# Eaton® setUPS

## Firmware upgrade procedure

**UPS model :** 5SC

**Date :** 24/03/2017

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   *(if receiving this document by email)*

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## Firmware upgrade procedure

**1. Download the software setUPS and the firmware**

➔ Go to the Power Quality Website (http://eaton.com/Downloads/)

| Products & Services | Solutions | Knowledge Center | Customer Support | How to Buy |
|---|---|---|---|---|

**Download software and firmware**

Whether you'd like to monitor a single UPS or help with managing your entire virtualized network, Eaton has a monitoring and management software solution. From monitoring event history, notifying you of alerts and delivering real-time status, Eaton software provides the tools you need to keep your critical equipment running at all times. Our software solutions are easy to use and maintain business continuity which saves time, saves money and reduces risk.

Use the drop down menus below to select a specific product to see related software and firmware solutions or filter the results using the "solution type" drop down to show only software, firmware or legacy software.

Select your product ▼     Select Solution type ▼

➔ Select your product , **5SC**, and select your solution type, firmware.

**Firmware Upgrades**

**Eaton 5SC UPS Firmware Updates**
Upgrade your Eaton 5SC with the latest firmware updates.
➔ Download 5SC UPS Firmware Updates

➔ Click on "Download 5 SC UPS Firmware Updates", refer to the table **5SC 500/1500VA Tower**, **5SC 1000/1500VARack** or **5SC 2200/3000VA RT2U** depending on your model*:

**5SC UPS Firmware Download**

| OS | Firmware Download | setUPS Download | Description | Notes |
|---|---|---|---|---|
| Windows XP and 7 | Eaton_5SC_LVHV11_E0_V01.10.0018_ TL00.sta.zip (422KB) | setups_win_1_0_0009 .exe(3319KB) | English | Installation proceedure |

| Firmware file | setUPS software | Upgrade instructions |
|---|---|---|

And click on the required link.
* Note that the **setUPS** software is secured : it will not allow to load a wrong model firmware if you download the wrong type.

## Firmware upgrade procedure

**2. UPS connection**

➔ Connect a communication cable to the UPS unit, on USB or RS232 (RJ45) port on the back of the UPS. Then connect the cable to your computer.
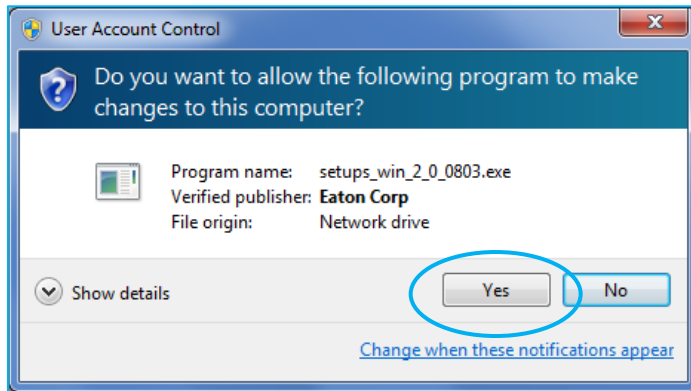
**3. Launch setUPS**

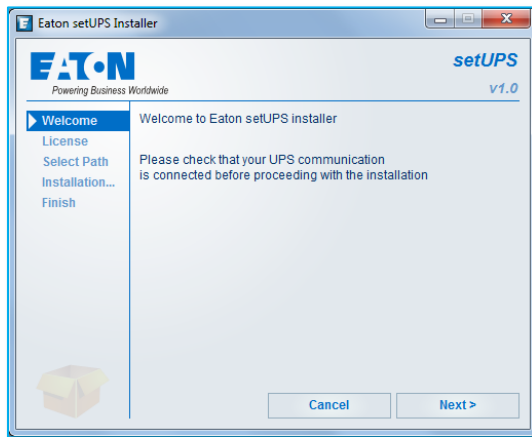➔ For a first time Eaton® setUPS installation, double click on the exe file

    setups_win_2_0_0803.exe

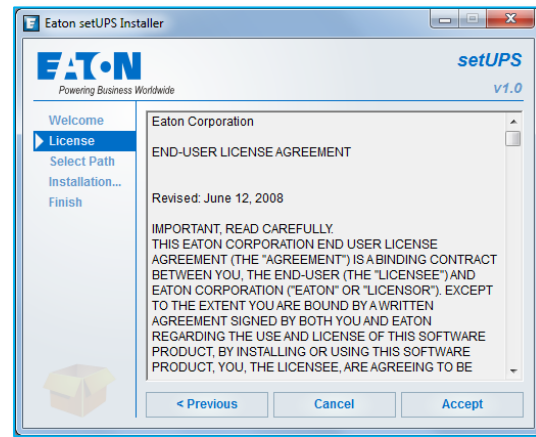and valid the "User Account Control" message by "**Yes**"

