

# VE Power Setup manual

## 1. Introduction

VE Power Setup is a Windows application that can be used to:

1. Update firmware of a VE.Can product connected to your computer (requires a CANUSB adapter, ASS030532000)
2. Remotely updating firmware of a VE.Can product (requires an internet connected Venus device)
3. Remotely changing the configuration of VE.Bus system: Remote VEConfigure (requires an internet connected Venus device)

To update the firmware of a VE.Can product, its typically most convenient to use the remote option. Since its then not necessary to obtain the CANUSB adapter.

Products which can be firmware updated via its VE.Can port are:

- BlueSolar Charger 150/70 VE.Can
- BlueSolar Charger 150/85 VE.Can
- Lynx Shunt VE.Can
- All four Skylla-i Battery Chargers
- Skylla-i Remote Control Panel
- All our different VE.Can to VE.Bus/VE.Direct and NMEA2000 to VE.Bus/VE.Direct interfaces
- Ion Control

Products with a VE.Can port that need to be updated differently are:

- Lynx Ion (update via USB port instead)
- Lynx Ion + Shunt (update via USB port instead)
- VE.Can tank sender adapter (no updates available)
- Color Control GX (update via internet or with an [sdcard](#))
- Venus GX (update via internet or with an [sdcard](#))

Notes:

- Remotely updating firmware in VE.Bus products (Inverters, Multis and Quattros) is not possible and will also not become possible.
- Since VE Power Setup version 5.0, the product configuration is preserved during a firmware update. More information in our [blogpost about the v5.0 software release](#).

Looking for Remote VEConfigure with a “Victron Global Remote 2 (VGR2)”? See. [here](#)

## 2. Instructions for Updating VE.Can firmware locally

### 2.1 Instructions

1. Download and install VE Power Setup from our [Software downloads page](#).
2. Obtain the necessary firmware file on <https://professional.victronenergy.com> | the Victron

Professional portal]]).

3. Follow instructions in VE Power Setup.

## 3.2 Trouble shooting

1. Check the information behind the Need help connecting? button in the application.

## 3. Updating VE.Can firmware remotely

### 3.1 Instructions

1. Download and install VE Power Setup from our [Software downloads page](#).
2. Obtain the necessary firmware file on <https://professional.victronenergy.com> [the Victron Professional portal]].
3. Follow the Two-way communication checklist
4. Open VE Power Setup, and enter your VRM login credentials
5. Now select an installation.
6. Select the product that you want to update. The current firmware version will be shown, see image above.
7. Select the firmware file on your computer, and press the Update button.

### 3.2 Trouble shooting

1. Check the information behind the Need help connecting? button in the application.
2. Check [Remote firmware update instructions](#).

## 4. Remote VEConfigure

- Remote VEConfigure works for both single unit systems as parallel and three phase systems.
- Remotely changing Assistant configuration is possible.
- VE.Bus firmware versions 416 and 417 can not be configured remotely
- Remote configuring firmware version 418 or later requires the CCGX or Venus GX to run v2.10 or later
- If the VE.Bus device is connected to the CCGX via a VE.Bus to VE.Can interface, as was often the case in a Hub-1 system, this interface cable needs to run firmware version v2.05 or higher. Note that it is possible to first update the firmware in the interface cable, and then remotely configure the VE.Bus system.

### 4.1 Remote VEConfigure walk-through

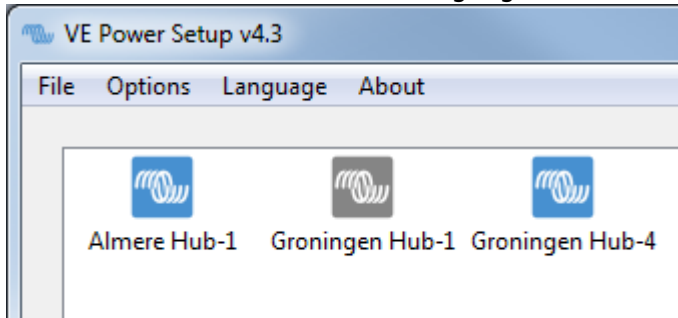
1. Start VE Power Setup
2. Choose "Connected to a Color Control on VRM"
3. Login:

