


**UPS model : 9PX/9SX 1:1 5 to 22kVA**



**Date : 02/09/2016**

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NOTE : this document does not concern 9PX products with a part number terminating by digits “31” like for example 9PX6KiBP**31**.

## Firmware upgrade procedure

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

→ Go to the Power Quality Website

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

The screenshot shows the website's navigation menu with tabs for 'Products & Services', 'Solutions', 'Knowledge Center', 'Customer Support', and 'How to Buy'. Below the menu is a section titled 'Download software and firmware'. It contains a paragraph of introductory text, a second paragraph explaining the use of drop-down menus, and two drop-down menus labeled 'Select your product' and 'Select Solution type'.

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

The screenshot shows a section titled 'Firmware upgrades & configuration'. Below the title is the heading 'Eaton 9PX UPS (5-22kVA) Firmware Updates & configuration' followed by the text 'Upgrade your Eaton 9PX (5-22kVA) with the latest firmware updates & configuration.' and a blue arrow pointing to a link: 'Download 9PX UPS (5-22kVA) Firmware Updates & configuration'.

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

9PX 1:1 UPS Firmware Download & Configuration 5-11kVA				
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 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.

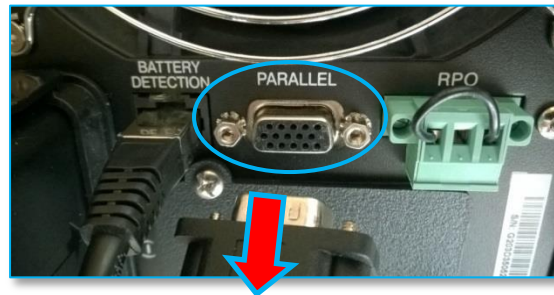


➔ **WARNING – SPECIFIC Configuration :** in case of 9PX running in parallel mode with Modular Easy (MeZ), both UPS must have the same firmware version !  
➔ **upgrade both units.**



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).*



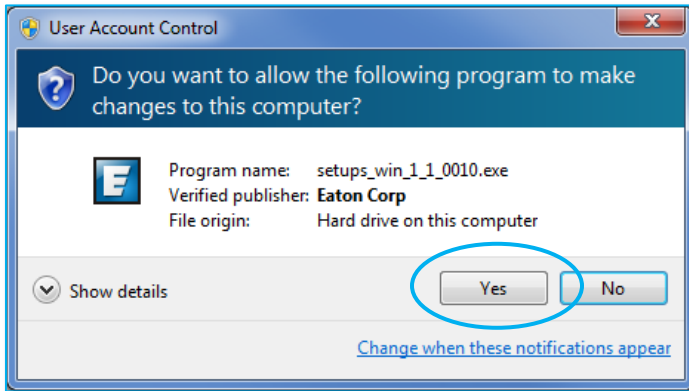
### 3. Launch setUPS

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

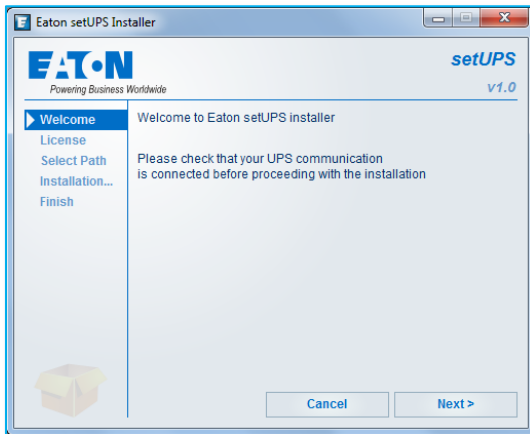
 setups\_win\_1\_1\_0010.exe

## Firmware upgrade procedure

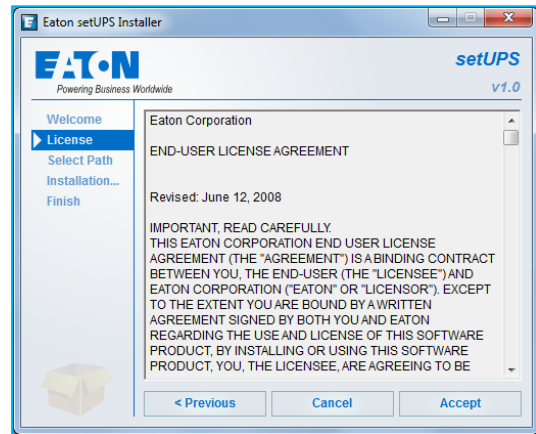
and valid the “User Account Control” message by “Yes”



