

UPS model : 9E - 6 to 20kVA



Date : 11/02/2016

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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/>)

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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 , **9E**, and select your solution type, firmware.

Firmware Upgrades

Eaton 9PX 3-phases Firmware Updates
Upgrade your Eaton 9PX with the latest firmware updates.
→ [Download 9PX 3:1 UPS Firmware Updates](#)

→ Click on "Download 9PX UPS Firmware Updates"

9PX UPS Firmware Download				
OS	Firmware Download	setUPS Download	Description	Notes
Windows XP and 7	Eaton_9PX_HV31_EDEE-9PX_1005-3P-02_V01.14.0804_TL00.sta (935KB)	setups_win_1_0_0006.exe(3319KB)	English	Upgrade Instructions

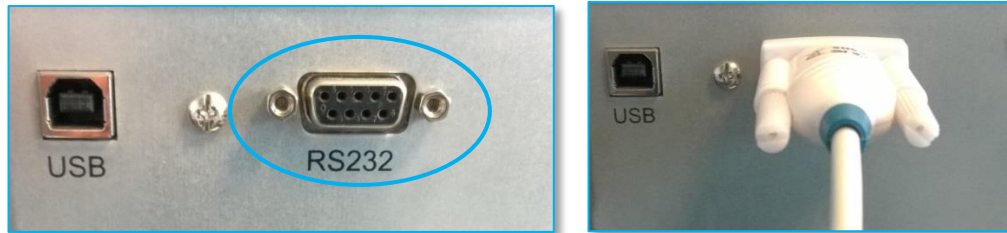
Firmware file setUPS software Upgrade instructions

And click on the required link.

Firmware upgrade procedure


2. UPS connection

➔ Connect a cable to the UPS unit, on RS232 (DB9) port on the back of the UPS. Then connect the cable to your computer.

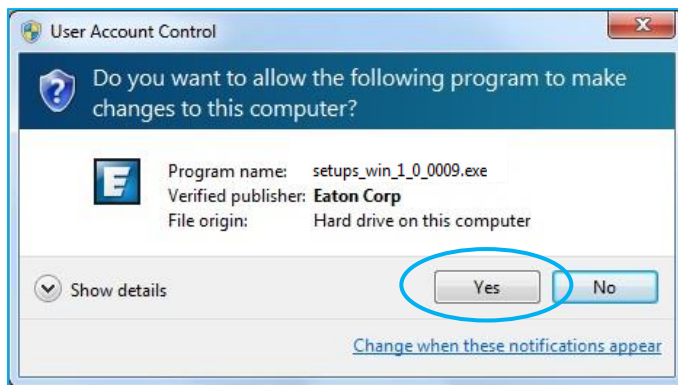


3. Launch setUPS

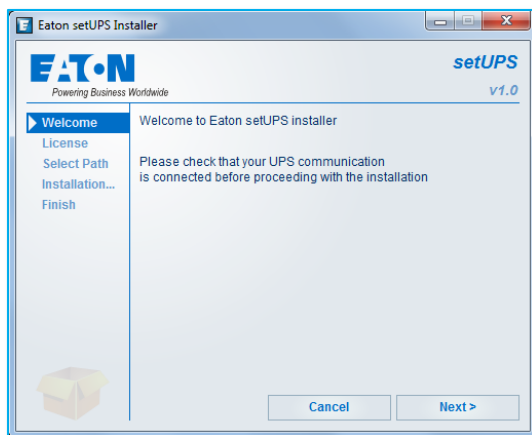
➔ For a first time Eaton® setUPS installation, double click on the exe file

 setups_win_1_0_0009.exe

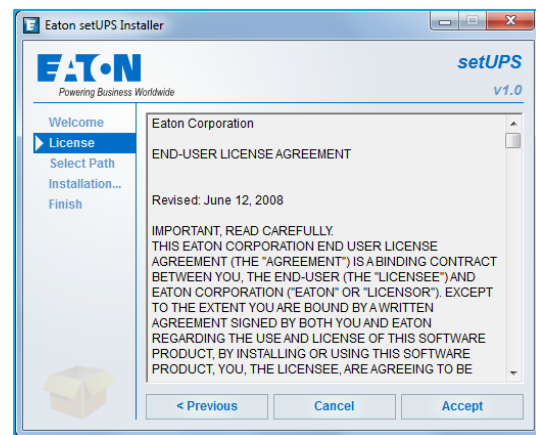
and valid the “User Account Control” message by “Yes”