E-mail:

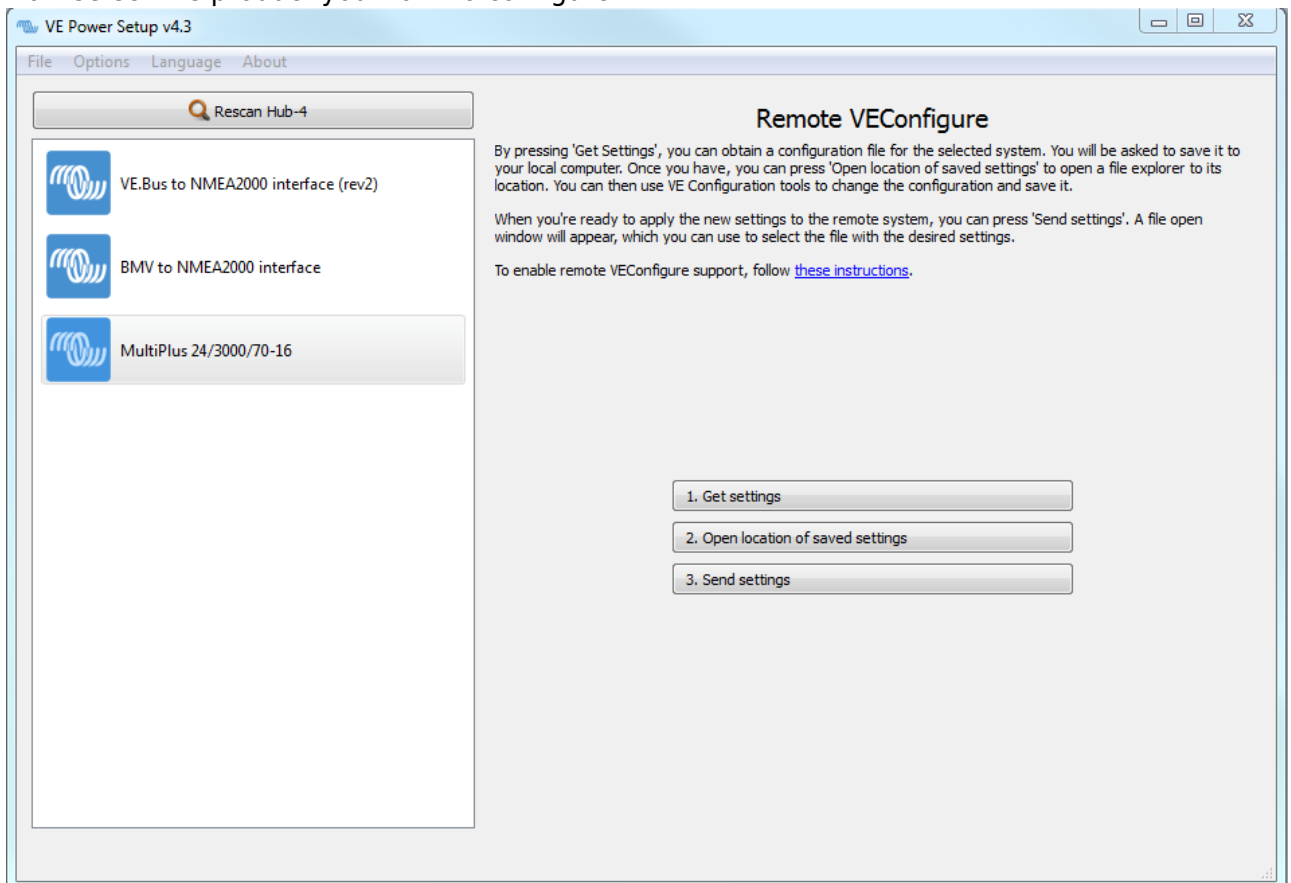
Password:

☒ Remember my login data

- Choose the required site. Sites on which you have Admin-rights and that have two-way-communication enabled will be highlighted in blue:



