

Hughes BGAN-X 9211 Upgrader User Guide (PC)

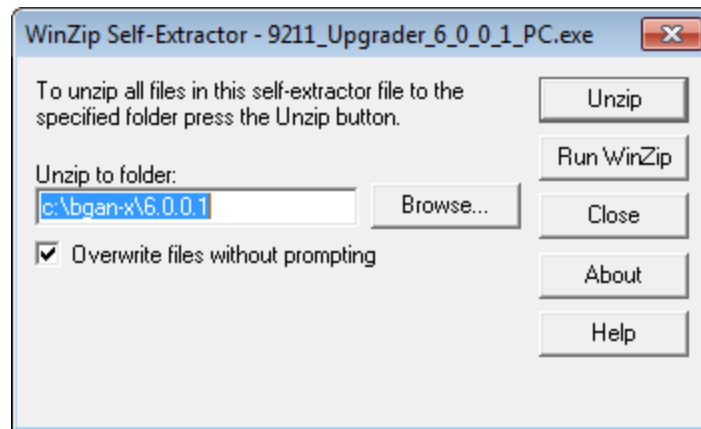
Rev 1.2 (6-Jul-17)

This document explains how to use the Hughes BGAN-X Upgrader program for the 9211 User Terminal using a PC.

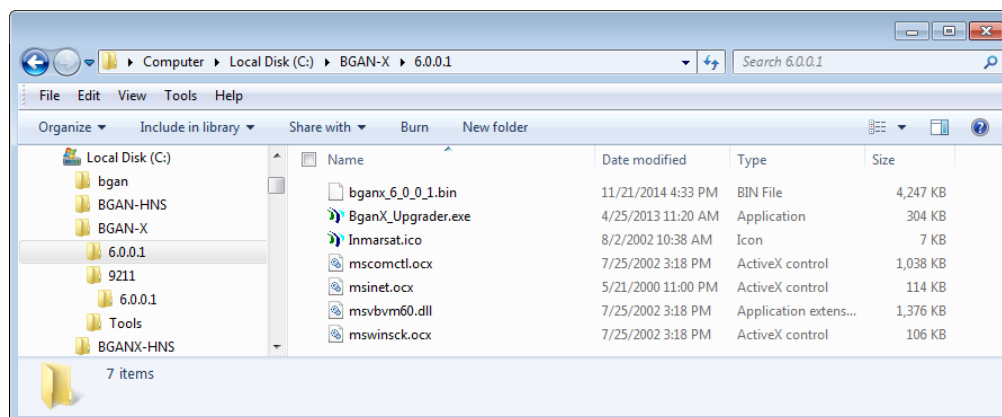
1 Getting and Extracting the Upgrader

The BGAN-X Upgrader is a zip file ([PC Upgrader 6.0.0.3.zip](#)) that contains the BGAN-X binary software required for software upgrade of the BGAN-X 9202 User Terminal (UT). Only the software appropriate at time of release is provided with the upgrader (i.e., it may not include all the upgrade options detailed below).

Once you have the self-extracting exe file, you need to run it in order to unzip/extract the upgrader and all supporting files (example below is from release 6.0.0.1)



The destination directory contains the upgrader executable, as well as support files (including this instruction file). If you used the default destination, the directory should look something like this:



2 Running the Upgrader

Before Running the Upgrader:

- **Remove the battery pack** from the terminal and connect the DC input.
- Connect to the 9211 UT via Ethernet directly to the PC. **Note: Do not connect the PC to the UT through a router.**
- The SIM may or may not be inserted during the upgrade (optional).
- Your PC's network (Ethernet) interface to the UT should be set to "Obtain an IP Address Automatically" (i.e., DHCP should be used by the UT to assign your PC an IP address); if your UT is configured with its on-board DHCP server disabled, you will need to setup an appropriate static address for your PC instead.
- **NOTE:** If you have changed the IP address of your UT, you must enter the UT IP address in the upgrader so it knows how to reach the UT. From the Tools menu, select the Configure Modem Interface option and enter the UT IP address.
- **NOTE:** Be aware that depending on your PC's operating system (Windows 7 and Vista), require you to run the Upgrader with Administrator rights. Right click on the Upgrader executable to "Run As" and select Administrator.
- **NOTE:** You may also need to turn OFF your PC's firewall settings in order to allow the Upgrader to operate correctly. Also be aware that various third-party programs may interfere with the Upgrader's functions because they act as a firewall.