The installer opens, click on “Next”

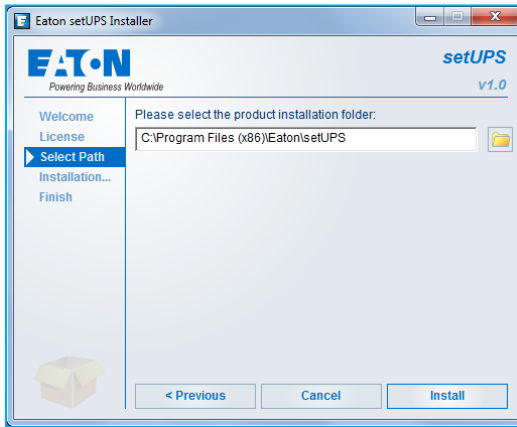


Read and click on “Accept”

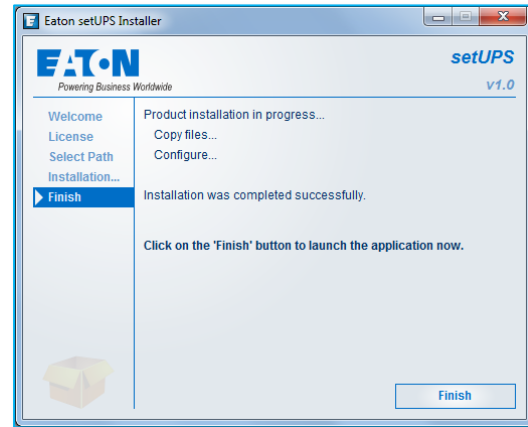


Firmware upgrade procedure

Click on “Install”

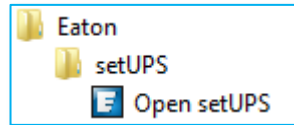


And on “Finish”

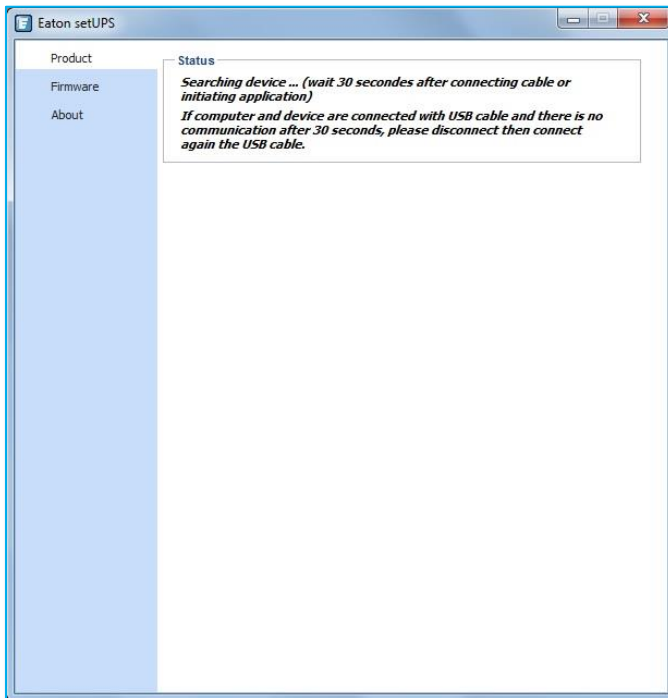


And the Eaton® setUPS starts.

