

Display Firmware Upgrade Procedure

UPS model : Bladeups



Date : 02/10/2017

Display Firmware Upgrade Procedure

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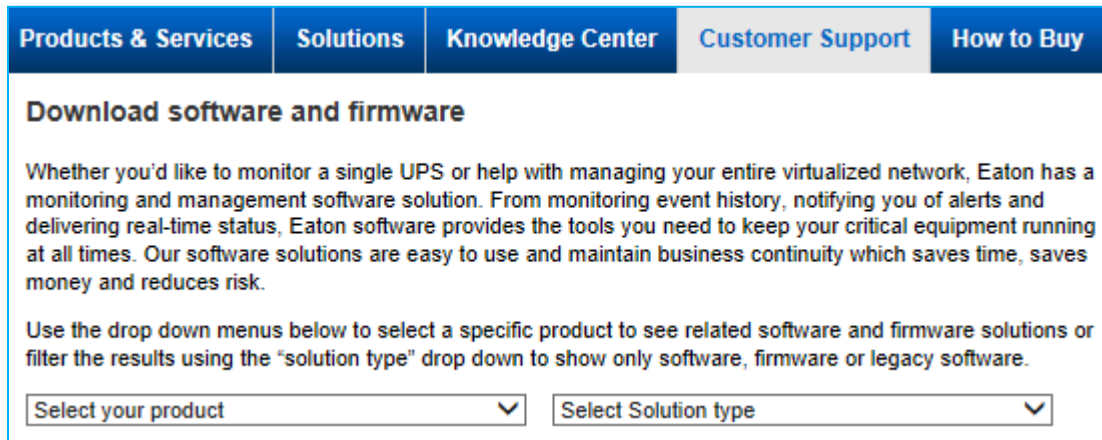
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Eaton® BladeUPS Display Firmware Upgrade

Display 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.



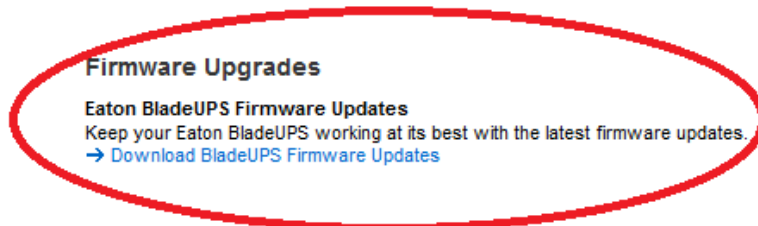
Download software and firmware

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 v2.02 exe file and the upgrade instructions. Save the v2.02. exe file to your computer.

BladeUPS Display (LCD) Firmware			
OS	Download	Description	Notes
Windows XP and 2000	ModuleLCD.v2.02.exe (256KB)	V2.02	

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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. By default the BladeUPS firmware .exe communicates thru the user’s computer COM 1 port, 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 your PC doesn't support COM1 then follow the instructions for batch file upgrades in Section 4 to select a different port option.

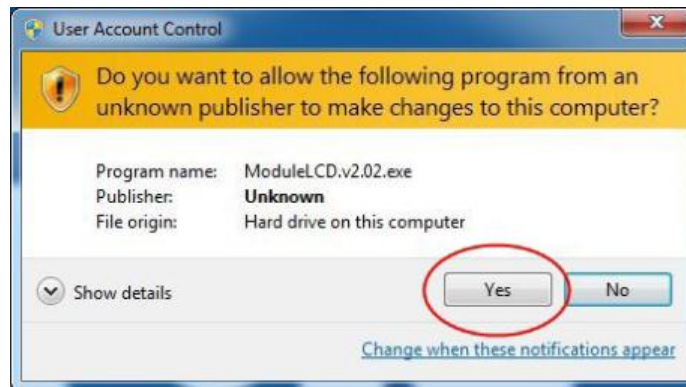
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3. Perform the Firmware upgrade

- Ensure the UPS is in one of the following states: 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 2.02 exe file

