

UPS model: 9SX 1:1 700VA to 3kVA



Date : 2/17/2023

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Firmware upgrade procedure

1. Download the software setUPS and the firmware

➔ Go to the Eaton Firmware Website (<http://eaton.com/Firmware>)

And click on the Link for the 9SX 700-3000 1:1.

5P UPS	5P 1U lithium-ion UPS firmware download and configuration
	5P 1U and tower UPS firmware download and configuration
	5P 2U rackmount compact UPS (short depth) firmware download and configuration
	5P UPS standard depth rack firmware download and configuration
5PX UPS	5PX UPS firmware download and configuration
5PX G2 UPS	5PX G2 UPS firmware download and configuration
5SC UPS	Eaton 5SC 500-1500 VA tower UPS firmware download and configuration
9130 UPS	9130 UPS firmware download and configuration
9170+ UPS	Eaton 9170+ UPS firmware and upgrade instructions (Windows XP, 7, 8)
9PX UPS	9PX 3K3U UPS firmware download and configuration
	9PX 5-11K UPS firmware download and configuration
	9PX 6-10K split phase UPS firmware download and configuration
	Eaton 9PX (700-3000 VA, 2U models) UPS firmware download and configuration
9PXM UPS	Eaton 9PXM UPS firmware download and configuration
9SX UPS	9SX 700-3000VA 1:1 UPS firmware download & configuration
BladeUPS	BladeUPS firmware download and configuration
Ferrups FX	Ferrups FX firmware download and configuration

Firmware upgrade procedure

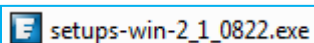
2. UPS connection

➔ 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.

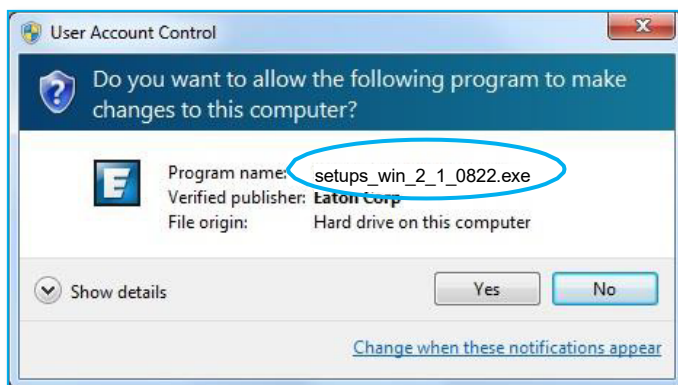


3. Launch setUPS

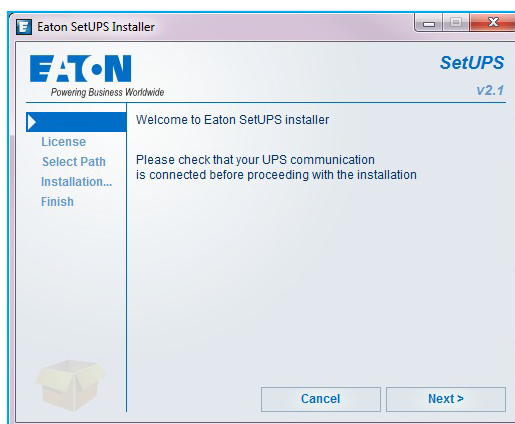
➔ For a first time Eaton® setUPS installation, double click on the exe file



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



The installer opens, click on “Next”

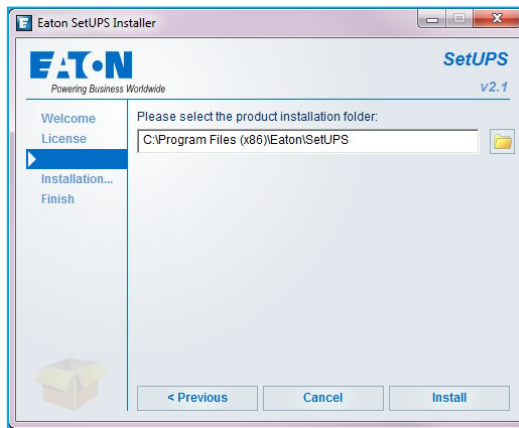


Read and click on “Accept”