→ If Eaton® setUPS is already installed, open setUPS

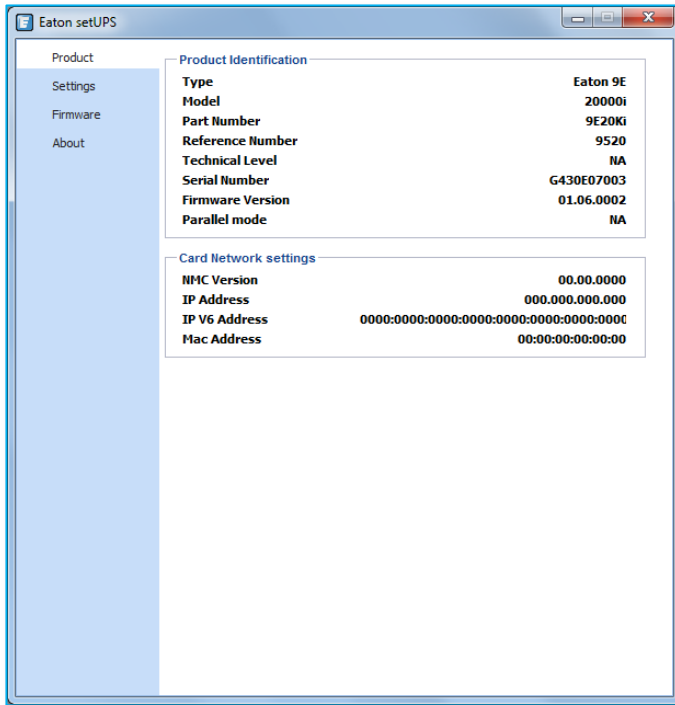


At the startup, the software searches for the connected UPS



Firmware upgrade procedure

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



4. Go to Bypass

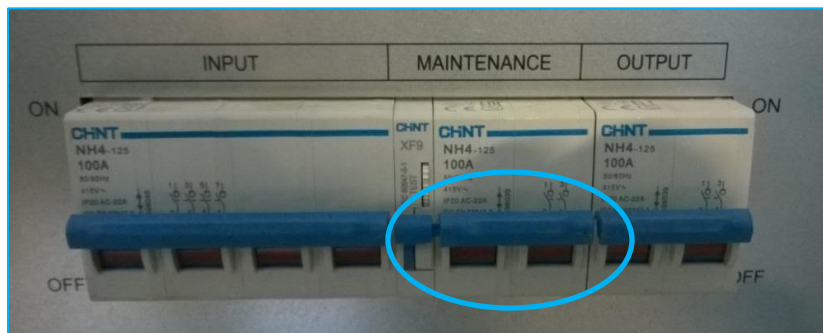
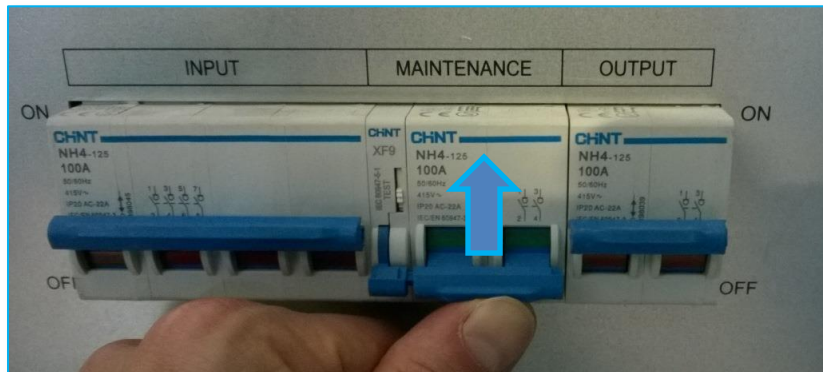
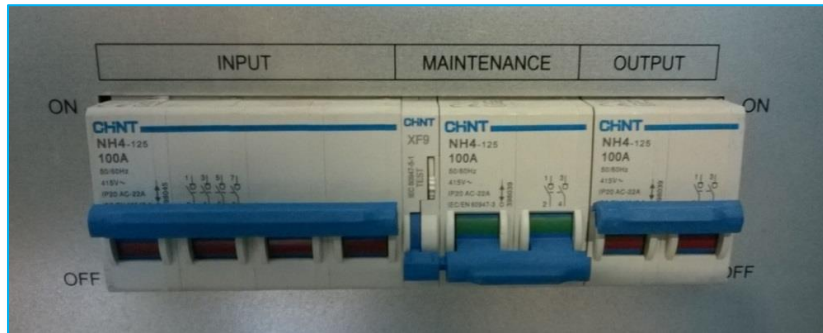
➔ On the UPS, press on the 2 buttons at the same time for more than 4 seconds. The upper led indicator (orange) illuminates, the message “ A C20” is displayed and a click noise comes from the UPS (relay) :



WARNING : loads are not protected anymore !

