



## Firmware upgrade procedure

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<u>NOTE</u> : this document does not concern 9PX products with a part number terminating by digits "**31**" like for example 9PX6KiBP**31**.



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

#### → Go to the Power Quality Website

(http://powerquality.eaton.com/EMEA/Support/Software-Drivers/default.asp)

Products & Services	Solutions	Knowled	ge Center	Customer Support	How to Buy
Download software	and firmw	are			
Whether you'd like to mor monitoring and managem delivering real-time status at all times. Our software money and reduces risk.	ent software so , Eaton softwar	lution. From e provides th	monitoring ev tools you ne	ent history, notifying you o eed to keep your critical e	of alerts and quipment running
Use the drop down menus filter the results using the					
Select your product		~	Select Solut	ion type	~

→ Select your product , **9PX (5-22kVA)**, and select your solution type, Firmware & Configuration.

Firmware upgrades & configuration	٦
Eaton 9PX UPS (5-22kVA) Firmware Updates & configuration Upgrade your Eaton 9PX (5-22kVA) with the latest firmware updates & configuration → Download 9PX UPS (5-22kVA) Firmware Updates & configuration	L

→ Click on "Download 9PX UPS (5-22kVA) Firmware Updates & configuration", and use the 9PX 1:1 section :

	S Firmware Download & Co				
os	Firmware Download	setUPS Download	Description	Notes	
Windows XP, 7, 8, 10	Eaton_9PX_HV11_EDEE- 9PX1006 _V02.18.0040_TL00.zip (571KB)	setups_win_1_1_0010.zip (2783KB)	English	Upgrade Instructions	
	Firmware file	setUPS software		Upgrade structions	

And click on the required link.



## 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.





→ WARNING – SPECIFIC Configuration : in case of 9PX running in parallel mode with Modular Easy (MeZ), both UPS must have the same firmware version ! → upgrade both units.





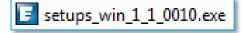
It is necessary to disconnect the parallel cable (DB15) before proceeding to the firmware upgrade.

Please refer to Modular Easy manual for this operation (MeZ on TEST position).



## 3. Launch setUPS

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





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

😵 User Account Control
Do you want to allow the following program to make changes to this computer?
Program name: setups_win_1_1_0010.exe Verified publisher: <b>Eaton Corp</b> File origin: Hard drive on this computer
Show details
Change when these notifications appear

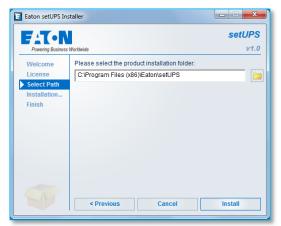
The installer opens, click on "Next"



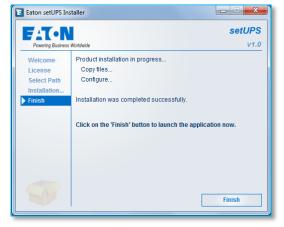
### Read and click on "Accept"

E Eaton setUPS Ins	taller
Powering Business	wondwide V1.0
Welcome	Eaton Corporation
License Select Path	END-USER LICENSE AGREEMENT
Installation Finish	Revised: June 12, 2008
6	IMPORTANT, READ CAREFULLY. THIS EATON CORPORATION END USER LICENSE AGREEMENT (THE "AGREEMENT") IS ABINDING CONTRACT BETWEEN YOU, THE END-USER (THE "LICENSEE") AND EATON CORPORATION ("EATON" OR "LICENSOR"). EXCEPT TO THE EXTENT YOU ARE BOUND BY AWRITTEN AGREEMENT SIGNED BY BOTH YOU AND EATON REGARDING THE USE AND LICENSE OF THIS SOFTWARE PRODUCT, BY INSTALLING OR USING THIS SOFTWARE PRODUCT, YOU, THE LICENSEE, ARE AGREEING TO BE
	< Previous Cancel Accept

#### Click on "Install"



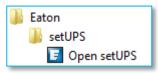
#### And on "Finish"