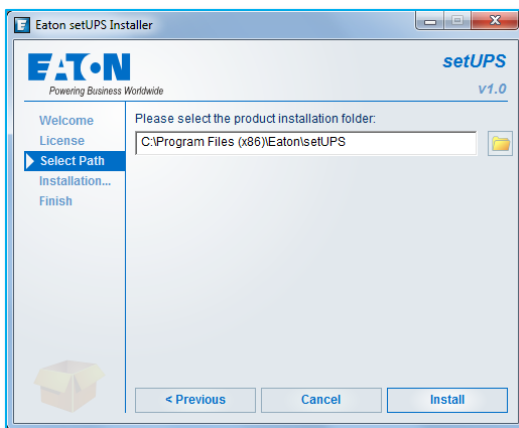
The installer opens, click on “Next”



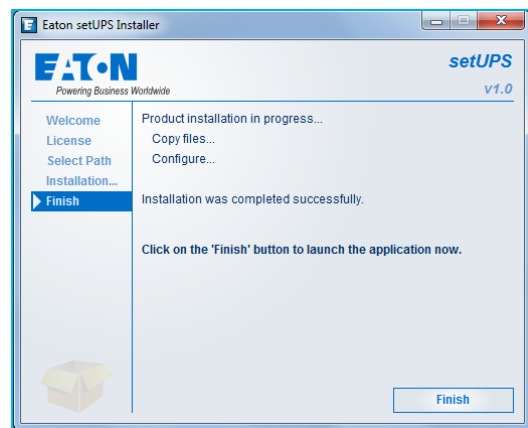
Read and click on “Accept”



Click on “Install”



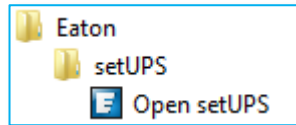
And on “Finish”



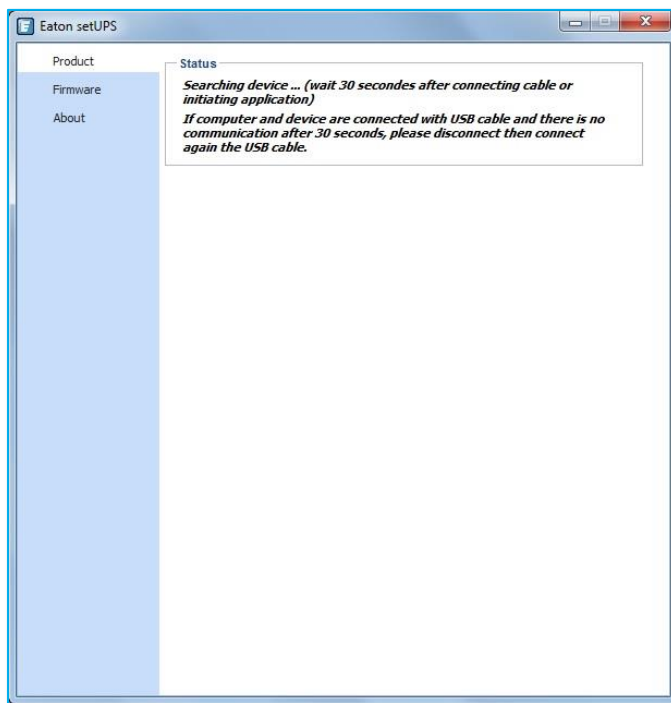
And the Eaton® setUPS starts.