Firmware upgrade procedure

➔ Maintenance Bypass (MBP) of the UPS : at the UPS rear, switch up the MAINTENANCE breaker :



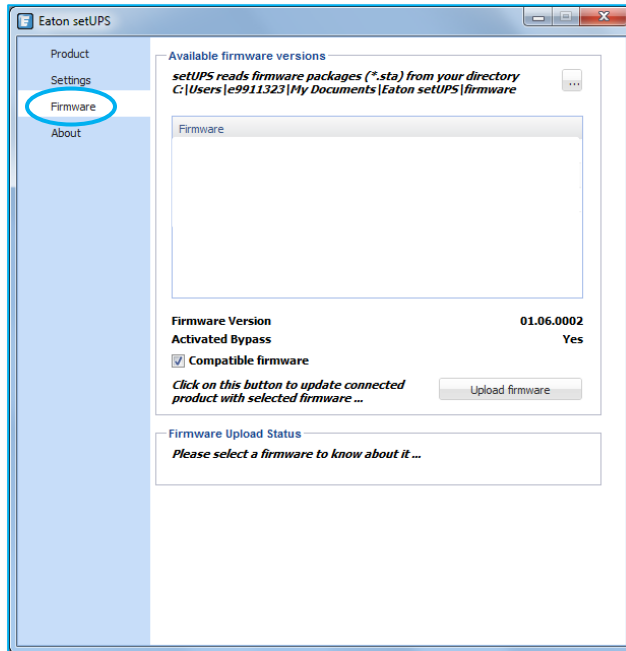
The message “ A 900” is displayed :