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



→ If Eaton<sup>®</sup> setUPS is already installed, from All Programs menu, open setUPS



At the startup, the software searches for the connected UPS

aton 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 established, the product is identified :

ton setUPS		
roduct	Product Identification	
Settings	Туре	Eaton 9PX
irmware	Model	6000i
rmware	Part Number	9PX6Ki
bout	Reference Number	9520
	Technical Level	NA
	Serial Number	G203C42056
	UPS Version Parallel mode	02.12.0033 No
	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, go to the menu "CONTROL", and select "Go to bypass". The Bypass indicator (orange) illuminates and a click noise comes from the UPS (relay) :



WARNING : loads are powered but not protected anymore !



## Firmware upgrade procedure

→ If there is a Maintenance Bypass (MBP) connected to the UPS, switch to Bypass position :



### 5. setUPS firmware menu

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

E Eaton setUPS		
Product Setungs Firmware About	Available firmware versions setUP5 reads firmware packages (*.sta) fro C  Users e9911323 My Documents Eaton s Firmware	m your directory
	UPS Version Activated Bypass Compatible firmware Click on this button to update connected product with selected firmware Firmware Upload Status	02.12.0033 Yes Upload firmware
	Please select a firmware to know about it	



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	Available firmware versions
Settings	setUPS reads firmware packages (*.sta) from your directory G Users e9911323 Hy Documents Eaton setUPS firmware
Firmware	
About	Firmware
	Eaton_9PX_HV11_E0_V02.12.0033_TL00.sta
	Eaton_9PX_HV11_E0_V02.14.0034_TL00.sta
	Eaton_9PX_HV11_E9PX1006_V02.16.0036_TL00.sta
	Eaton_9PX_HV11_EDEE-9PX1006_V02.18.0040_TL00.sta
	UPS Version 02.12.0033 Activated Bypass Yes Compatible firmware Click on this button to update connected product with selected firmware Upload firmware Please select a firmware to know about it

### 6. Firmware selection

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

Eaton setUPS	
Product	Available firmware versions
Settings	setUPS reads firmware packages (*.sta) from your directory C(Users)e9911323 My Documents (Eaton setUPS) firmware
Firmware	
About	Firmware
	Eaton_9PX_HV11_E0_V02.12.0033_TL00.sta
	Eaton_9PX_HV11_E0_V02.14.0034_TL00.sta
	Eaton_9PX_HV11_E9PX1006_V02.16.0036_TL00.sta
	Eaton_9PX_HV11_EDEE-9PX1006_V02.18.0040_TL00.sta
	UPS Version 02.12.0033 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 (but load still powered) during the upgrade, select "**Yes**" to continue

Product	Available firmware versions
Settings	setUP5 reads firmware packages (*.sta) from your directory C:\Users\e9911323\My Documents\Eaton setUP5\firmware
Firmware	er foseto festatoro fri pocumento featon secto o finimare
About	Firmware
	Eaton_9PX_HV11_E0_V02.12.0033_TL00.sta
	Eaton_9PX_HV11_E0_V02.14.0034_TL00.sta
	Eaton_9PX_HV11_E9PX1006_V02.16.0036_TL00.sta
	Eaton_9PX_HV11_EDEE-9PX1006_V02.18.0040_TL00.sta
the load is d	possible load loss : to avoid any possible load loss, the firmware download has to be done w n Manual Bypass or with the load switched off (f no Manual Bypass exists).
Attention : p	
Attention : p	in Manual Bypass or with the load switched off (f no Manual Bypass exists). Ily sure that you wish to continue with the firmware download now ?
Attention : p	in Manual Bypass or with the load switched off (f no Manual Bypass exists). Ily sure that you wish to continue with the firmware download now ?
Attention : p	in Manual Bypass or with the load switched off (f no Manual Bypass exists). Ily sure that you wish to continue with the firmware download now ? Yes No Firmware Upload Status
Attention : p	in Manual Bypass or with the load switched off (f no Manual Bypass exists), illy sure that you wish to continue with the firmware download now ? Yes No Firmware Upload Status This firmware is compatible with the current product.
Attention : p	in Manual Bypass or with the load switched off (f no Manual Bypass exists). Ily sure that you wish to continue with the firmware download now ? Yes No Firmware Upload Status