## Firmware upgrade procedure

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

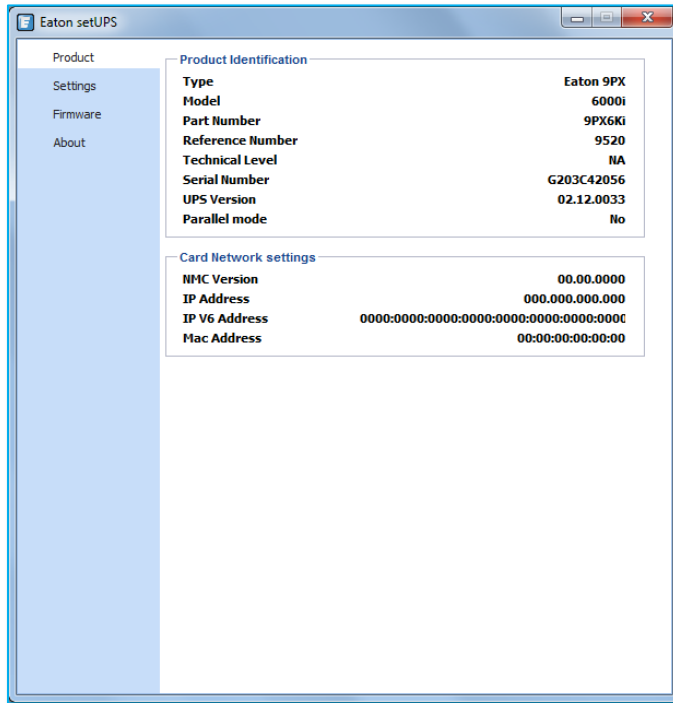


At the startup, the software searches for the connected UPS



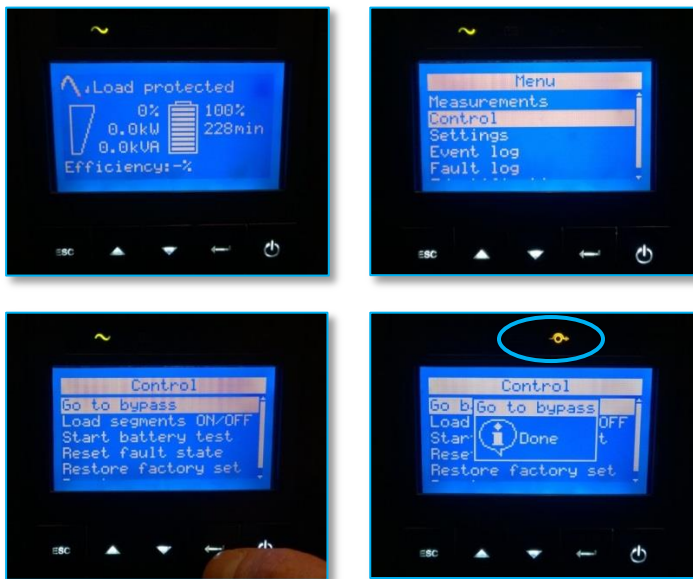
## Firmware upgrade procedure

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



#### 4. Go to Bypass

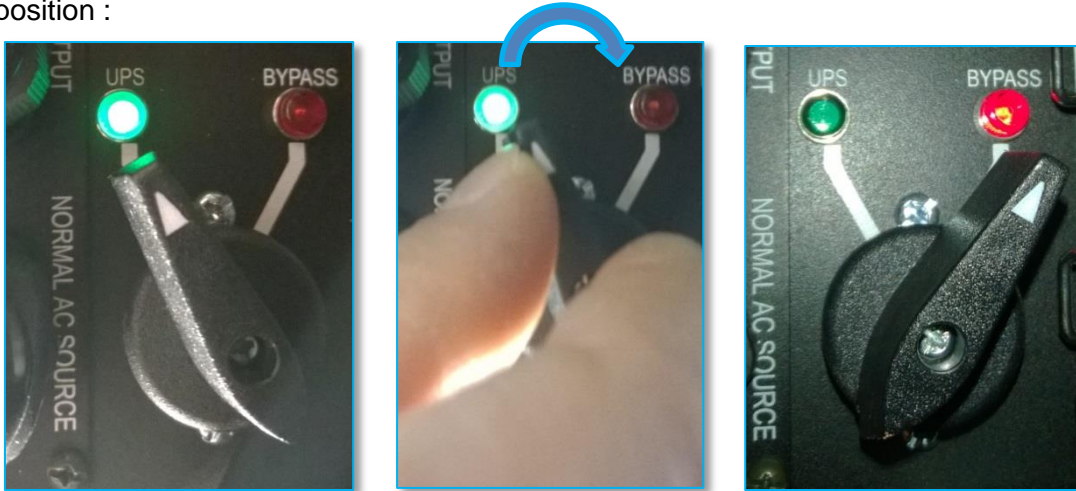
➔ On the UPS, go to the menu "CONTROL", and select "Go to bypass". The Bypass indicator (orange) illuminates and a click noise comes from the UPS (relay) :



