

# Instruction Sheet

## PowerAlert® Mass Updater Utility

### Introduction

The PowerAlert Mass Updater Utility enables users to quickly and easily update the network interface (i.e. “webcard”) firmware of one or more Tripp Lite networked devices, including LX Platform devices, WEBCARDLX, SNMPWEBCARD, Tripp Lite monitored PDUs, switched PDUs and SRCOOLNET.

### System Requirements

Windows® (7/8/10 or Server 2008/12/16) computer connected to the network.

- FOR SNMPWEBCARDS running version 12.04.0055 or later: Port 161 (SNMP) and Port 21 (FTP) not blocked by firewall.

**Note:** FTP needs to be enabled on the SNMPWEBCARD or SNMPWEBCARD55 for file transfer to occur.

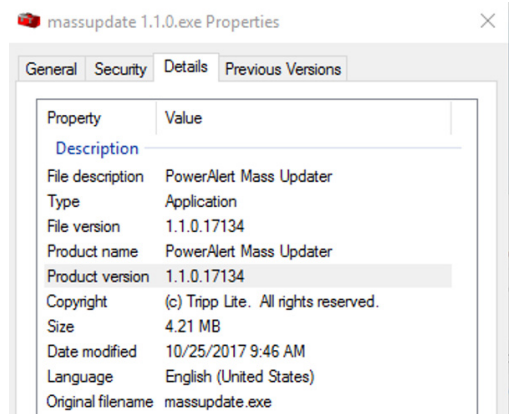
- FOR LX Platform Devices: HTTP and/or HTTPS ports not blocked by firewall. The default port values are 80 and 443, respectively.

Make sure to use Mass Updater 1.1.0 when updating LX Platform Devices. To confirm version, right-click on the executable file icon and select Properties. The version is listed in the Details tab.

**Notes:**

HTTP and/or HTTPS must be enabled on the LX Platform device and PC ports (default or otherwise). Doing so enables outbound communications through the firewall, allowing the update to be executed.

Make sure TCP Port 3664 is open in your firewall.



### Product Requirements

SNMPWEBCARDS running versions 12.04.0055 through 12.06.0069

LX Platform Devices running version 15.00 or later

**IMPORTANT:** SNMPWEBCARDS running versions earlier than 12.04.0055 must use alternate upgrade method detailed in the SNMPWEBCARD Firmware Release Notes.



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## Notes

### All Devices

Updates should be performed one firmware version at a time. For example, if multiple SNMPWEBCARDS and WEBCARDLXs are to be updated, complete the update of all SNMPWEBCARDS before starting the update of all WEBCARDLXs.

The Mass Updater Utility does not support firmware downgrades. If firmware downgrade is required, please contact Tripp Lite Technical Support.

### SNMPWEBCARD

Updating from version .0055 or .0060 to .0069 requires the rom.69.0.bin file. During the upgrade from .0055 to .0069, all settings will be lost except for network settings.

Updating from .0061 or later to .0069 requires rom.69.0.bin.sbz2.

### LX Platform

Devices running version 15.00 and 15.02 require a two-step process, described in Section 1 of the LX Firmware Update Instruction Sheet. File **Repo\_padm\_upgrade\_15\_0\_step1-15.5.1.16000.tar** is installed during the first step. File **Repo\_padm\_upgrade\_15\_0\_step2-15.5.1.17303.tar** is installed during the second step.

Devices running version 15.04 must follow the process described in Section 2 of the LX Firmware Update Instruction Sheet. The applicable file for this update is **padm\_upgrade-15.5.1.17303.tar**.

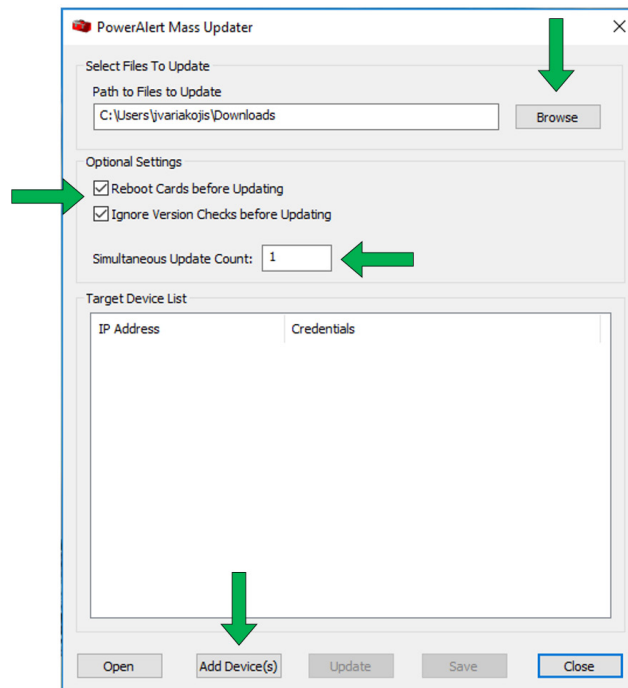
Updates to 15.00/02 and 15.04 must be performed separately; they cannot be updated in the same session.

