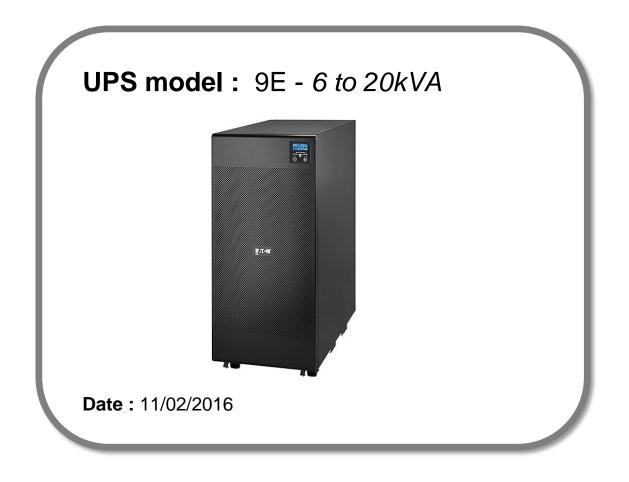


#### ИБП Eaton 9E 20000i (9E20Ki) - Eaton 9E - Обновление программного обеспечения (февраль 2016)

Постоянная ссылка на страницу: https://eaton-power.ru/catalog/eaton-9e/eaton-9e-20000i/

# Eaton<sup>®</sup> setUPS

# Firmware upgrade procedure





Eaton<sup>®</sup>setUPS\_9E\_6to20k\_firmware\_upgrade\_rev\_01

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# Eaton<sup>®</sup> setUPS

### Firmware upgrade procedure

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

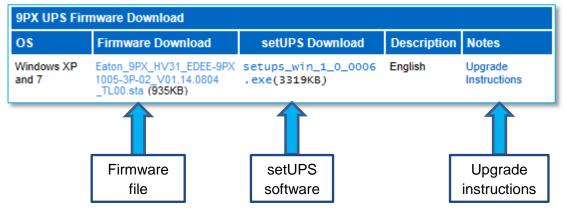
→ Go to the Power Quality Website (http://eaton.com/Downloads/)

Products & Services	Solutions	Knowled	ge 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 Solut	ion type	~

#### → Select your product , 9E, and select your solution type, firmware.



#### → Click on "Download 9PX UPS Firmware Updates"

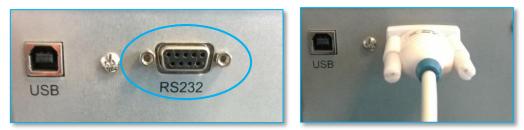


And click on the required link.



#### 2. UPS connection

→ Connect a cable to the UPS unit, on RS232 (DB9) port on the back of the UPS. Then connect the cable to your computer.



#### 3. Launch setUPS

→ For a first time Eaton<sup>®</sup> setUPS installation, double click on the exe file

F setups\_win\_1\_0\_0009.exe

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



The installer opens, click on "Next"



Read and click on "Accept"



Eaton<sup>®</sup>setUPS\_9E\_6to20k\_firmware\_upgrade\_rev\_01

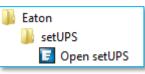
### Click on "Install"

Eaton setUPS Installer	Eaton setUPS Installer
Extent score or product       Powerdg Business Workdwide       Velcome       License       Select Path       Installation       Finish         < Previous   Cancel Install	Vectories       SetUPS         Powerig Business Worktwice       V1.0         Welcome       Product installation in progress         License       Copy files         Select Path       Installation         Finish       Installation was completed successfully.         Click on the 'Finish' button to launch the application now.

And on "Finish"

And the Eaton<sup>®</sup> setUPS starts.

→ If Eaton<sup>®</sup> setUPS is already installed, open setUPS



At the startup, the software searches for the connected UPS

Eaton setUPS	
Product	Status
Firmware	Searching device (wait 30 secondes after connecting cable or initiating application)
About	If computer and device are connected with USB cable and there is no communication after 30 seconds, please disconnect then connect again the USB cable.