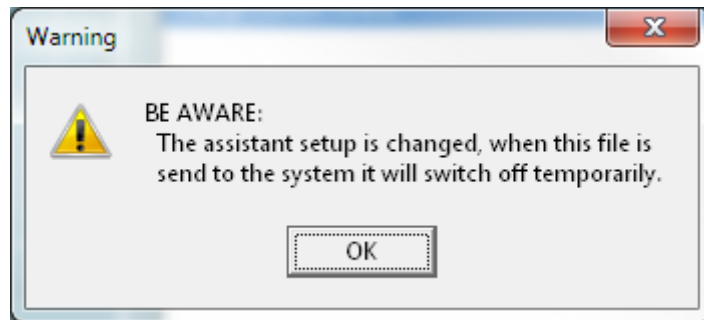
- After selecting the site, VE Power Setup will establish communication to the selected site. Once established, it will perform a remote scan, to find all products connected to the Color Control. Now select the product you want to configure:



- Choose "Get settings".
- Save the settings file with an appropriate name.
- Choose "Open location of saved settings".
- Double click on the settings file. Depending on the system configuration "VE.Bus System Configurator" or "VEConfig" will open.
- Make the required changes.
- Close the configuration tool. The settings file will automatically be saved.
- Go back to VE Power Setup, and choose "Send Settings".
- Select the modified setting file and wait until done.

## 4.2 Inverter restart - short loss of AC power

Changing certain settings, such as Assistants, will cause the inverter/charger to momentarily switch off and back on again. In such situations, VEConfig will warn when saving the settings:



There will be no AC power available during the restart, so in many cases there will also be no internet connection for a short while. This is not a problem, as the file is first sent to the ccgx in full before its written to the unit.

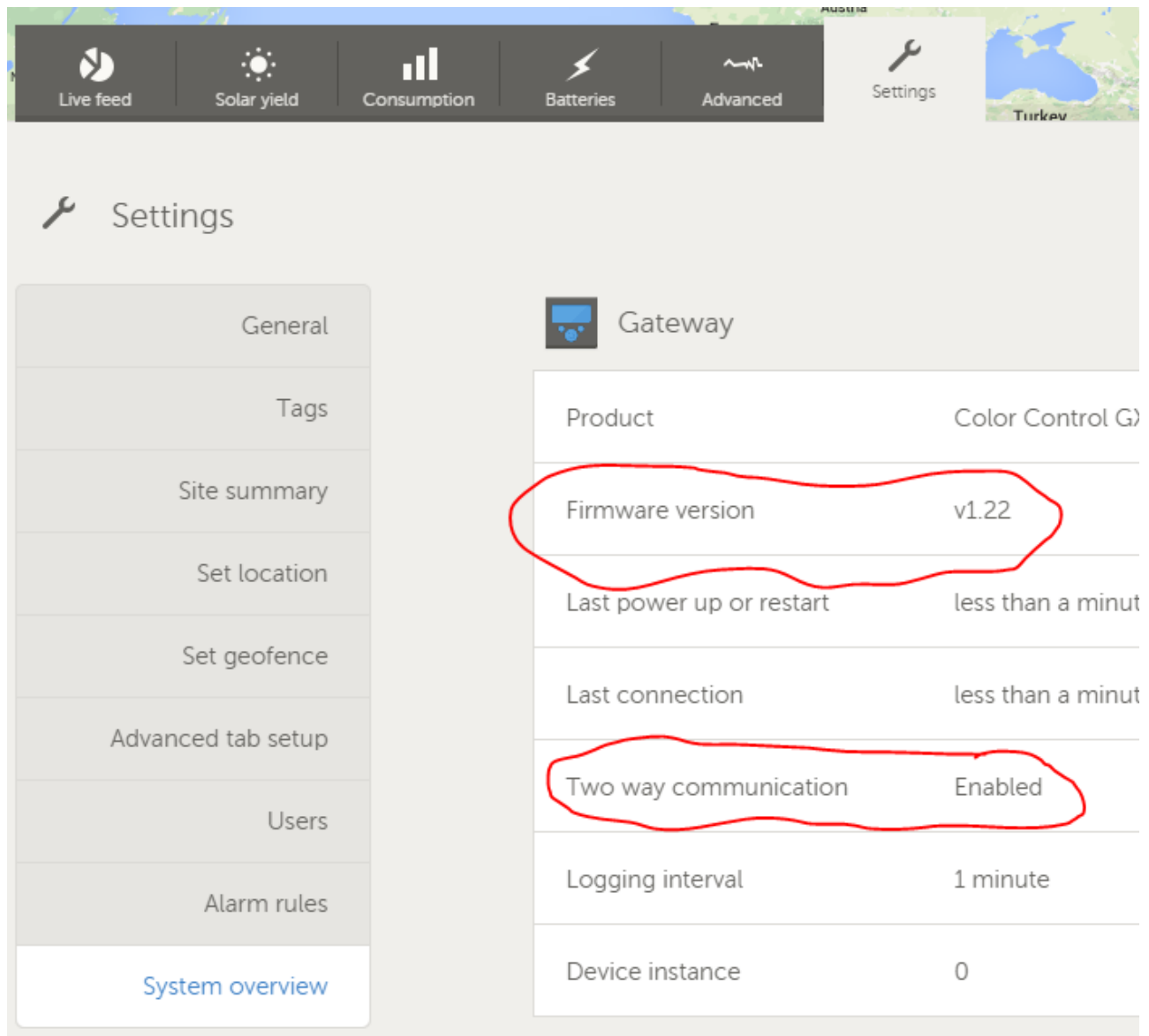
So even though the unit restarts, the writing process should not be effected. It important that the router starts itself when the AC power returns of course.