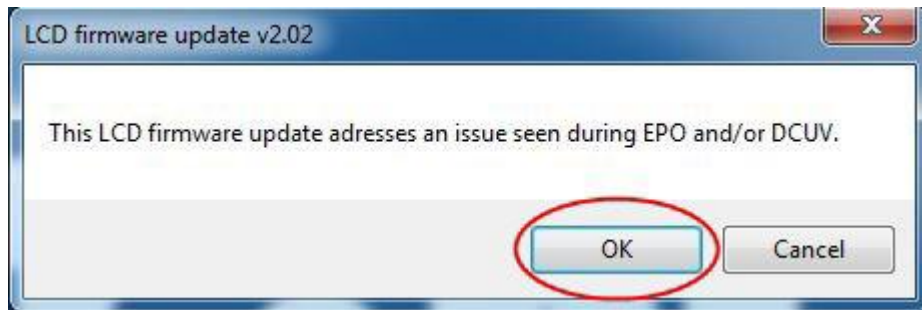


- Validate the “User Account Control” message by clicking “Yes”

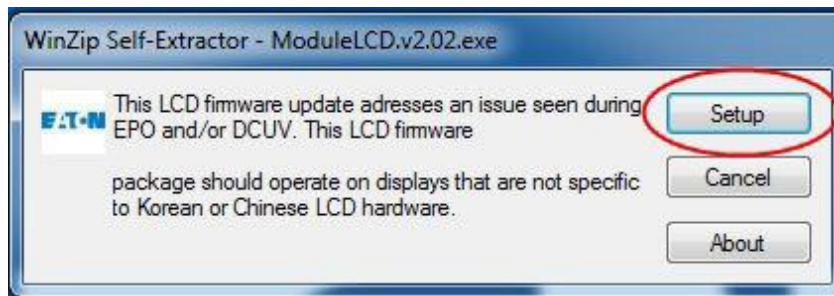


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- Click ok



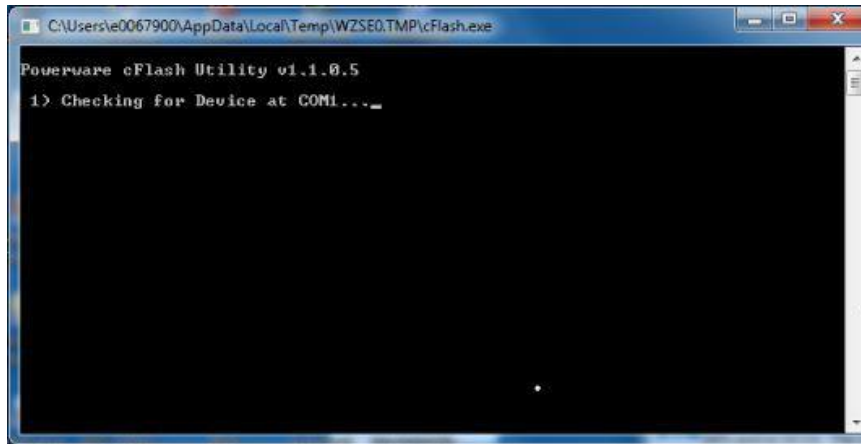
- Click Setup



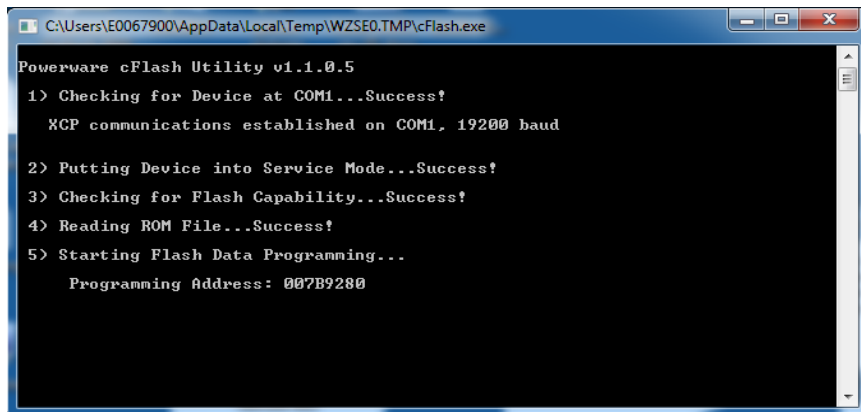
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- The Firmware will begin to load automatically.

