



# Eaton<sup>®</sup> setUPS

### Firmware upgrade procedure

Contents

- 1. Download the software setUPS and the firmware (if receiving this document by email)
- 2. UPS connection
- 3. Launch setUPS
- 4. Go to Bypass
- 5. setUPS firmware menu
- 6. Firmware selection
- 7. Confirmation
- 8. Upgrade process
- 9. Upload success
- 10. Return to normal state
- 11. Go back to Normal
- 12. Trouble shooting

<u>NOTE</u> : this document does concern **only** 9PX products with a part number terminating by digits **"31**" like for example 9PX6KiBP**31**.



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

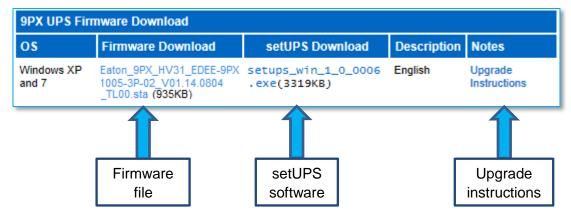
→ Go to the Power Quality Website (http://eaton.com/Downloads/)

Products & Services	Solutions	Knowled	ge Center	Customer Support	How to Buy
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 Solut	ion type	~

#### → Select your product , **9PX 3-phases**, and select your solution type, firmware.



### → Click on "Download 9PX UPS Firmware Updates"



And click on the required link.



#### 2. UPS connection

→ Connect a 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

F setups\_win\_1\_0\_0009.exe

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



The installer opens, click on "Next"

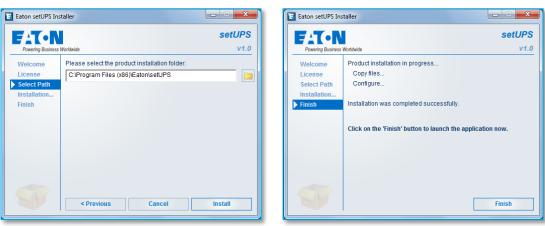


### Read and click on "Accept"





### Click on "Install"



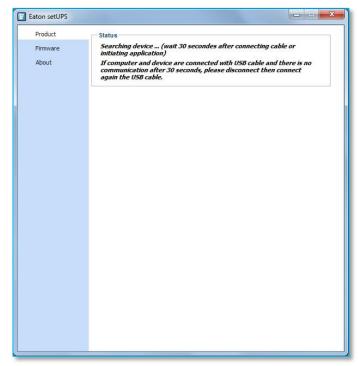
And on "Finish"

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

→ If Eaton<sup>®</sup> setUPS is already installed, open setUPS



At the startup, the software searches for the connected UPS





on setUPS		
roduct	Product Identification	
ettings	Туре	Eaton 9PX
	Model	11000i 3:1
rmware	Part Number	9PX11KiPM31
bout	Reference Number	9521
	Technical Level	NA
	Serial Number	G214E03003
	UPS Version	01.10.0754
	Parallel mode	NA
	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

and as soon as communication is done, 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 not protected anymore !



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### 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 :

Eaton setUPS		X
Product Settings	Available firmware versions setUPS reads firmware packages (*.sta) from C:  Users e9911323 Ny Documents Eaton setu	your directory
About	Firmware	
	UP5 Version Activated Bypass Compatible firmware Click on this button to update connected product with selected firmware	01.10.0754 Yes Upload firmware
	Firmware Upload Status 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 Settings	Available firmware versions settPS reads firmware packages (*.sta) from your directory C: [Users  e9911323  My Documents  Eaton setUPS  firmware				
Firmware	Firmware				
About	Firmware Eaton_9PX_E0_V01.06.0691_TL00.sta				
	Eaton_9PX_E0_V01.08.0745_TL00.sta				
	Eaton_9PX_E0_V01.10.0754_TL00.sta				
	Eaton_9PX_HV31_EDEE-9PX1005-3P-01_V01.12.0768_TL00.sta				
	Eaton_9PX_HV31_EDEE-9PX1005-3P-02_V01.14.0804_TL00.sta				
	Compatible firmware Click on this button to update connected product with selected firmware Upload firmware				
	Firmware Upload Status Please select a firmware to know about it				

