

**UPS model : 9SX 1:1 700VA to 3kVA**



**Date : 20/11/2018**

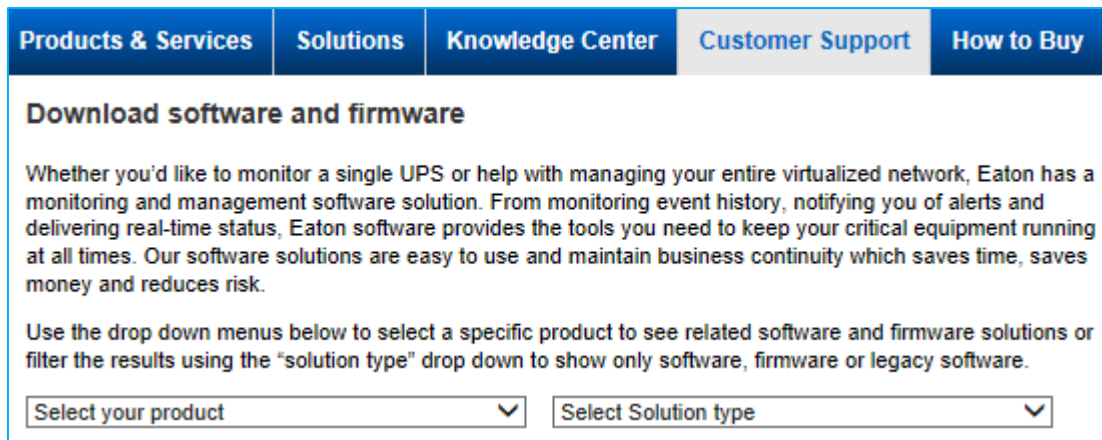
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## Firmware upgrade procedure

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

➔ Go to the Power Quality Website (<http://eaton.com/Downloads/>)



**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 , **9SX (700VA - 3 kVA)**, and select your solution type, firmware.



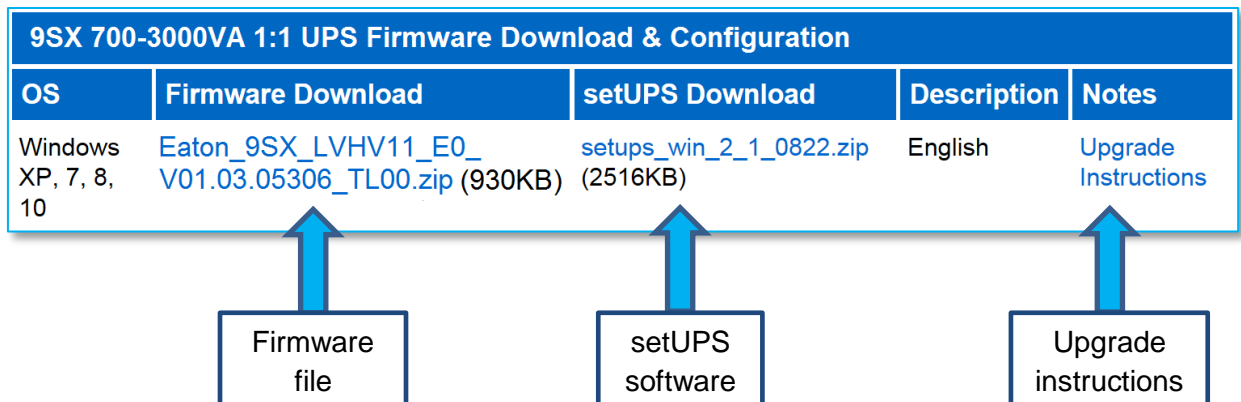
**Firmware Upgrades**

**Eaton 9SX UPS Firmware Updates**


Upgrade your Eaton 9SX with the latest firmware updates.

➔ [Download 9SX UPS Firmware Updates](#)


➔ Click on "Download 9SX UPS Firmware Updates"




9SX 700-3000VA 1:1 UPS Firmware Download & Configuration				
OS	Firmware Download	setUPS Download	Description	Notes
Windows XP, 7, 8, 10	<a href="#">Eaton_9SX_LVHV11_E0_V01.03.05306_TL00.zip</a> (930KB)	<a href="#">setups_win_2_1_0822.zip</a> (2516KB)	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 (DB9) port on the back of the UPS. Then connect the cable to your computer.