# Eaton® setUPS
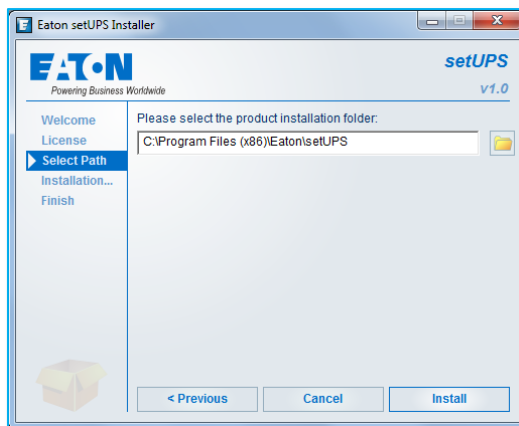
## Firmware upgrade procedure

The installer opens, click on "**Next**"



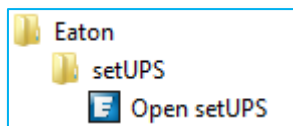Read and click on "**Accept**"



Click on "**Install**"
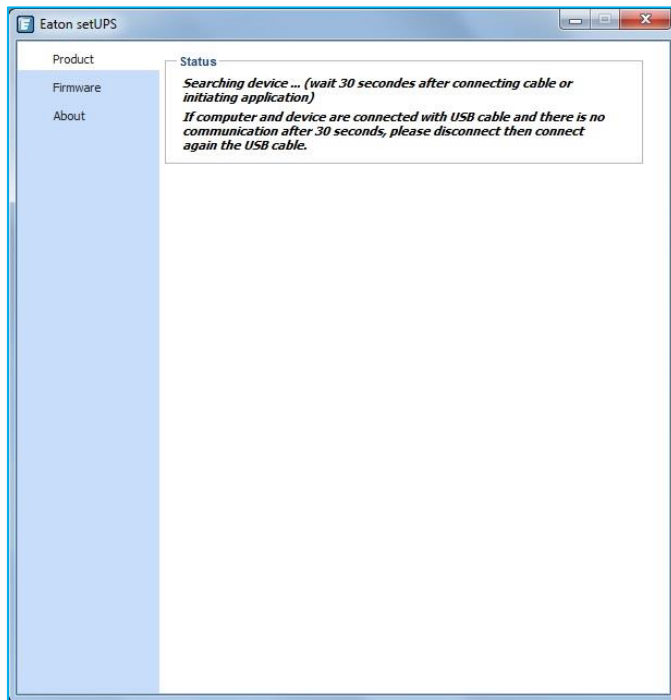


And on "**Finish**"
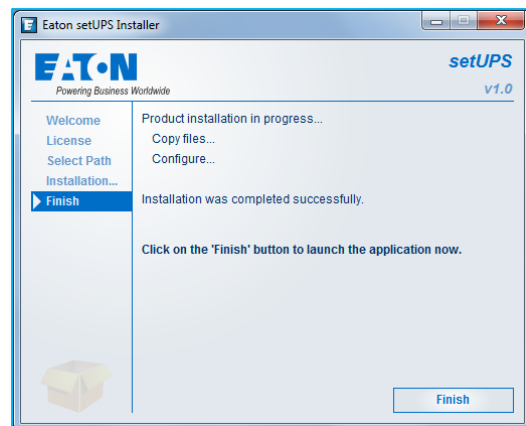


And the Eaton® setUPS starts.