### 6. Firmware selection

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

E Eaton setUPS	
Product	Available firmware versions
	setUPS reads firmware packages (*.sta) from your directory C:\Users\e9911323\My Documents\Eaton setUPS\firmware
Firmware	
About	Firmware
	Eaton_9PX_E0_V01.06.0691_TL00.sta
	Eaton_9PX_E0_V01.08.0745_TL00.sta
	Eaton_9PX_E0_V01.10.0754_TL00.sta
	Eaton_9PX_HV31_EDEE-9PX1005-3P-01_V01.12.0768_TL00.sta
	Eaton_9PX_HV31_EDEE-9PX1005-3P-02_V01.14.0804_TL00.sta
-1	Compatible firmware Chick 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 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 during the upgrade, select "**Yes**" to continue

Product	Available firmware versions	
Settings	setUPS reads firmware packages (*.sta) from your directory GIUsers e9911323 My Documents Eaton setUPS firmware	
Firmware	c. Josefs Jessi 1525 July Documents Laton Setors Julinware	
About	Firmware	
	Eaton_9PX_E0_V01.06.0691_TL00.sta	
	Eaton_9PX_E0_V01.08.0745_TL00.sta	
	Eaton_9PX_E0_V01.10.0754_TL00.sta	
	Eaton_9PX_HV31_EDEE-9PX1005-3P-01_V01.12.0768_TL00.sta	
	Eaton_9PX_HV31_EDEE-9PX1005-3P-02_V01.14.0804_TL00.sta	
the load is on	assible load loss : to avoid any possible load loss, the firmware download has to be done why Manual Bypass or with the load switched off (if no Manual Bypass exists). y sure that you wish to continue with the firmware download now ?	
Attention : po the load is on	Manual Bypass or with the load switched off (if no Manual Bypass exists).	

### 8. Upgrade process

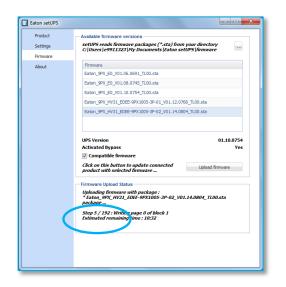
→ The *setUPS* transfers the UPS into Boot loader mode. The firmware will then be erased and then rewritten into the UPS.

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



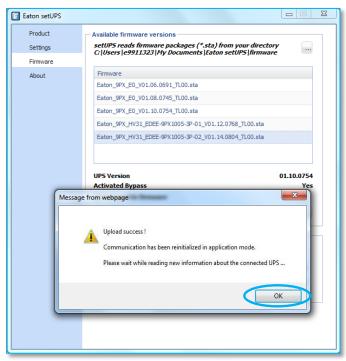


And on setUPS window, the firmware upgrade steps appear :



### 9. Upload success

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





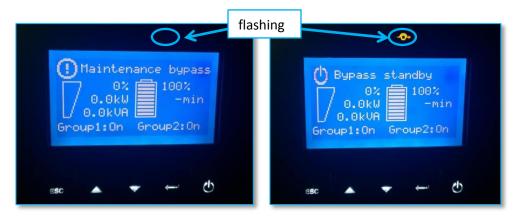
#### 10. Return to normal state

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

E Eaton setUPS		
Eaton setUPS Product Settings Firmware About	Product Identification Type Model Part Number Reference Number Technical Level Serial Number UPS Version Parallel mode Card Network settings NHC Version IP Address	Eaton 9PX 11000i 3:1 9PX11KiPM31 9521 NA 01.10.0754 IX 00.00.0000 000.00000
	IP V6 Address IP V6 Address Mac Address	0000:000:0000:0000:0000:0000:0000:0000:0000

#### 11. Go back to Normal

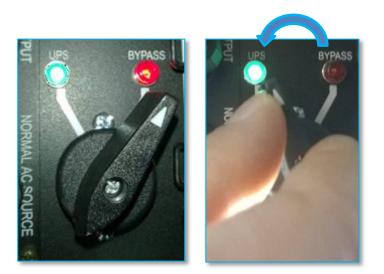
→ If there is a MBP, go back to UPS position (if the green LED is ON):





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→ 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

- → The firmware upgrade is stopped during the process :
- $\rightarrow$  restart the firmware upgrade process and it continues the upload.
- → 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"