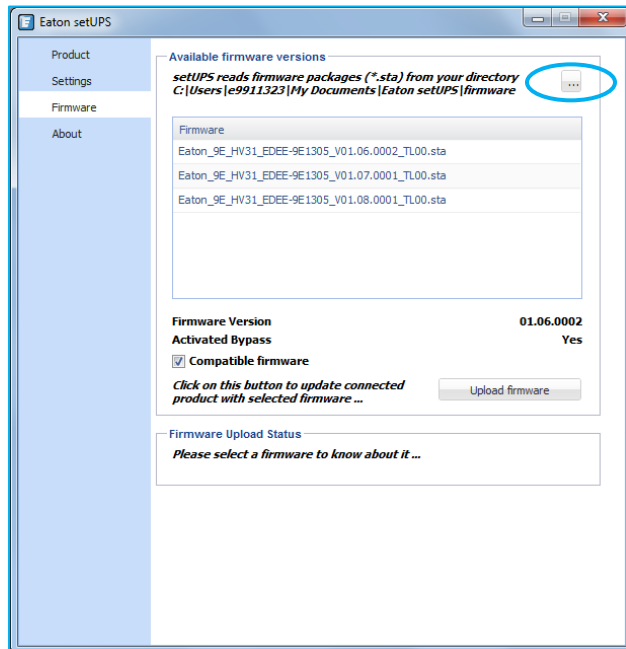
Firmware upgrade procedure

5. setUPS firmware menu

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



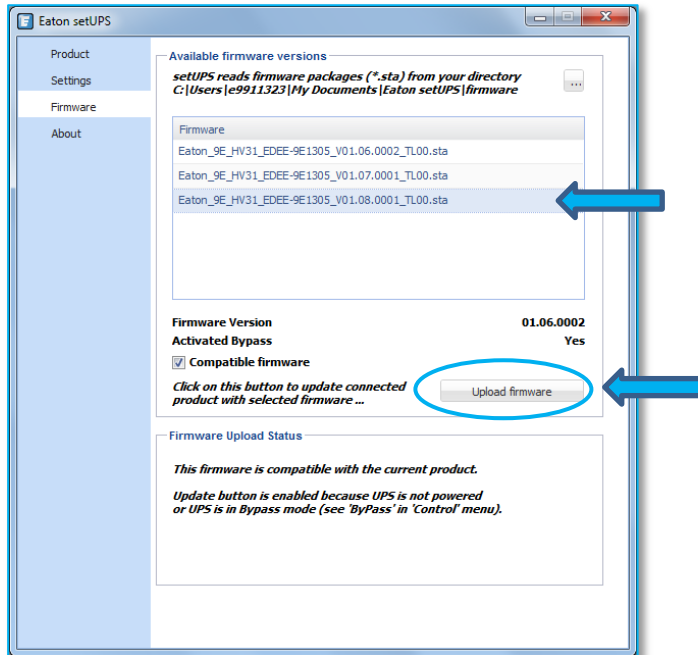
If the firmware list is empty, copy/paste the downloaded firmware in the target folder *My Documents\Eaton setUPS\firmware* (click on the “...” button) :



Firmware upgrade procedure

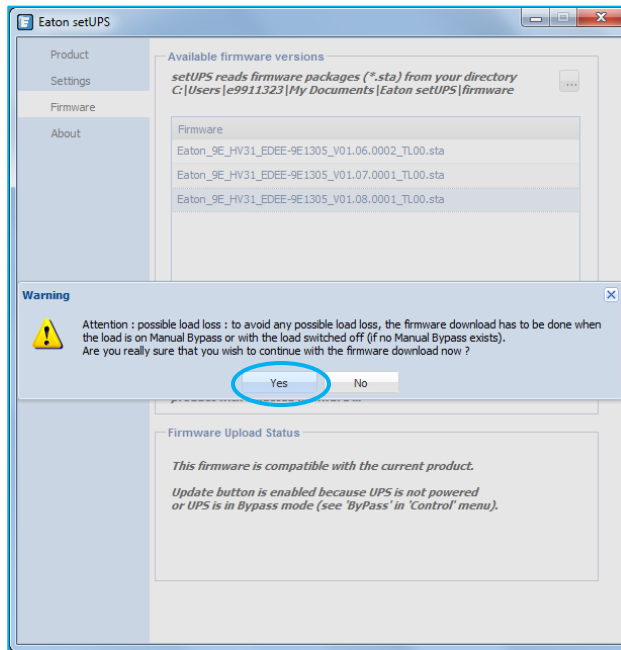
6. Firmware selection

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



7. Confirmation

➔ The following screen appears which reminds you that UPS output is OFF during the upgrade, select “Yes” to continue



