

**UPS model : 5P 2U UPS Long Rack**



**Date : 04/12/2017**

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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 , **5P**, and select your solution type, firmware.

**Firmware Upgrades**

**Eaton 5P UPS Firmware Updates**  
Upgrade your Eaton 5P with the latest firmware updates.  
→ [Download 5P UPS Firmware Updates](#)

→ Click on "Download 5P UPS Firmware Updates"

5P 2U UPS Firmware Download & Configuration				
OS	Firmware Download	setUPS Download	Description	Notes
Windows XP, 7, 8, 10	Eaton_5P_LVHV11_E0_V03.00.0000_TL00.zip (484KB)	setups_win_2_0_0803.zip (2702KB)	English	Upgrade Instructions

Firmware File

SetUPS Software

Upgrade instructions

And click on the required link.

## 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.

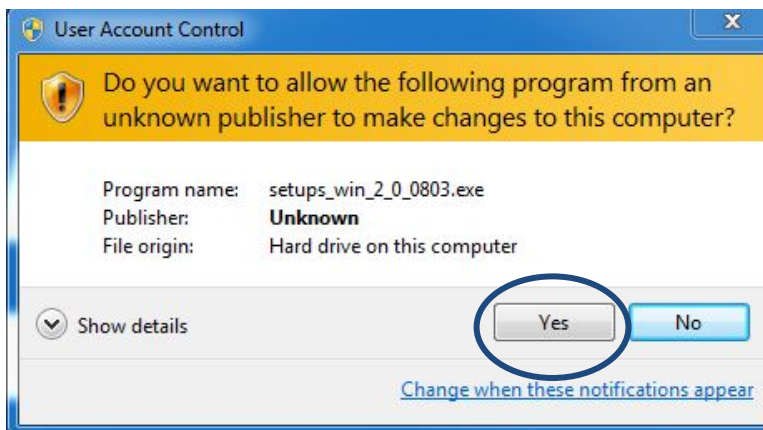


### 3. Launch setUPS

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

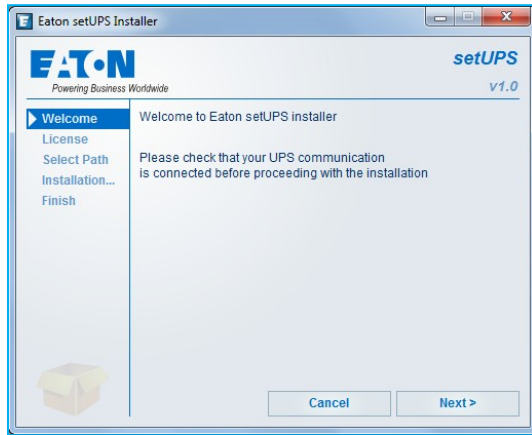


and valid the “User Account Control” message by “Yes”

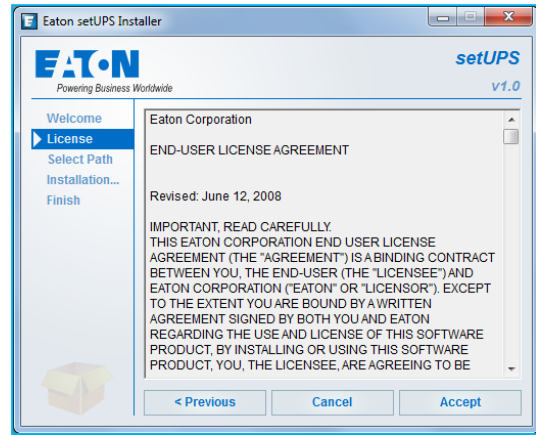


## Firmware upgrade procedure

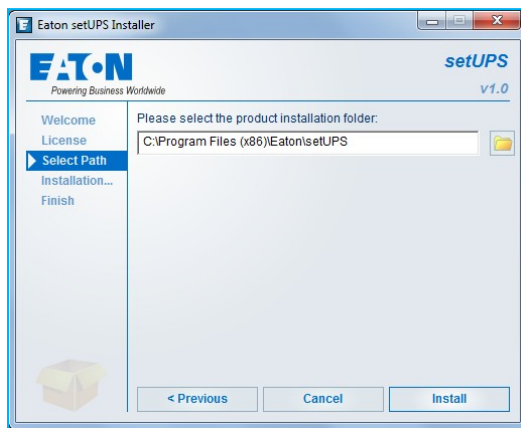
The installer opens, click on “Next”