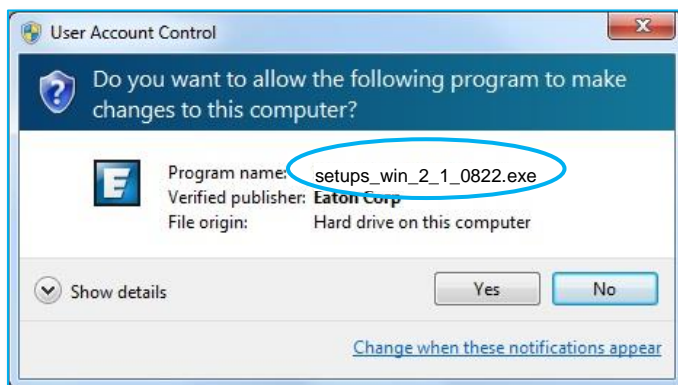


### 3. Launch setUPS

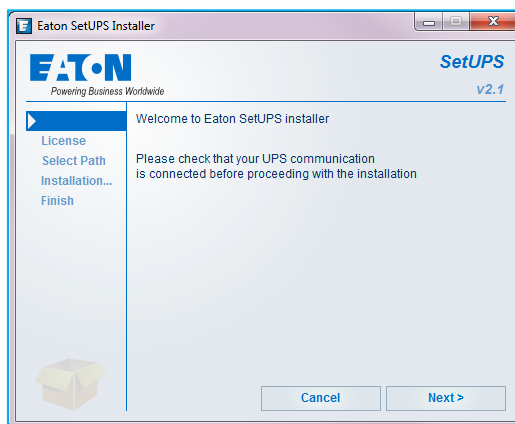
➔ For a first time Eaton® setUPS installation, double click on the exe file

 setups-win-2\_1\_0822.exe

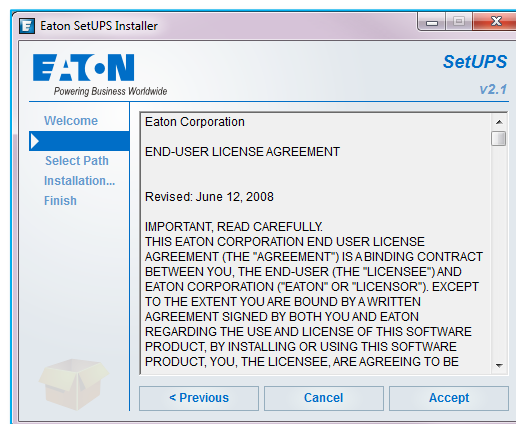
and valid the “User Account Control” message by “Yes”



The installer opens, click on “Next”

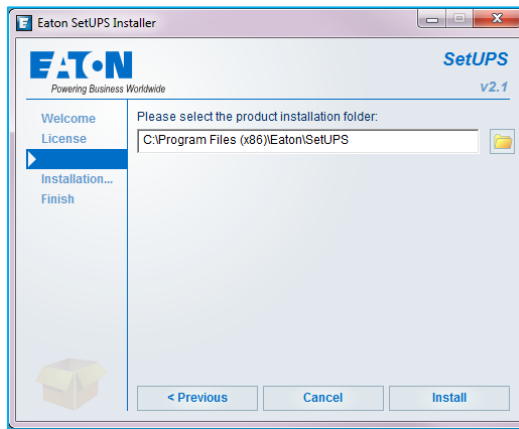


Read and click on “Accept”

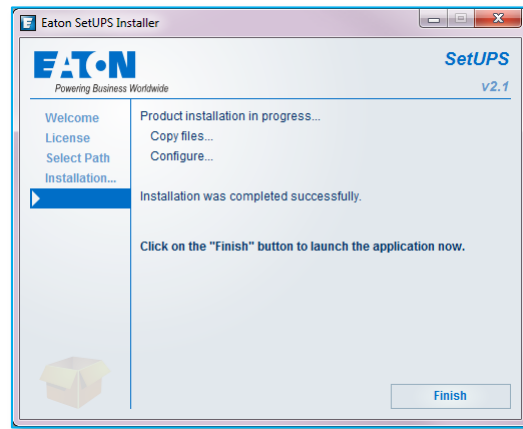


## Firmware upgrade procedure

Click on “**Install**”

