

Hughes 9502 Upgrader User Guide (PC)

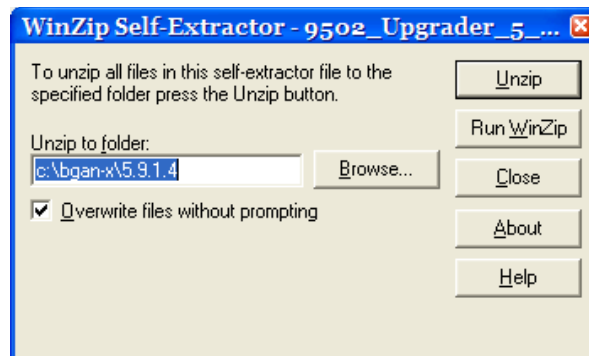
Rev 3.5 (5-Jul-17)

This document explains how to use the Hughes Upgrader program for the 9502 User Terminal using a PC.

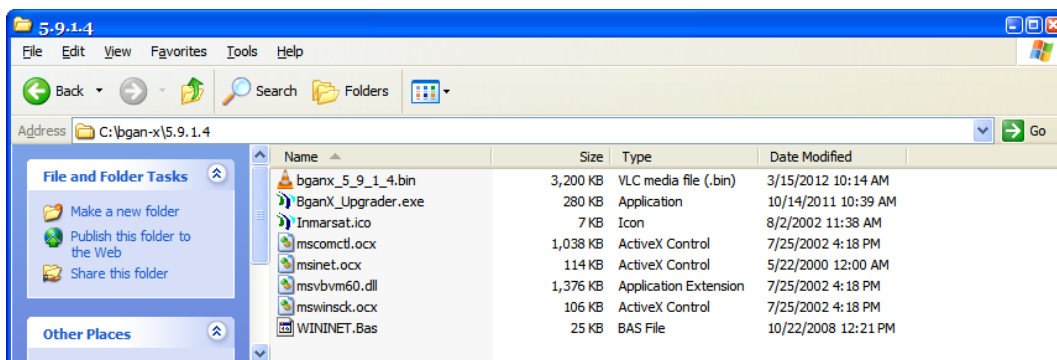
1 Getting and Extracting the Upgrader

The Hughes Upgrader is a zip file ([9502_Upgrader_5_9_5_1_PC.zip](#)) that contains the binary software required for software upgrade of the Hughes 9502 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).

If you downloaded the zip file version, the self-extracting exe file is within it; unzip that file first (you can extract and then run the exe from the Desktop, or you can just run it directly from the zip file). Note: examples below are from 5.9.1.4, but your release for 5.9.5.1 will act similarly.



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:

- Connect to the 9502 UT via Ethernet or USB directly to the PC (if using USB, be sure the Hughes USB Driver has been installed first). **Note: Do not connect the PC to the UT through a router.**
- The UT antenna may or may not be connected during the upgrade (optional).
- 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.

Upgrader Start-up Procedure:

- Double-click on the unzipped [BganX_Upgrader.exe](#) file to start the Upgrader (this file is in the destination folder you specified when you unzipped the upgrader, e.g., c:\bgan-x\5.9.5.1).
 - **NOTE:** Be aware that depending on your PC's operating system (Windows 7 and Vista), you may need to run the Upgrader with Administrator rights. If so, 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. Finally, 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:



If this dialog appears, select [Unblock](#) to continue.

- The **HUGHES Satellite IP Modem Upgrader** window will then appear, showing the currently installed software versions on the UT, along with the upgrades available with this Upgrader package.

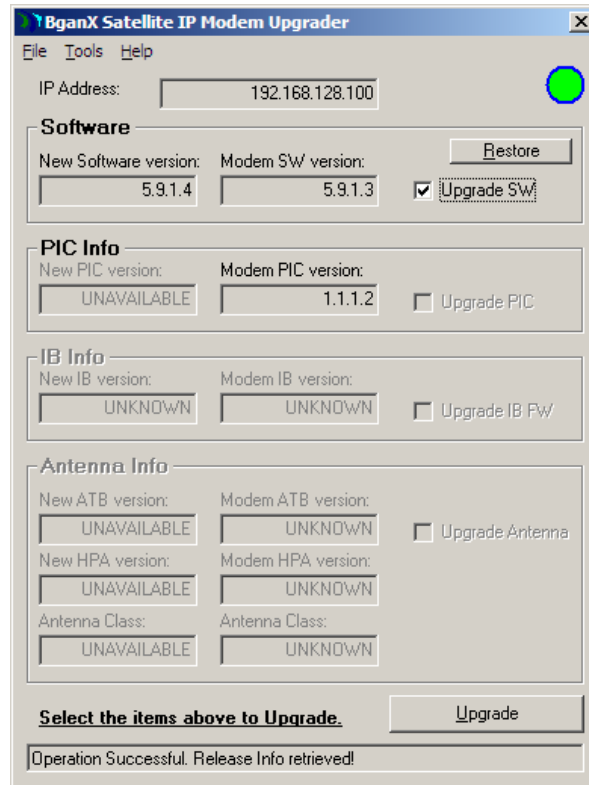


Figure 1: Sample Upgrader Screen while in Normal Mode

- The Upgrader gives you the option to upgrade the HUGHES 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/not possible at this time (*Note: the IB Info/Software and Antenna Software don't apply to the 9502, 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 and Antenna Info** sections are not applicable to the 9502 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)
- 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.

