

JRC FB500/FB250 terminal JUE-501/JUE-251

New software version 02.60 release

JRC has released new software version, APP 02.60 for Fleet Broadband JUE-501 and JUE-251 mobile terminals.

Changes from APP 02.50 to 02.60

Following maintenance functions have been added:

- Added the function to diagnose whether EL/Cross EL belt is broken (JUE-501 only).
The function has been added to self-diagnose whether the EL/Cross EL belt in ADE (GSC-511) is broken at JUE-501 startup and display the results on the Web Alarmpack screen and Handset Unit Info screen. Refer to p.16 for detailed information on added displays.
- Added the function to measure the vibration status of ADE (JUE-501 and JUE-251)
The function has been added to measure the vibration status (impact and frequency) of ADE at JUE-501/JUE251 startup.

Software updating procedure

Update JUE-501/251 software to APP 02.60 with following procedure a) to d).

* Do not connect any router or other equipment when updating JUE-501/251. Also, PC must be on the same network as JUE-501/251.

a) Confirm the connection

JUE-501/251 software updating needs a PC.

Prepare a PC and connect it to your JUE-501/251. (For details, refer “[1. Confirm the connection](#)”)

* Windows 8/10 OS is recommended. The behavior when using Windows 11 OS has not been verified at this time.

b) Download the latest software for JUE-501/251

Confirm the website to check whether the latest software is uploaded or not, from the PC connected to Internet. Download if the latest software is uploaded. (For details, refer “[2. Download the software for JUE-501/251](#)”)

c) Update/Downgrade JUE-501/251 software

Update the JUE-501/251 software by the downloaded software. (For details, refer “[3. Update JUE-501/251 software](#)”)

Also, downgrade the JUE-501/251 software by the stored software [JUE251-501_APP_XXXX.jrc] in the attached CD-ROM, when necessary. (For details, refer “[[Reference](#)] [Software downgrading procedure](#)” in last page)

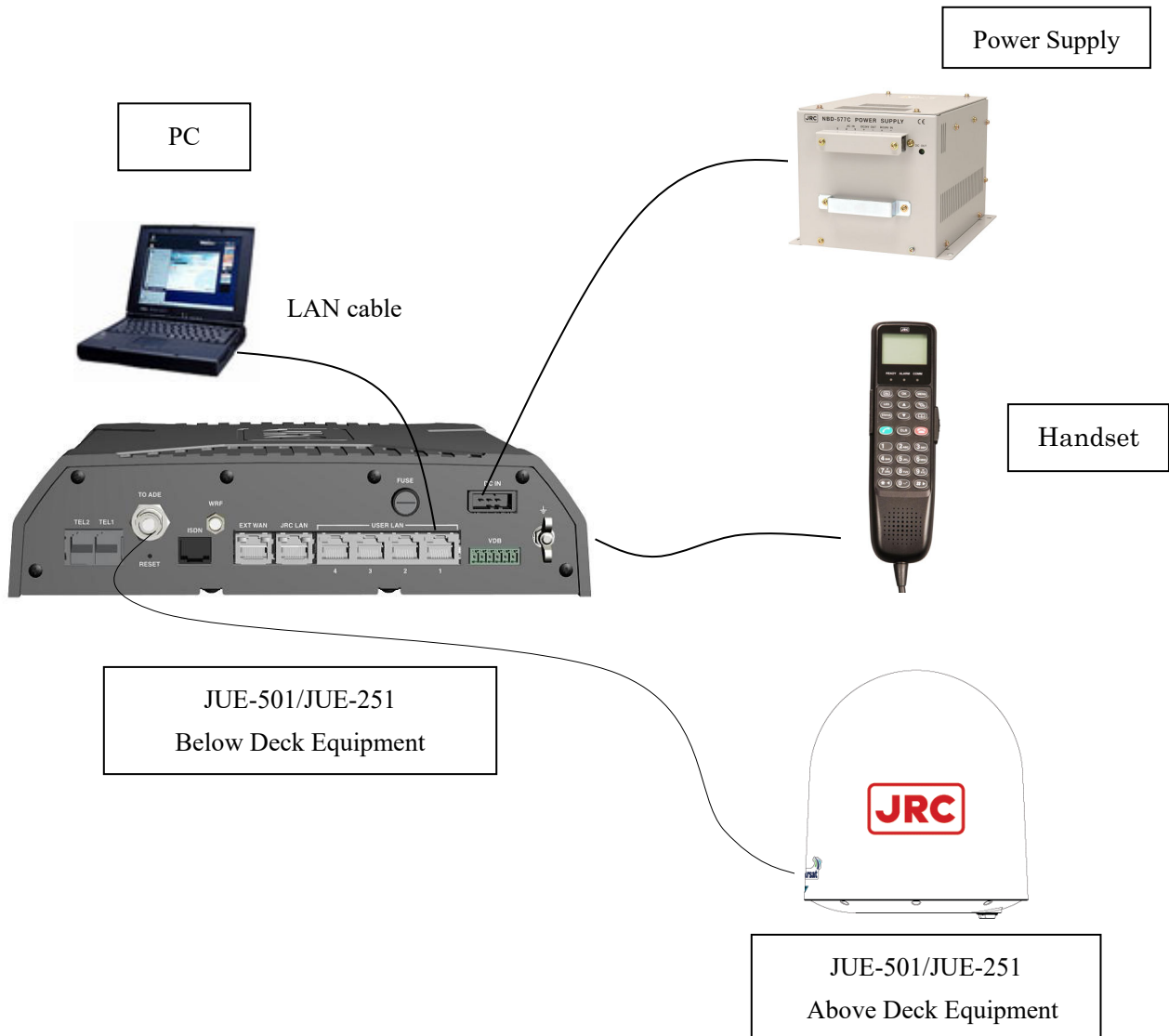
d) Confirm the updated software version

Confirm the software version after updating, to check that JUE-501/251 software is correctly updated or not. (For details, refer “[4. Confirm the updated software version](#)”)

1. Confirm the connection


(1) Prepare a PC and connect it directly to a User LAN port of JUE-501/251.


* Do not connect any router or other equipment between JUE-501/251 and a PC when updating JUE-501/251. Also, PC must be on the same network as JUE-501/251.