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

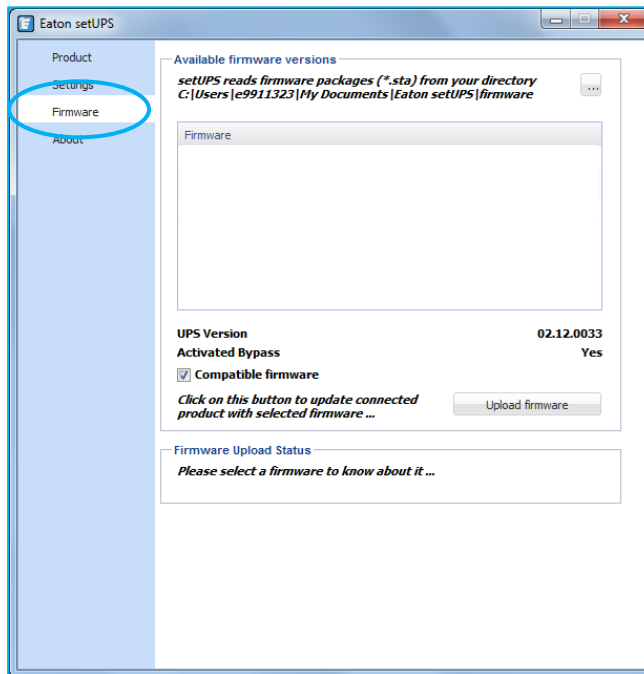
## Firmware upgrade procedure

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



### 5. setUPS firmware menu

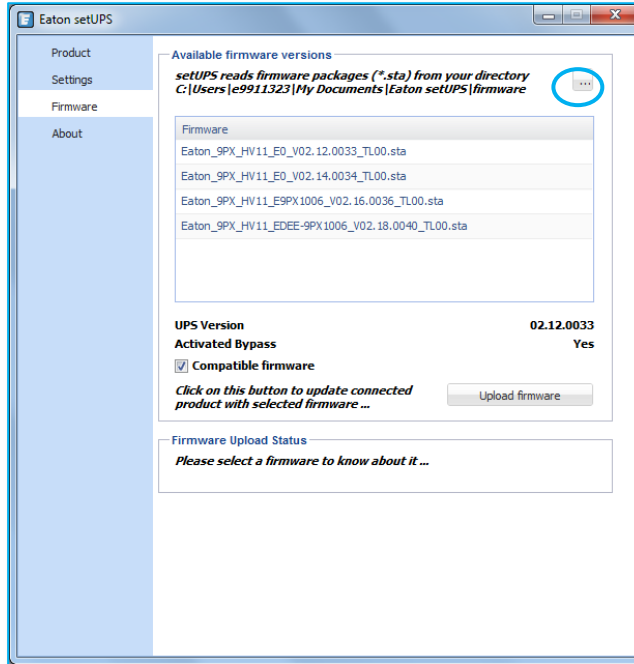
→ On the left menu, select “Firmware” section, the available firmware appears :





