

TECUpdate Utility Guide

Windows Only

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Using the TECUpdate Utility

The Technology Expansion Capability (TECUpdate) utility queries, upgrades, and displays the configured feature set on an installed board.

To successfully perform an update you need to know the serial number of your board and have an appropriate license key provided by Brooktrout Technology.

Use the TECUpdate utility to query for the serial number of your board before you contact Brooktrout to order the license file. To order license keys use the manual, *TR1034 TEC License Keys Ordering Instructions*, located on the Brooktrout website:

`http://www.brooktrout.com/licensekey/index.cfm`

When you receive an email with your updated license file, you can again use the TECUpdate utility to download the license file and expand the functionality of your board.

Installing TECUpdate

The TECUpdate utility is installed as a separate software package.

To use the TECUpdate utility, you first must start up your LAN-FAX application. This ensures that the TR1034 is properly initialized and is ready to communicate with TECUpdate.

If you have any questions on how to start up your LAN-FAX application, please contact your LAN-FAX reseller for more information.

You can run TECUpdate utility from the file system (for example, Windows Explorer) or Start Menu:

- File System

`{InstallDIR}\TECUpdate.exe`

where: *InstallDIR* is the directory where you installed the utility, for example.

`c:\Brooktrout\boston\TECUpdate.exe`

- Start Menu

Start → Programs → Brooktrout → TECUpdate.exe

Following a successful start, the TECUpdate utility queries and provides information for the selected module. The Brooktrout TECUpdate dialog box displays this information in the Feature Table pane. See [Running the TECUpdate Utility on page 7](#) for specific steps to obtain module information.

Running the TECUpdate Utility

You can query and update information for each module in your system. The Brooktrout TECUpdate dialog box shows the following information:

1. Click on a specific module to display its information:
 - ◆ The left panel contains the tree for TR1034 TRxStream Hardware. All modules installed in your system are shown.
 - ◆ The lower left panel contains the TECUpdate Version and Driver Version information.
 - ◆ The right panel displays the feature set for the selected module including the serial number. You need to provide this serial number when contacting Brooktrout to request a license file.

The lower right corner contains an online Help and Update License buttons. Update License allows you to update the feature configuration for a selected module using a specified license file.

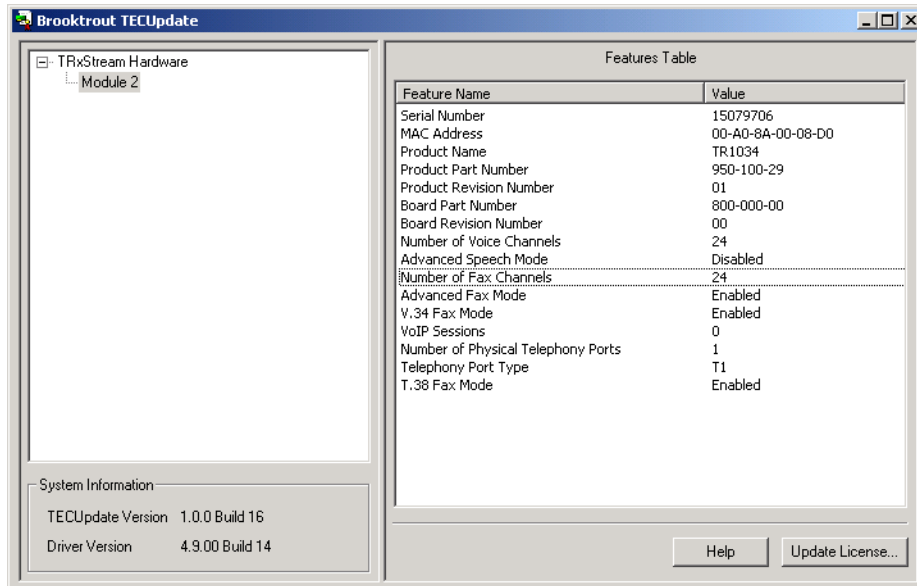
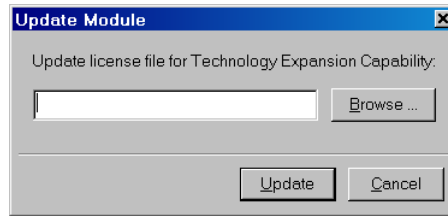
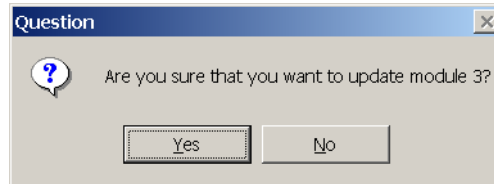