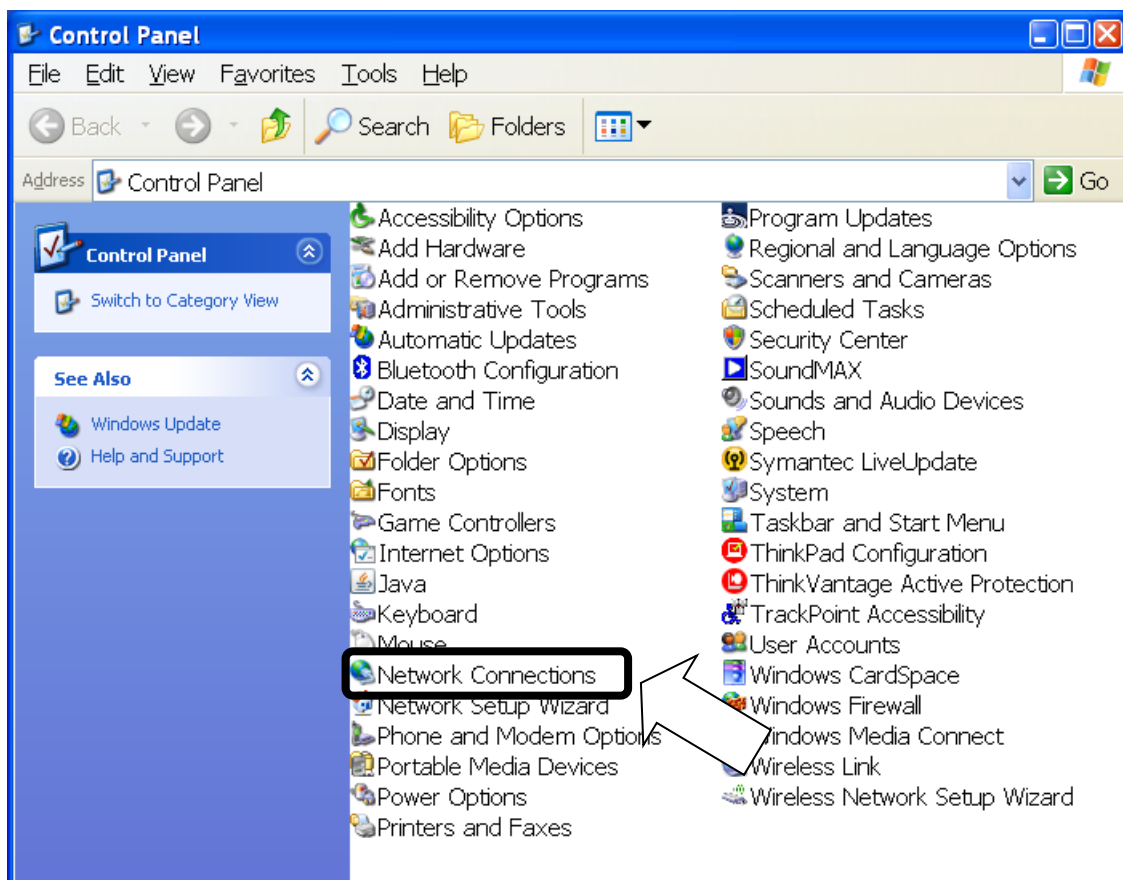


- (2) Set the LAN port IP address (being connected to User LAN port of JUE-501/251) of your PC, to be on the same network as JUE-501/251 by the following procedure.

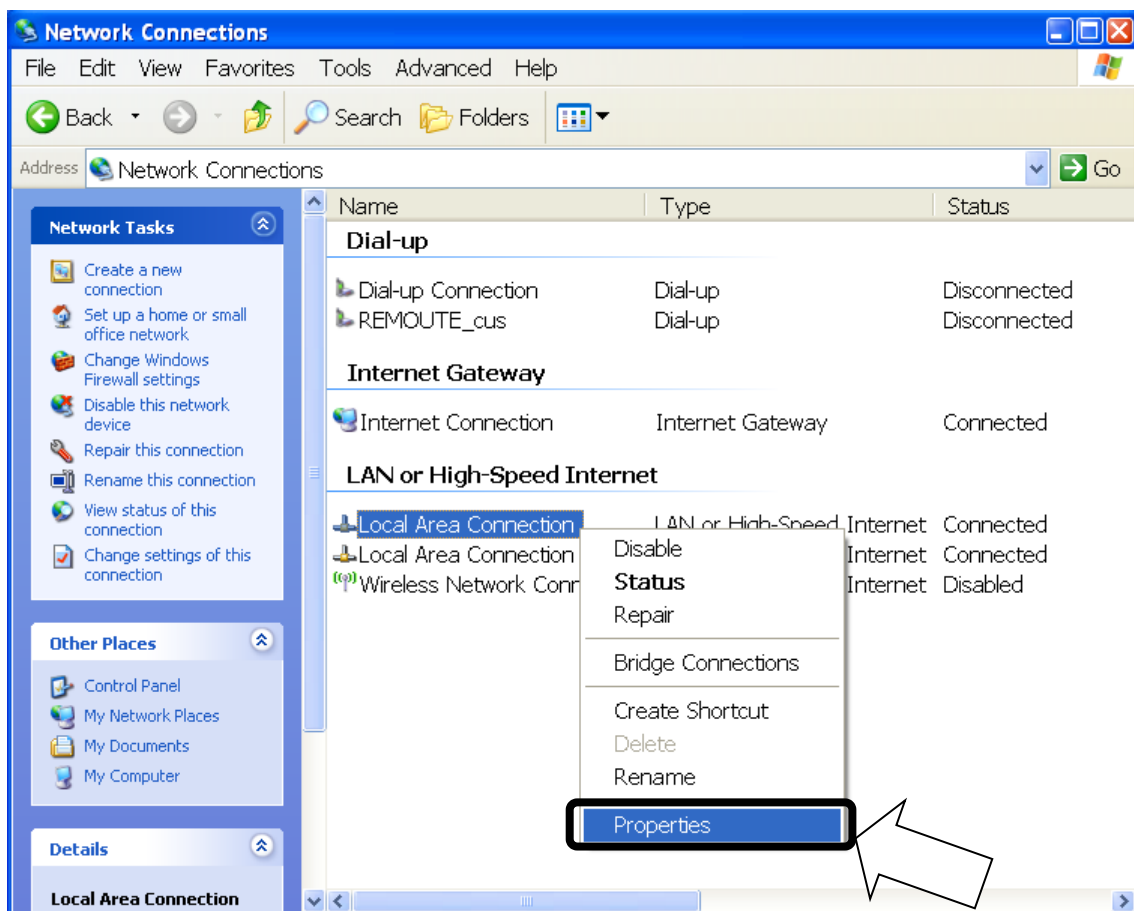
NOTE

- Skip this procedure when you already set the LAN port to DHCP (set the IP address setting as [Obtain an IP address automatically]) and BDE's DHCP setting enable.
- Current BDE's DHCP setting can be referred at the Handset menu, <9> Admin - Input secret code (initial value 0001) - <3> Port - <3> Ethernet - <1> User LAN - BDE's IP address (press OK) - BDE's subnet mask (press OK) - DHCP setting. Press  (on hook) button and close the menu after you confirm the DHCP setting.