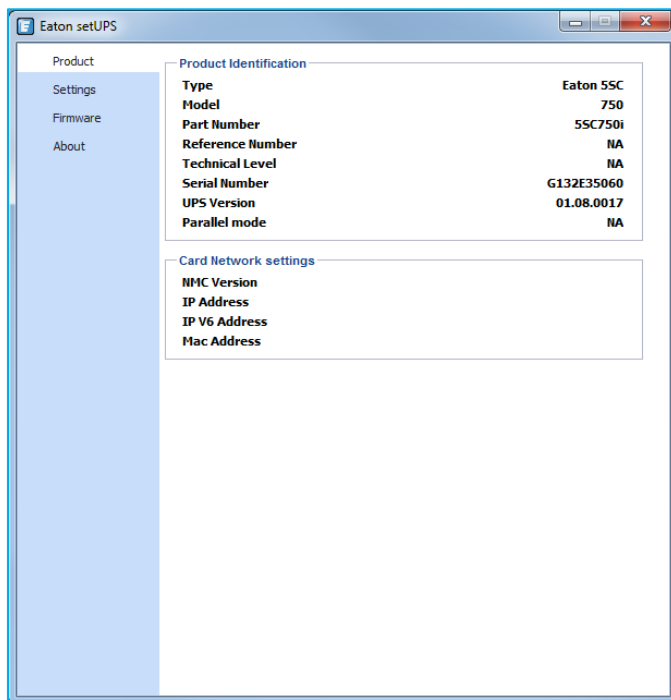➔ If Eaton® setUPS is already installed, open setUPS

## Firmware upgrade procedure

At the startup, the software searches for the connected UPS



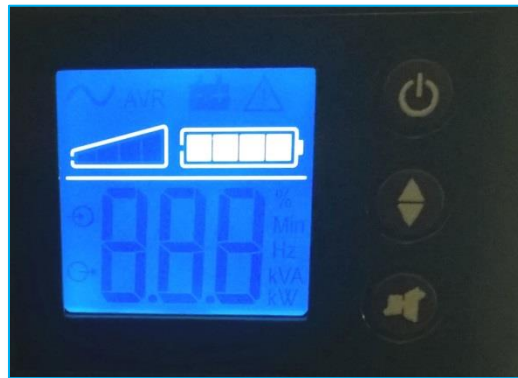and as soon as communication is established, the product is identified :

## Firmware upgrade procedure

4. **Power OFF the UPS**
➔ To turn the power off on the 5SC UPS, press and hold the power button for 3 seconds.
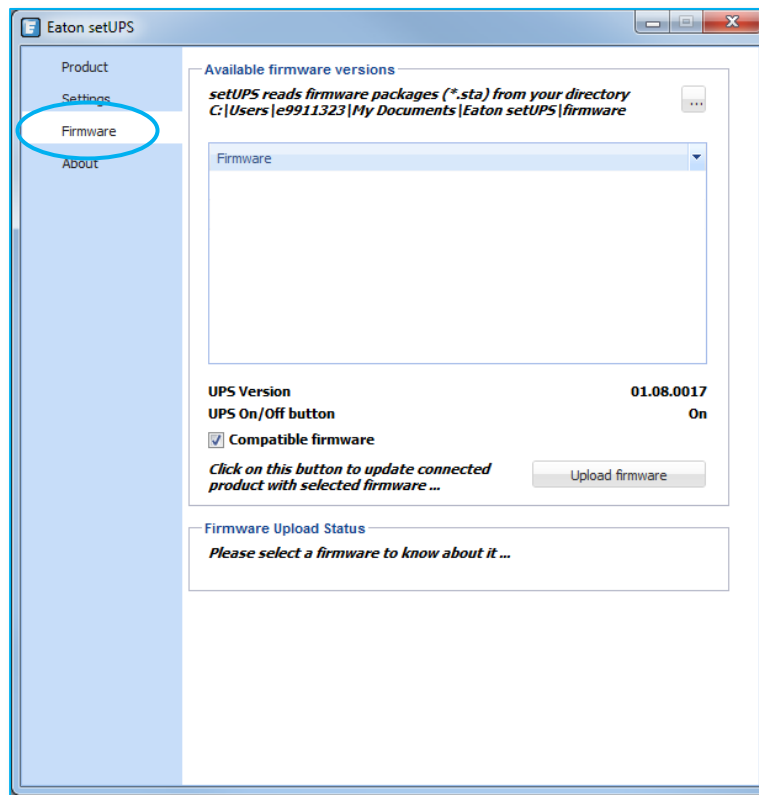*WARNING : this will turn OFF any load that is connected to the UPS outlets !*
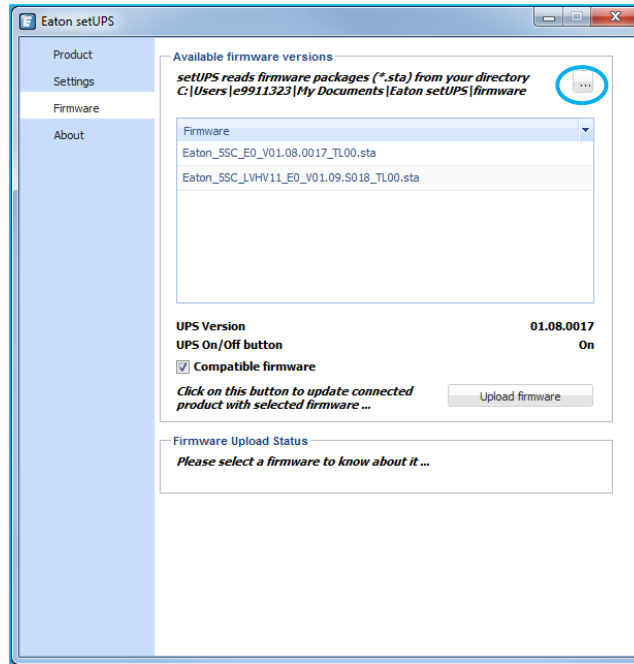Once the unit is OFF, the screen looks like the picture below :



