



# Eaton<sup>®</sup> setUPS

# Firmware upgrade procedure

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### 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	e 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.	nitor a single UF ent software so , Eaton softwar solutions are ea	PS or help wi dution. From re provides th asy to use ar	th managing y monitoring ev ne tools you ne nd maintain bu	your entire virtualized netw ent history, notifying you o eed to keep your critical e usiness continuity which sa	vork, Eaton has a of alerts and quipment running aves time, saves			
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 Solut	ion type	~			

→ Select your product , **9PX (1-3kVA)**, and select your solution type, Firmware & Configuration.

Firmware upgrades & configuration
Eaton 9PX UPS (1-3kVA) Firmware Updates & configuration Upgrade your Eaton 9PX (1-3kVA) with the latest firmware updates & configuration. → Download 9PX UPS (1-3kVA) Firmware Updates & configuration

→ Click on "Download 9PX UPS (1-3kVA) Firmware Updates & configuration" :

9PX UPS Firmware Download & Configuration 1-3kVA								
os	Firmware Download		setUPS Download		Descripti	on Notes		
Windows XP, Eaton_9PX_LVHV11_ 7, 8, 10 E0_V01.07.03363_TL00.zip (622KB)		setups (2783)	win_1_1_001	0.zip	English	Upgrade Instructions		
		Firmware file			setUPS software			Upgrade instructions

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.





### 3. Launch setUPS

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

토 setups\_win\_1\_1\_0010.exe

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



### The installer opens, click on "Next"

Eaton setUPS Ins	taller	
EAT-N		setUPS
Powering Business	Vorldwide	v1.0
Welcome	Welcome to Eaton setUPS installer	
License Select Path Installation Finish	Please check that your UPS communication is connected before proceeding with the installatio	n
P	Cancel	Next >

### Read and click on "Accept"





### Click on "Install"

Click on "Install"		And on "Finish"
Eaton setUPS Installer	X	Eaton setUPS Installer
Powering Business Worktwide	setUPS v1.0	SetUPS Powering Business Workship V1.0
Welcome License         Please select the product installation folder: C:Program Files (x86)/EatonisetUPS           Select Path Installation Finish         Files (x86)/EatonisetUPS		Welcome       Product installation in progress         License       Copy files         Select Path       Configure         Installation       Installation was completed successfully.         Finish       Click on the 'Finish' button to launch the application now.
< Previous Cancel	Install	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





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 !



→ 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 :





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 Settings Firmware About	Available firmware versions setUPS reads firmware packages (*.sta) from your directory C: Users e9911323 Ny Documents Eaton setUPS firmware Firmware	
	Firmware Version 01.06.3214 Activated Bypass Yes Compatible firmware Click on this button to update connected product with selected firmware	
	Firmware Upload Status This firmware is compatible with the current product. Update button is enabled because UP5 is not powered or UP5 is in Bypass mode (see 'ByPass' in 'Control' menu).	

### 6. Firmware selection

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

oduct	Available firmware versions
Settings	setUPS reads firmware packages (*.sta) from your directory C:UIsers legg113231My Documents Leaton setUPS firmware
Firmware	
About	Firmware 🔺
	Eaton_9PX_LVHV11_E0_V01.06.03214_TL00.sta
	Eaton_9PX_LVHV11_E0_V01.07.03363_TL00.sta
	Firmware Version 01.06.3214 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

Eaton setUPS				
Product	Available firmware versions			
Settings	setUP5 reads firmware packages (*.sta) from your directory C:USers le9911323 My Documents Faton setUP5 firmware			
Firmware				
About	Firmware 🔺			
	Eaton_9PX_LVHV11_E0_V01.06.03214_TL00.sta			
	Eaton_9PX_LVHV11_E0_V01.07.03363_TL00.sta			
Attention : the load is o Are you rea	possible load loss : to avoid any possible load loss, the firmware download has to be done when on Manual Bypass or with the load switched off (if no Manual Bypass exists). illy sure that you wish to continue with the firmware download now ?			
Attention : the load is a Are you rea	possible load loss : to avoid any possible load loss, the firmware download has to be done when on 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			
Attention : the load is Are you rea	possible load loss : to avoid any possible load loss, the firmware download has to be done when on 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. Update button is enabled because UPS is not powered or UPS is in Bypass mode (see 'ByPass' in 'Controf' menu).			

#### 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 :





Settings	Available firmware versions setUPS reads firmware packages (*.sta) from your directory	Product Settings	Available firmware versions setUPS reads firmware packages (*.sta) from your directory
Firmware	C Users (e9911323 (Pty Documents (Eaton setups (nrmware	Firmware	C: Users [e9911323 [rly bocuments [taton setur5 [nrmware
About	Firmware 🔺	About	Firmware 🔺
	Eaton_9PX_LVHV11_E0_V01.06.03214_TL00.sta		Eaton_9PX_LVHV11_E0_V01.06.03214_TL00.sta
	Eaton_9PX_LVHV11_E0_V01.07.03363_TL00.sta		Eaton_9PX_LVHV11_E0_V01.07.03363_TL00.sta
	Firmware Version 01.06.3214 Activated Bypass Yes © Computible firmware		Firmware Version 01.06.3214 Activated Bypass Ye © Compatible firmware
$\boldsymbol{\mathcal{C}}$	Click on this button to update connected Upload firmware product with Self-of-1 Firmware Upload Status Uploading firmware with package: "Faton_9PK_LVMPLI_ED_VDL2/23751_TL0.0sta package Step 1/ 264: Cictiting Bothbader mode		Click on this button to update connected Upload firmware product with selected firmware Firmware Upload Status Uploading Timware with package : Uploading Timware with package :
			Step 13 / 264 : Writing page 8 of block 1 Chimated emaining time : 10:58

And on setUPS window, the firmware upgrade steps appear :

#### 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 :

E Eaton setUPS			
Product Settings Firmware About	Product Identification Type Model Part Number Reference Number	Eaton 9PX 3000i RT 3U 9PX3000iRT3U 9870	
$ \longrightarrow $	Technical Level Serial Number Firmware Version Parallel mode	01.07.3363	
	NMC Version IP Address IP V6 Address Mac Address	00.00.000 000.000.000 000:000:000:000:00	

#### 11. Go back to Normal

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





→ 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 :





# Eaton<sup>®</sup> setUPS

### Firmware upgrade procedure

### 12. Trouble shooting

→ UPS is not recognized by Eaton<sup>®</sup> setUPS software :

 $\rightarrow$  the current Eaton<sup>®</sup> 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"

→ 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"

