

Firmware Upgrade Procedure

UPS model : Bladeups



Date : 02/10/2017

Firmware Upgrade Procedure

Contents

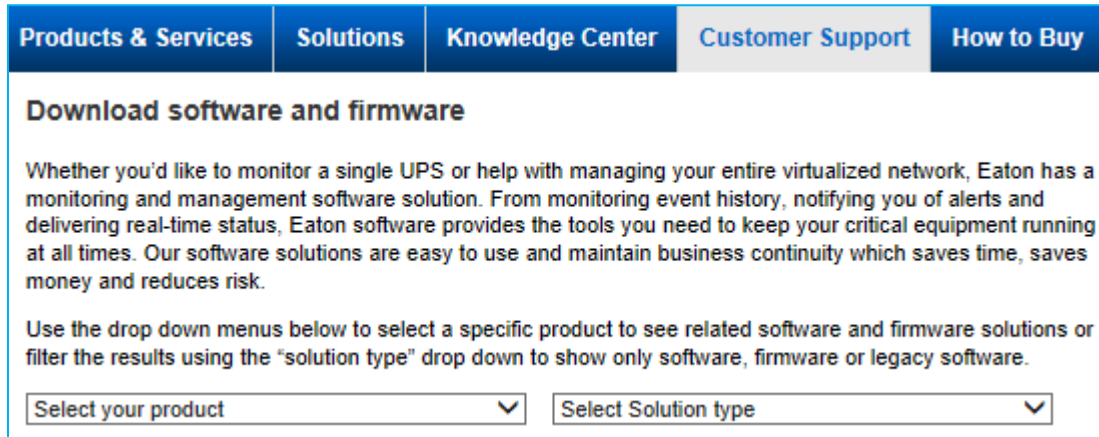
- 1. Download the firmware**
- 2. UPS connection**
- 3. Perform the firmware upgrade**
- 4. Batch file upgrade procedure**
- 5. Firmware release notes**
- 6. Troubleshooting**

Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure

1. Download the software and the firmware

- Go to the Power Quality Website (<http://powerquality.eaton.com/Support/Software-Drivers/default.asp>)
- Select your product, **BladeUPS**, and select your solution type, firmware.



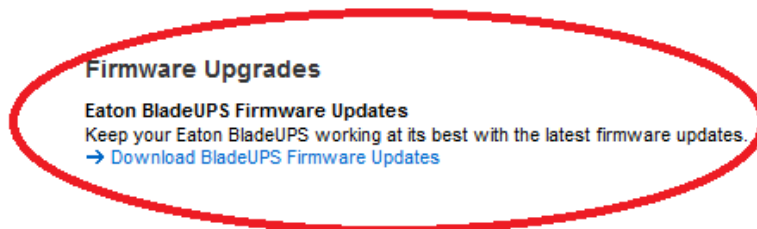
Download software and firmware

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 ▼

- Click on the link to download the BladeUPS Firmware.



- Click on the link to download the BladeUPS v2.12.6000.exe file and the upgrade instructions. Save the v2.12.6000.exe file and upgrade instructions to your computer.

BladeUPS Firmware Download			
OS	Download	Description	Notes
BladeUPS Firmware Version 2.12			
Windows 7, XP and 2000	BladeUPS_Lang1_v2.12.6000.exe (1008KB)	Ver 2.12 for Windows (English, Spanish, German)	Upgrade Procedure & Installation Instructions

Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure

2. UPS connection

- Connect a communication cable to the UPS unit, on the RS232 (DB9) port on the back of the UPS. Then connect the cable to your computer. The BladeUPS service DB-9 port shares communications with the card slot labeled “X-Slot Communication Bay 1”, so it is recommended that during firmware upgrades any intelligent cards in that X-slot bay be shut down and pulled out partially as to not interfere in the firmware upgrade process. If your PC doesn't support COM1 then follow the instructions for batch file upgrades.

Also, ensure that no other applications are using COM1. If your PC does not have a DB- 9 serial port, a USB to serial converter cable is available, so Eaton Customers may request a free USB-to-serial adapter cable

At:

<http://powerquality.eaton.com/Support/Software-Drivers/Downloads/BladeUPS-firmware.asp>



Note: If the unit being upgraded is a standalone unit or a single parallel ready unit a jumper must be installed in the Stand alone/Parallel spot in the back of the UPS. This will prevent load loss while flashing the unit.