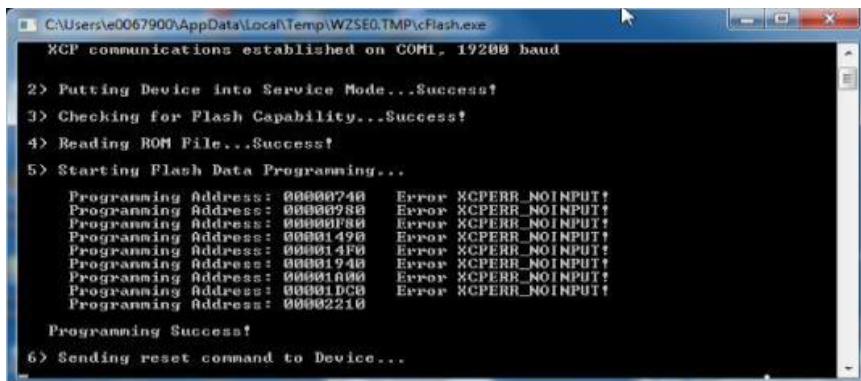


```
C:\Users\ve0067900\AppData\Local\Temp\WZSE0.TMP\cFlash.exe
Powerware cFlash Utility v1.1.0.5
1) Checking for Device at COM1...
```



```
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
```

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



```
C:\Users\ve0067900\AppData\Local\Temp\WZSE0.TMP\cFlash.exe
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: 00000740 Error XCPERR_NOINPUT!
   Programming Address: 00000780 Error XCPERR_NOINPUT!
   Programming Address: 00000F60 Error XCPERR_NOINPUT!
   Programming Address: 00001490 Error XCPERR_NOINPUT!
   Programming Address: 000014F0 Error XCPERR_NOINPUT!
   Programming Address: 00001940 Error XCPERR_NOINPUT!
   Programming Address: 00001A00 Error XCPERR_NOINPUT!
   Programming Address: 00001DC0 Error XCPERR_NOINPUT!
   Programming Address: 00002210 Error XCPERR_NOINPUT!
   Programming Success!
6) Sending reset command to Device...
```

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- When the upgrade is complete, (typically 1 to 2 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, or in a UPS off state. Upgrade the remaining modules by repeating steps 2 and 3. After All the Modules have been upgraded return the UPS to a load protected state.
- 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 (02.02) / 1.



- End of Flash Procedure.

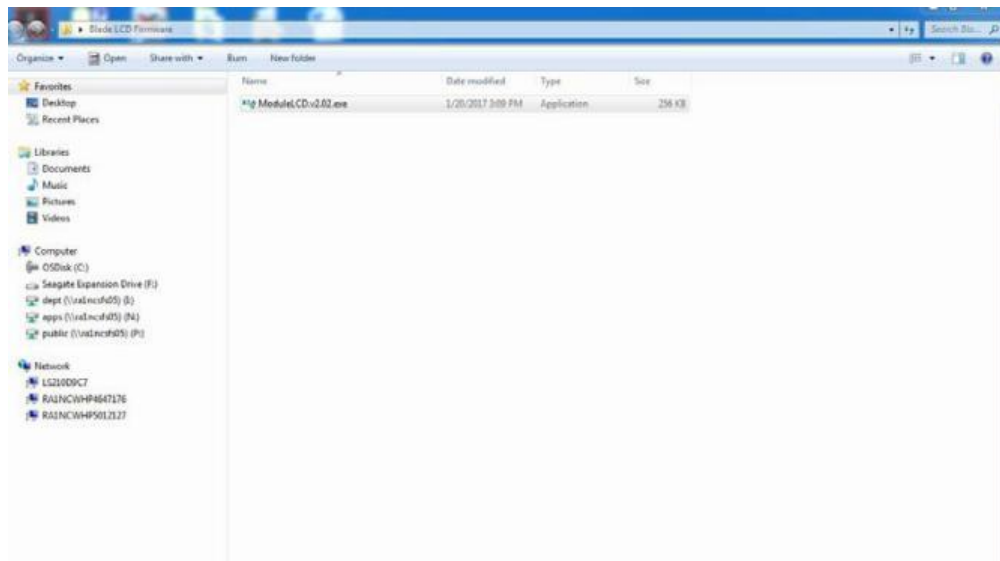
Note: If the Can Bridge card is a lower revision firmware, this is also a good time to upgrade that firmware. See the instructions for The Can bridge update.