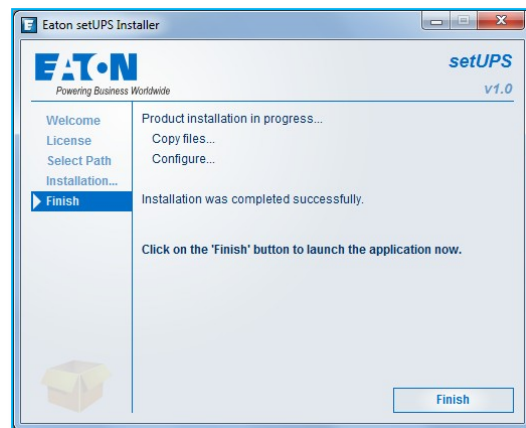
Read and click on “Accept”



Click on “Install”

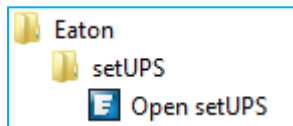


And on “Finish”



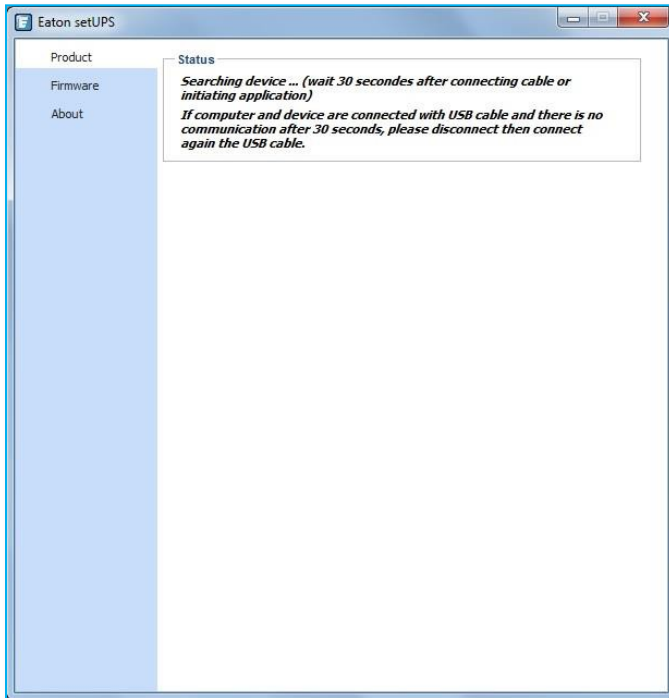
And the Eaton® setUPS starts.

➔ If Eaton® setUPS is already installed, from **All Programs** menu, open setUPS

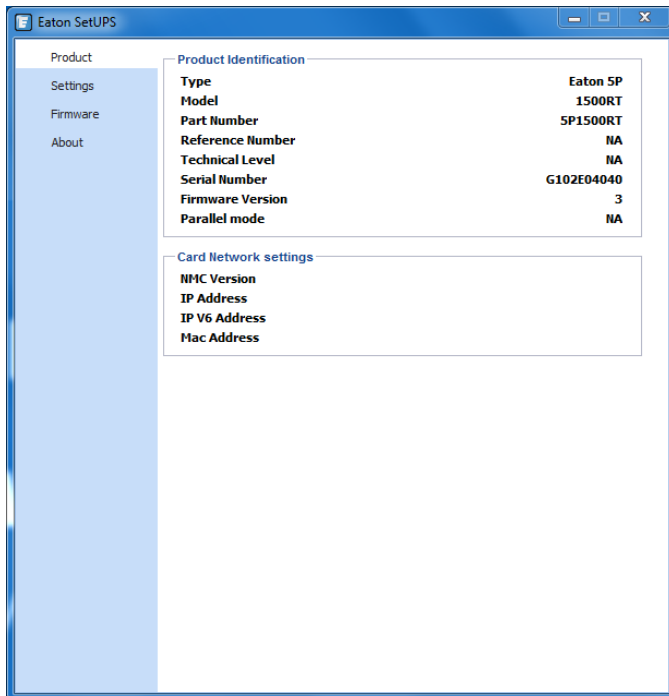


## Firmware upgrade procedure

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 5P UPS, press and hold the power button for 3 seconds.