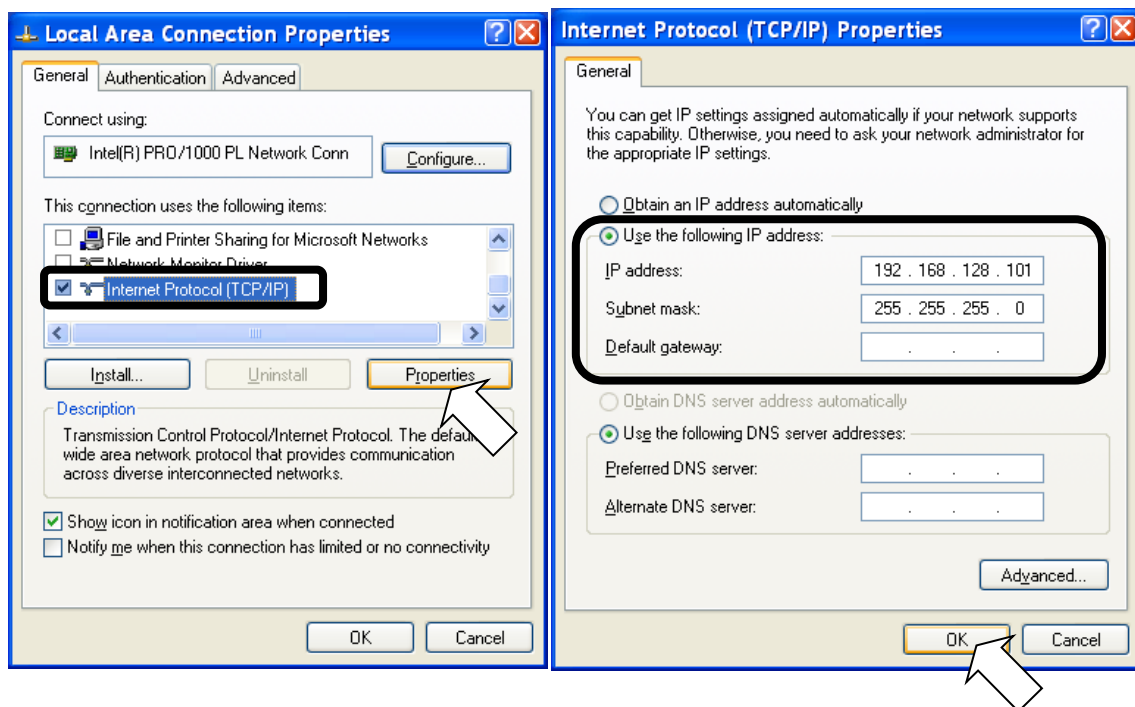
- Confirm BDE's IP address from the Handset.
 - BDE's IP Address can be referred at the Handset menu, <9> Admin - Input secret code (initial value 0001) - <3> Port - <3> Ethernet - <1> User LAN. Press  (on hook) button and close the menu after you confirm the IP address.
- Select [start]-[Control Panel] on your PC.
 - [Control Panel] window is displayed.



- iii). Double click [Network Connections].
 - [Network Connections] window is displayed.
- iv). Select [Local Area Connection] and right-click, then click [Properties] from displayed menu.
 - [Local Area Connection Properties] dialogue box is displayed.
 - Confirm that [General] tab is displayed on the front of the screen.



- v). Select [Internet Protocol (TCP/IP)] and click [Properties] button.
 - [Internet Protocol (TCP/IP) Properties] dialogue box is displayed.
 - Select [Use the following IP address] and input [IP address] and [Subnet mask] to be on the same network as JUE-501/251. Do not input any IP address for [Default gateway].
 - e.g. When the BDE's IP address is 192.168.128.100
 - Input 192.168.128.101 for [IP address] and 255.255.255.0 for [Subnet mask].
 - Select [Use the following DNS server addresses] and do not input any DNS addresses for [Preferred DNS server] and [Alternate DNS server].

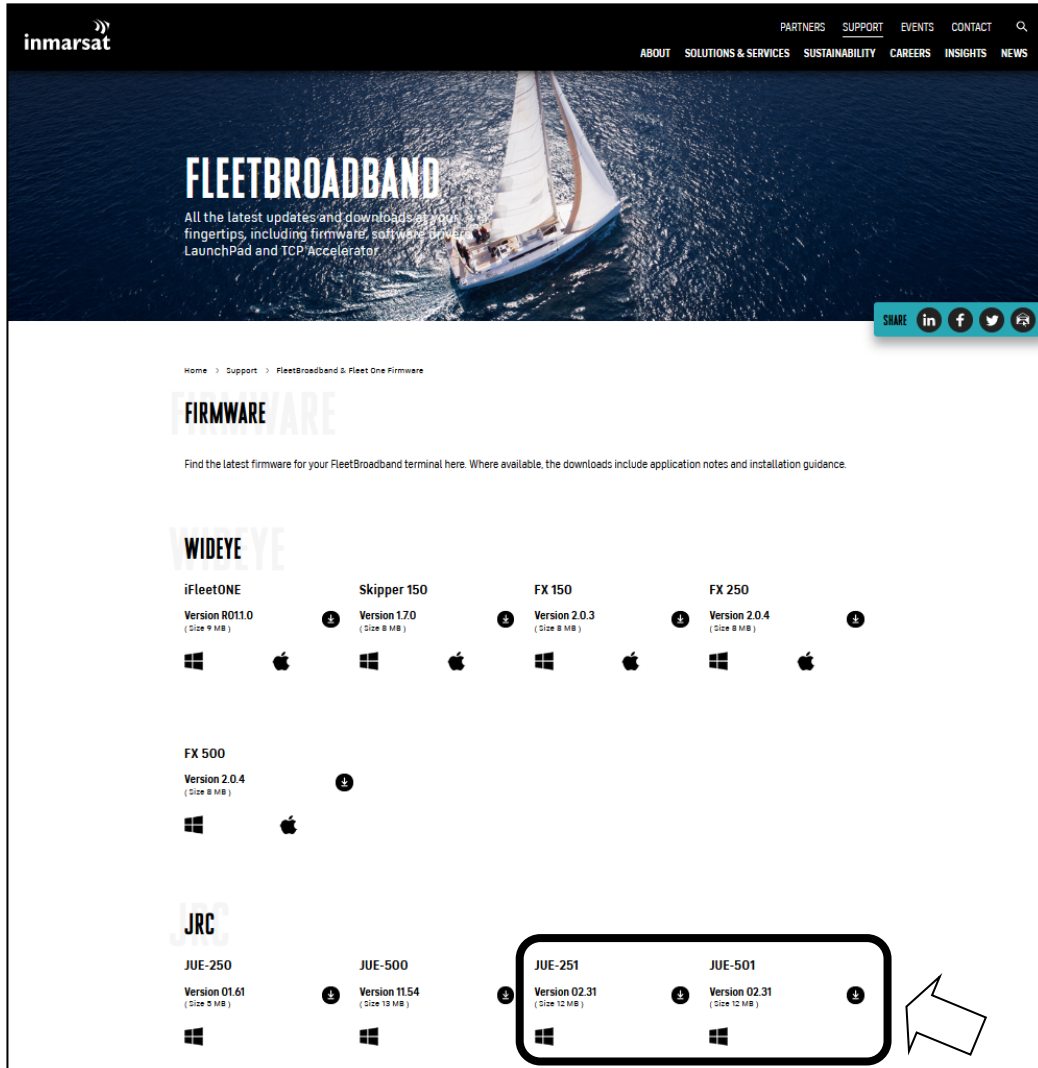


- vi). Click [OK] button.
 - Screen is returned to [Local Area Connection Properties] dialogue box.
- vii). Click [OK] button.
 - If message of rebooting is displayed, reboot a PC.

