

Hughes BGAN-X 9211 Upgrader User Guide (Mac)

Rev 1.2 (6-Jul-17)

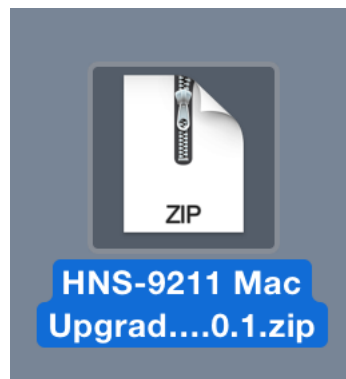
This document explains how to use the Hughes BGAN Upgrader program for the 9211 User Terminal using a Mac

Note: Mac OS X Version 10.4 or newer is required to use the Mac Upgrader.

1 Getting and Extracting the Upgrader

The BGAN Upgrader for the Mac is a zip file ([9211_Upgrader_6_0_0_3_Mac.zip](#)) that contains the BGAN-X binary software required for software upgrade of the BGAN-X 9211 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). The sample below is from 6.0.0.1.

After downloading the zip file, locate it on your Mac:



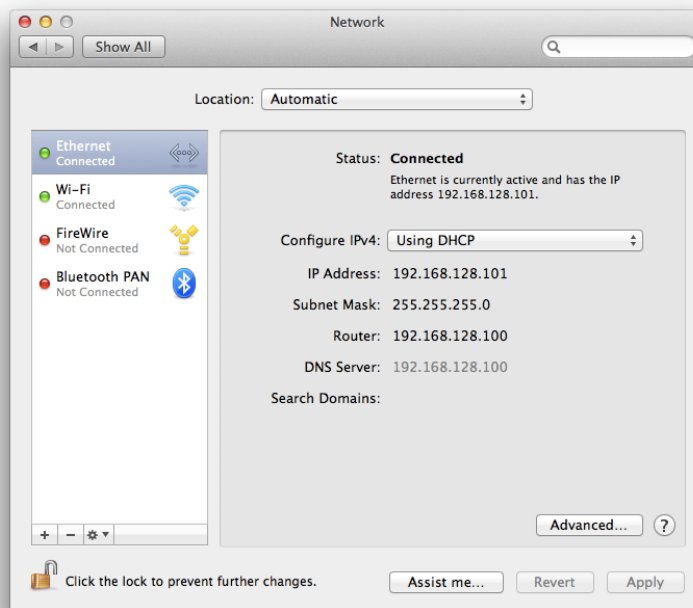
Once you open the zip file, you will see the upgrader application:



2 Running the Upgrader

Before Running the Upgrader:

- Remove the battery pack and connect the DC input
- Connect to the 9211 UT via Ethernet directly to the Mac. **Note: Do not connect the Mac to the UT through a router.**
- The SIM may or may not be inserted during the upgrade (optional).
- Your Mac's network (Ethernet) interface to the UT should be set using the Control Panel->System Preferences->Network tool so that the "Configure IPv4" setting is set to "Using DHCP" (i.e., DHCP should be used by the UT to assign your Mac 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 Mac instead. See screen shot below:



- Launch the [HNS-9211_Upgrader_6.0.0.3_MAC.zip](#) file to start the Upgrader (see screen shot of file earlier).
- The [BGAN Upgrader](#) window will appear, showing the currently installed software version on the UT, along with the upgrade available with this Upgrader package. The tool opens to the [Easy Install](#) Pane/Mode as shown in the next screen shot.

Note: if the tool reports the UT is in *BOOTROM MODE*, the upgrade is still possible, but this condition indicates either the user has forced the UT into Boot ROM mode, or the Application Software was incorrectly installed or corrupted.

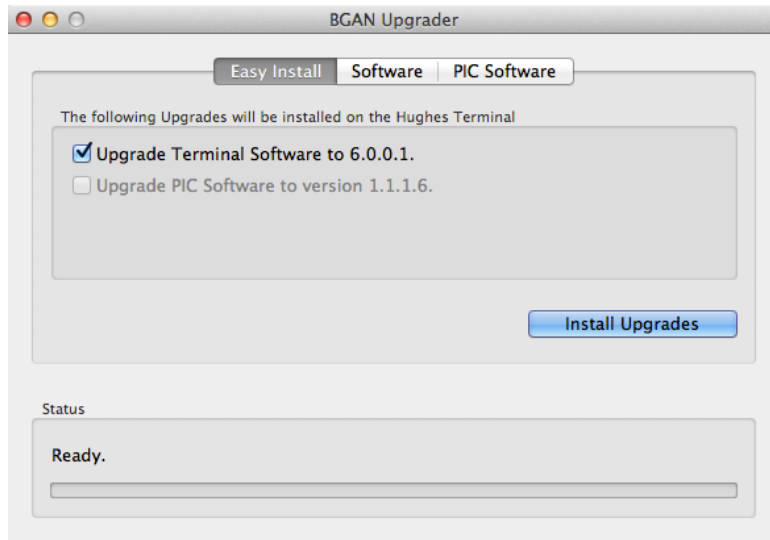


Figure 1: Sample Upgrader Screen while in Normal Mode (Easy Install Pane)