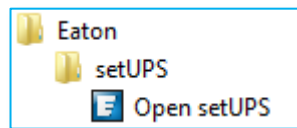


And on “**Finish**”

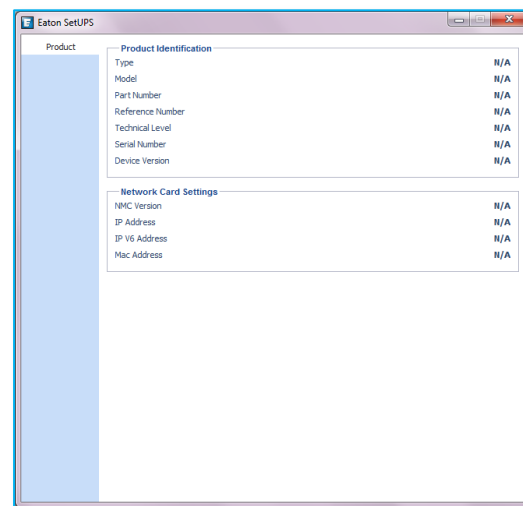
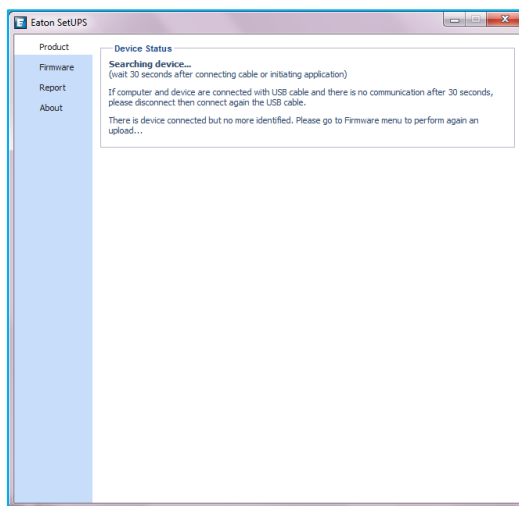


And the Eaton® setUPS starts.

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

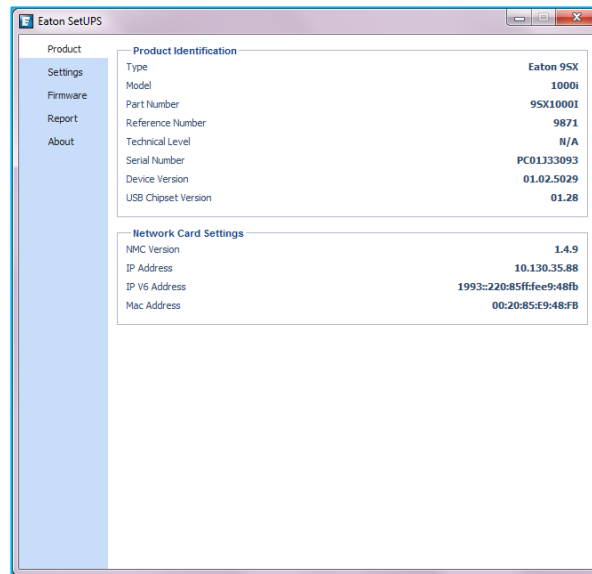


At the startup, the software searches for the connected UPS



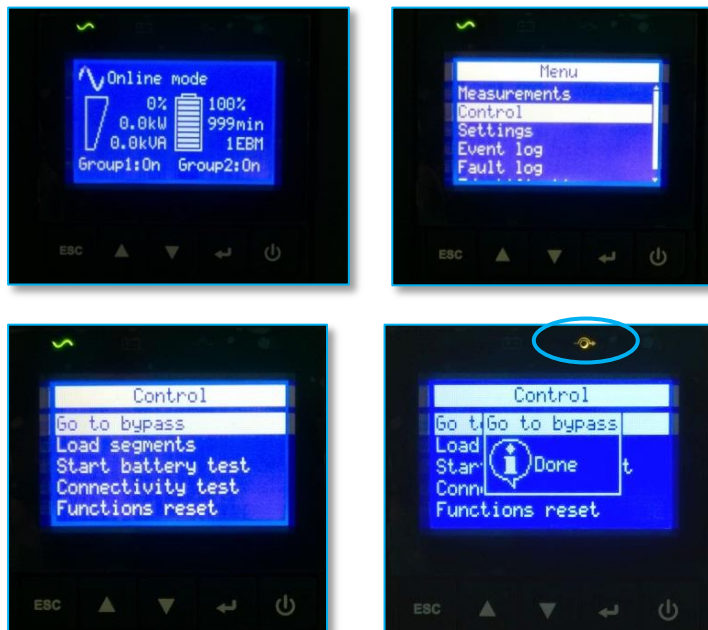
## Firmware upgrade procedure

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



#### 4. Go to Bypass

➔ On the UPS, go to the menu "CONTROL", and select "Go to bypass". The Bypass indicator (orange) illuminates :