2. Download the latest software for JUE-501/251

The latest software of JUE-501/251 is uploaded on the Firmware Page (FP) of the Inmarsat website. The URL is as follows:

<https://www.inmarsat.com/en/support-and-info/support/fleetbroadband-firmware.html>



If the software's version on the FP is larger than the JUE-501/251's software version, download the software from FP.

Software version of JUE-501/251 main unit can be displayed on Handset screen with following operation:

<1> Status - <5> Unit Info - <2> Mainte No.- BDE-App

3. Update JUE-501/251 software

Note

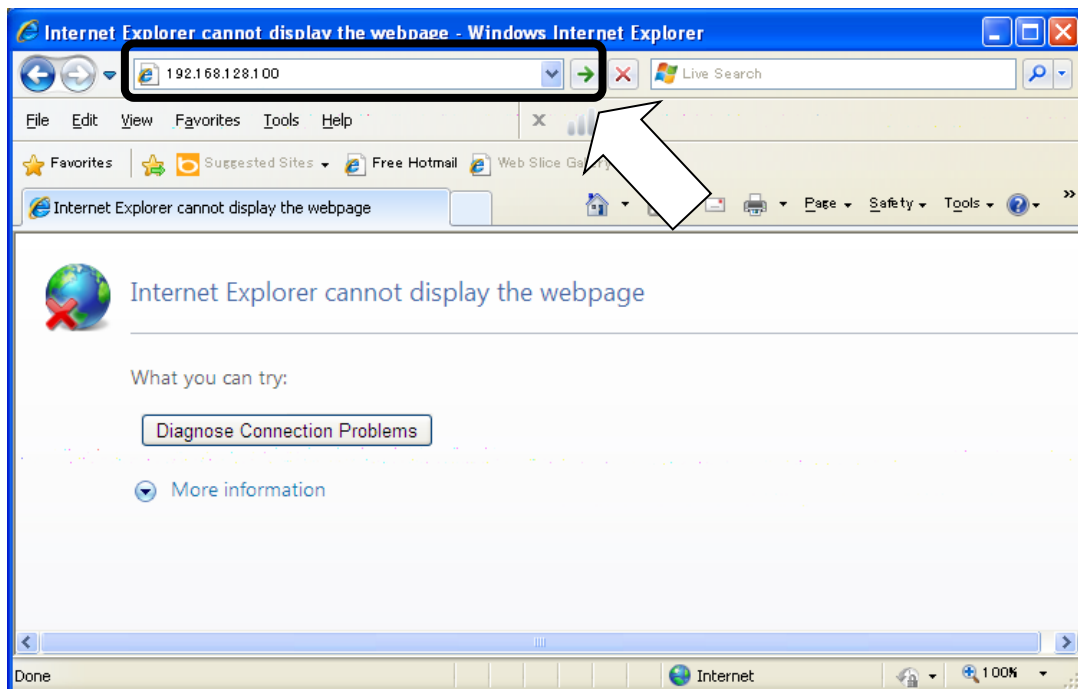
- Do not turn OFF the power supply of JUE-501/251 and/or PC during the software forwarding or updating
- Software forwarding or updating takes up to 3 minutes.

- (1) Activate your JUE-501/251 and confirm that initialization is completed.

* [Initialize] is displayed during initialization on the Handset screen.


Initialize

- (2) Launch your Web browser*¹ and enter the IP address of JUE-501/251 to the URL box. Then press [Enter] key.



Confirm the IP address of JUE-501/251 from the Handset.

- BDE's IP address can be referred at the Handset menu, <9> Admin - Input secret code (initial value 0001) - <3> Port - <3> Ethernet -<1>User LAN

Press  on hook button and close the menu after you confirm the IP address.

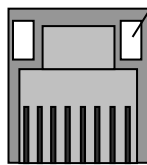
*¹ While JUE-501 / JUE-251 officially supports Microsoft Internet Explorer7 and Mozilla Firefox3.6, if a higher version is available it is likely to still be compatible with the system.

[*] If the WEB menu won't open

If the WEB menu won't open, check the both IP addresses of JUE-501/251 and your PC and confirm they are on the same network.

- The IP address of JUE-501/251 can be confirmed by (i) of [1.Confirm the connection].
- The IP address of PC can be confirmed by (ii) of [1.Confirm the connection].

If the WEB menu won't open with the correct IP address setting, check the User LAN port LED on back panel. Link LED will blink when the link between PC and the User LAN port is established.

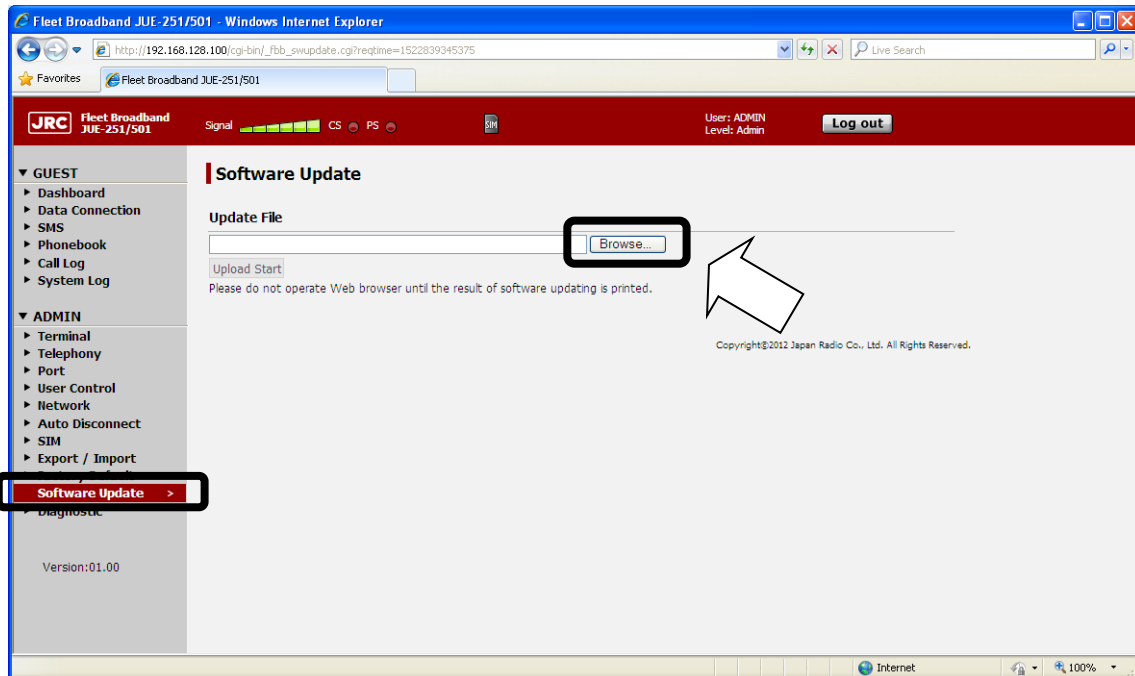


Link LED:

Blinks when the link with the connected terminal has been established.
(The color is orange for 10Base-T and green for 100-Base-T.)