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

on setUPS		
oduct	Product Identification	
ettings	Туре	Eaton 9E
-	Model	20000i
mware	Part Number	9E20Ki
oout	Reference Number	9520
	Technical Level	NA
	Serial Number	G430E07003
	Firmware Version	01.06.0002
	Parallel mode	NA
	Card Network settings	
	NMC Version	00.00.0000
	IP Address	000.000.000
	IP V6 Address	0000:0000:0000:0000:0000:0000:0000
	Mac Address	00:00:00:00:00:00

#### 4. Go to Bypass

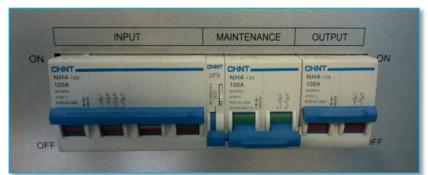
→ On the UPS, press on the 2 buttons at the same time for more than 4 seconds. The upper led indicator (orange) illuminates, the message " A C20" is displayed and a click noise comes from the UPS (relay) :

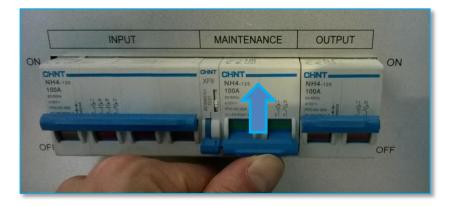


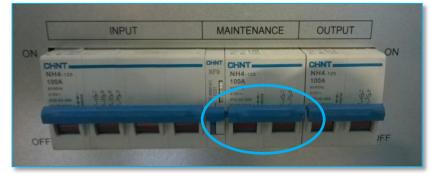
WARNING : loads are not protected anymore !



→ Maintenance Bypass (MBP) of the UPS : at the UPS rear, switch up the MAINTENANCE breaker :







The message " A 900" is displayed :





### 5. setUPS firmware menu

→ On the left menu, select "Firmware" section, the available firmware appears :

Eaton setUPS		<u> </u>
Product Settings	Available firmware versions setUP5 reads firmware packages (*.sta) from C: Users e9911323 My Documents Eaton set	
About	Firmware	
	Firmware Version Activated Bypass Compatible firmware Click on this button to update connected product with selected firmware Firmware Upload Status Please select a firmware to know about it	01.06.0002 Yes Upload firmware

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

Eaton setUPS			
Product Settings	Available firmware versions setUPS reads firmware packages (*.sta) from your directory		
Firmware			
About	Firmware		
	Eaton_9E_HV31_EDEE-9E1305_V01.06.0002_TL00.sta		
	Eaton_9E_HV31_EDEE-9E1305_V01.07.0001_TL00.sta		
	Eaton_9E_HV31_EDEE-9E1305_V01.08.0001_TL00.sta		
	Firmware Version       01.06.0002         Activated Bypass       Yes         Image: Compatible firmware       Yes         Image: Click on this button to update connected product with selected firmware       Upload firmware         Firmware Upload Status       Please select a firmware to know about it		



#### 6. Firmware selection

→ Click on the firmware file to select it and then on the "Upload firmware" button :

Eaton setUPS	
Product Settings	Available firmware versions setUPS reads firmware packages (*.sta) from your directory C Users e9911323 My Documents Eaton setUPS firmware
Firmware About	C:[05:ers][e3911325][PV Documents][ration setups][immware           Firmware           Eaton_9E_HV31_EDEE-9E1305_V01.06.0002_TL00.sta           Eaton_9E_HV31_EDEE-9E1305_V01.07.0001_TL00.sta           Eaton_9E_HV31_EDEE-9E1305_V01.08.0001_TL00.sta           Firmware Version         01.06.0002           Activated Bypass         Yes
	☑ Compatible firmware          Click on this button to update connected product with selected firmware       Upload firmware         Firmware Upload Status       This firmware is compatible with the current product.         Update button is enabled because UPS is not powered or UPS is in Bypass mode (see 'ByPass' in 'Control' menu).

#### 7. Confirmation

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

Eaton setUPS		
Product	Available firmware versions	
Settings	setUP5 reads firmware packages (*.sta) from your directory C:\Users\e9911323\My Documents\Eaton setUP5\firmware	
Firmware	er losers lessenses in y boeaments leaten seten s immune	
About	Firmware	
	Eaton_9E_HV31_EDEE-9E1305_V01.06.0002_TL00.sta	
	Eaton_9E_HV31_EDEE-9E1305_V01.07.0001_TL00.sta	
	Eaton_9E_HV31_EDEE-9E1305_V01.08.0001_TL00.sta	
/arning		
Attention : po the load is on	ssible load loss : to avoid any possible load loss, the firmware download has to be done when Manual Bypass or with the load switched off (if no Manual Bypass exists). sure that you wish to continue with the firmware download now ?	
Attention : po the load is on	ssible load loss : to avoid any possible load loss, the firmware download has to be done when Manual Bypass or with the load switched off (if no Manual Bypass exists).	



