

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



**Date : 2/17/2023**

### 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](#)

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

## Firmware upgrade procedure

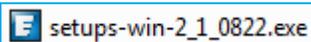
### 2. UPS connection

➔ 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.

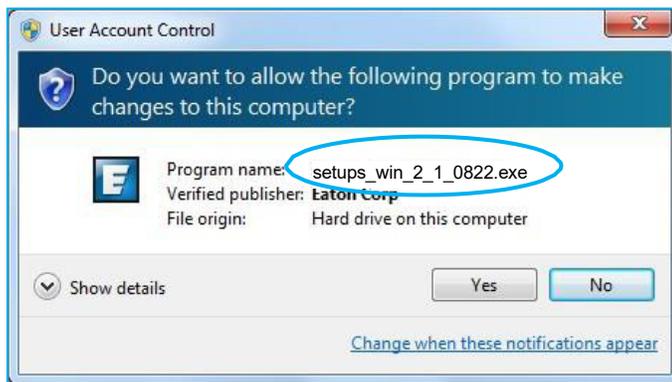


### 3. Launch setUPS

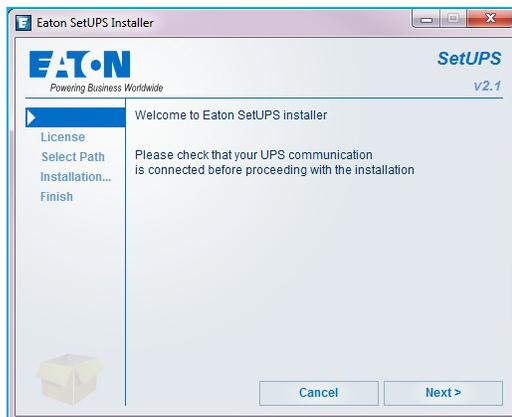
➔ For a first time Eaton® setUPS installation, double click on the exe file



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



The installer opens, click on “Next”

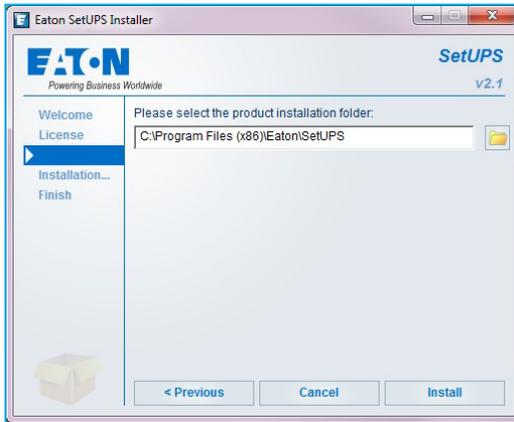


Read and click on “Accept”

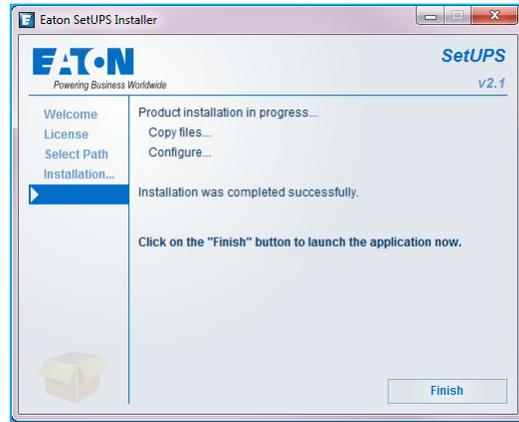


## Firmware upgrade procedure

Click on “Install”

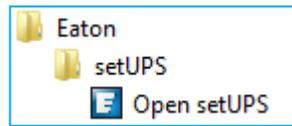


And on “Finish”

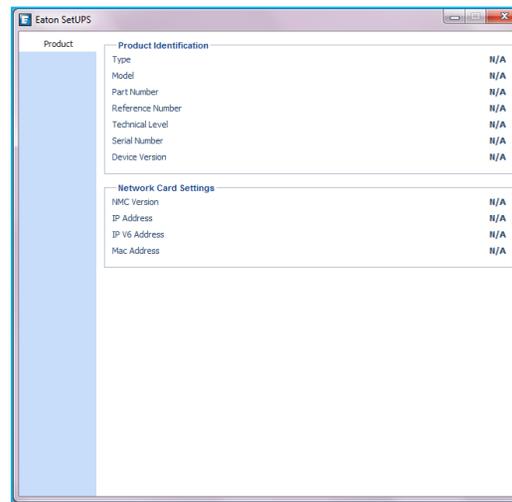
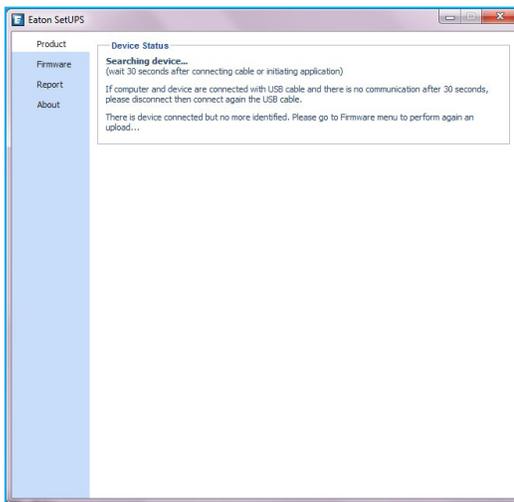