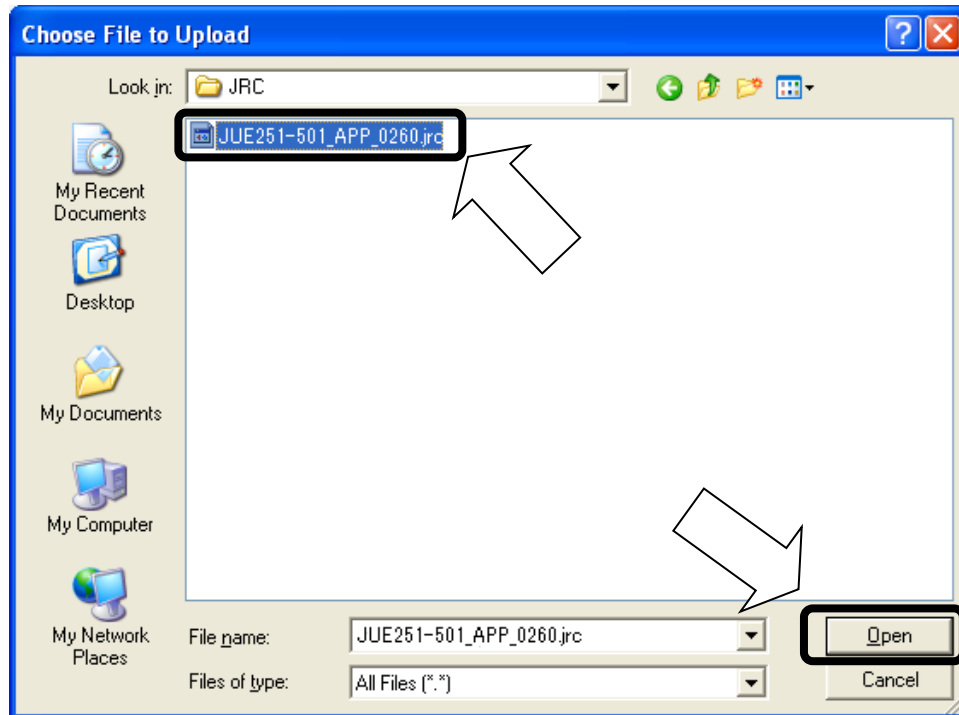
Link between PC and the User LAN port has not been established when the Link LED doesn't blink. Disconnect and connect the LAN cable again.

- (3) Click [Software Update] on the left [menu] panel, after login by Admin level (User: ADMIN / Secret Code: 0001 (Default)). [Software Update] screen will be displayed.

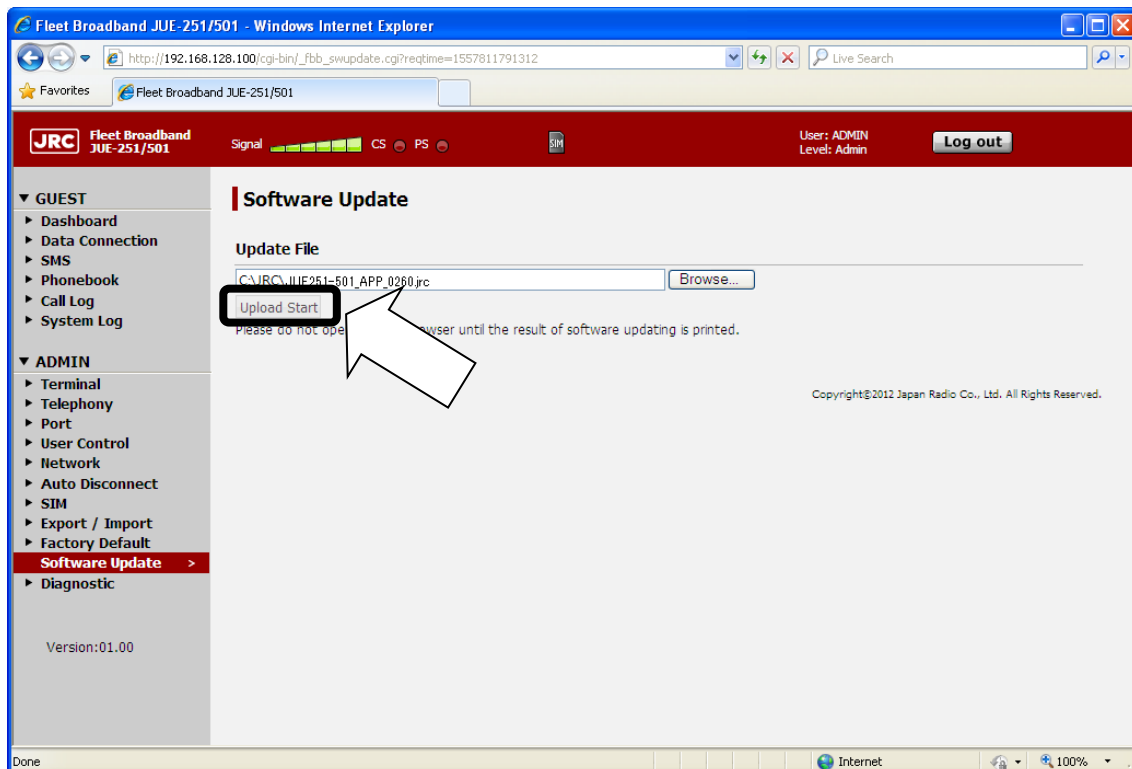


- (4) Click [Browse] button. Then file selection dialog will appear.

- (5) Select the file you have downloaded at [2. Download the latest software for JUE-501/251] and click [Open].



- (6) Click [Upload Start] button.
- The [Upload Start] button changes into disable (gray).
 - Wait until the update was completed and the result is printed.