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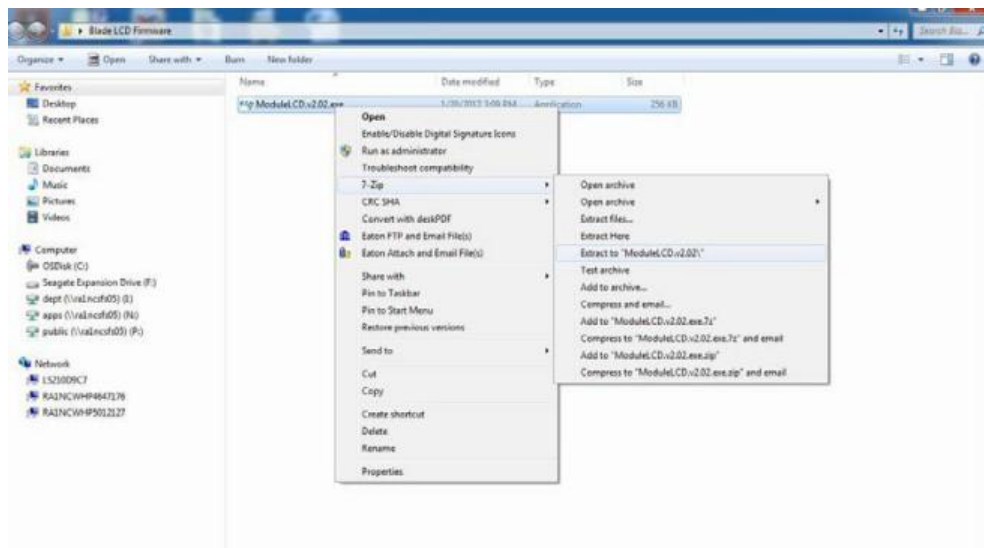
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4. Batch File Instructions (For use if Com 1 is not available)

- Move the firmware .exe to a folder or create a folder keep this file in.



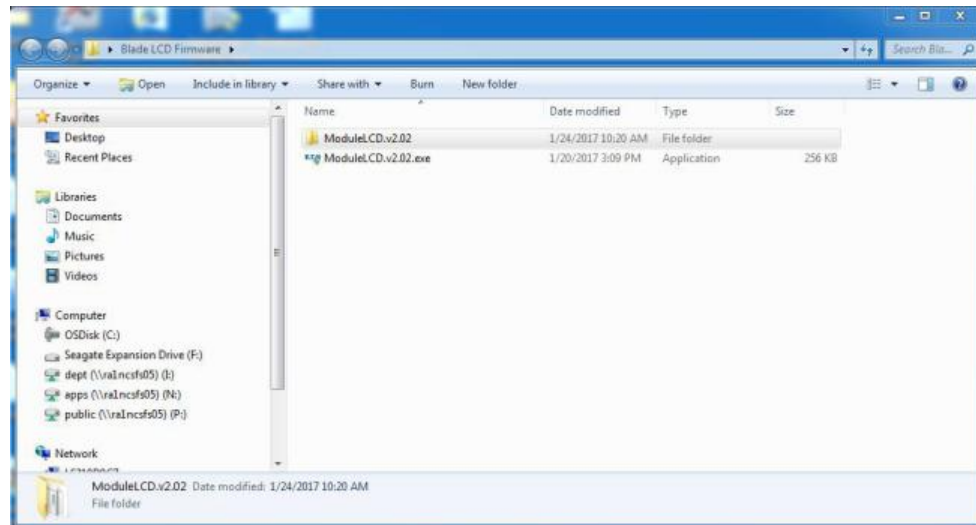
- In the folder you have the firmware.exe file saved in right click on the firmware executable file. Extract the contents of this file to a folder or save them into the temporary folder you created in step 1.