### 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 steps appear :

Valiable firmware versions setUPS reads firmware package Eaton_SPX_HV11_E0_V02.12.003 Eaton_SPX_HV11_E0_V02.12.003 Eaton_SPX_HV11_E0_V02.14.003 Eaton_SPX_HV11_E0PX1006_V02. Eaton_SPX_HV11_E0PX1006_V02. Eaton_SPX_HV11_E0PX1006_V02. Eaton_SPX_HV11_E0PX1006_V02. Eaton_SPX_HV11_E0PX1006_V02. Eaton_SPX_HV11_E0PX1006_V02. Batter SPX_HV11_E0PX1006_V02. Batter SPX_	3_T.00.sta +_T.00.sta 16.0036_T.00.sta V02.18.0040_T.00.sta V02.18.0040_T.00.sta v02.18.0040_T.00.sta	02.13 Upload firmware	
Firmware Eaton_SPX_HV11_E0_V02.12.003 Eaton_SPX_HV11_E0_V02.14.003 Eaton_SPX_HV11_E0PX1006_V02. Eaton_SPX_HV11_E0PX1006_V02. Eaton_SPX_HV11_E0PX1006_V02. UPS Version Activated Bypass © Compatible firmware Chck on this button to update. product with selected firmware improve leadong firmware improve leadong firmware Step 1 / 258 : Getting bootload	3_T.00.sta +_T.00.sta 16.0036_T.00.sta V02.18.0040_T.00.sta V02.18.0040_T.00.sta v02.18.0040_T.00.sta	02.13 Upload firmware	2.0033 Yes
Eaton_9PX_HVI1_E0_V02.12.003 Eaton_9PX_HVI1_E0_V02.12.003 Eaton_9PX_HVI1_E0_V02.14.003 Eaton_9PX_HVI1_E0PX1006_V02. Eaton_9PX_HVI1_E0PX1006_V02. @Compatible firmware Chck on this button to update a product with selected promotion improves latong firmware of the pack 'staton_9PX_HVI1_E0Px=9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006	4_TL00.sta 16.0036_TL00.sta V02.18.0040_TL00.st v02.18.0040_TL00.st connected e	02.13 Upload firmware	Yes
Eaton_9PX_HVI1_E0_V02.12.003 Eaton_9PX_HVI1_E0_V02.12.003 Eaton_9PX_HVI1_E0_V02.14.003 Eaton_9PX_HVI1_E0PX1006_V02. Eaton_9PX_HVI1_E0PX1006_V02. @Compatible firmware Chck on this button to update a product with selected promotion improves latong firmware of the pack 'staton_9PX_HVI1_E0Px=9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006_V02 'staton_9PX1006	4_TL00.sta 16.0036_TL00.sta V02.18.0040_TL00.st v02.18.0040_TL00.st connected e	02.13 Upload firmware	Yes
Eaton_9PX_HV11_E0_V02.14.003 Eaton_9PX_HV11_E9PX1006_V02. Eaton_9PX_HV11_EPEX4006_V02. Eaton_9PX_HV11_EDEX4PX1006 INFO Constraints and the second sec	4_TL00.sta 16.0036_TL00.sta V02.18.0040_TL00.st v02.18.0040_TL00.st connected e	02.13 Upload firmware	Yes
Eaton_9PX_HV11_E9PX1006_V02. Eaton_9PX_HV11_EDEE-9PX1006_ UPS Version Activated Bypass Compatible firmware Cick on this button to update i product with selected firmware imposed button to the actor 'acton_9PX_HV11_EVE-9PX105 'stan_9PX_HV11_EVE-9PX105 'stan_9PX_HV11_EVE-9PX105	16.0036_TL00.sta V02.18.0040_TL00.s connected e	02.13 Upload firmware	Yes
Eaton 97X HV11 EDEE 97X1006 UPS Version Activated Bypass Cick on this button to update product with selected firmware immune loaded Status Uplaading firmware of the packa Step 1 / 258 : Getting bootboad	v02.18.0040_TL00.s	02.13 Upload firmware	Yes
UPS Version Activated Bypass © Compatible firmware Click on this button to update of oroduct with selected firmman Timunan Holend Status Updoting formware with perch Step 1 / 258 : Getting Cootload	connected e	02.13 Upload firmware	Yes
Activated Bypass Compatible firmware Click on this builton to update or product with selected firmware improve lieland Status Mondong firmwares Mondong firmwares Mondong firmwares Mondong firmwares Mondong firmwares Mondong firmwares Mondong firmwares Step 1 / 258 : Getting footboard	e	Upload firmware	Yes
Click on this button to update. product with selected firmwar improve lieband Status Whowday firmwars: eth pack - staton, 98%, while CDF 99% Step 1 / 258 : Getting Pootload	e	T100.sta packag	e
product with selected firmware immune Moland Status (Wooding firmware with pack * faton, 9PX, HV11, EDF - 9PX Step 1 / 258 : Getting footload	e	T100.sta packag	e
Uploading firmware: - Uh packa * Jacon, 99X, WI, L DK - 59XX Step 1 / 258 : Getting Step 1 / 258 : Getting Dottoad	nge: 006_V02.18.0040 fer mode		
irmware Upload Status			
Uploading firmware with packa	ge : 006_V02.18.0040_	_TLOO.sta package	
Step 67 / 258 : Writing age 63	of block 0		
sunace renanny ( ne . 10.			
	Stimated remaining the : 12	Step 67 / 258 : Writing Yage 63 of block 0 standted remaining Une : 10:22	Reference of the second se