General note: in addition to the application software, there can be PIC software that may be in the upgrader package as well; if it exists, an additional pane will appear. The screen shot below shows the application software ([Software only](#)) pane:

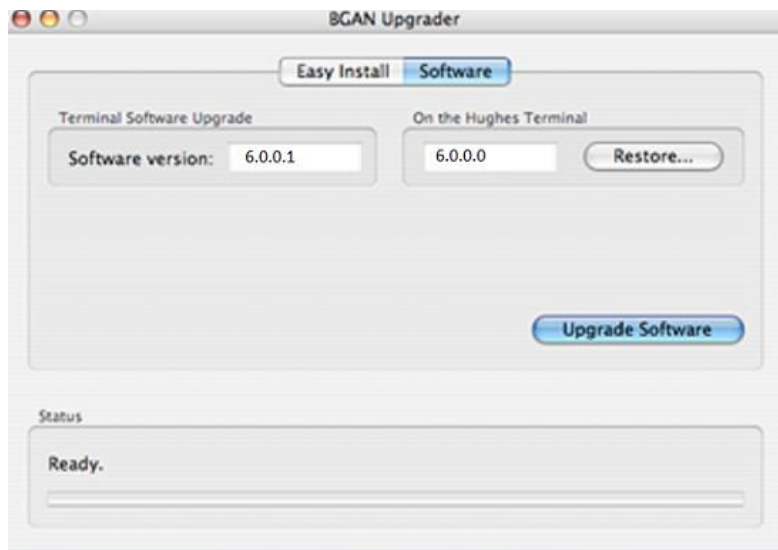


Figure 2: Sample Upgrader Screen while in Normal Mode (Software Pane)

If additional components are provided in the upgrader package, each will be shown by a separate row on the [Easy Install](#) pane, and a separate additional pane will appear/be available as well (such as described above with the [Software](#) pane).

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, either use the [Easy Install](#) pane, select from the available upgrade selections, and click the [Install Upgrades](#), or navigate to the pane(s) desired and click the [Upgrade Software](#) button. Note that if you use individual panes, each upgrade will have to be done one-by-one.
- 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 upgrade process will then 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.

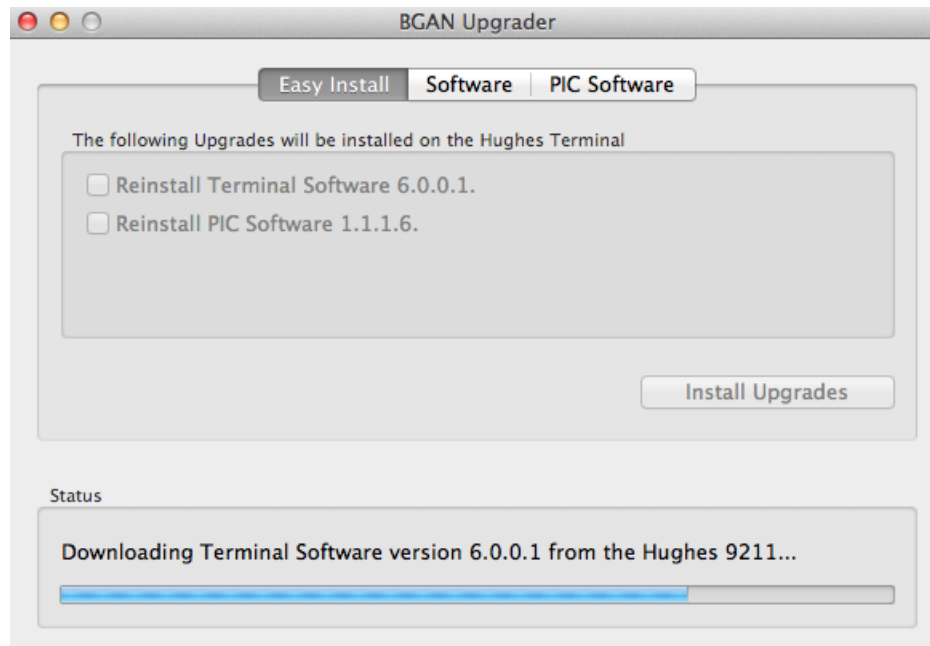


Figure 4: Sample screen for Normal Mode Upgrade in Progress (Easy Install Pane): Downloading terminal software and Backing Up Previous Version