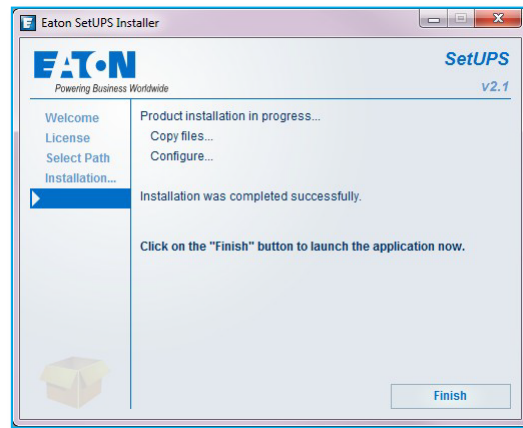


Firmware upgrade procedure

Click on “**Install**”

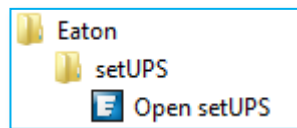


And on “**Finish**”

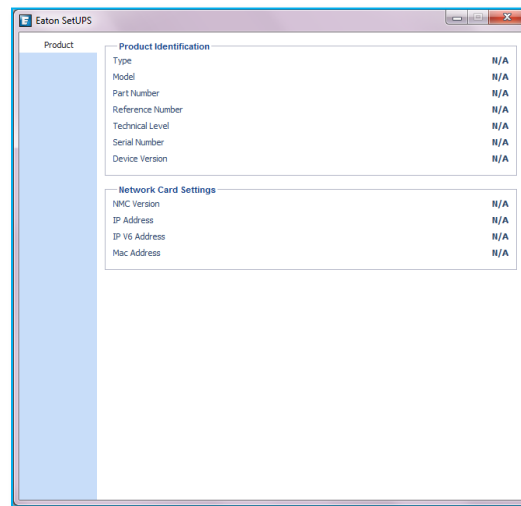
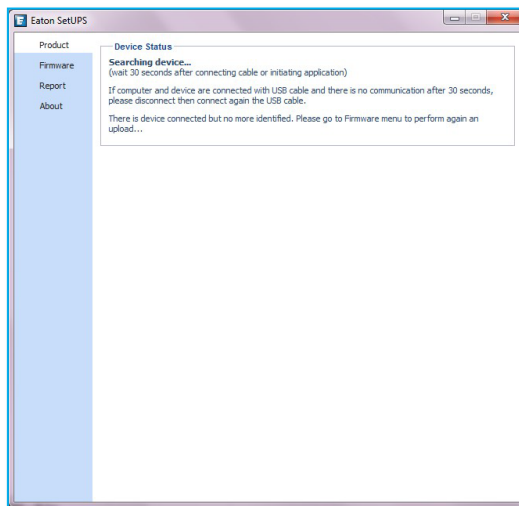


And the Eaton® setUPS starts.