Eaton® BladeUPS Firmware Upgrade Instructions

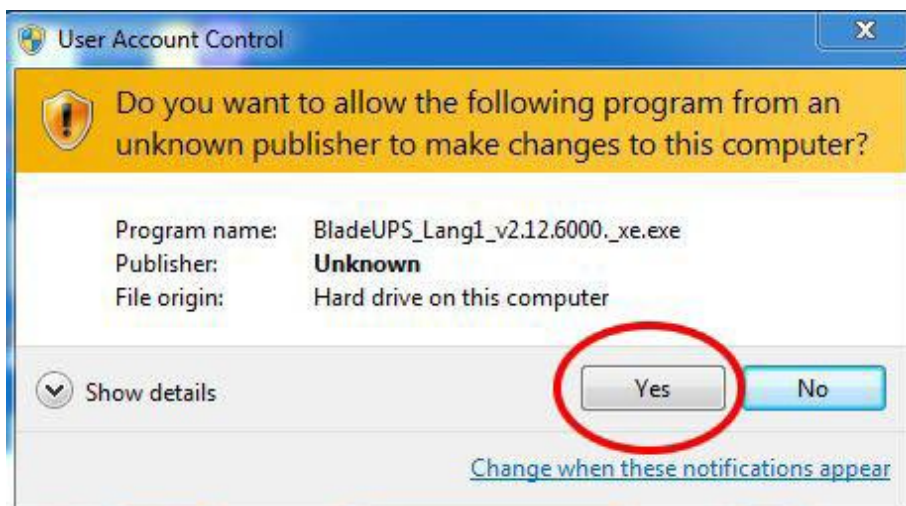
Firmware Upgrade Procedure

3. Perform the Firmware upgrade

- Ensure the UPS is powered on and in one of the following states: HE Mode (High Efficiency), internal bypass mode or UPS off mode (power applied). The UPS can also be bypassed via a mechanical maintenance bypass if one is installed for the UPS.
- Click on the BladeUPS 2.12.6000.exe file



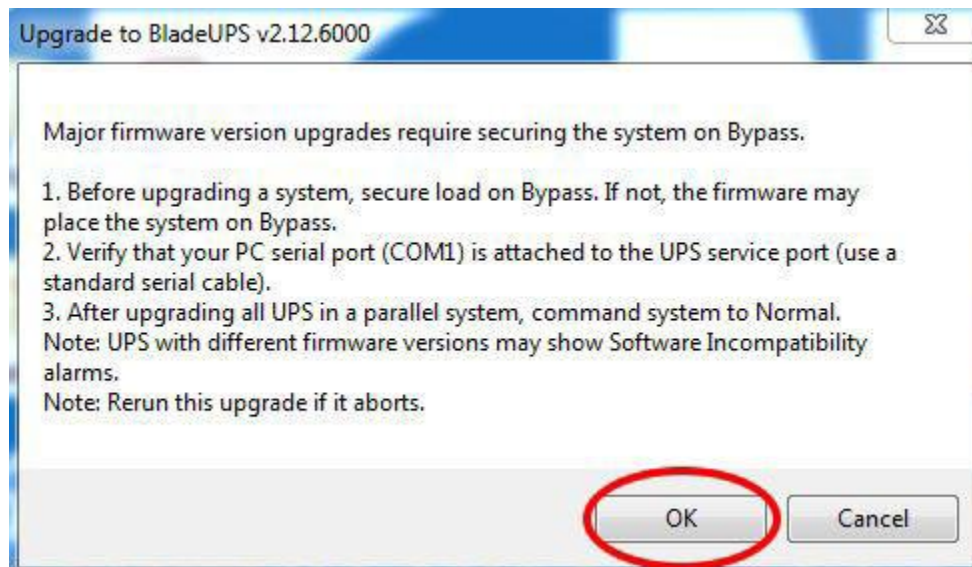
- Validate the “User Account Control” message by clicking “**Yes**”



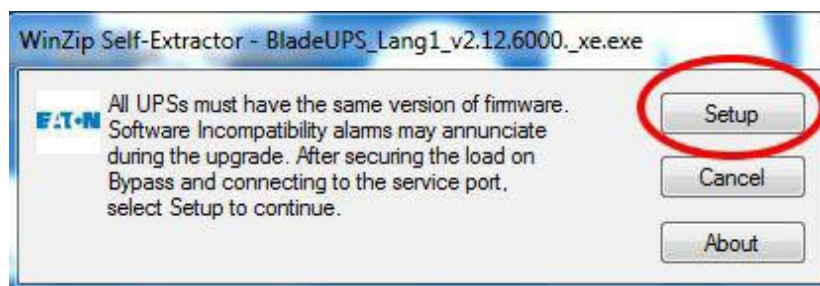
Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure