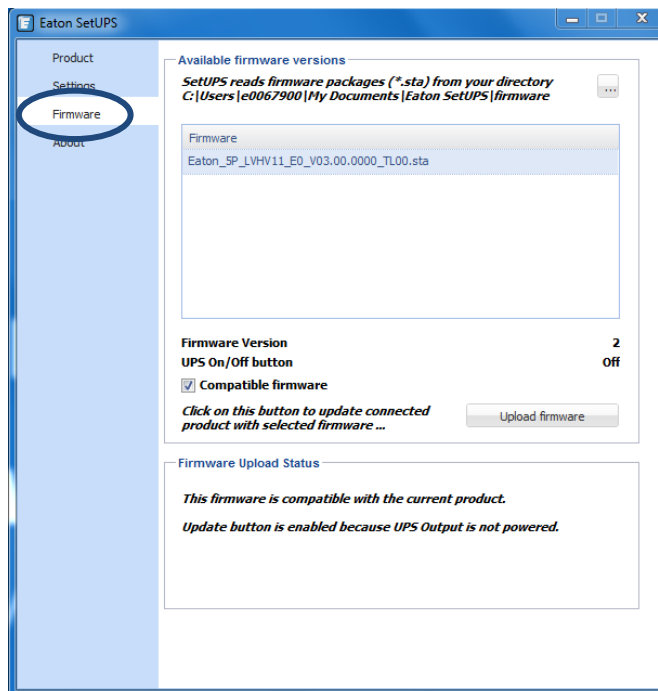
**WARNING : this will turn OFF any load that is connected to the UPS outlets !**

Once the unit is OFF, the screen looks like the picture below :



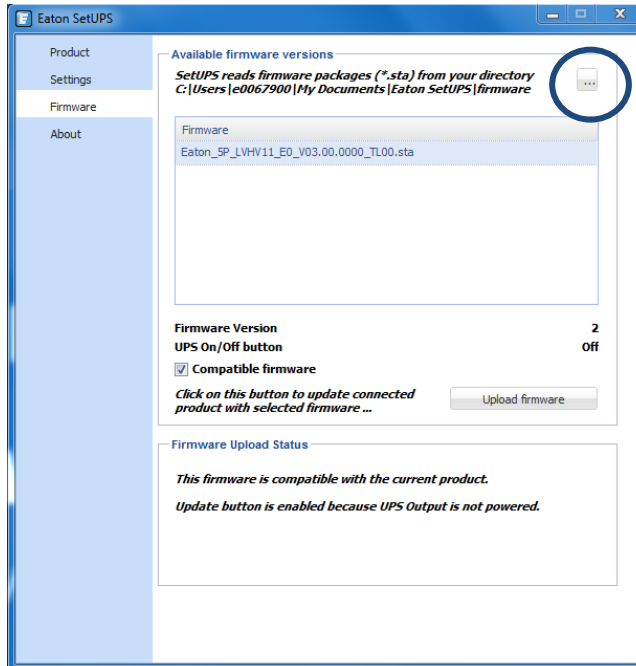
### 5. setUPS firmware menu

➔ On the left menu, select “Firmware” section, the available firmware appears :



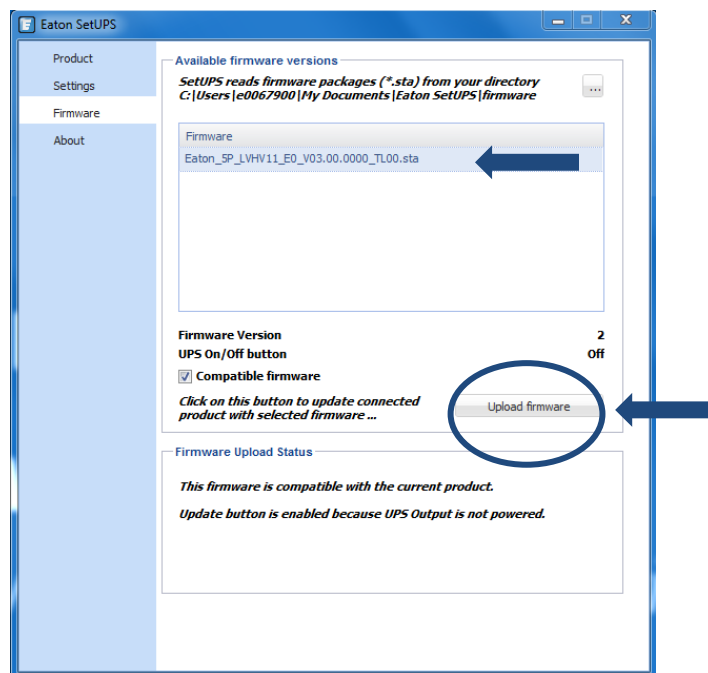
## Firmware upgrade procedure

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 :