Figure 1. Brooktrout TECUpdate Dialog Box

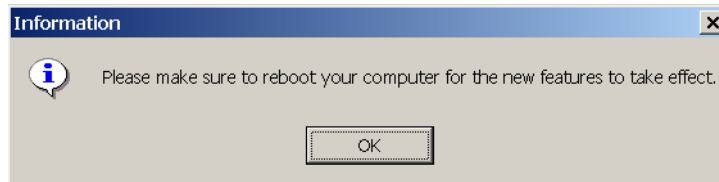
2. Click Update License to load the license file updates.
The Update Module dialog box appears:



3. Click Browse to locate the license file (*.lic), then click Update to begin the updating process.
4. Click Yes to begin the download of the license file.
A Question confirmation dialog box appears before the update continues.



5. Click Yes to update the specified module with the new license information.
The Feature Table on the right pane changes to reflect the most current information about the module. See [Figure 1](#) for a Feature Table example.



6. Reboot your computer.
You can now use the expanded functionality on your board.

Troubleshooting

When you have problems using the TECUpdate Utility, [Table 1](#) provides possible solutions.

If you continue to have difficulties, contact Technical Support. See [Getting Technical Support on page 11](#).

Table 1. TECUpdate Troubleshooting

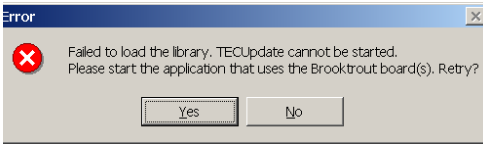
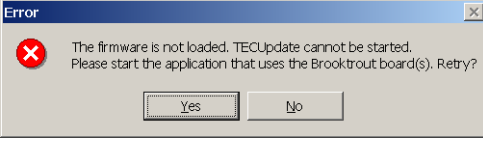
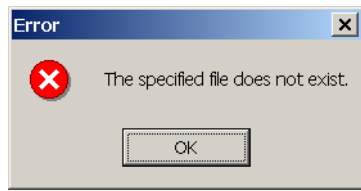
Problem	Solution
<p>Library or Driver error</p> 	<p>Click Yes after making sure your LAN-FAX application is running. If in doubt, contact your LAN-FAX reseller for more information.</p> <p>Before trying to run TECUpdate again, an Error dialog asks you to load the driver.</p> <p>Yes — Determines if the driver is started, then proceeds with the TECUpdate initialization process. If an error occurs, the dialog reappears.</p> <p>No — Exits the TECUpdate utility.</p>
<p>Firmware error</p> 	<p>Click Yes after making sure your LAN-FAX application is running. If in doubt, contact your LAN-FAX reseller for more information.</p> <p>Yes — Determines if the firmware is loaded, then proceeds with the TECUpdate initialization process. If an error occurs, the dialog reappears.</p> <p>No — Exits the TECUpdate utility.</p>

Table 1. TECUpdate Troubleshooting (Continued)

Problem	Solution
<p data-bbox="149 243 392 269">Unable to locate file</p>  <p>The screenshot shows a standard Windows-style error dialog box. The title bar reads 'Error' and has a close button (X) on the right. On the left side of the dialog is a red circle with a white 'X' inside. To the right of this icon, the text reads 'The specified file does not exist.' Below the text is a single button labeled 'OK'.</p>	<p data-bbox="678 243 1220 303">During the setup of the TECUpdate utility the license file is not found.</p> <p data-bbox="678 312 1220 434">Click OK, then the Update Module dialog is displayed. See Running the TECUpdate Utility on page 7, step 3, to located the correct file.</p>
<p data-bbox="149 512 649 572">Errors occur during setup or operation of the TECUpdate Utility</p>	<p data-bbox="678 512 1220 598">If any Error dialog box is displayed an error log is created. Please see the error log file for more information. The error log file includes:</p> <ul data-bbox="678 607 992 703" style="list-style-type: none">■ TECUpdate version■ Driver version■ Diagnostic information <p data-bbox="678 711 1192 833">The ASCII text file is called <i>TECUpdate.log</i> and is stored in the current application working directory. Subsequent errors are appended to this log file.</p> <p data-bbox="678 841 1142 902">Brooktrout Technical Support uses this information to help solve problems.</p>

Getting Technical Support

Brooktrout provides technical support for customers who have purchased hardware or software products directly from Brooktrout Technology, Inc. If you purchased your products from a reseller, please contact that reseller for technical support.

Use one of the following methods to contact Brooktrout Technical Support:

U.S.A.	Brooktrout Technology, Inc. 410 First Avenue Needham, MA 02494 USA Phone: +1-781-433-9600 (Monday-Friday 8:30AM – 5:30PM ET) Fax: +1-781-449-9009
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