And the Eaton® setUPS starts.

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

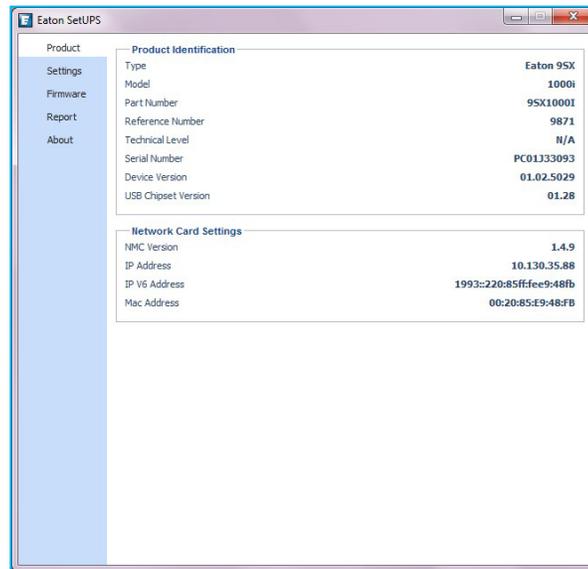


At the startup, the software searches for the connected UPS



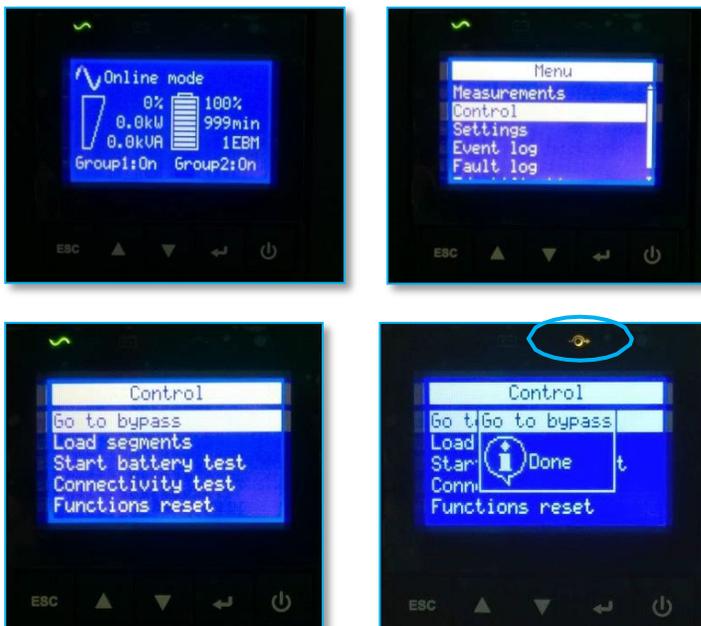
## Firmware upgrade procedure

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 !**

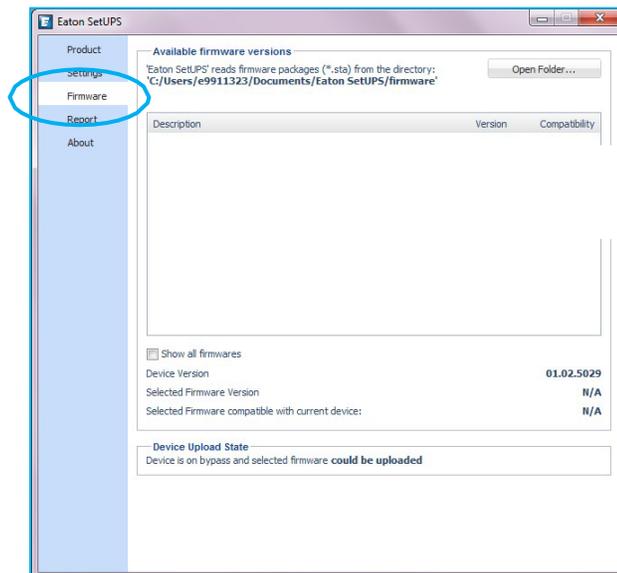
## Firmware upgrade procedure

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