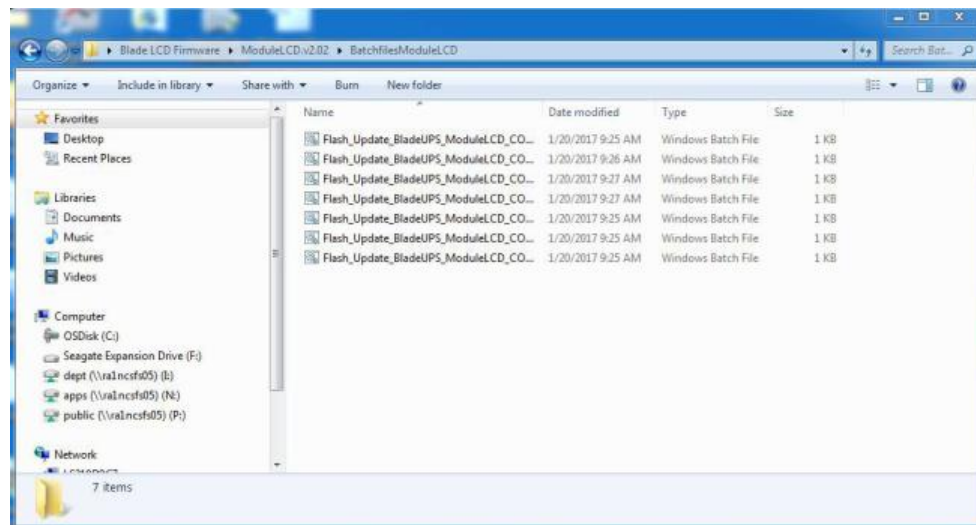
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- Click on the folder that was created by unzipping the .exe file.



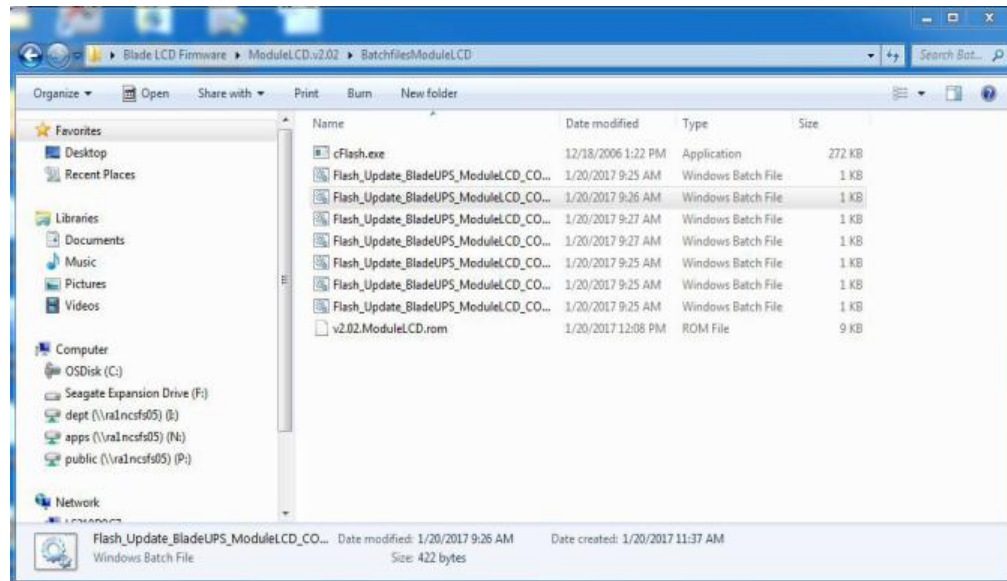
- Double click on the Batch files Module LCD folder. This will display all of the batch files for the different Com ports.