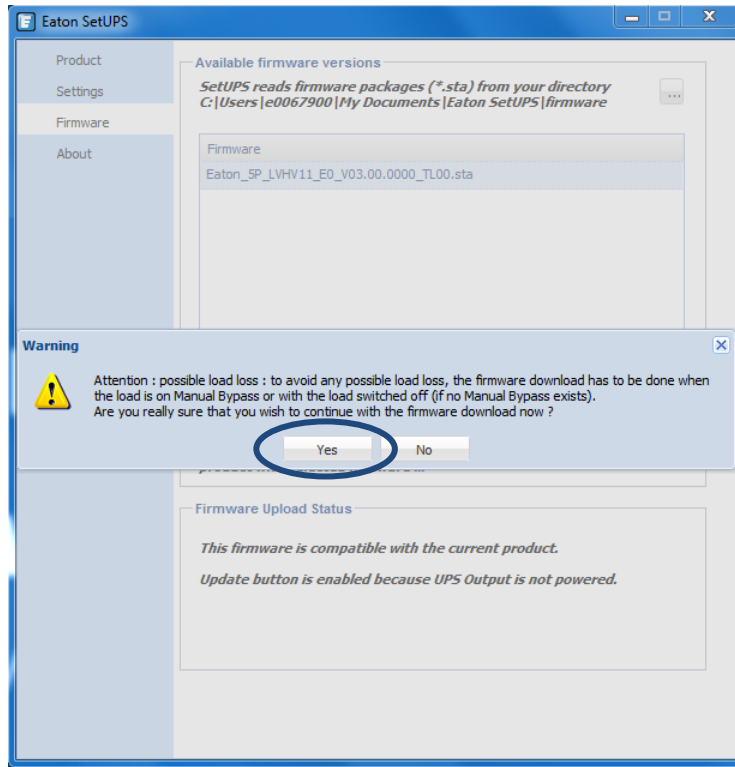




## Firmware upgrade procedure

### 7. Confirmation

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



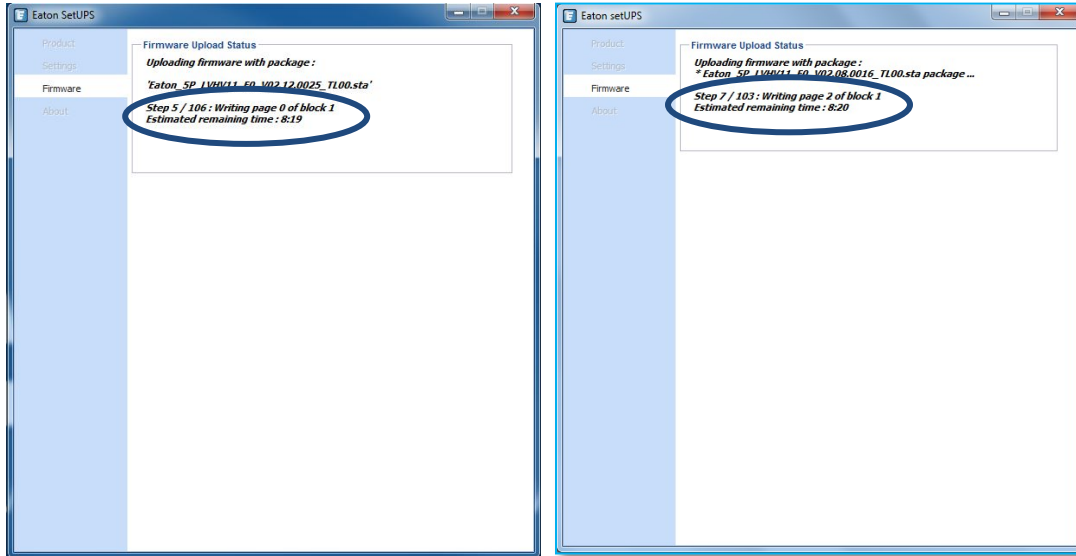
### 8. Upgrade process

➔ A click noise comes from the UPS (relay) 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 will go blank and the AC line, the battery and the Alarm lights cycle. This is normal.



## Firmware upgrade procedure

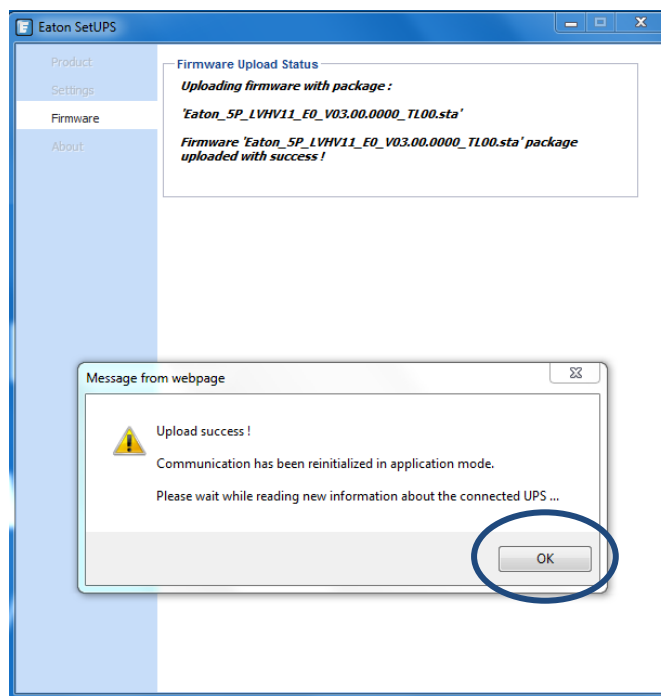
And on **setUPS** window, the firmware upgrade steps appear:



### 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.

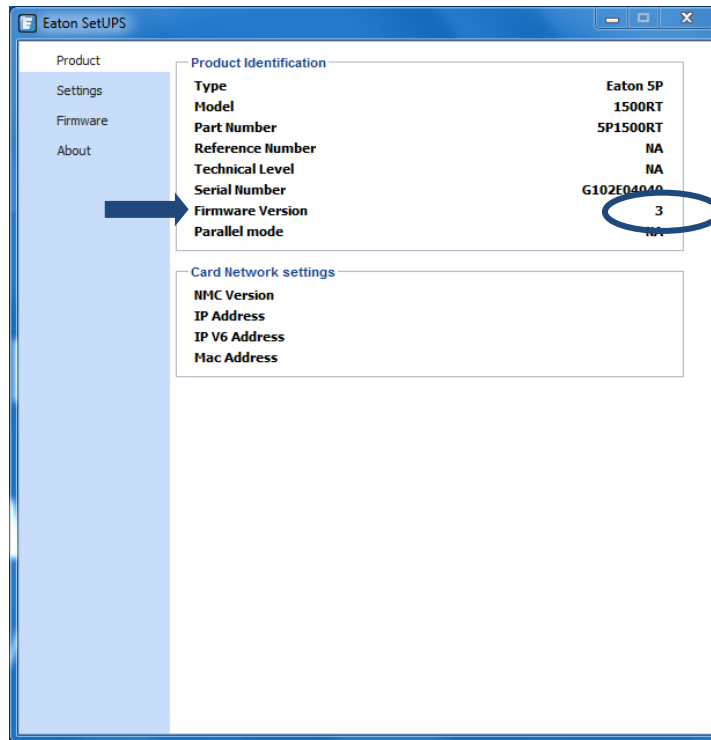
The **setUPS** issues a pop up to let know the firmware flash has been successful : Click on **“OK”** :



## 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

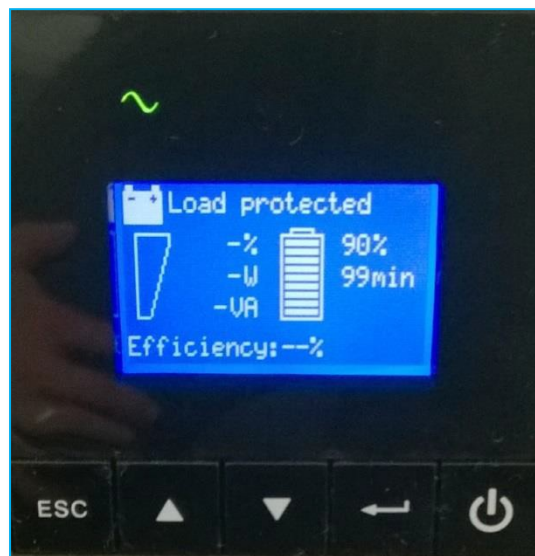
→ Press and hold the power button for 3 seconds to turn the UPS back ON :



## Firmware upgrade procedure



Once the UPS is ON, the following screen appears :

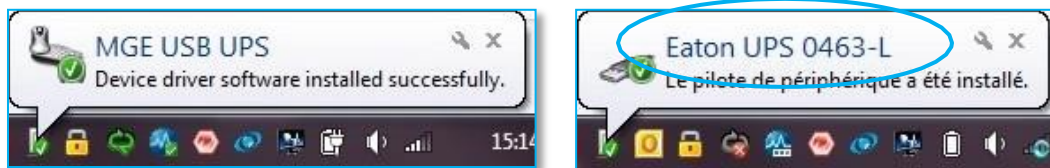


Loads can now be powered back ON !

## Firmware upgrade procedure

### 12. Trouble shooting

- The firmware upgrade is stopped during the process :
  - restart the firmware upgrade process and it continues the upload.
  
- 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**”