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SCB 3 Satellite Hughes Modem 9502 Gen I to Gen II

Revision History

Rev	Effective Date	Description
01	07-Feb-2025	First release



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ALERT SUMMARY

The SCB3 Hughes Satellite modem has gone from gen 1 hardware to a gen 2 hardware.

The microprocessor in the Gen 1 9502 Hughes modem has become obsolete and is no longer available on the market. Hughes replaced the microprocessor in a gen II revision of the modem.

The Gen 2 hardware is designed to be a drop-in replacement and should have operated the same as the Gen 1, however this turned out to be false.

Gen II hardware can be identified by the firmware version of the modem, starting at 8.9.0.6 and higher revisions in the future releases. This modem firmware cannot be downgraded to gen I firmware.

New firmware is available for the SCB3 to address this hardware differences.

ROOT CAUSE

Hughes modem went through a generation change in hardware due to component obsolescence. They originally concluded that it would be a drop-in replacement. This turned out to be a false conclusion with the way the SCB3 is interacting with the modem.

CORRECTIVE ACTION

Upgrade the SCB3 firmware to the latest release depending on which cloud platform is being used.