5. **setUPS firmware menu**
➔ On the left menu, select "**Firmware**" section, the available firmware appears :
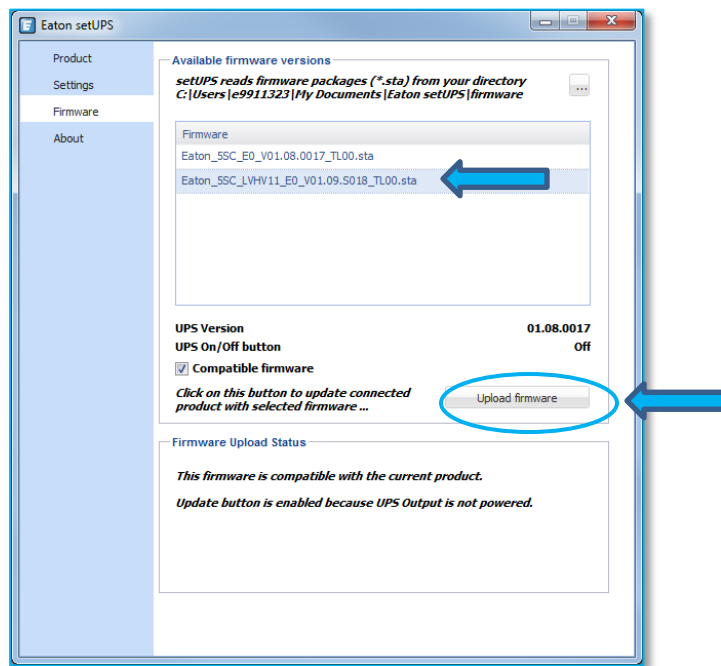
## Firmware upgrade procedure

If the firmware list is empty, copy/paste the downloaded firmware in the target folder *My Documents\Eaton setUPS\firmware* (click on the "**…**" button) :
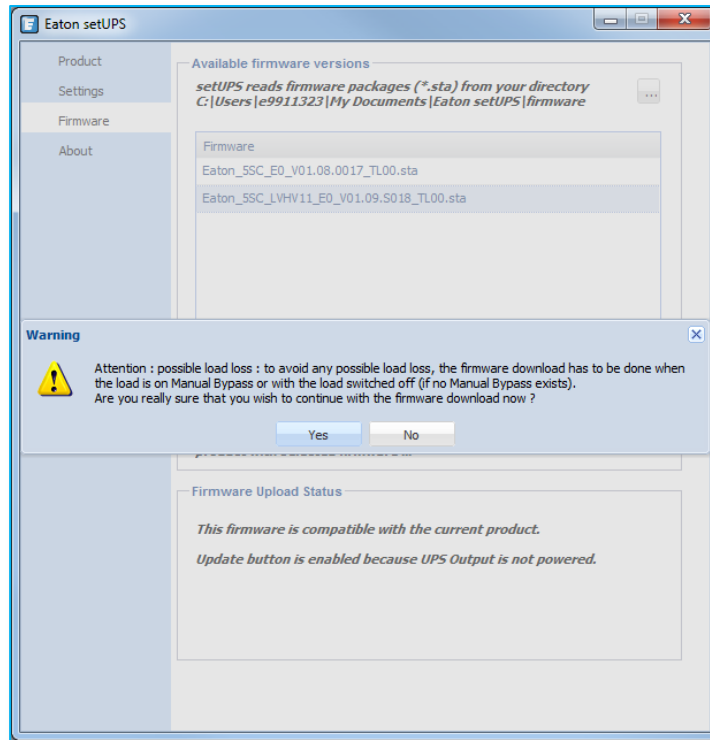