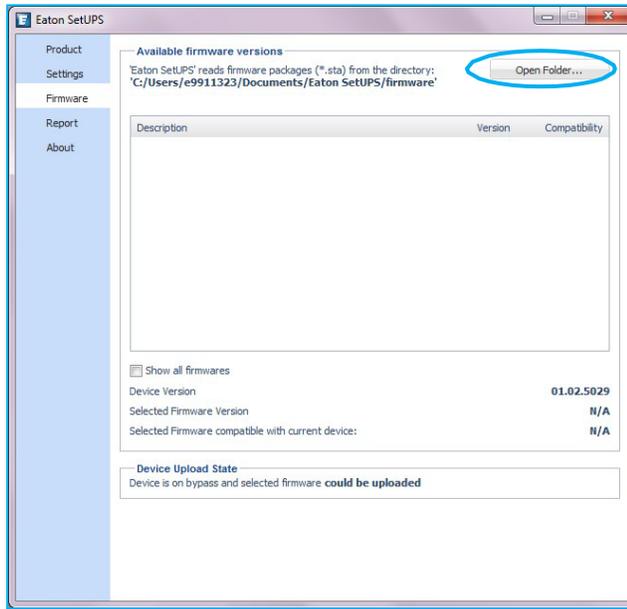
### 5. setUPS firmware menu

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



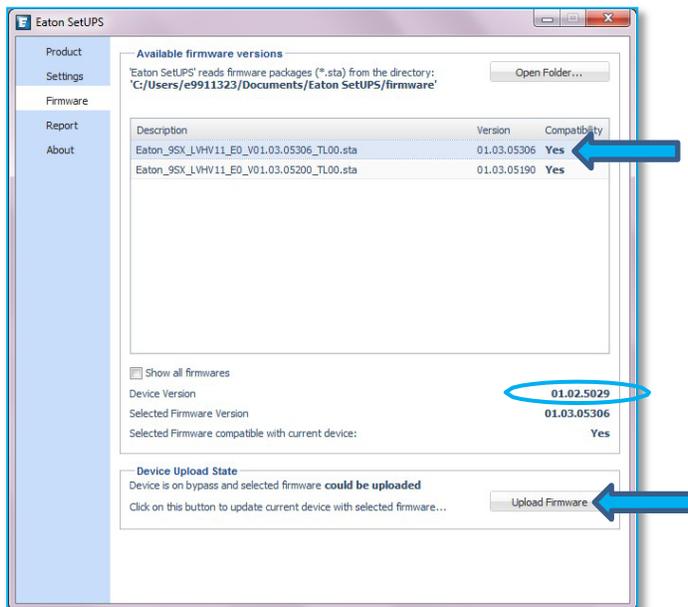
## Firmware upgrade procedure

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

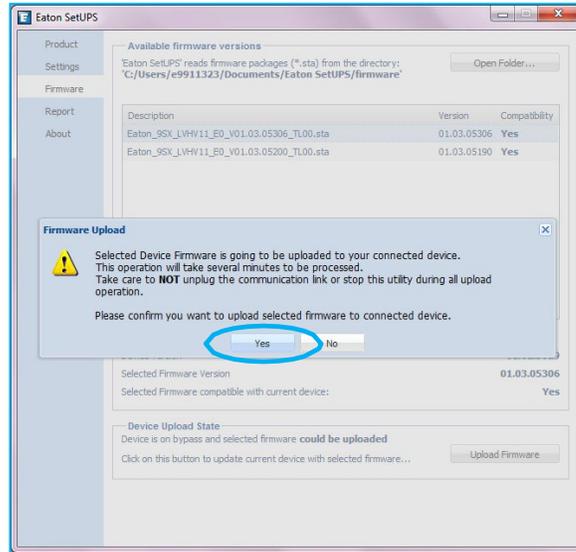
➔ Click on the firmware file to select it and then on the “Upload firmware” button:  
**DO NOT SELECT ANY FIRMWARE LISTED AS NOT COMPATIBLE**