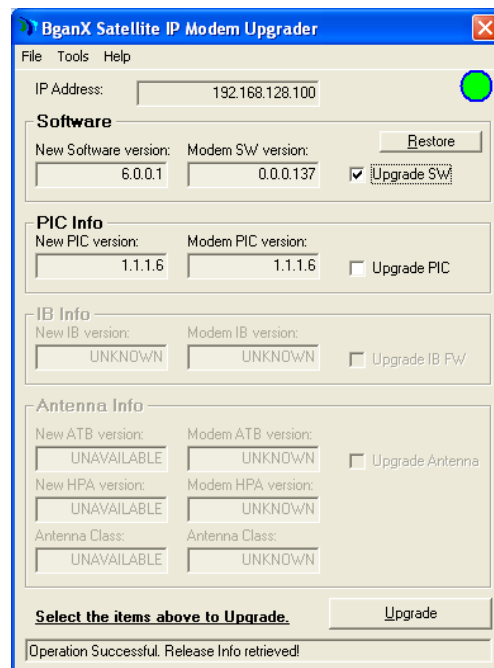


Figure 1: Sample Upgrader Screen while in Normal Mode

- The Upgrader gives you the option to upgrade the BGAN-X Application Software, and when applicable, the PIC (Peripheral Interface Controller) Software. If any of these sections on the Upgrader screen are dim, that means an upgrade to that component is not available/possible at this time (*Note: the IB Info/Software does not apply to the 9211, so these options will always be grayed out*).

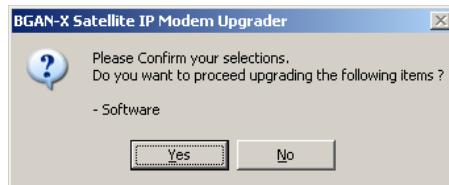
Upgrader Window Fields:

- ❖ **IP Address** field shows the local IP address of the UT. This is the address the upgrader uses when communicating with the UT. A green circle indicates good Ethernet connectivity, and a red circle indicates no connectivity. *If you are using a custom UT IP address, this value can be changed in the **Tools** menu explained below.*
- ❖ **Restore** button will restore the UT to the prior installed software release, if available.
- ❖ **Upgrade** button is used to perform the upgrade in conjunction with the Upgrade selections (**Software and/or PIC**; note that the **IB Info** sections are not applicable to the 9211 UT, and will always be grayed out).
- ❖ The status bar at the bottom of Upgrader window provides progress information during the upgrade process.

3 Performing Upgrade(s):

NOTE: *Do not disrupt any upgrade while it is in progress and ensure the power supply is stable.*

- To perform an upgrade, select from the available upgrade selections and click the **Upgrade** button.
 - Upgrades may be selected and performed individually or altogether. The Upgrader will upgrade each selected component in sequence.
 - Unavailable selections are grayed out, dependent on the released software upgrade(s) provided with the Upgrader package.
- Once you click **Upgrade**, a Pop-up window appears, asking to confirm your choices (the selected items to upgrade are listed):



- Click **Yes** (**No** cancels the selection)
- Note that if this is the first time you have run the Upgrader (or if you have changed the PC's firewall settings), the following may appear:



Select **Unblock** to continue.

- The section being upgraded will be then highlighted in green and the upgrade process will begin.
 - The Status bar will show a series of progress messages as the upgrade proceeds.
 - Please wait for the upgrade(s) to complete. Note that any one Upgrade operation (Software, PIC, etc) can take up to 10 minutes to complete. *Do not interrupt any upgrade since this may leave the UT in an unknown state.*
 - Refer to the following figures for sample screens of an upgrade in progress.