6. **Firmware selection**
➔ Click on the firmware file to select it and then on the "**Upload firmware**" button :

## Firmware upgrade procedure

**7. Confirmation**

➔ The following screen appears which reminds you that UPS output is OFF during the upgrade, select "**Yes**" to continue



**8. Upgrade process**

➔ A click noise comes from the UPS (relay), the fan noise is reduced and the UPS transfers into Boot loader mode. The firmware will then be erased and then rewritten into the UPS.

During the flash process, the display on the UPS goes blank. This is normal.
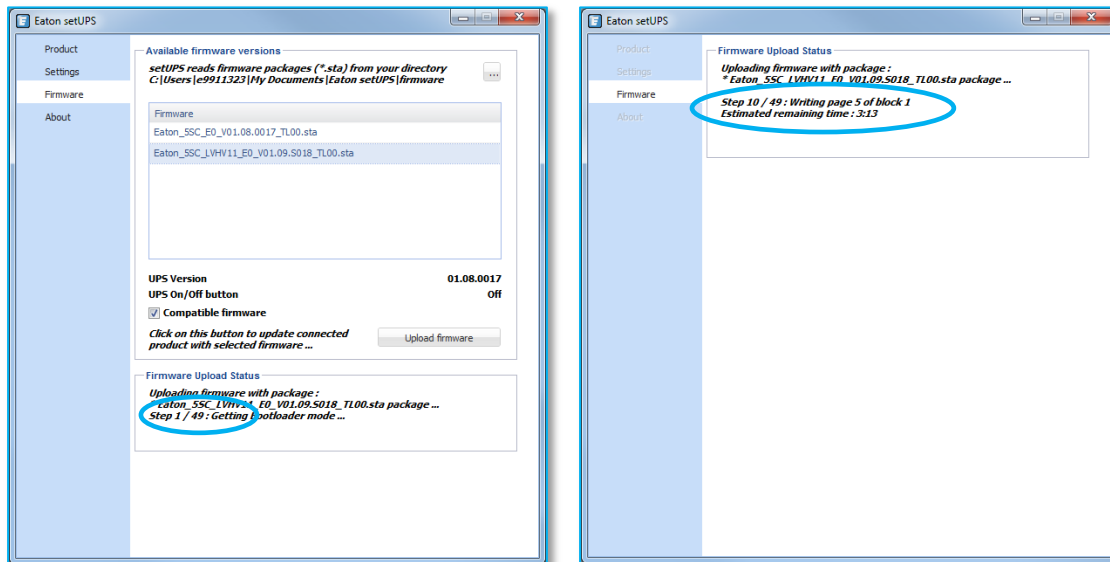
On tower model :　　　　　　　　　　　On rack or RT model :

## Firmware upgrade procedure

And on **setUPS** window, the firmware upgrade steps appear :



### 9. Upload success

➔ When the firmware flash process is done, the UPS fans start and the UPS emits a long beep. The display on the UPS returns back to the normal OFF state.