- Click ok



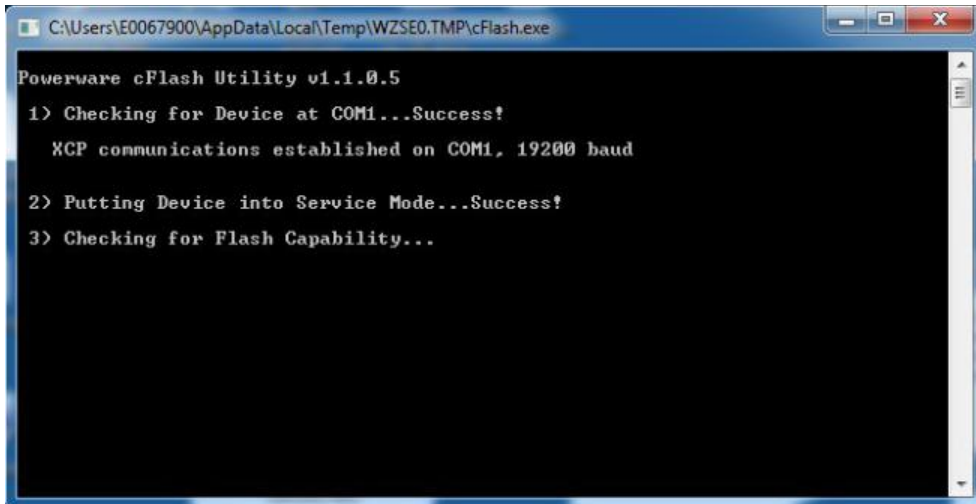
- Click Setup



Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure

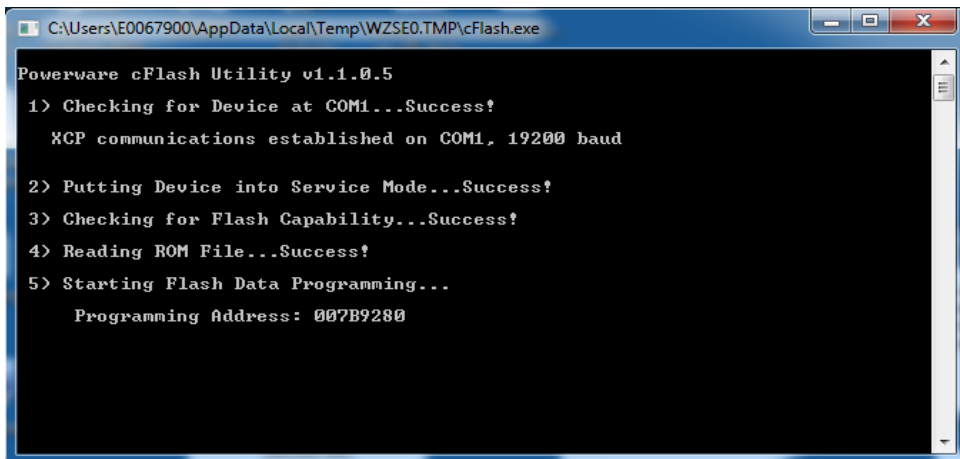
- The Firmware will begin to load automatically.



```
C:\Users\E0067900\AppData\Local\Temp\WZSE0.TMP\cFlash.exe

Powerware cFlash Utility v1.1.0.5
1> Checking for Device at COM1...Success!
   XCP communications established on COM1, 19200 baud

2> Putting Device into Service Mode...Success!
3> Checking for Flash Capability...
```



```
C:\Users\E0067900\AppData\Local\Temp\WZSE0.TMP\cFlash.exe

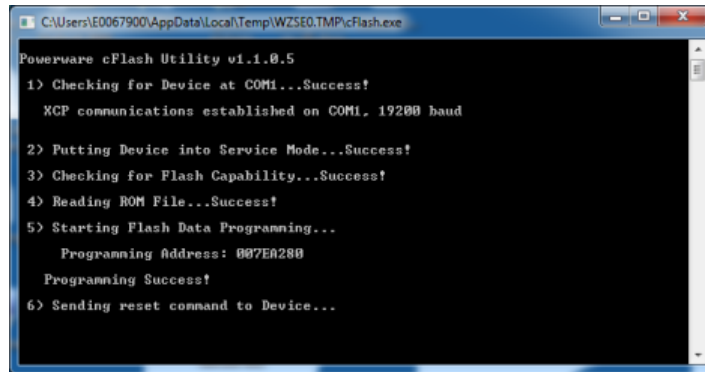
Powerware cFlash Utility v1.1.0.5
1> Checking for Device at COM1...Success!
   XCP communications established on COM1, 19200 baud

2> Putting Device into Service Mode...Success!
3> Checking for Flash Capability...Success!
4> Reading ROM File...Success!
5> Starting Flash Data Programming...
   Programming Address: 007B9280
```


Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure

- When the firmware is done loading you will see the following screen:



```
C:\Users\E0067900\AppData\Local\Temp\WZ5E0.TMP\cFlash.exe
Powerware cFlash Utility v1.1.0.5
1) Checking for Device at COM1...Success!
   XCP communications established on COM1, 19200 baud
2) Putting Device into Service Mode...Success!
3) Checking for Flash Capability...Success!
4) Reading ROM File...Success!
5) Starting Flash Data Programming...
   Programming Address: 007E0280
   Programming Success!
6) Sending reset command to Device...
```

- When the upgrade is complete, (typically 5 to 8 minutes per UPS) the UPS will return back to the mode that it was in when the firmware update was started so either on internal bypass, HE mode, or in a UPS off state. Each module in a system will take approximately 60 to 90 seconds to return to HE (normal) operation after giving the “success” message, and closing the upgrade window after the firmware upgrade is complete. Upgrade the remaining modules by repeating step 3).

Note: In a parallel system after each UPS firmware upgrade is done in HE (High Efficiency) the units will revert to standard mode for 60 seconds. Ensure that the unit you are about to flash has changed back to HE Mode (High Efficiency) before proceeding. If other devices such as the Powerware Hot Sync parallel card are a lower revision firmware, this is also a good time to upgrade that firmware.

- Verify flash was successful. On the UPS display panel, press the down arrow button until the display reads *Identification*. Press Enter and arrow down until the display firmware version. The display version should read (02.12.6000) .



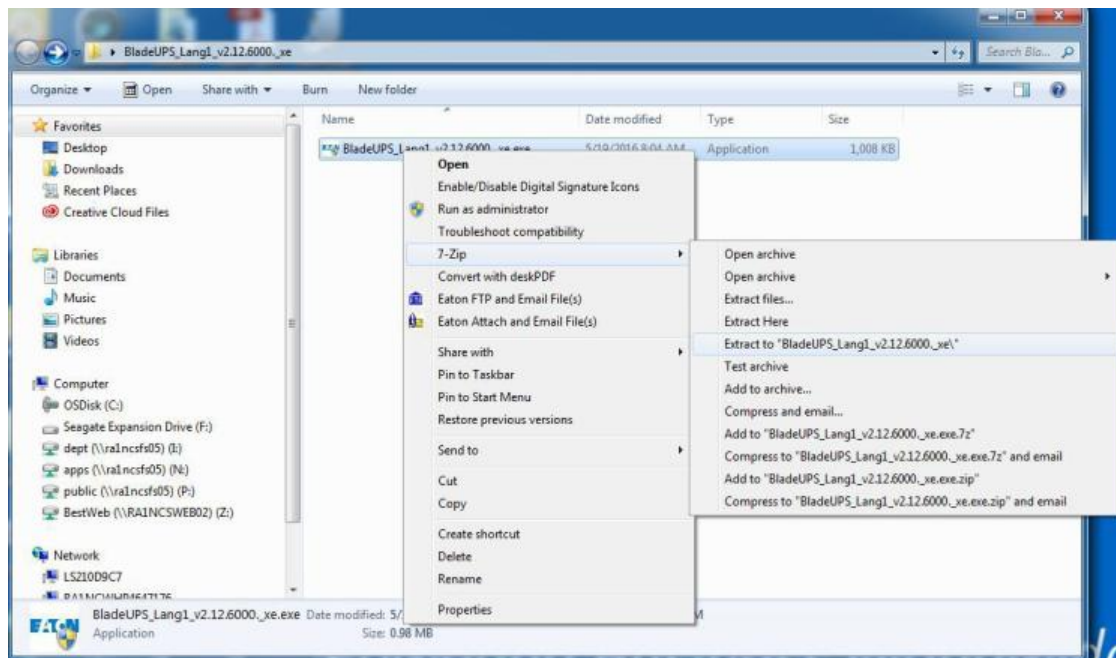
- **After all modules have been completely upgraded, command the system back to normal if it was placed in another mode during the upgrade procedure.**
- End of .exe flash procedure

Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure

4. Batch File upgrade Procedure (For use if com 1 is not available)

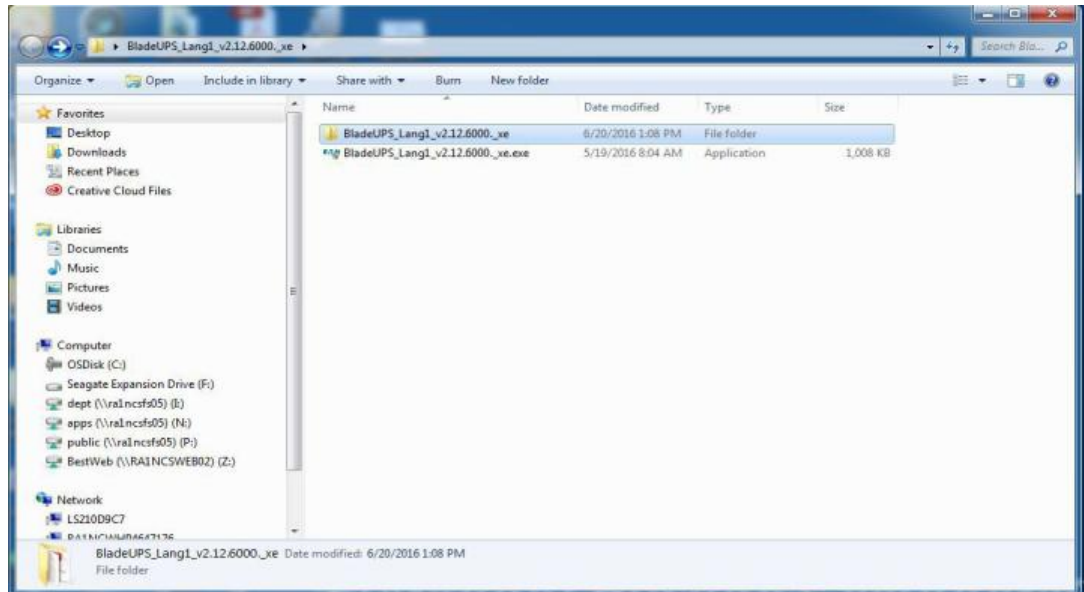
- Move the firmware .exe to a folder or create a folder keep this file in.
- In the folder you have the firmware.exe file saved in right click on the firmware executable file. Extract the contents of this file to a folder or save them into the temporary folder you created in step 1.



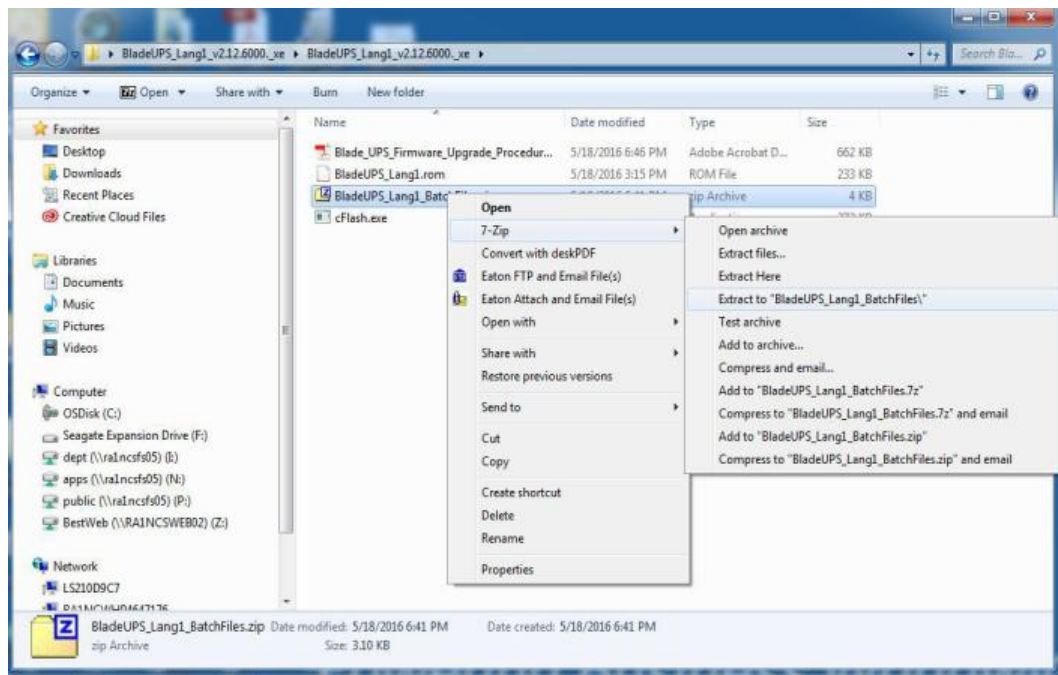
Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure

- Click on the folder that was created by unzipping the .exe file.