### 8. Upgrade process

→ The *setUPS* transfers the UPS into Boot loader mode. The UPS emits a long "beep" and the fans turn in high speed. The firmware will then be erased and then rewritten into the UPS.

During the flash process, the leds on the UPS cycle, and LCD is blank :



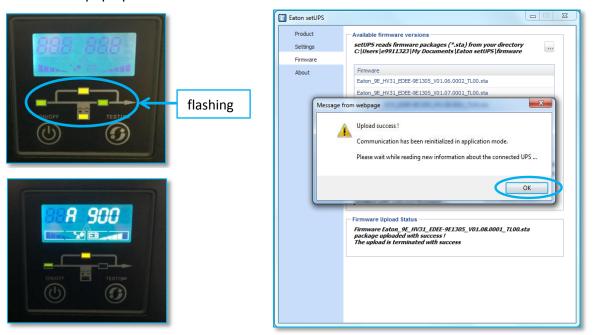
And on setUPS window, the firmware upgrade steps appear :

Eaton setUPS		Eaton setUPS
Product Settings Firmware	Available firmware versions           setUPS reads firmware packages (*.sta) from your directory           C:[Users]e9911323]Hy Documents[Eaton setUPS]firmware	Product         Available firmware versions           Settings         settIPS reads firmware packages (*.sta) from your directory C.[Users]e9911323[Hy Jocuments][staton setUPS[firmware
About	Firmware         Exton, SE_HV31_EDEE-9E1305_V01.06.0002_TL00.sta         Exton, SE_HV31_EDEE-9E1305_V01.07.0001_TL00.sta         Exton, SE_HV31_EDEE-9E1305_V01.08.0001_TL00.sta         Firmware Version       01.06.0002         Activated Bypass       Yes         Compatible firmware       Upload firmware         Entrow tub backcade dimmare       Upload firmware         Firmware Upload Status       Yes         Yeston of the product with sekectade firmware       Upload firmware	About       Firmware         Exten_SE_HV31_EDEE-4E1305_V01.06.0002_TL00.sta         Exten_SE_HV31_EDEE-4E1305_V01.08.0001_TL00.sta         Exten_SE_HV31_EDEE-4E1305_V01.08.0001_TL00.sta         Exten_SE_HV31_EDEE-4E1305_V01.08.0001_TL00.sta         Firmware Version       01.06.0002         Activated Bypass       Yes         Compatible firmware       Upload firmware         Diploading firmware       Upload firmware         Stepsore_Set01_EDEF-9E1305_V01.08.0001_TL00.sta package       Step 5 / 107. Writing page 1 of block 0



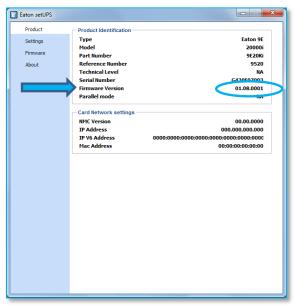
### 9. Upload success

→ When the firmware flash process is done, fans speed decrease +the UPS emits a "click" noise and the 4 leds blink simultaneously, A900 display comes back. The **setUPS** issues a pop up to let know the firmware flash has been successful : click on "**OK**" :



#### 10. Return to normal state

→ The *setUPS* reverts back to the UPS information section. The firmware version should now reflect the latest version :

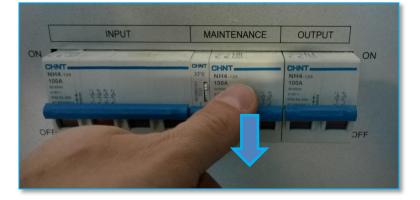


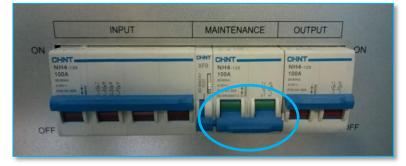


### 11. Go back to Normal

→ At the UPS rear, switch down the MAINTENANCE breaker :







Leds cycle :





→ The UPS is back online, the loads are protected and the following screen appears :



### 12. Trouble shooting

- → The firmware upgrade is stopped during the process :
- $\rightarrow$  restart the firmware upgrade process and it continues the upload.
- → In the firmware section, the "Upload firmware" button is not available :
- $\rightarrow$  UPS is online, refer to the section "4. GO to bypass"