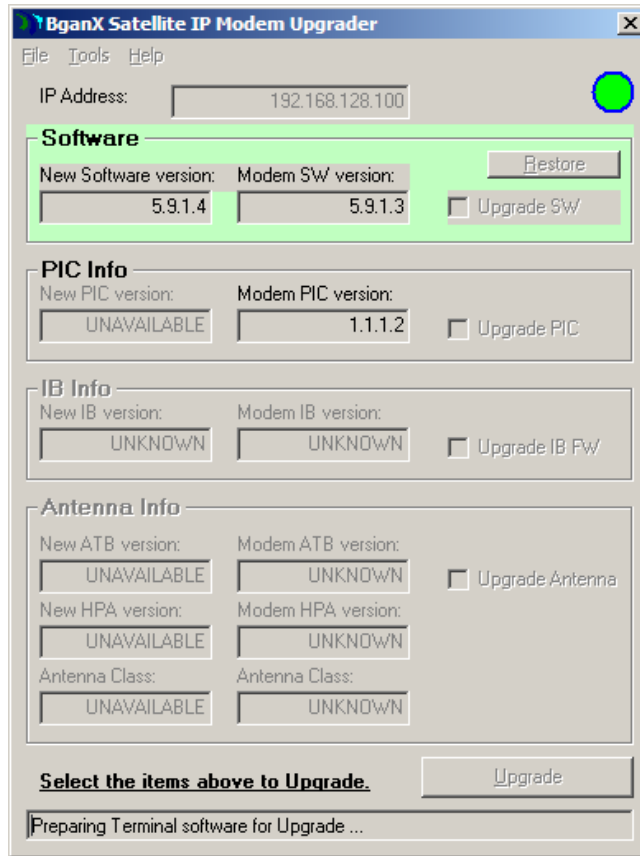


Figure 2: Normal Mode Upgrade in Progress

- 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.**

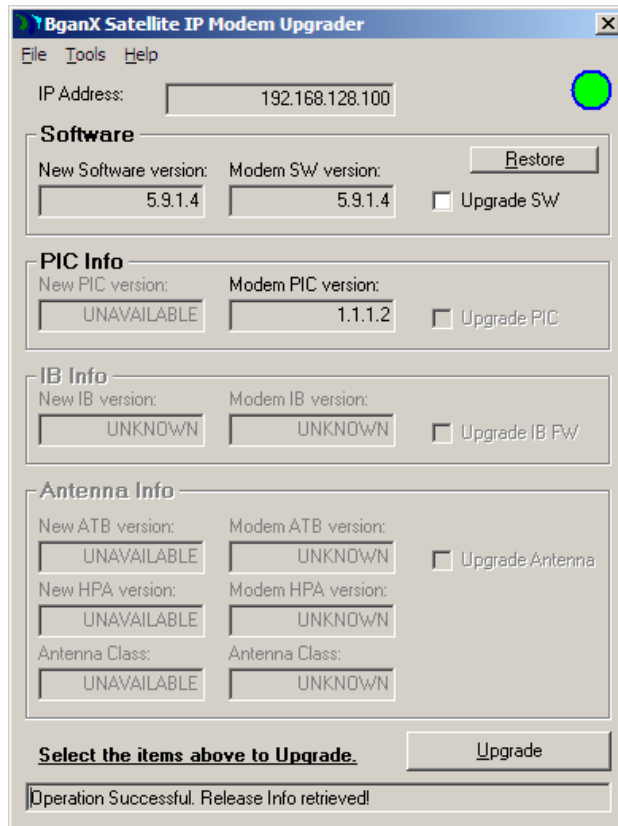


Figure 3: Successful Upgrade Example

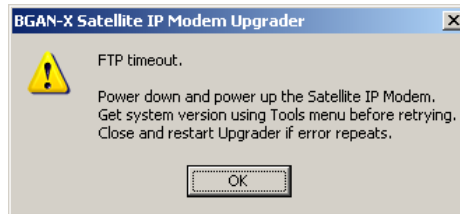
- At this point, the upgrade has completed.
 - If multiple upgrade selections have been made, the Upgrader will continue with the next upgrade in the sequence.
- Check the Upgrader window and verify that the updated version matches the new version supplied with the Upgrader.

Upgrader Menu Descriptions:

- ❖ **File** drop-down menu:
 - [Upgrade Selections](#) – same as [Upgrade](#) button
 - [Restore Software](#) – same as [Restore](#) button
 - [Upgrade Antenna \(Standalone\)](#) – (not applicable to the 9502)
 - [Upgrade IB \(Standalone\)](#) – (not applicable to the 9502)
 - [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 from your computer and re-attempt the upgrade.



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