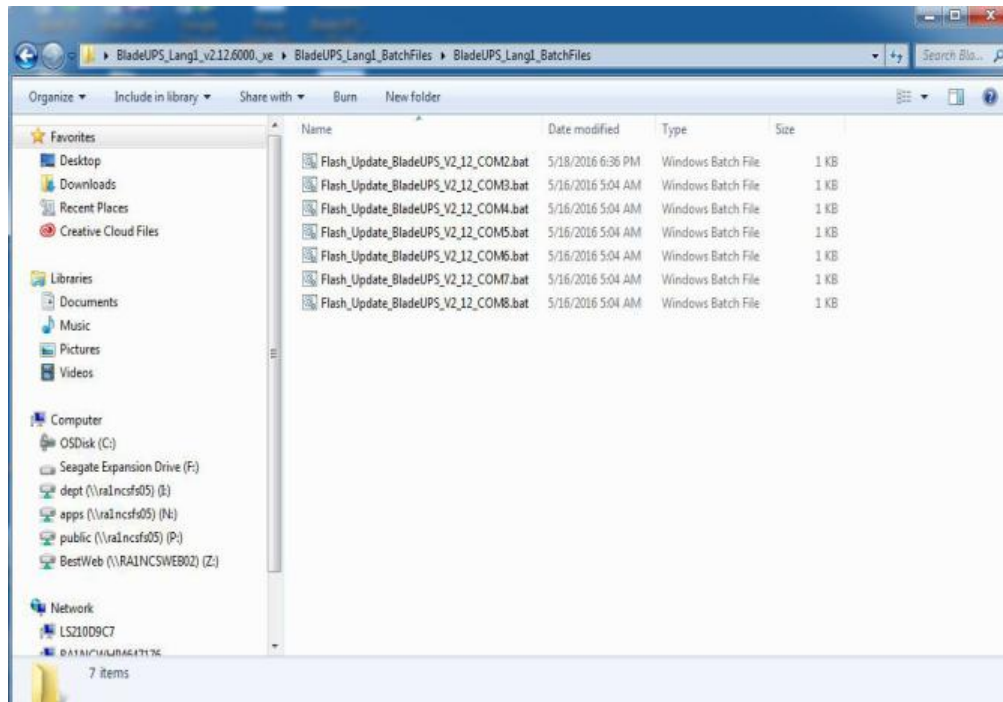


- Right click on the BladeUPS_Lang1_BatchFiles.zip. Extract the contents of this file to the BladeUPS_Lang1_BatchFiles*. This will extract all of the batch files for the different Com ports.