**WARNING : loads are powered but not protected anymore !**

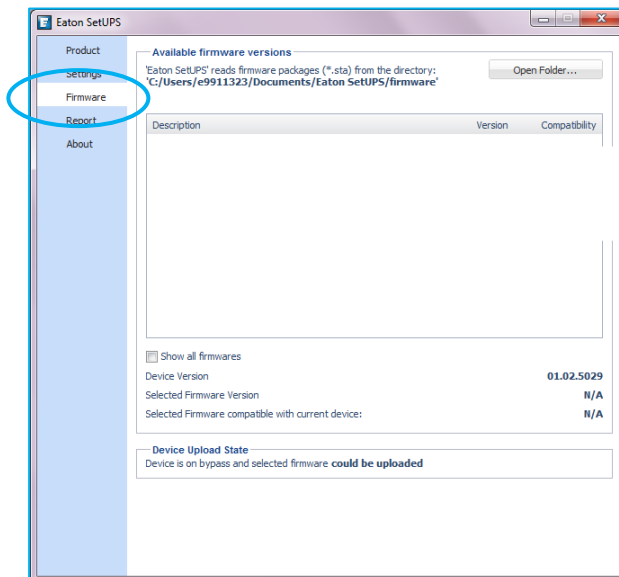
## Firmware upgrade procedure

➔ If there is a maintenance bypass ( HotSwap MBP) connected to the UPS, switch to Bypass position :



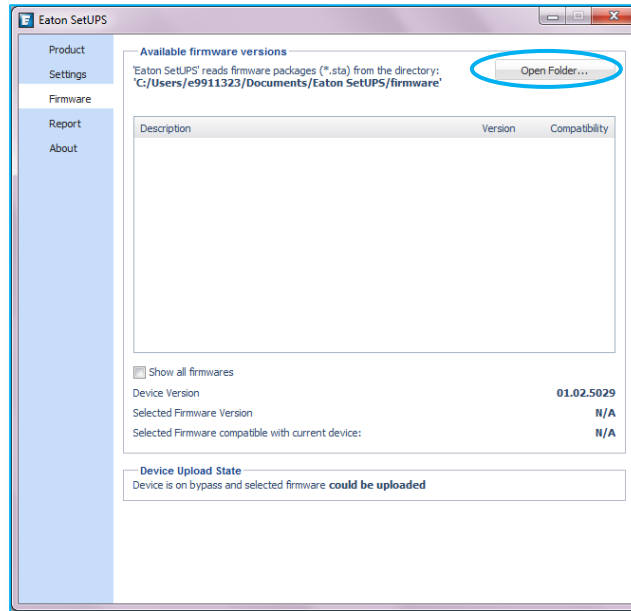
### 5. setUPS firmware menu

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



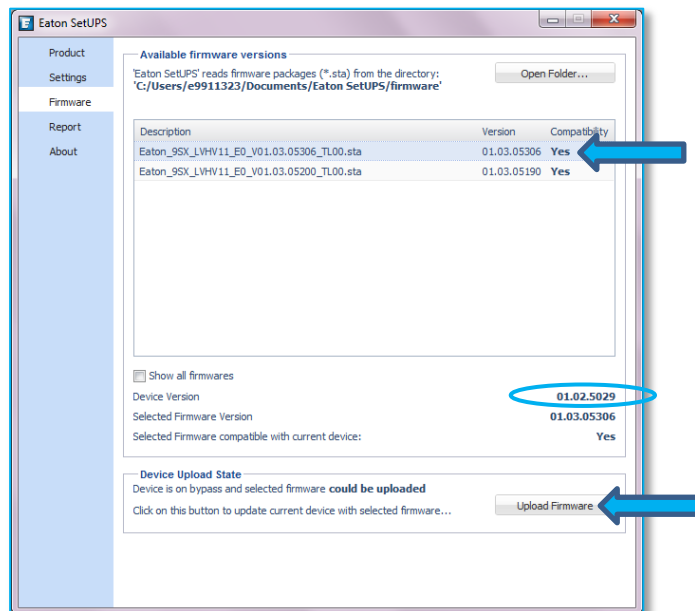
## Firmware upgrade procedure

If the firmware list is empty, copy/paste the downloaded firmware in the target folder *My Documents\Eaton setUPS\firmware* (click on the “Open Folder...” button) :