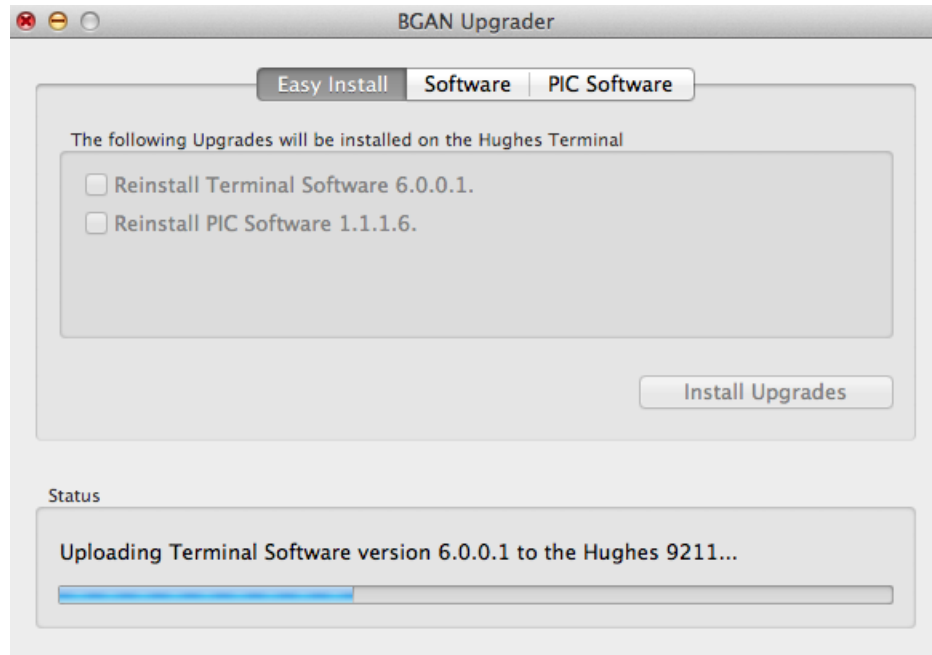


Figure 5: Sample screen for Normal Mode Upgrade in Progress (Easy Install Pane): Uploading the New Software

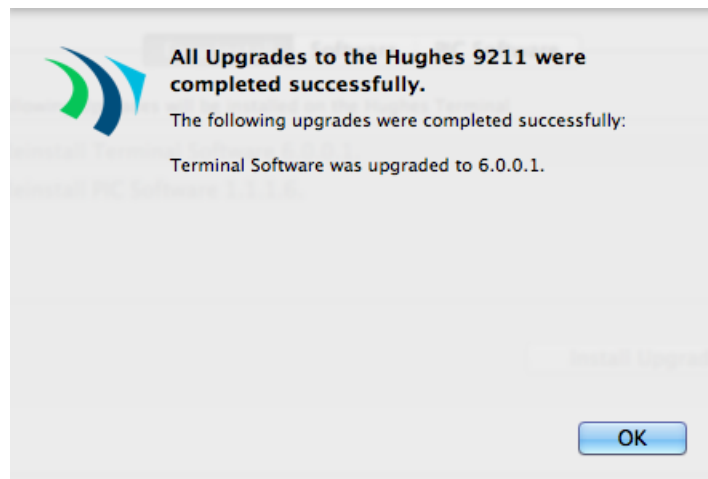


Figure 6: Sample screen for Normal Mode Upgrade Completion (Easy Install Pane)

When the upgrade completes you will get a Pop-up window that says the Installation was completed successfully (see screenshot above).

- At this point, the upgrade has completed.
 - If additional upgrades are desired, go to the appropriate pane and perform them. Note that if the **Easy Install** pane/method was used, the Upgrader will continue with the next upgrade in the sequence until all are done automatically.
- Check the Upgrader window and verify that the updated version matches the new version supplied with the Upgrader.

Upgrader Menu Descriptions:

- ❖ **BGAN Upgrader** drop-down menu:
 - **About BGAN Upgrader** – provides upgrader version information
 - **Preferences** – allows you to customize the IP address for the UT and other parameters
- ❖ **File** drop-down menu:
 - **Upgrade All Selections** – acts the same as **Easy Install** pane selecting all available upgrades.
 - **Upgrade Terminal Software** – acts the same as **Software** pane selecting the **Upgrade Software** button.
 - **Restore Terminal Software** – acts the same as **Software** pane selecting the **Restore** button.
 - **Upgrade Antenna Firmware** – Grayed out and not applicable to 9211 until December 2015
 - **Upgrade IB Firmware** – Grayed out and not applicable to 9211
 - **Upgrade PIC Software** – acts the same as **PIC** pane selecting the **Upgrade PIC Software** button (may or may not be provided in your upgrader package).
 - **Close** – close the upgrader application.
- ❖ **Options** drop-down menu:
 - **Get Software Version** – connects to the UT and retrieves the current software version.
 - **Reset Modem** – connects to the UT and commands it to reset.

4 Troubleshooting:

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



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