

**SUBJECT:** Vertiv™ Liebert® GXT5 UPS – RDU101 Non-Critical Alarm Issue**MM:** 0000**DATE:** 02.14.2022**TO:** Local Vertiv Offices and Sales Teams

On November 8<sup>th</sup>, 2021, we released the V200 firmware for the GXT5 UPS (MM: 4185). This firmware update added all UPS status and setting datapoints that are available on the LCD to the RDU101 web and SNMP interfaces. This update also added or improved several features of the UPS, and fixed an intermittent communication issue between the RDU101 card and the UPS.

We have recently discovered a non-critical web and SNMP interface “On Inverter” alarm issue in the V200 firmware update. Specifically, when the UPS is operating on inverter (the standard operating mode for the GXT5 Online UPS), the UPS state communicated via the web interface and SNMP protocol may, erroneously, report operation on inverter as an “alarm event or notification”. As a result, customers monitoring the UPS via SNMP may observe a UPS “On Inverter” alarm through their monitoring platform, or via the web interface.

As mentioned, this On-Inverter “alarm” is not an actual alarm state of the UPS; it’s normal operation and can be ignored.

A fix has been identified and is being tested, and will be made available in the V210 Release of the GXT5 UPS Firmware targeted for release by the end of March, 2022.

Due to the new features, improvements and the intermittent communication issue fix included in V200, we still recommend that customers continue to use the V200 firmware, and upgrade to the V210 version as soon as it is available.

In the very short-term, provided customer utility power is typically stable and high-quality, one solution is for the customer to operate the UPS in ECO Mode which will clear this alarm. Please note that ECO Mode is not standard double-conversion online mode, and the customer equipment will experience a small transfer time to and from ECO Mode.

If you require technical support, please contact Vertiv’s Channel Applications Engineering team at [Liebert.upstech@vertiv.com](mailto:Liebert.upstech@vertiv.com).

We apologize for any inconvenience this issue may have caused.

Sincerely,

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