Gigabit Network Card for UPS
Firmware Upgrade Notice – 1.5.1 available now

December 19, 2018

Products: Gigabit Network Card for UPS

Catalog Number: Network-M2 (P/N 744-A3983)

Eligible Versions: Version 1.3.3 (first released version), 1.4.2, 1.4.3, 1.4.9

Required:
- Eaton_NetworkM2_151.img (The new firmware image for the card)
- PC with Firefox, Chrome, Edge or Internet Explorer browser and network or USB connection to the card

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 and cybersecurity vulnerabilities are addressed.

Please reference the document **Release_Notes_NetworkM2_151.txt** to learn what enhancements and changes have been made between each released version of firmware.

Upgrade recommendation:
Due to cybersecurity fixes and improved functionality it is recommended that all users upgrade to 1.5.1
Upgrade from 1.3.3 is highly recommended

Note:

The card will retain the previous firmware version as a backup and replace the earlier backup with the new release.

Ensure that the UPS is powered by the mains and has its batteries full.
Do not power down the card, close the web browser or otherwise interrupt the operation.

Depending on your network configuration, the card may restart with a different IP address.

Refresh the browser after the reboot time to get access to the login page.

'Communication Lost' and 'Communication recovered' may appear in the Alarm section.

Upgrade Procedure:

1. Download the appropriate firmware file from the Eaton website onto the network-connected PC.

2. Use your browser to connect to the login web page of the network card to be upgraded and login with the username *admin*.

   You will also need to provide the corresponding password.

3. From the card's web page, click the **Card** tab from the left side tab menu. Choose **Administration** tab.

4. Locate Firmware tile and click **+Upload**

5. Next, continue by clicking **Browse** and navigating to the saved copy of the firmware file on the network-connected PC.

6. Upload the file to the card (a dialog box will confirm your intent in doing so).

7. Wait a few minutes for the upload and card update to complete. Note that network traffic may slow the upload process, so please be patient. The web page will show a progress bar and will notify you when the process is complete.

8. Automatic reboot will happen at the appropriate time and the web page will be eventually redirected back to the card's home page. Note that the IP address of the card may change if it is configured to use DHCP.

   Additional Notes:

   If the reboot activity does not appear to complete as expected at the completion of the firmware upgrade process (Card LEDs do not flash), partially extract the card from the slot for 5 seconds and then slide it back in to power it up again.

   Clear the browser cache by pressing CTRL-F5.

9. For a final confirmation, review the **Firmware** information on the low right corner of the user interface and verify that it is 1.5.1.

This completes the upgrade process.

Note: If you require assistance during the upgrade process, please contact Eaton Service organization

In the USA, call 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

In rest of the world, please contact your local Eaton service representative.