And it is important that the CCGX (or Venus GX) is powered from DC: it should not lose power during this process.

## 5. Two-way communication

### 5.1 Configuring Two-way communication

1. Use the latest version of the [VE Configuration Tools for VE.Bus products](#).
2. Use the latest version of [VE Power Setup](#).
3. Check that the Venus device runs the latest available firmware.
4. Enable Two-way communication on the Venus device.



5. Make sure to have Full Control access on the installation: On the VRM Portal, navigate to the site, then to the Settings tab, and click Users. Your login needs to highlight in green and show Full Control.
6. CCGX must be connected to internet, and Two-way communication must show as up in the

Device list on the VRM Portal:  add screenshot.

## 5.2 Trouble shooting Two-way communication

### Error "VRM API not responding"

This error indicates a network or firewall issue between the computer running VE Power Setup and the backend.

VE Power Setup needs to communicate with the VRM database, which is done by connecting to <https://juice.victronenergy.com/>.

There might be a firewall blocking access to it. Your network might also require all traffic to go through a HTTP(s) proxy, which VE Power Setup does not support. Confer with your network

administrator if this is the case.

## Error "Problem communicating with two-way communication relay server"

This indicates a problem between your current location and the two-way communication relay server.

The relay server, <https://pubsub.pubnub.com/>, is used to connect to the Color Control, despite it being behind a firewall. Access to it from your current location might be blocked by a firewall, or your network requires communication to go through a HTTP(s) proxy, which VE Power Setup does not support. Confer with your network administrator if this is the case.

## Windows XP

VE Power Setup runs on Windows XP, but you may have to perform a few manual steps.

- Because Windows XP is no longer maintained by Microsoft, some installations don't have the proper SSL CA certificates installed, so you may need to install them as outlined by the [Global Sign website](#). Power Setup needs the following:
  - [digicert1.crt](#)
  - [digicert2.crt](#)
  - [digicert3.crt](#)
  - [starfield.crt](#)
- If you get a crash right at start up, you need to install the [Microsoft Visual C 2008 redistributable](#).

## DISQUS

~~DISQUS~~

From:  
<https://www.victronenergy.com/live/> - **Victron Energy**

Permanent link:  
[https://www.victronenergy.com/live/ccgx:ccgx\\_ve\\_power\\_setup?rev=1512468111](https://www.victronenergy.com/live/ccgx:ccgx_ve_power_setup?rev=1512468111)

Last update: **2017-12-05 11:01**

