by Schneider Electric

Addendum SRT192BP/SRT192BP2 Firmware Update

Troubleshooting

Problem and Possible cause	Solution
UPS reports; Battery Sys Error 0800 or Needs Firmware Update	
The uninterruptible power supply (UPS) and external battery pack (XLBP) firmware are not compatible. NOTE: The UPS will continue to operate normally. The batteries will continue to charge and discharge. Some battery related data may be incorrect or missing. For example, the reported run time may be incorrect. However the UPS will provide additional run time for every connected XLBP.	The UPS system firmware must be updated to correct this problem. To update the UPS system firmware go to **www.apc.com/support**. Select **Search the Knowledge Base** and search for **FA164737**. Follow the instructions to upgrade the firmware.

Customer support and warranty information are available on the APC by Schneider Electric web site, **www.apc.com**.

© 2014 APC by Schneider Electric. APC, the APC logo, and Smart-UPS are owned by Schneider Electric Industries S.A.S., or their affiliated companies. All other trademarks are property of their respective owners.

990-9673
8/2014