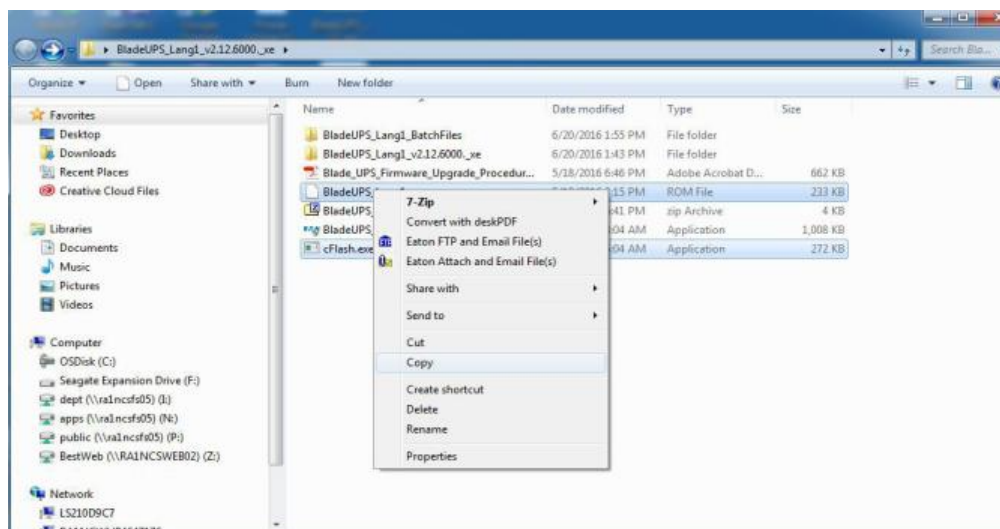


Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure



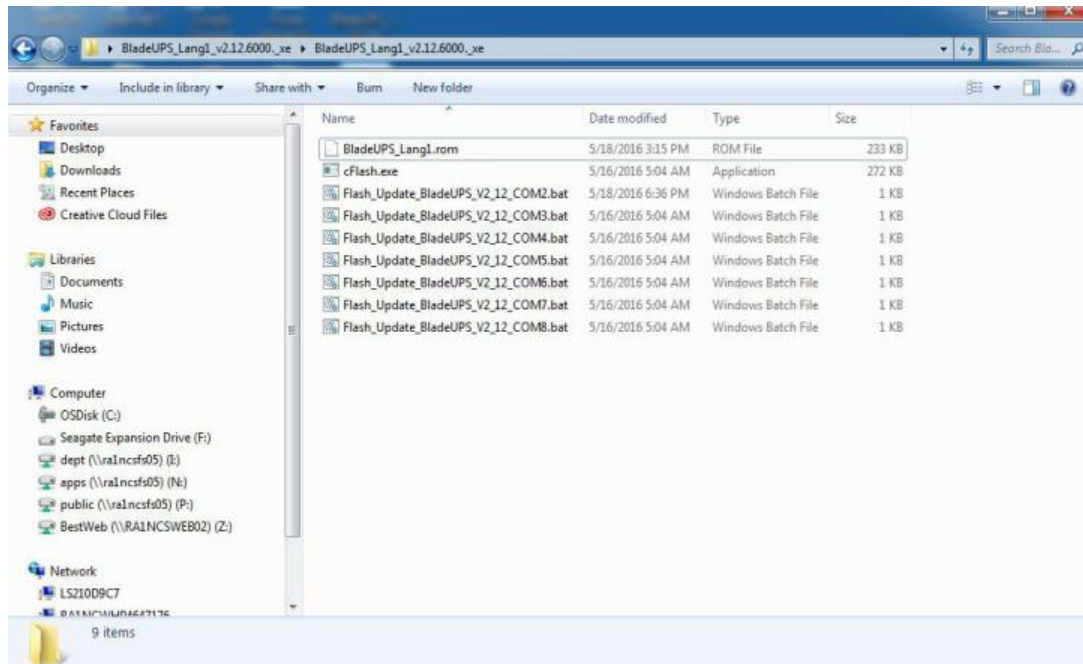
- Copy the .rom file and the CFlash file to the folder where the batch files are located.



Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure

- The folder should now look like this.

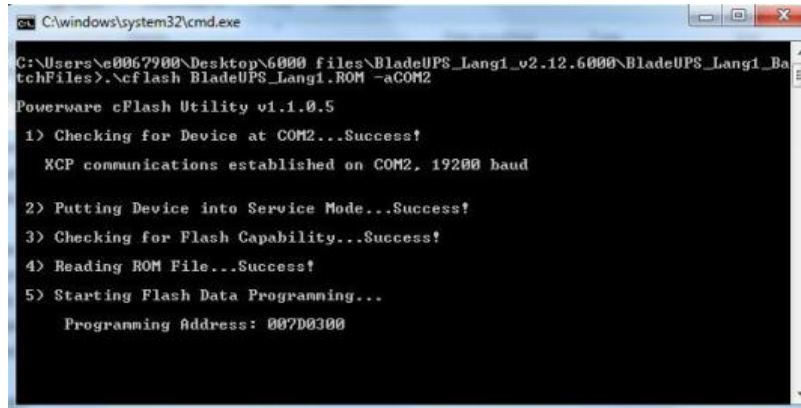


- Ensure there is a serial communication cable connected between the computer COM port and the BladeUPS service serial port (labeled DB-9 Communication Port).
The BladeUPS service DB-9 port shares communications with the card slot labeled “X-Slot Communication Bay 1”, so it is recommended that during firmware upgrades any intelligent cards in that X-slot bay be shut down and pulled out partially as to not interfere in the firmware upgrade process.
- Ensure the UPS is powered and in one of the following states: HE mode (High Efficiency), internal bypass mode or UPS off mode (power applied). The UPS can also be bypassed via a mechanical maintenance bypass if one is installed for the UPS.
Note: All modules in a parallel system must be upgraded to the same firmware version in order for the system to operate properly. Failure to upgrade firmware on all modules will result in systems reporting “softwareincompatibility”.