### 6. Firmware selection

➔ Click on the firmware file to select it and then on the “Upload firmware” button :

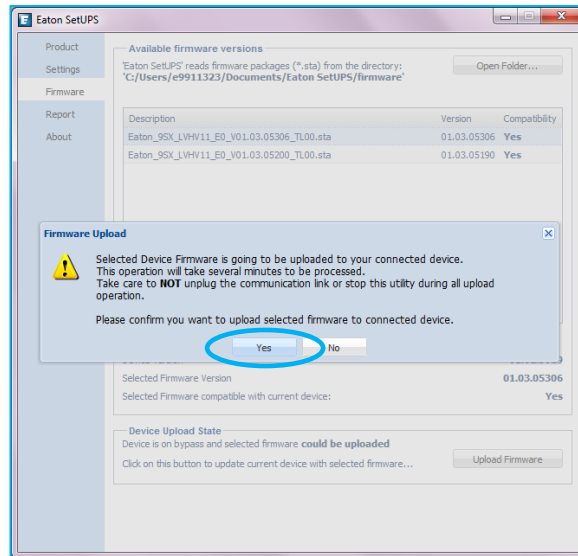




## Firmware upgrade procedure

### 7. Confirmation

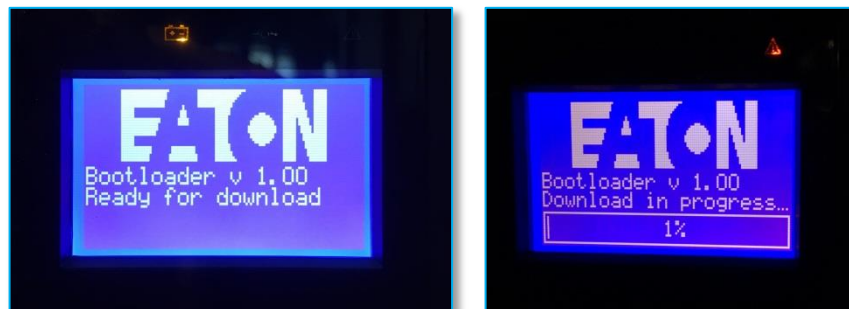
➔ The following screen appears which reminds you that UPS output is OFF (but load still powered) during the upgrade, select “Yes” to continue



### 8. Upgrade process

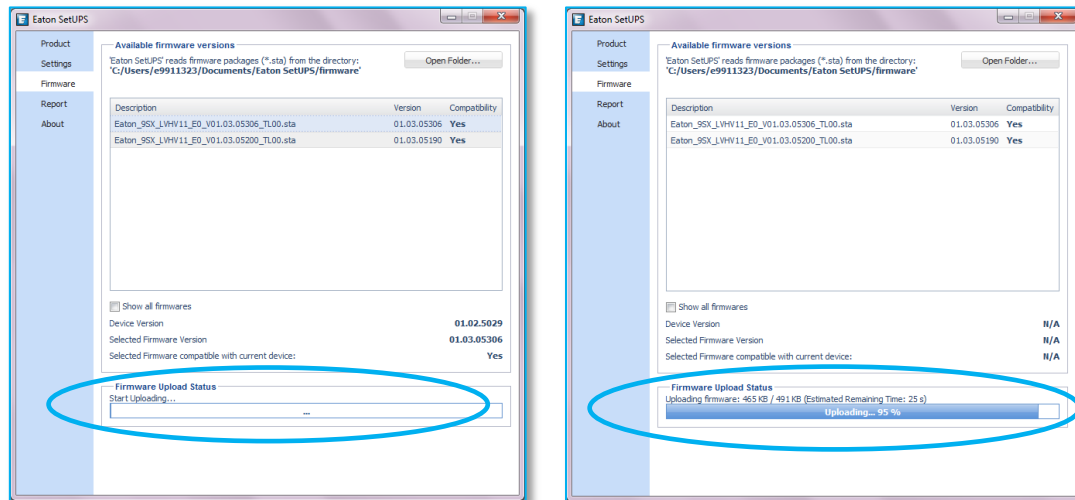
➔ The UPS emits a beep and transfers into Boot loader mode. The firmware will then be erased and then rewritten into the UPS.