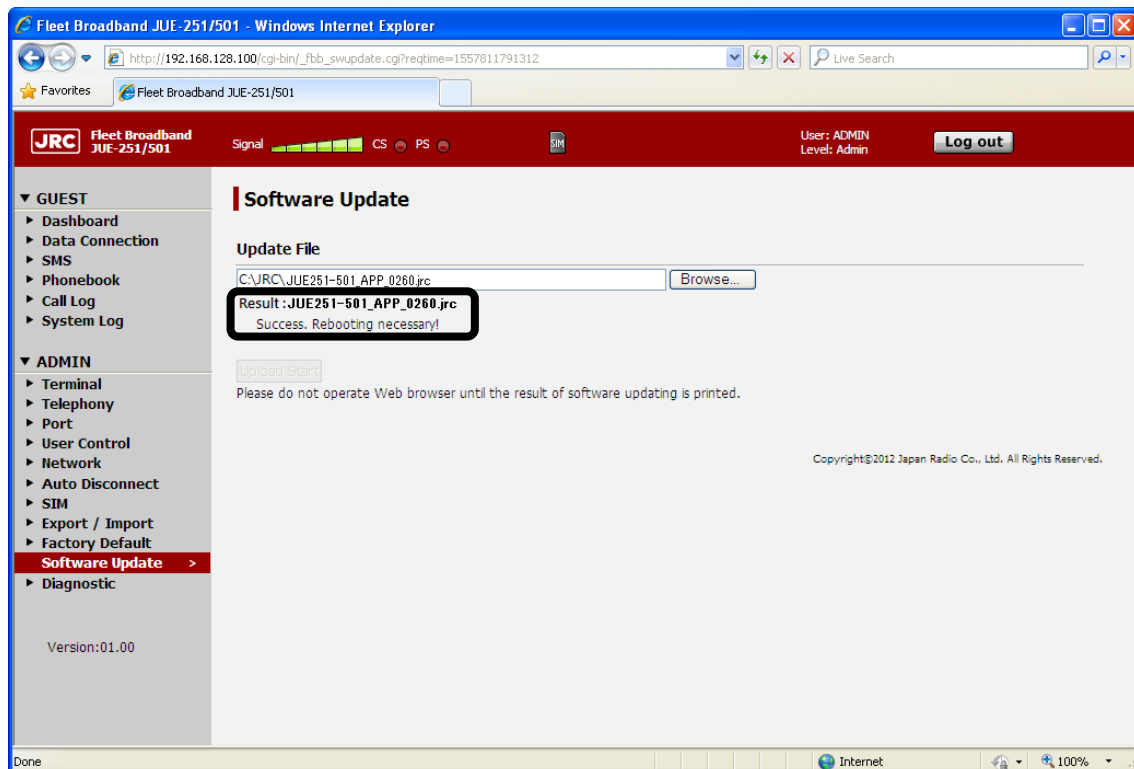


(7) Check the result.

NOTE

- Please do not operate your Web browser until the result is printed on the screen.
- It may take more than 3 minutes.
- In the case of unresponsiveness in 5 minutes, reboot JUE-501/251 and retry software updating with following the software updating procedure (on page 2 of this manual) from a) to d).

- [Success] is displayed when the update finished successfully. Then, reboot your system.
When ADE software is updated, the system updates ADE software automatically after the system is rebooted (“ADE Update” is displayed in Handset screen. The elapsed time is about 5 minutes). And then the system starts normally.
- [Error] is displayed when the update has failed. Refer “[*] When software update is failed” in next page.



[*] When software update is failed

Update is failed when “Update Error” is printed on your Web browser.

Check the error code below. Reboot your JUE-501/JUE-251 and retry updating with following the software updating procedure (on page 2 of this manual) from a) to d).

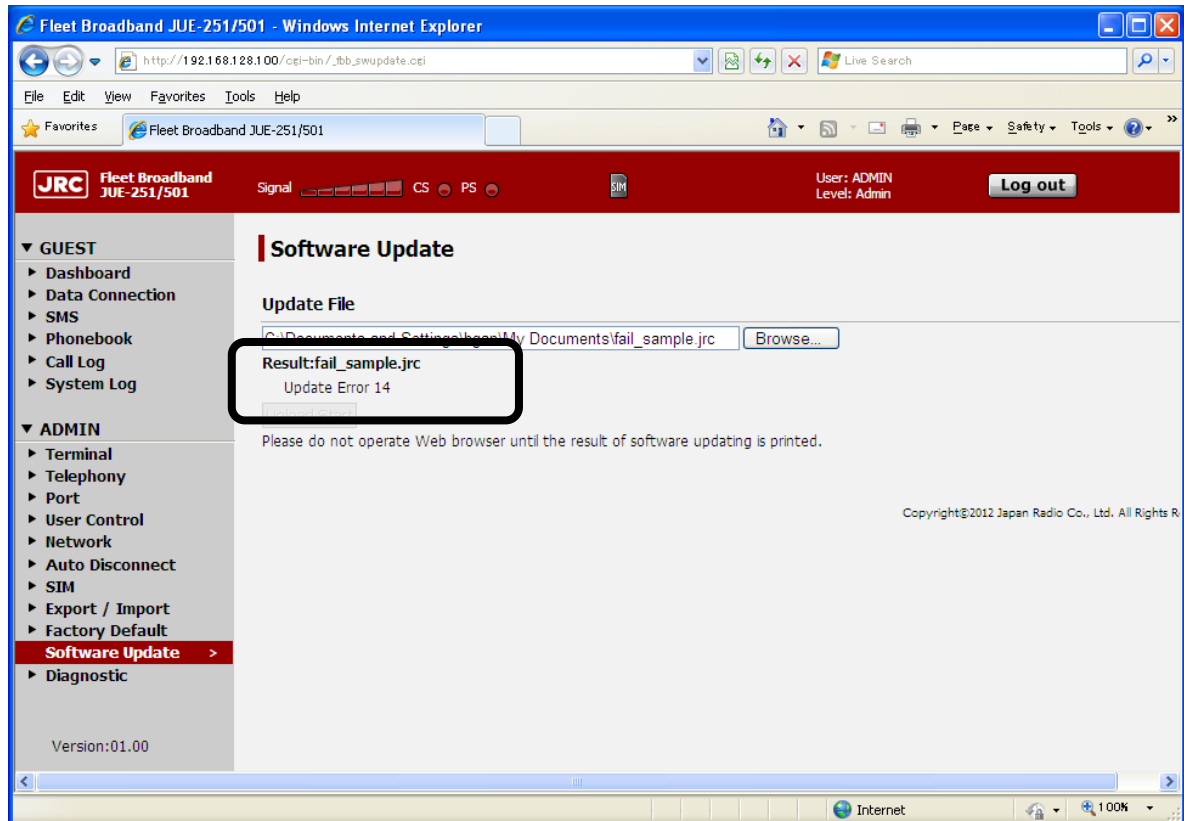


Table: Software updating error code

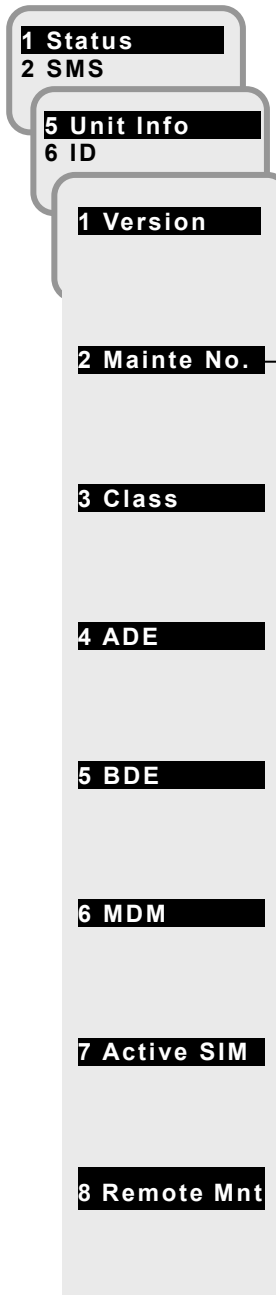
Code	Supposed cause
1	The system is under the software updating already.
2~13 and 17	Internal error.
14~16	The file you uploaded is wrong file.
21~31	It failed in uploading the file.