Eaton® BladeUPS Firmware Upgrade Instructions

Firmware Upgrade Procedure

- Run the batch file from the window/run dialog or a command line to start the upgrade. You can also double click on the batch file. If the flash process fails restart the upgrade by running the batch file again. The figure below represents the command window during the upgrade; after the upgrade is complete the window will close.



```
C:\windows\system32\cmd.exe
C:\Users\...>. \cflash BladeUPS_Lang1.ROM -aCOM2
Powerware cFlash Utility v1.1.0.5
1> Checking for Device at COM2...Success!
   XCP communications established on COM2, 19200 baud
2> Putting Device into Service Mode...Success!
3> Checking for Flash Capability...Success!
4> Reading ROM File...Success!
5> Starting Flash Data Programming...
   Programming Address: 007D0300
```

- When the upgrade is complete, (typically 5 to 8 minutes per UPS) the UPS will return back to the mode that it was in when the firmware update was started so either on internal bypass, HE mode, or in a UPS off State. Each module in a system will take approximately 60 to 90 seconds to return to HE (normal) operation after giving the “success” message, and closing the upgrade window after the firmware upgrade is complete. Upgrade the remaining modules by repeating step 4 above.

Note: In a parallel system after each UPS firmware upgrade is done in HE (High Efficiency) the units will revert to standard mode for 60 seconds. Ensure that the unit you are about to flash has changed back to HE Mode (High Efficiency) before proceeding. If other devices such as the Powerware Hot Sync parallel card are a lower revision firmware, this is also a good time to upgrade that firmware.

- Verify flash was successful. On the UPS display panel, press the down arrow button until the display reads *Identification*. Press Enter and arrow down until the display firmware version. The display version should read (02.12.6000) .



- **After all modules have been completely upgraded, command the system back to normal if it was placed in another mode during the upgrade procedure.**
- End of Batch file procedure.

Firmware Upgrade Procedure

5. Firmware Release Notes

- Release Notes For BladeUPS Version 2.08

This version is for all LV and HV models.

- Metering improvement when in HE Mode.
- Additional delayed start-up capability for both RT and Parallel units.
- Improvement in Battery Test Pass/Fail Log Entry.

- Release Notes For BladeUPS Version 2.10:

This version is for all LV and HV models.

- Firmware Support for BladeUPS 8.0kW
- Firmware Support for BladeUPS 5.1kW

- Release Notes For BladeUPS Version 2.12.5031:

This version is for all LV and HV models.

- Fixed bug in remote off command, where units would shut down, but then restart after command was removed and any delay timers expired.
- Added tolerance to selective trip measurement, eliminating errant trips on lightly loaded systems.

- Release Notes For BladeUPS Version 2.12.6000:

This version is for all LV and HV models.

- Fixed battery runtime drop after UPS comes off of battery just before the charger turns on.

Firmware Upgrade Procedure

Language Pack 1	Language Pack 2	Language Pack 3	Language Pack 4	Language Pack 5	Language Pack 6
English	English	English	English	English	English
Spanish	Finnish	Hungarian	Greek	Chinese	Korean
German	Swedish	Romanian	Turkish		
Language Pack 7	Language Pack 8	Language Pack 9	Language Pack 10	Language Pack 11	Language Pack 12
English	English	English	English	English	English
Czech	Italian	Russian	French	Portuguese	Norwegian
Polish	Bulgarian				Italian

6. Troubleshooting

- When the Blade executable is clicked the command window shuts down immediately:
 - The flash program is set to use com 1 by default. Check to make sure your computer is communicating from com 1 if not then either change the port number or use the batch file process to select the correct port.
 - Check the serial cable to make sure it is plugged into the DB9 service port on the back of the UPS chassis.
 - On each UPS use the front panel keypad to arrow down to settings, then to user settings. Verify that the following two parameters are set to **allowed** in the User settings Menu :

Control Commands from X-Slot1

Control Commands from X-Slot2/Serv

- The batch files will not run when clicked or run from a Windows CMD Prompt window:
 - When running the batch files make sure that all of the batch files, .rom file and the Flash.exe are all in the same directory or folder.

End