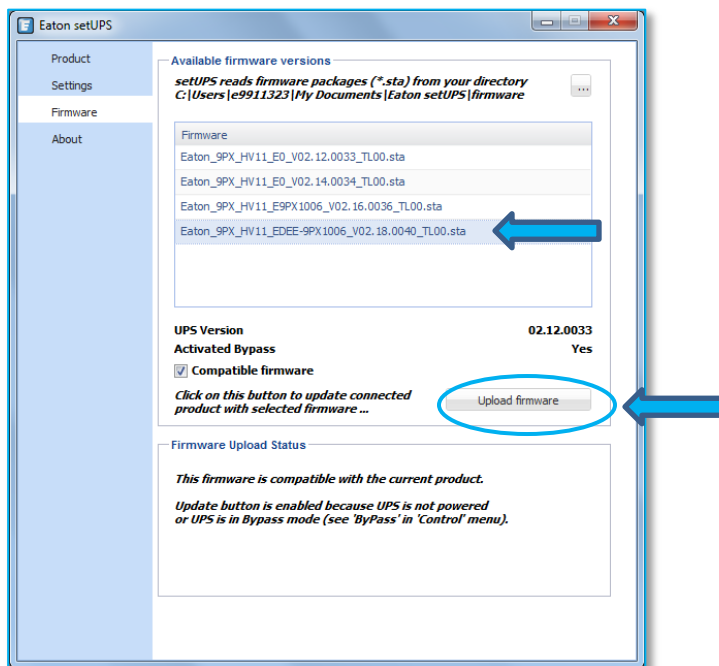
## Firmware upgrade procedure

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



### 6. Firmware selection

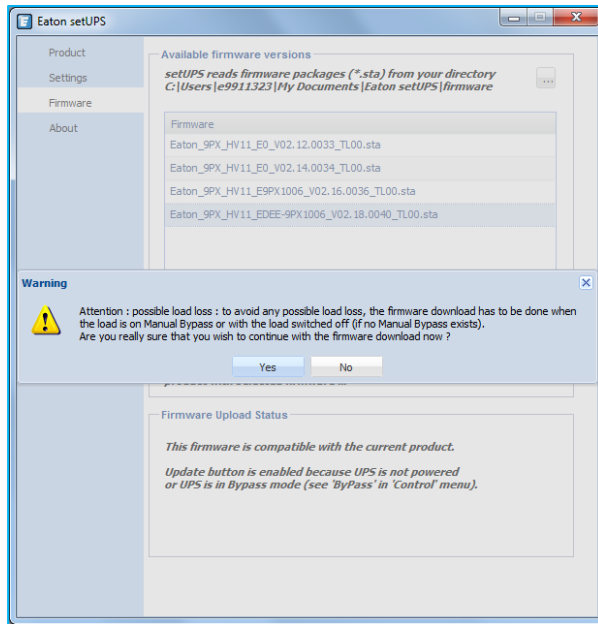
➔ Click on the latest firmware file to select it and then on the “**Upload firmware**” button :



## 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.

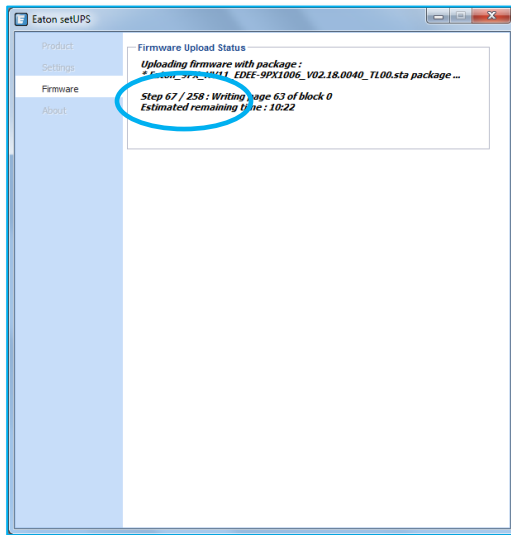
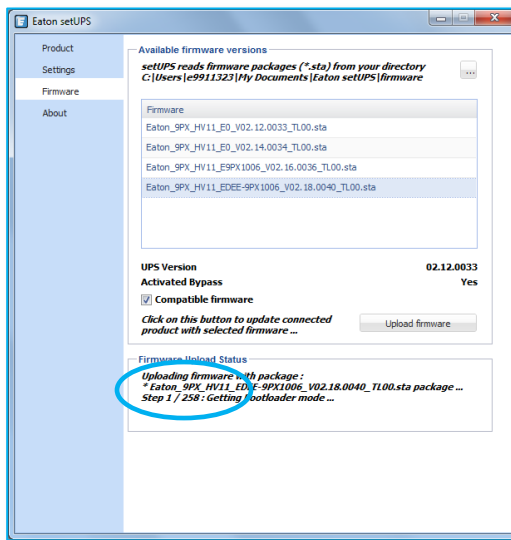
During the flash process, the status led (AC line, Battery, Bypass & Fault) on the UPS cycle, a progress bar is displayed on LCD and a beep is emitted every 10s :



## Firmware upgrade procedure



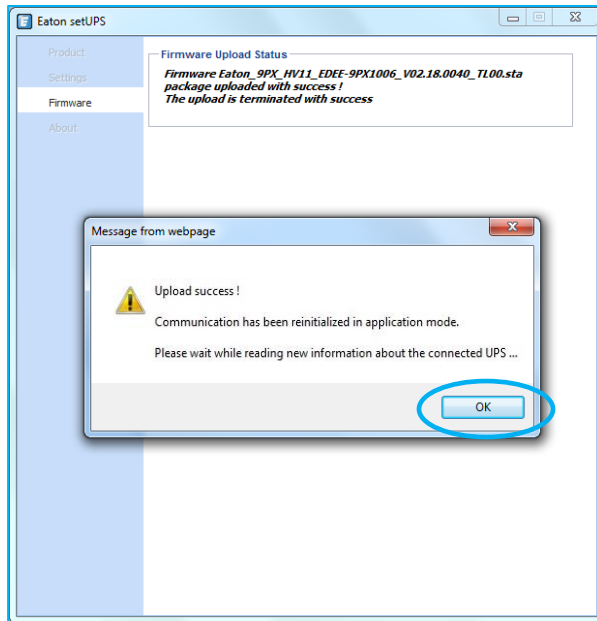
And on **setUPS** window, the firmware upgrade steps appear :