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

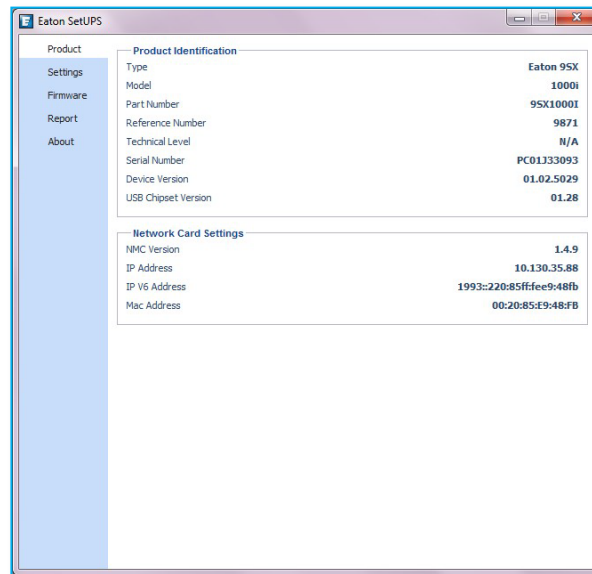


At the startup, the software searches for the connected UPS



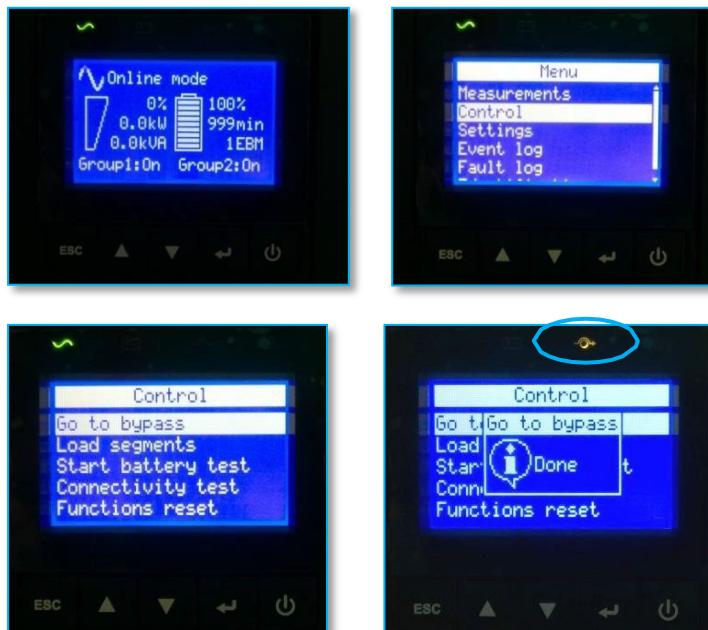
Firmware upgrade procedure

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:



WARNING : loads are powered but not protected anymore !

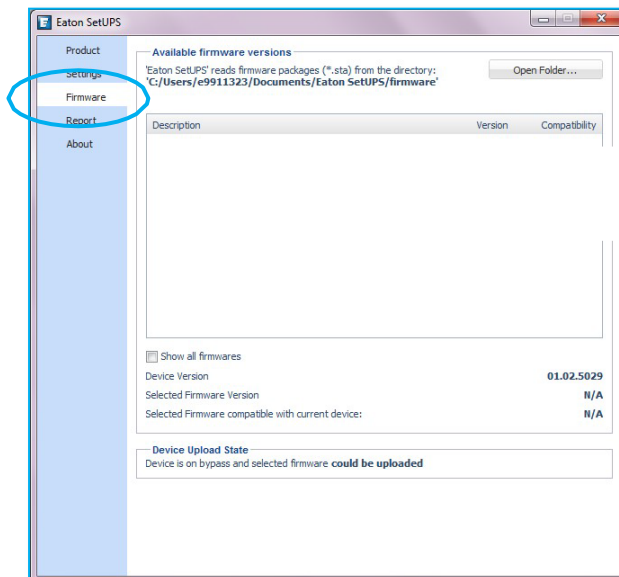
Firmware upgrade procedure

➔ If there is a maintenance bypass (HotSwap MBP) connected to the UPS, switch to Bypass position:



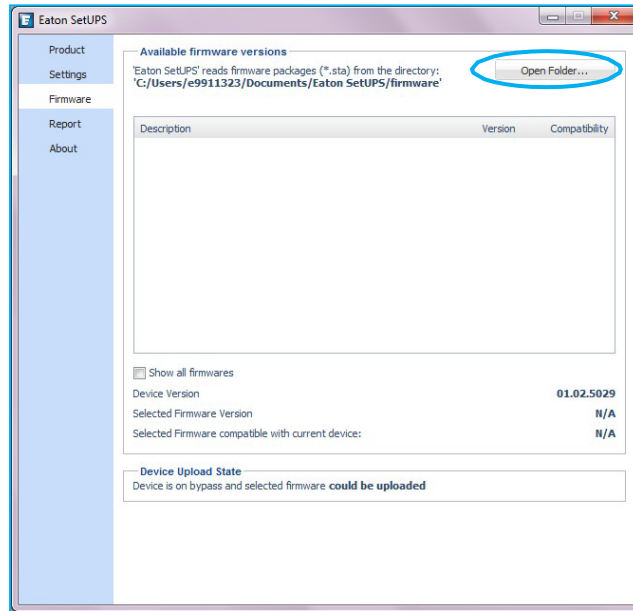
5. setUPS firmware menu

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



Firmware upgrade procedure

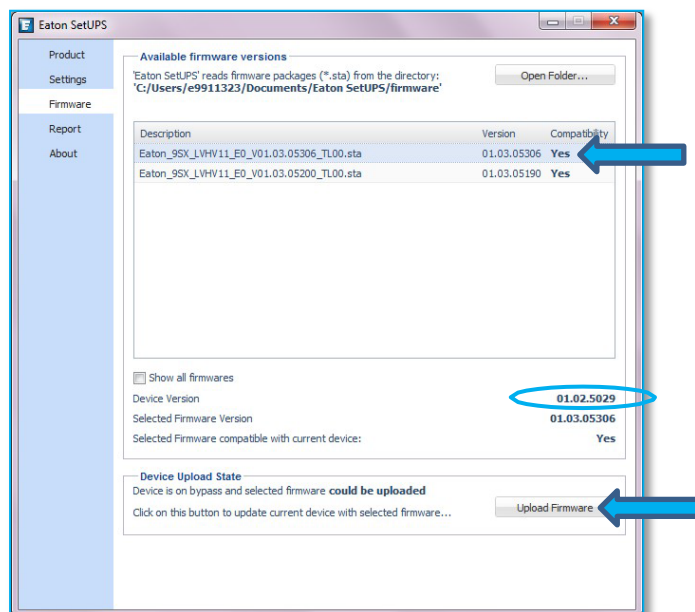
If the firmware list is empty, copy/paste the downloaded firmware in the target folder *My Documents\Eaton setUPS\firmware* (click on the “open folder” button):



6. Firmware selection

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

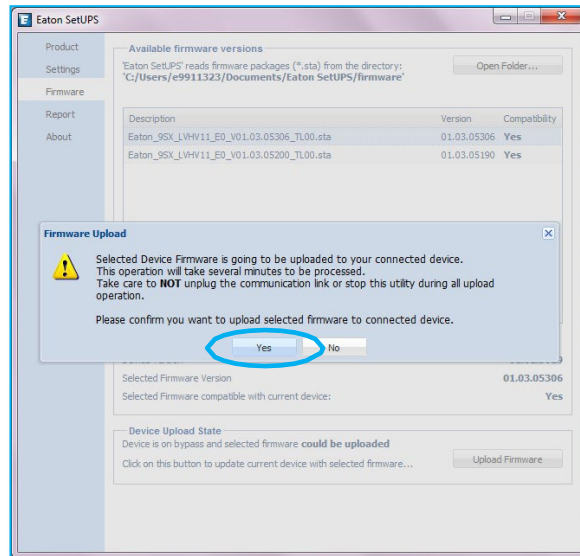
DO NOT SELECT ANY FIRMWARE LISTED AS NOT COMPATIBLE



Firmware upgrade procedure

7. Confirmation

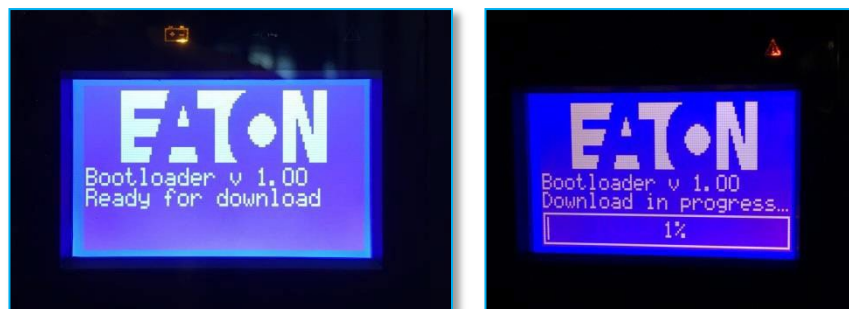
➔ The following screen appears which reminds you that UPS output is OFF (but load still powered) during the upgrade, select “**Yes**” to continue