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- Copy the .rom file and the CFlash file to the folder where the batch files are located. The folder should now look like this.

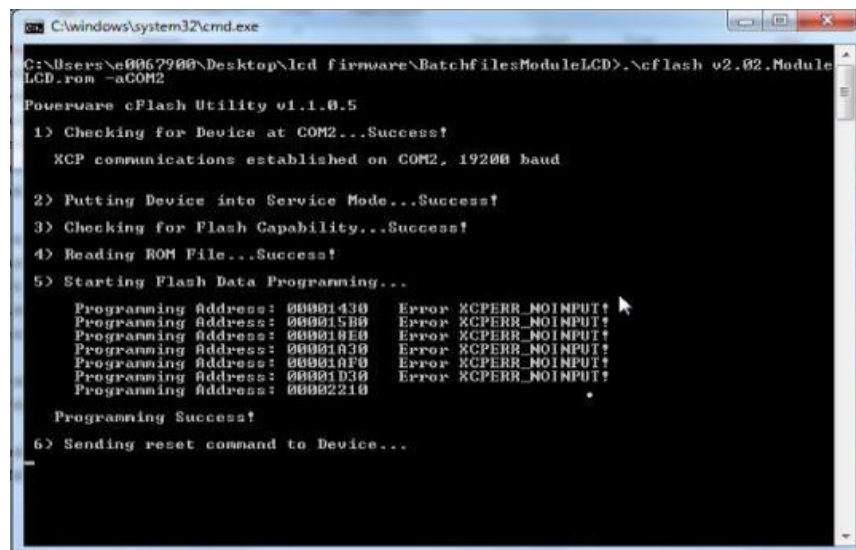


- Ensure there is a serial communication cable connected between the computer COM port and the BladeUPS service serial port (labeled DB-9 Communication Port). The BladeUPS service DB-9 port shares communications with the card slot labeled "X-Slot Communication Bay 1", so it is recommended that during 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: 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.

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- 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 with the corresponding com port you wish to use. 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\eb067908\Desktop\lcd_firmware\BatchfilesModuleLCD>.\cflash v2.02.ModuleLCD.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: 00001430 Error XCPERR_NOINPUT!
   Programming Address: 000015B0 Error XCPERR_NOINPUT!
   Programming Address: 000018E0 Error XCPERR_NOINPUT!
   Programming Address: 00001A30 Error XCPERR_NOINPUT!
   Programming Address: 00001AF0 Error XCPERR_NOINPUT!
   Programming Address: 00001D30 Error XCPERR_NOINPUT!
   Programming Address: 00002210
   Programming Success!
6) Sending reset command to Device...
```

- When the upgrade is complete, (typically 1 to 2 minutes per UPS) the UPS will return back to the mode that it was in when the firmware update was started so either internal bypass, or in a UPS off state. Upgrade the remaining modules by repeating steps for the batch file process in step 4. After All the Modules have been upgraded return the UPS to a load protected state.

Note: If the Can Bridge card is a lower revision firmware, this is also a good time to upgrade that firmware. See the instructions for The Can bridge update.

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5. Firmware Release Notes

- Release Notes For BladeUPS Version 2.00

This version is for all LV and HV models.

- This firmware update addresses an obsolete part issue only. No new functionality or fixes are included. This firmware package should operate on both the previous versions of hardware and the current versions of hardware. (LCD Driver Chip 1021651 EOL)

- Release Notes For BladeUPS Version 2.02:

This version is for all LV and HV models.

- This Firmware update addresses an issue with the display locking up on a DC under voltage alarm and in an EPO situation.

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 the entire batch files, .rom file and the Flash.exe are all in the same directory or folder.

End