4. Confirm the updated software version

Check that the software version is correctly updated or not, from the following Handset menu,
<1> Status - <5> Unit Info - <2> Mainte No.

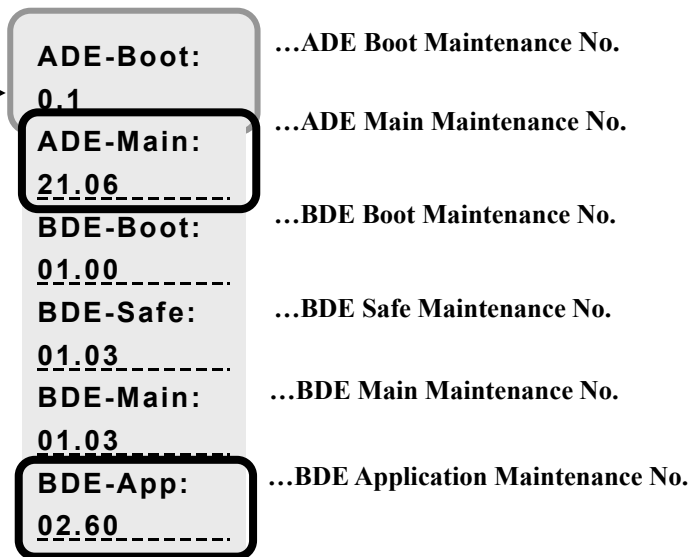
When the update is succeeded, BDE-App No. is changed to the same number as the [0260] of the software file [JUE-251-501_APP_0260.jrc]. Please also check ADE-Main is 21.06.

Unit Info menu screen screen



OK

2. Mainte No. display screen



[Reference] Software downgrading procedure

- A) Turn OFF the power supply of JUE-501/251.
- B) Repeat the software updating procedure from [3. Update JUE-501/251 software]. Use [JUE251-501_APP_xxxx.jrc] in CD-ROM of JUE-501/251 to execute, instead of the downloaded file [JUE251-501_APP_0260.jrc].

The function to diagnose whether EL/Cross EL belt is broken (JUE-501 only)

The function has been added to self-diagnose whether the EL/Cross EL belt in ADE (GSC-511) is broken at JUE-501 startup and display the results on the following Web Alarmpack screen and Handset Unit Info screen

- BDE part in Web Alarmpack screen (GUEST – System Log – Alarmpack)
- BDE part in Handset Unit Info screen (1 Status – 5 Unit Info – 5 BDE) and BDE part in Alarmpack screen (8 Alarmpack – (List of Alarmpack history) – 2 BDE)

(1) BDE part in Web Alarmpack screen (GUEST – System Log – Alarmpack)

Alarmpack

Serial No.	IMEI No.	JRC No.	MAC1	MAC2
	35648305XXXXXX	GVXXXX	00:00:27:XX:XX:XX	00:00:27:XX:XX:XX

Maintenance No.	ADE-Boot	ADE-Main	BDE-Boot	BDE-Safe	BDE-Main	BDE-App	Service Class
0.1		21.05	01.00	01.03	01.03	02.31	8

File Alarmpack

Please get both Alarmpack and Logpack files and send them to JRC when requesting investigation to JRC.

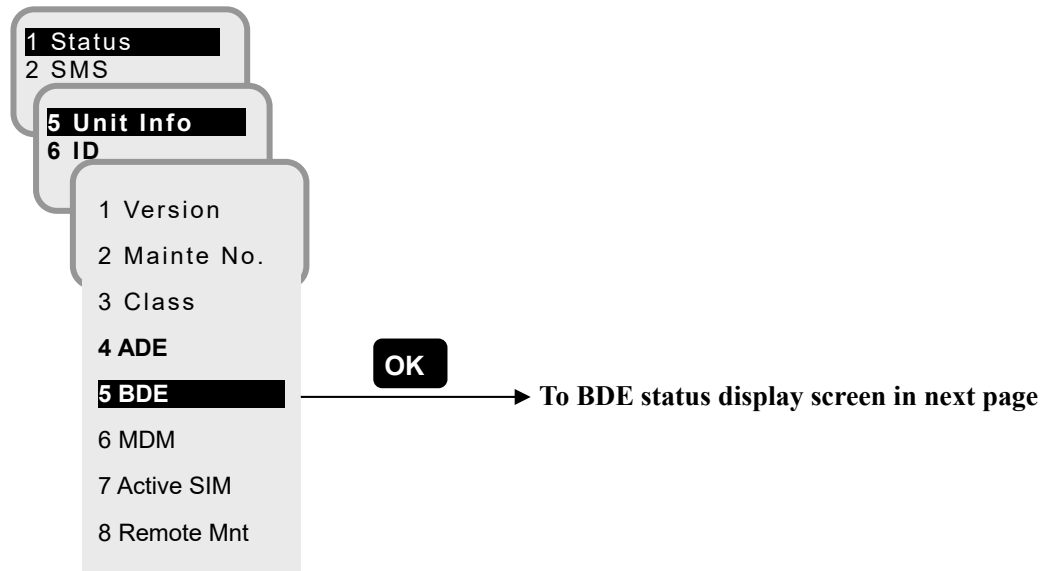
Expand All Expand ADE Expand BDE Expand MDM