8. Upgrade process

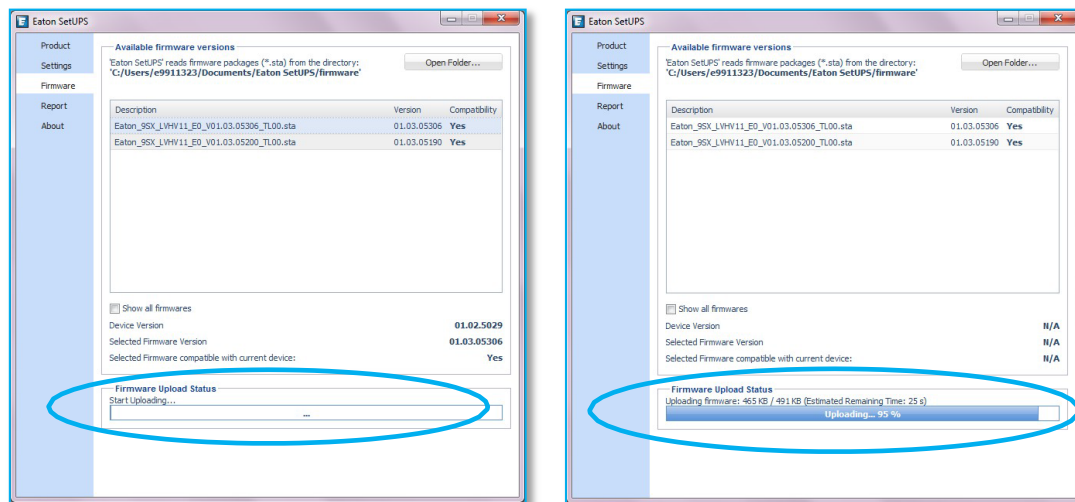
➔ The UPS emits a beep and transfers into Boot loader mode. The firmware will then be erased and then rewritten into the UPS.

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:



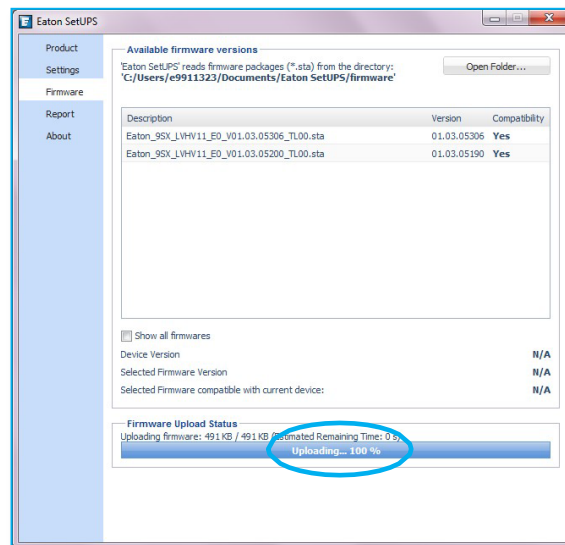
Firmware upgrade procedure

And on **setUPS** window, the firmware upgrade status appears:



9. Upload success

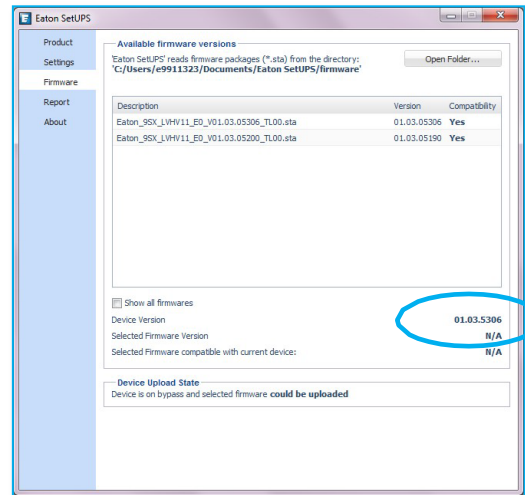
➔ When the firmware flash process is done, the UPS emits a long beep. The **setUPS** shows 100% on the load bar to inform the firmware flash has been successful:



Firmware upgrade procedure

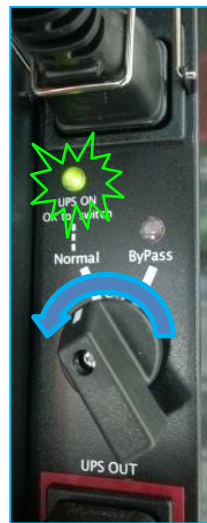
10. Return to normal state

➔ The **setUPS** reverts back to regular firmware page showing the last firmware version updated:



11. Go back to Normal

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



Firmware upgrade procedure

➔ 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:



Firmware upgrade procedure

12. Trouble shooting

- ➔ UPS is not recognized by Eaton® setUPS software:
 - the current Eaton® 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**”
- ➔ 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**”