The **setUPS** issues a pop up to let know the firmware flash has been successful : Click on "**OK**" :
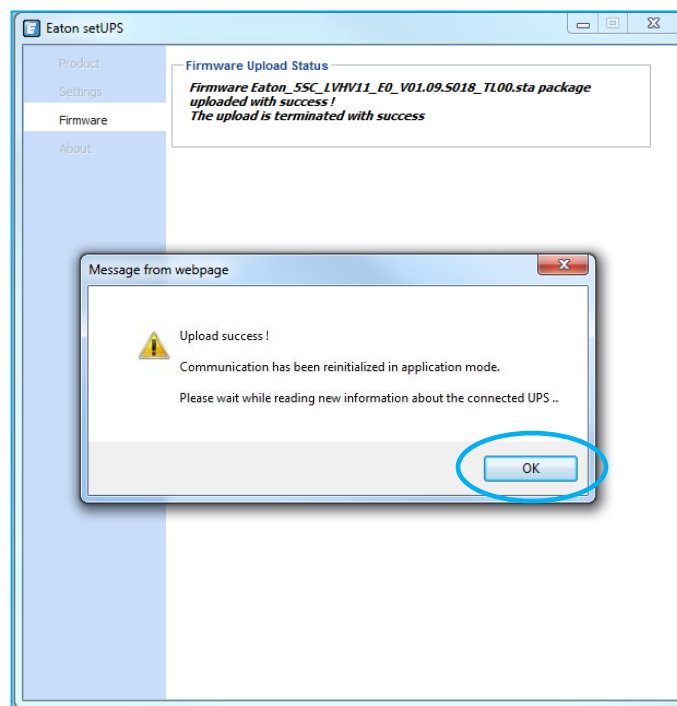
## Firmware upgrade procedure

### 10. Return to normal state
➔ The **setUPS** reverts back to the UPS information section. The firmware version should now reflect the latest version :
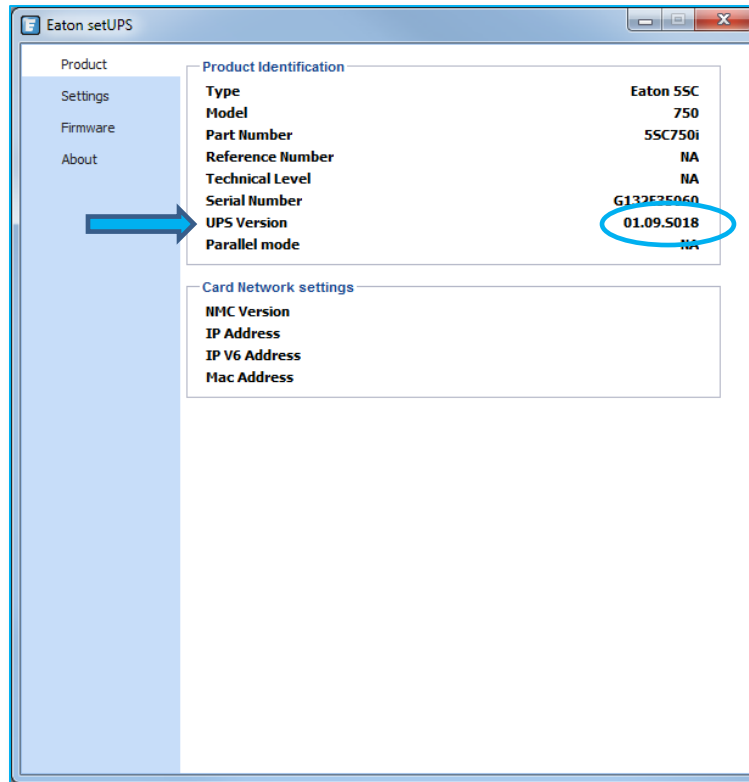


### 11. UPS ON
➔ Press and hold the power button for 3 seconds to turn the UPS back ON :

## Firmware upgrade procedure

Once the UPS is ON, it emits a beep and the following screen appears :



Loads can now be powered back ON !

### 12. Trouble shooting

➔ The firmware upgrade is stopped during the process :
→ restart the firmware upgrade process and the upload starts again.

➔ The *setUPS* software doesn't recognize your 5P UPS : the computer installed a wrong UPS driver (**MGE USB UPS**) :
→ you have to restart *setUPS* to have the correct driver installed (**Eaton UPS 0463-L**).
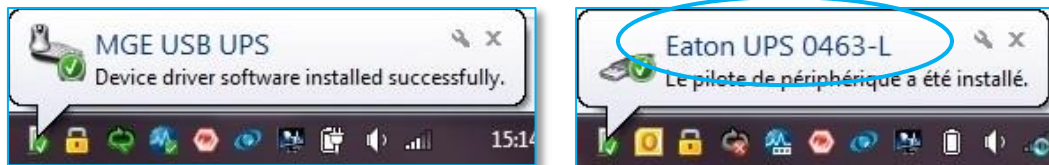


➔ In the firmware section, the "**Upload firmware**" button is not available :
→ UPS is not powered OFF, refer to the section "**4.  Power OFF the UPS**"