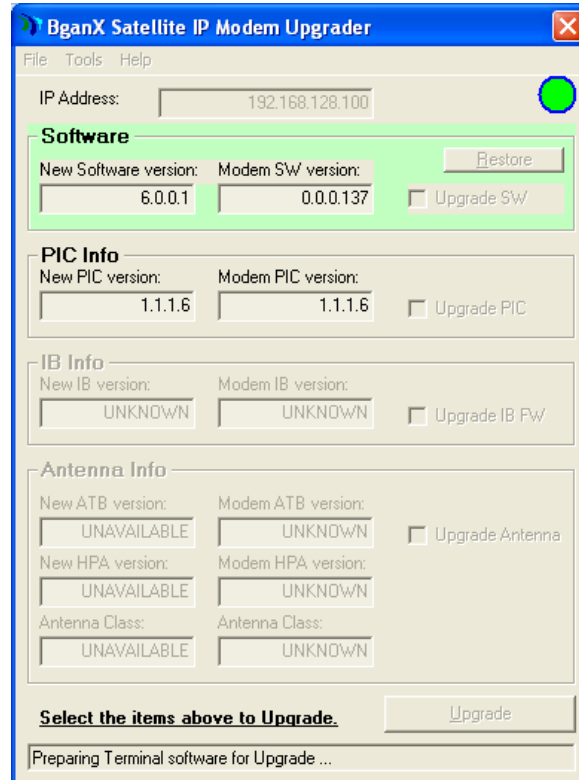


Figure 2: Sample Screen for Normal Mode Upgrade in Progress

- When the upgrade completes, the green highlight disappears. A few moments later, the *New Software version* field should show the updated version. The *Status* bar should show *Operation Successful. Release Info retrieved.*

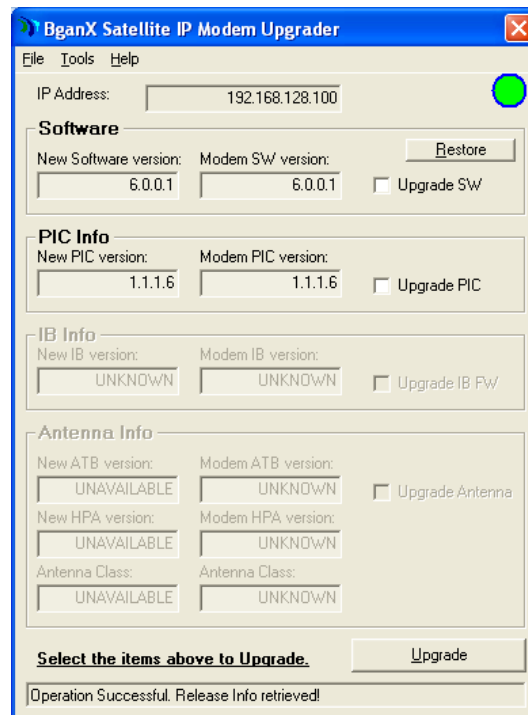


Figure 3: Sample screen for Successful Upgrade Example

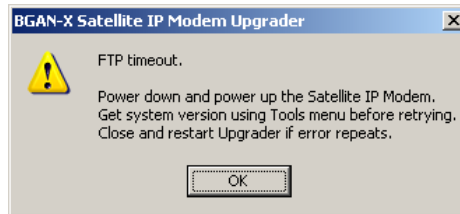
- At this point, the upgrade has completed.
 - If multiple upgrade selections have been made, the Upgrader will continue with the next upgrade in the sequence.
- Check the Upgrader window and verify that the updated version matches the new version supplied with the Upgrader.

Upgrader Menu Descriptions:

- ❖ **File** drop-down menu:
 - Upgrade Selections – same as Upgrade button
 - Restore Software – same as Restore button
 - Upgrade Antenna (Standalone) – (not applicable until March 2015)
 - Upgrade IB (Standalone) – (not applicable to the 9211)
 - Upgrade PIC (Standalone) – same as Upgrade PIC checkbox
 - Exit – exits the Upgrader
- ❖ **Tools** drop-down menu:
 - Configure Modem Interface – allows you to enter the IP address of the UT. Default is 192.168.128.100
 - Get Software Version – refreshes the Upgrader window and displays software versions currently installed and available for upgrade from the Upgrader
 - Reset Modem – reboots the UT
- ❖ **Help** drop-down menu:
 - About Upgrader – displays Upgrader version

4 Troubleshooting:

If the following dialog box appears, disable any firewall on your computer and re-attempt the upgrade.



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