting a continuous back and forth flashing of the Power and Status LEDs (on its faceplate) has been rendered inoperable. Please contact Eaton's Powerware product Global Services to purchase a replacement.