During the flash process, the status led (AC line, Battery, Bypass & Fault) on the UPS cycle, a progress bar is displayed on LCD and a beep is emitted every 10s :



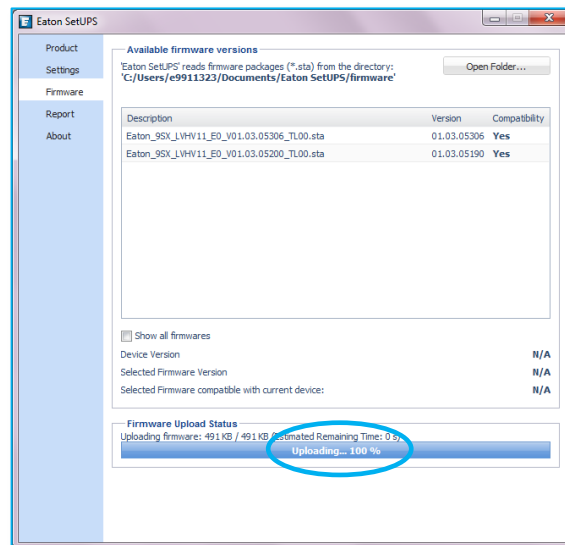
## Firmware upgrade procedure

And on **setUPS** window, the firmware upgrade status appears :



### 9. Upload success

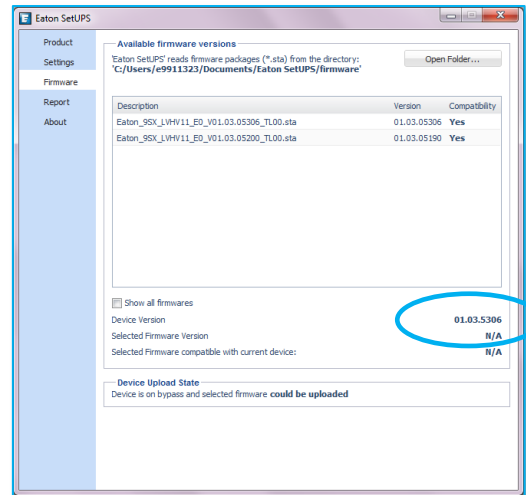
➔ When the firmware flash process is done, the UPS emits a long beep. The **setUPS** shows 100% on the load bar to inform the firmware flash has been successful :



## Firmware upgrade procedure

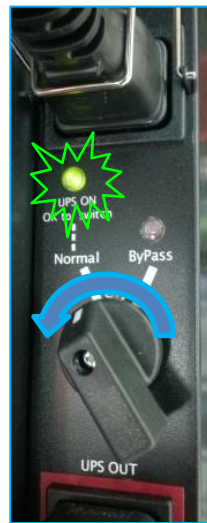
### 10. Return to normal state

➔ The **setUPS** reverts back to regular firmware page showing the last firmware version updated :



### 11. Go back to Normal

➔ If there is a hotSwap MBP, go back to **UPS ON** position (only green LED is ON):



## Firmware upgrade procedure

➔ In order to protect the loads, on the UPS, go back to the menu “CONTROL”, and select “Go to normal”. After confirmation, the AC line indicator (green) illuminates :



Once the UPS is online, the loads are protected. Press “**ESC**” button twice to come back to the main screen :



## Firmware upgrade procedure

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### 12. Trouble shooting

- ➔ UPS is not recognized by Eaton® setUPS software :
  - the current Eaton® setUPS version installed on the computer is not compatible with the connected UPS model.Download the last version available, refer to the section “**1. Download the software setUPS and the firmware**”
- ➔ The firmware upgrade is stopped during the process :
  - restart the firmware upgrade process and the upload starts again.
- ➔ The upgrade through USB cable does not succeed :
  - proceed with Serial cable
- ➔ In the firmware section, the “**Upload firmware**” button is not available :
  - UPS is online, refer to the section “**4. GO to bypass**”