When the update is complete, clear the browser cache, then close and reopen the browser prior to logging back in.

The firmware update process does not affect the functionality of the device, i.e. the device will not turn off during the upgrade.

## Usage Instructions

- STEP 1.** Download the SNMPWEBCARD or LX Platform Firmware Update from Tripp Lite's Download. Alternatively, you can extract the download to a folder and run it from that location.
- STEP 2.** From within the Utility folder of the downloaded firmware package, double click the MASSUPDATE.EXE file to open PowerAlert Mass Updater.
- STEP 3.** In the PowerAlert Mass Updater window, click **Browse** to locate the webcard firmware saved in Step 1.



## Usage Instructions

### STEP 4. Select desired Optional Settings:

- **Reboot Cards before Updating** – This option helps ensure the device is ready to accept the update. It is highly recommended for updating SNMPWEBCARDS.
- **Ignore Version Checks before Updating** – Select this option only if you are certain that all target devices are currently on the same firmware version. Doing so will help reduce the duration of the update.
- **Simultaneous Update Count** – Enter the number of devices to be updated concurrently. A value of 1 means that the utility will execute the update of one device before starting the update of the next device. The utility will update a maximum of ten devices at the same time.

### STEP 5. Click on **Add Device(s)**. In the Target Device window, enter the IP address of the webcard to be updated. You may include a range of devices, if desired (only the last octet in the IP address range can vary).

**Note:** Multiple IP ranges can be added.

The screenshot shows the 'Target Device' window. In the 'IP Address(es)' section, the 'Enter an IP Range' checkbox is checked. The 'IP Start Address' is '172 . 17 . 48 . 170' and the 'IP End Address' is '172 . 17 . 48 . 179'. A green arrow points to the 'IP Start Address' field. In the 'Credentials' section, the 'Add Credential' button is highlighted with a green arrow. A smaller 'Credentials' dialog box is open, showing 'Credentials Type' set to 'Administrator', and fields for 'User Name', 'Password', and 'Port Number'. The 'OK' and 'Cancel' buttons are at the bottom of the dialog.

If the default credentials for the card have changed, first click **Add Credential** to provide the new information to the Mass Updater.

- For the SNMPWEBCARD, this requires - at a minimum - the Administrator user (localadmin) password and the FTP credentials to use for updating (user localadmin is recommended).
- For the LX Platform devices, this requires - at a minimum - the Administrator user (localadmin) password and HTTP and/or HTTPS credentials to use for updating (user localadmin is recommended).

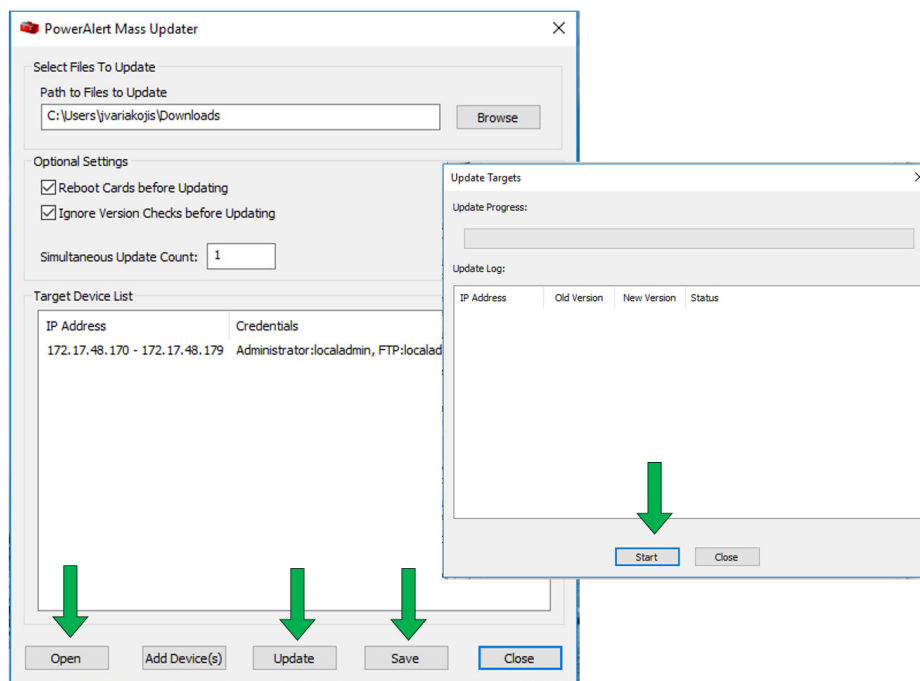
The screenshot shows the 'Target Device' window with the 'Add Credential' button highlighted by a green arrow. Below the button is a table with the following data:

Type	User Name	Password	Port
Administrator	localadmin	NotDefaultPassword	
FTP	localadmin	NotDefaultPassword	21