## Firmware upgrade procedure

### 7. Confirmation

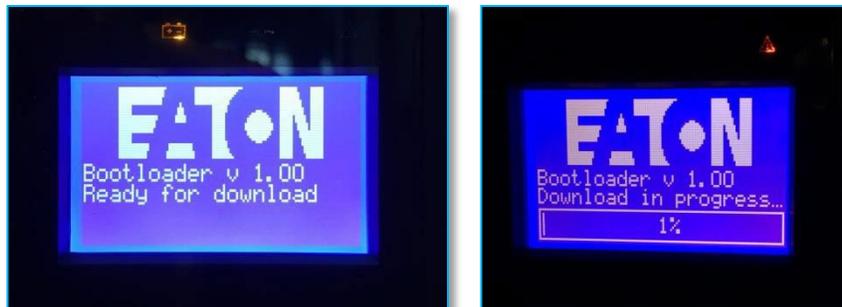
➔ The following screen appears which reminds you that UPS output is OFF (but load still powered) during the upgrade, select “**Yes**” to continue



### 8. Upgrade process

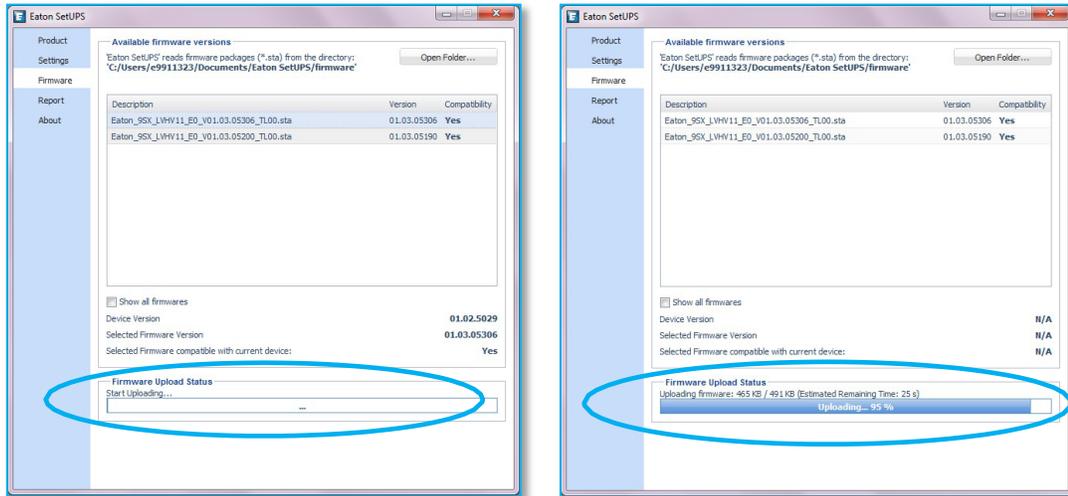
➔ The UPS emits a beep and transfers into Boot loader mode. The firmware will then be erased and then rewritten into the UPS.

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:



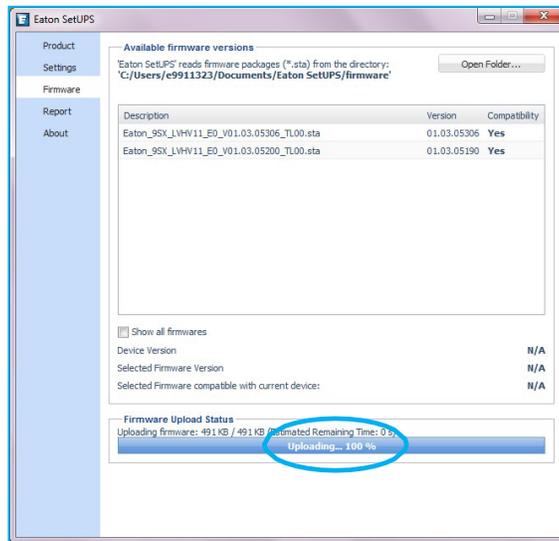
## Firmware upgrade procedure

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



### 9. Upload success

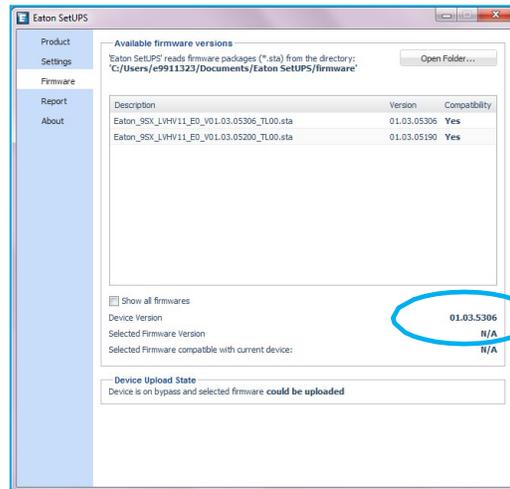
➔ When the firmware flash process is done, the UPS emits a long beep. The **setUPS** shows 100% on the load bar to inform the firmware flash has been successful:



## 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:



### 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**”