## Firmware upgrade procedure

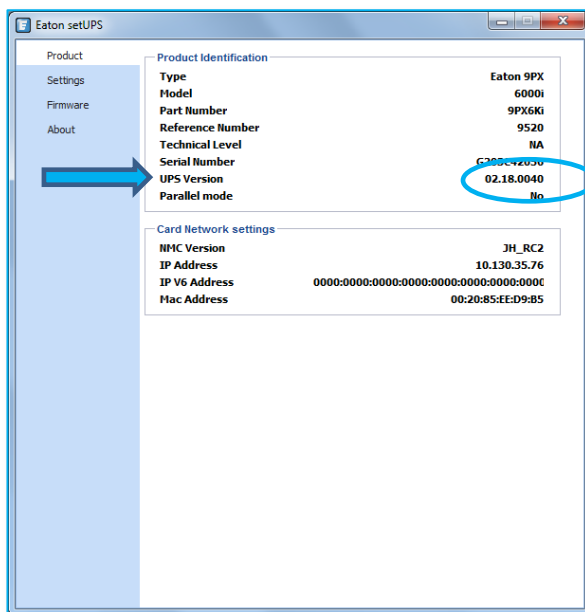
### 9. Upload success

➔ 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” :



### 10. Return to normal state

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



## Firmware upgrade procedure



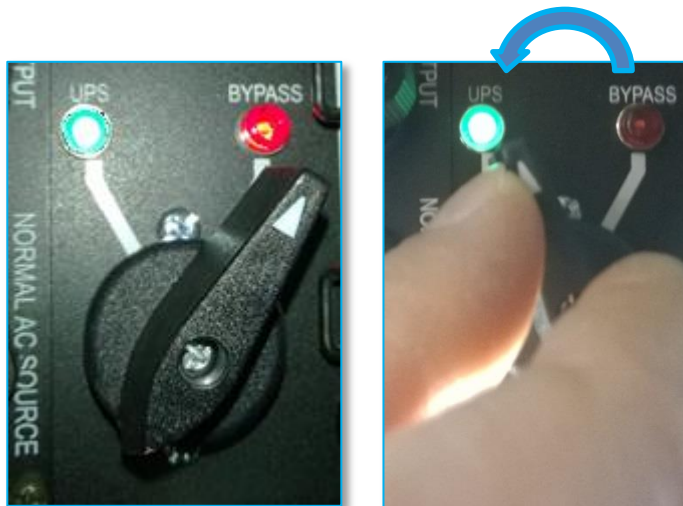
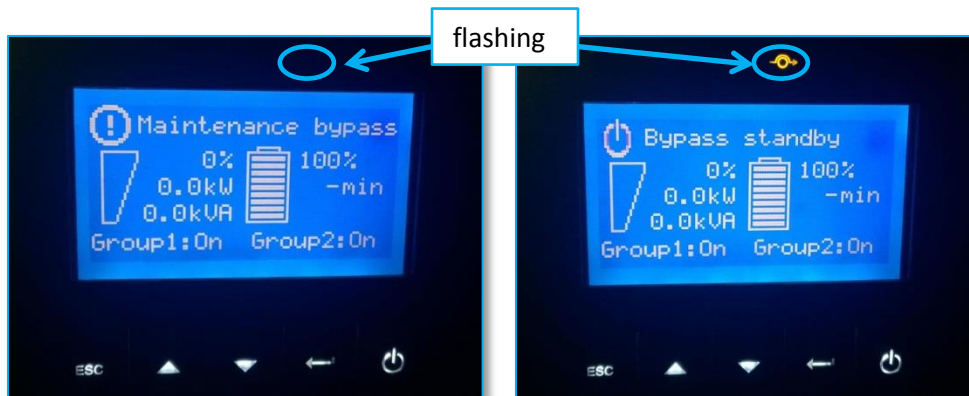
**NOTE :** for parallel configuration, once the firmware is upgraded, **it is mandatory to completely power OFF the upgraded UPS unit**, to reconnect the DB15 cable and restart the UPS : it is the only way to launch the UPS detection.

**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):



## Firmware upgrade procedure

→ 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” :

→ 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 :

→ 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**”