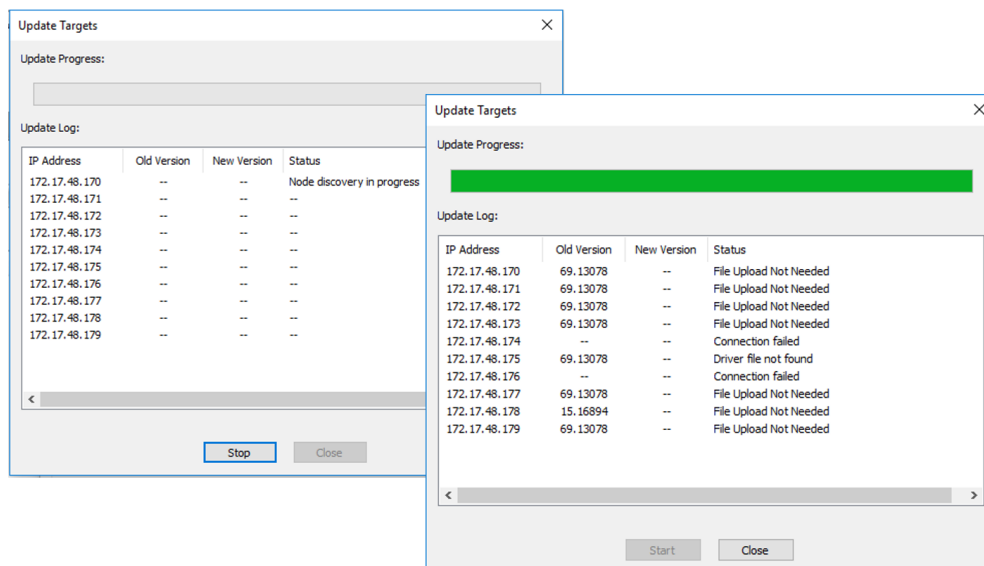
The 'OK' and 'Cancel' buttons are at the bottom of the window.

## Usage Instructions

**STEP 6.** When the list of IP Addresses and Credentials have been configured, click **Update**, then select **Start**. To retain the list of IP addresses for future use of the utility, click **Save**. The list can then be accessed by clicking on **Open**.



The update will begin, with the user interface displaying status as the updates progress.



**Important:** Be patient, as update times will vary. Generally, batches of 10 webcards or less will complete within 15 minutes. Larger batches will take more time. Do not close the Mass Updater, reboot the computer, or disconnect from the network while updates are in progress. Click the **Close** button once all updates are complete. The webcards will be available for use after a few minutes.

The "New Version" field will automatically populate upon completion of the update (if the version changed) The Status will report as "Upgrade complete". If a webcard was previously updated to the selected version, the Status will be "File Upload Not Needed".

**If the webcard had a dynamically assigned (DHCP) IP address, the IP address may be different after the update.**

## Troubleshooting

During the update process, the following status messages may display:

MESSAGE	DESCRIPTION
Authentication Failed	The webcard credentials may be incorrect.
Connection Failed	The webcard is unable to communicate with the network. Insufficient or incorrect credentials may have been entered.
Waiting For Reboot	The webcard is undergoing a standard reboot.
Reboot Timeout	After reboot, connection to the webcard could not be re-established (e.g. the IP address may be different after the update if set to DHCP).
Upgrade Failed	The process could not be completed for a variety of reasons (e.g., connectivity to the device was lost during the process).

## Frequently Asked Questions

- Q: How many webcards can I update at once?  
**A: The Mass Updater will sequentially install the upgrade onto all webcards in the Target list.**
- Q: What happens if an update on one unit fails? Will the Mass Updater continue to update the remainder of the target webcards?  
**A: Yes, the Mass Updater will continue the upgrade process on the remaining webcards.**
- Q: If I select an IP range, will the Mass Updater update only the viable webcards in that range?  
**A: Yes, the Mass Updater will disregard any webcard in the range that is not compatible with the upgrade firmware.**
- Q: Can I use Mass Updater to perform firmware downgrades?  
**A: No, Mass Updater does not support firmware downgrades.**
- Q: Can I concurrently mass update devices belonging to different platforms (e.g., WEBCARDLLXs and SNMPWEBCARDS)?  
**A: No, the utility does not support concurrent multi-platform updates.**
- Q: Can I concurrently mass update mixed model types that are on the same platform (e.g., LX Platform switched PDU and LX Platform monitored PDUs)?  
**A: Yes, the utility will update mixed model types of the same platform.**
- Q: Can I concurrently mass update mixed device types (e.g. PDU, UPS, ATS, etc.) that are on the same platform (e.g., LX Platform)?  
**A: Yes, the utility will update mixed device types of the same platform.**
- Q: Can I concurrently mass update LX Platform devices running different webcard firmware versions?  
**A: LX Platform devices running firmware version 15.00 CAN be concurrently updated with devices running 15.02.  
LX Platform devices running firmware version 15.00 or 15.02 CANNOT be concurrently updated with devices running 15.04.**
- Q: Will the update change any of my device or network settings?  
**A: No, the update will not affect device or network settings.**  
*Note: Updates from 12.04.0055 to 12.06.0069 will retain only network settings.*

Tripp Lite has a policy of continuous improvement. Specifications are subject to change without notice.