Firmware upgrade procedure

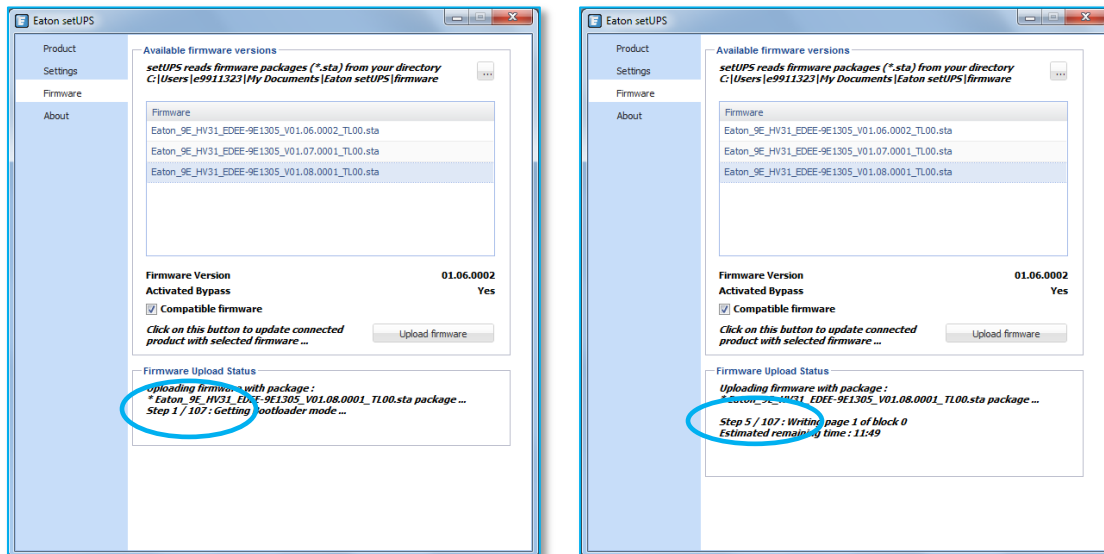
8. Upgrade process

➔ The **setUPS** transfers the UPS into Boot loader mode. The UPS emits a long “beep” and the fans turn in high speed. The firmware will then be erased and then rewritten into the UPS.

During the flash process, the leds on the UPS cycle, and LCD is blank :



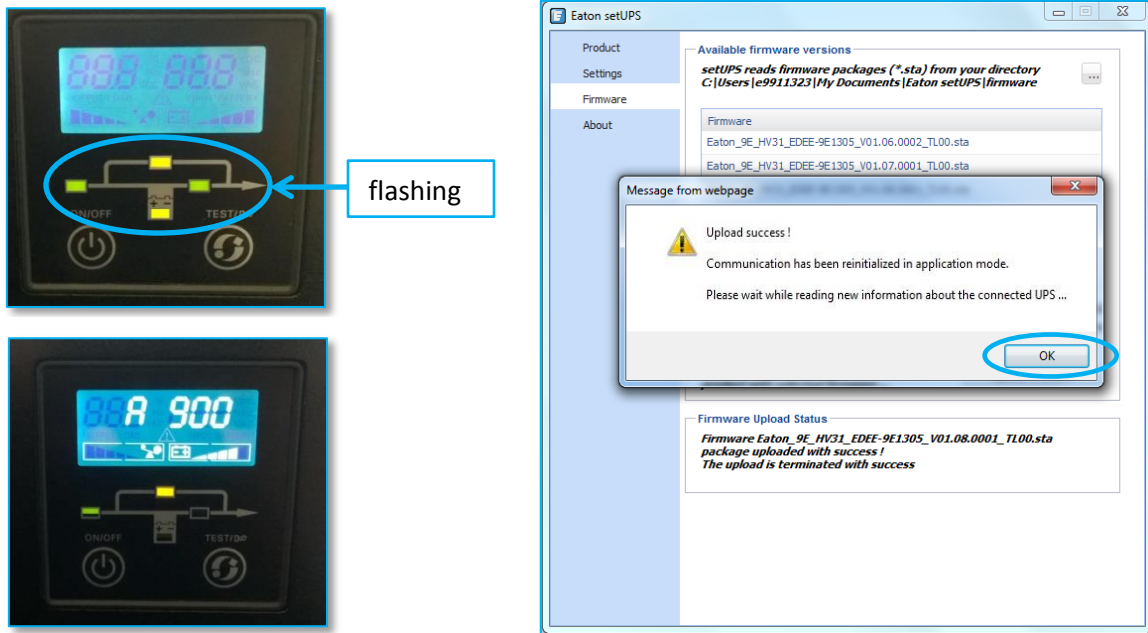
And on **setUPS** window, the firmware upgrade steps appear :



Firmware upgrade procedure

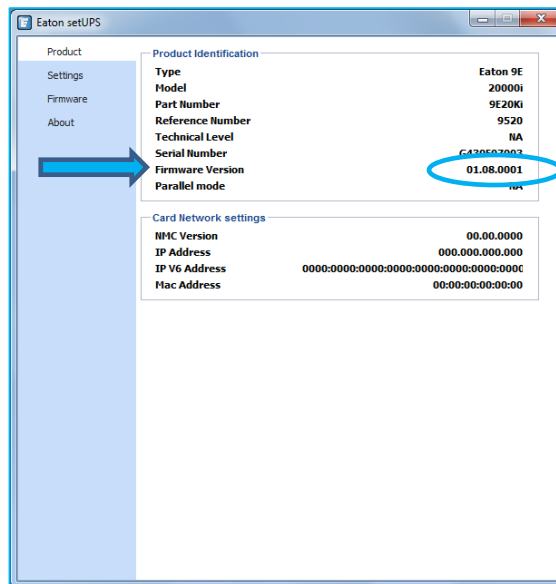
9. Upload success

➔ When the firmware flash process is done, fans speed decrease +the UPS emits a “click” noise and the 4 leds blink simultaneously, A900 display comes back. The **setUPS** issues a pop up to let know the firmware flash has been successful : click on “OK” :