Current	04:54:08 17/SEP/2019	All	ADE	BDE	MDM	
ADE-ALM:None	EIRP:0.0	ADETmp:+0.0	HPATmp:+57.0	SAT AZ:173.8	SAT EL:48.4	BR:182.5
	EL:50.4	Cross EL:0.5	RSSI-1:22	RSSI-2:172	Search-Sts:2	Track Mode:Auto(Signal)
	ADE-GPS:3D Fix	GPSHD:---	PLL LockDet:ON			Globalbeam:10994
	WRF Filter:Narrow	WRF Port:Disable		WRF Moni:101		
	Ro-Ave:0.4	Pit-Ave:0.0	VibX-Ave:0.0	VibY-Ave:0.0	VibZ-Ave:0.9	
	Ro-Max:1.5	Pit-Max:1.1	VibX-Max:0.0	VibY-Max:0.1	VibZ-Max:1.1	
	Sensor-Status:10000011	Offset0:-0.12	Offset2:-0.12	Offset4:-0.12		
BDE-ALM:None	APAC E143.5	SpotNo.:9	REC:64	HD:0.0	BDE-Sts:CS PS READY	
	35° 39' 07" N	GPS:built-in	GPS-Sts:3D Fix		GPS-Time:04:53:52 17/SEP/2019	
	139° 48' 34" E	ExtGPS:OFF		ExtGPS Data:None	IMSI:9011121XXXXXX	
	RNC ID:0x0F	Tracking:Auto		GYRO Data:None	NSKDIPSW:00	CableLoss:8.2
	RX Mode:T1Q	ATT:10	RXChIdx:17700		CalbErr:0	UpdateErr:0
	Dist Sts:000000000000	BDE Temp:49	SIP Status:---		ExtL-BAND:Enable	
	BZ:0000	VDB:01	LAN:010100	IPTEL:000000000	Tick:0x0001FCB0	
	CID:000000000000	TCP/UDP Port:110110110		HW-Sts:00000000		
MDM-ALM:None	MOSC-I:8000		MOSC-C:0000		MOSC-L:0000	
	RX DC-I:7E30	RX DC-Q:7CF0	RX GC:0598	HALAcqSts:3	HW Err:0x00	

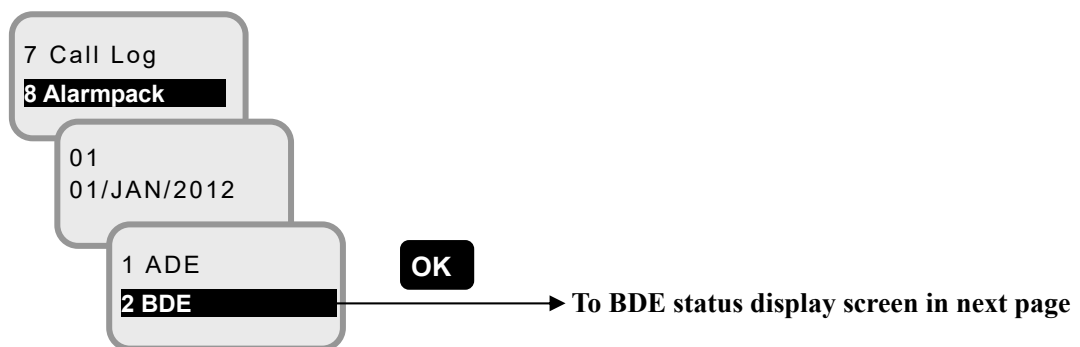
Display	Contents	Displayed style
HW-Sts	Status of hardware	abcdddd a: PSU unit (0: normal, 1: abnormal) b: EL belt (0: normal, 1: broken) c: Cross EL belt (0: normal, 1: broken) ddddd: reserve (always 0)

(2) BDE part in Handset Unit Info screen (1 Status – 5 Unit Info – 5 BDE) and BDE part in Alarmpack screen (8 Alarmpack – (List of Alarmpack history) – 2 BDE)

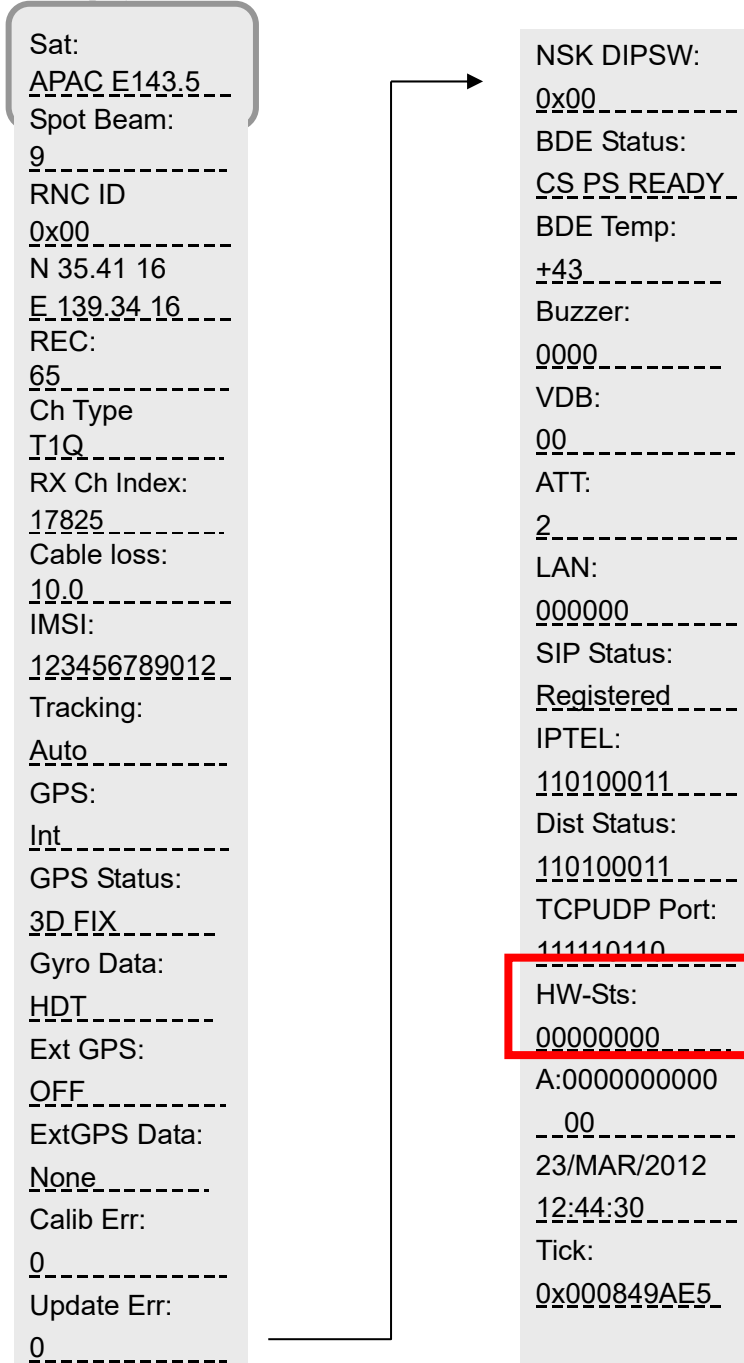
- BDE part in Handset Unit Info screen (1 Status – 5 Unit Info – 5 BDE)



- BDE part in Alarmpack screen (8 Alarmpack – (List of Alarmpack history) – 2 BDE)



BDE status display screen



Display	Contents	Displayed style
HW-Sts	Status of hardware	abcdddd a: PSU unit(0: normal, 1: abnormal)
	Added	b: EL belt (0: normal, 1: broken) c: Cross EL belt (0: normal, 1: broken)
		dddd: reserve (always 0)