#### 9. Upload success

→ When the firmware flash process is done, the UPS emits a long beep. The **setUPS** issues a pop up to let know the firmware flash has been successful : click on "**OK**" :

Eaton setUPS	
Product Settings Firmware About	Firmware Upload Status Firmware Eaton, 9PX, HV11_EDEE-9PX1006_V02.18.0040_T1.00.sta package uploaded with success I The upload is terminated with success
Message fi	rom webpage Upload success ! Communication has been reinitialized in application mode. Please wait while reading new information about the connected UPS OK

### 10. Return to normal state

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

Eaton setUPS		
Product Settings Firmware About	Product Identification Type Hodel Part Number Reference Number Urs Version Parallel mode Card Network settings NHC Version IP Address IP V6 Address Hac Address	Eaton 9PX 6000i 9PX6ki 92X0 02.18.0040 No 02.18.0040 No 03.130.35.76 0000:0000:0000:0000:0000:0000 00:20:85:EE:D9:B5



## Firmware upgrade procedure



**NOTE :** for parallel configuration, once the firmware is upgraded, it is mandatory to completely power OFF the upgraded UPS unit, to reconnect the DB15 cable and restart the UPS : it is the only way to launch the UPS detection.

**Please refer to Modular Easy manual for this operation :** Go to Bypass position on the ModularEasy to keep the load supplied Check that the UPS LCD is off without backlight.

## 11. Go back to Normal

→ If there is a MBP, go back to UPS position (if the green LED is ON):





→ In order to protect the loads, go back to Normal status : press the power button. The AC line indicator (green) illuminates :



Once the UPS is online, the loads are protected and the following screen appears :



#### 12. Trouble shooting

➔ it is not possible to transfer the UPS in Bypass mode, it displays "Canceled" instead of "Done" :

 $\rightarrow$  UPS is in "Frequency converter" mode, it is necessary to disable this mode (*Menu* Settings / In/Out settings / Output frequency). UPS must be OFF to modify this setting.

- → The firmware upgrade is stopped during the process :
- $\rightarrow$  restart the firmware upgrade process and the upload starts again.
- → The upgrade through USB cable does not succeed :
- $\rightarrow$  proceed with Serial cable
- → In the firmware section, the "Upload firmware" button is not available :
- $\rightarrow$  UPS is online, refer to the section "4. GO to bypass"