10. Return to normal state

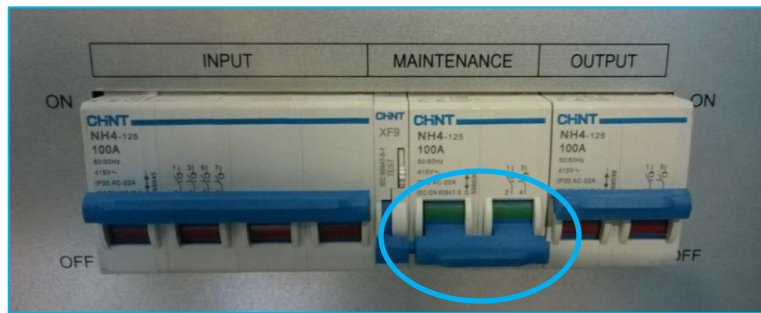
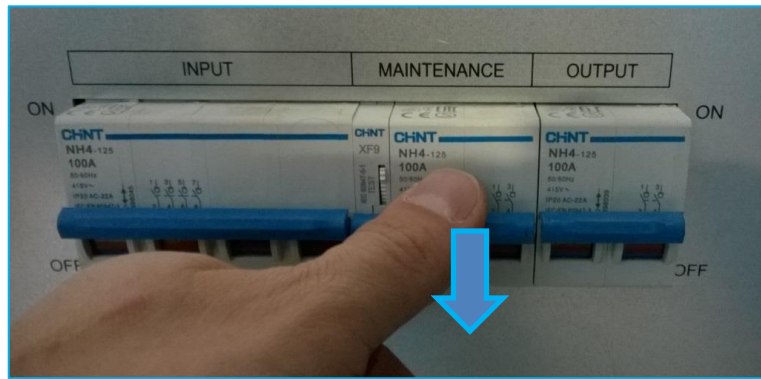
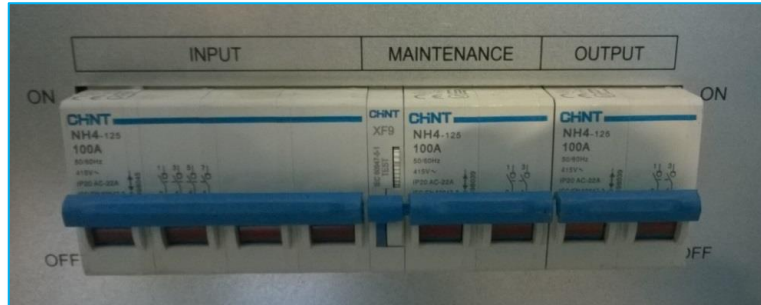
➔ The **setUPS** reverts back to the UPS information section. The firmware version should now reflect the latest version :



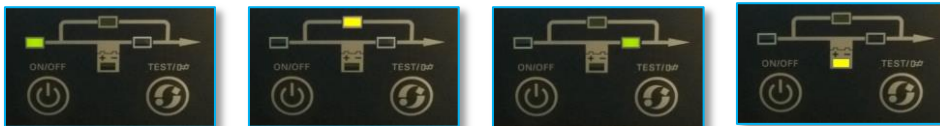
Firmware upgrade procedure

11. Go back to Normal

➔ At the UPS rear, switch down the MAINTENANCE breaker :



Leds cycle :



Firmware upgrade procedure

→ The UPS is back online, **the loads are protected** and the following screen appears :



12. Trouble shooting

- The firmware upgrade is stopped during the process :
 - restart the firmware upgrade process and it continues the upload.

- In the firmware section, the “**Upload firmware**” button is not available :
 - UPS is online, refer to the section “**4. GO to bypass**”