

TA Instruments

TA Update



Getting Started Guide

Revision A
Issued April 2005



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Introduction

The TA Update program is designed to notify you when updates become available for your TA Instruments software products and then safely download and apply the updates so that you can be assured of having the latest versions available for use.

Prerequisites

In order to use TA Update you must be able to connect to the internet. TA Update allows the entry of a user name and password in cases where proxy or firewall authentication is required. In order to be able to apply updates to your existing versions, you must be logged in with Administrative rights.

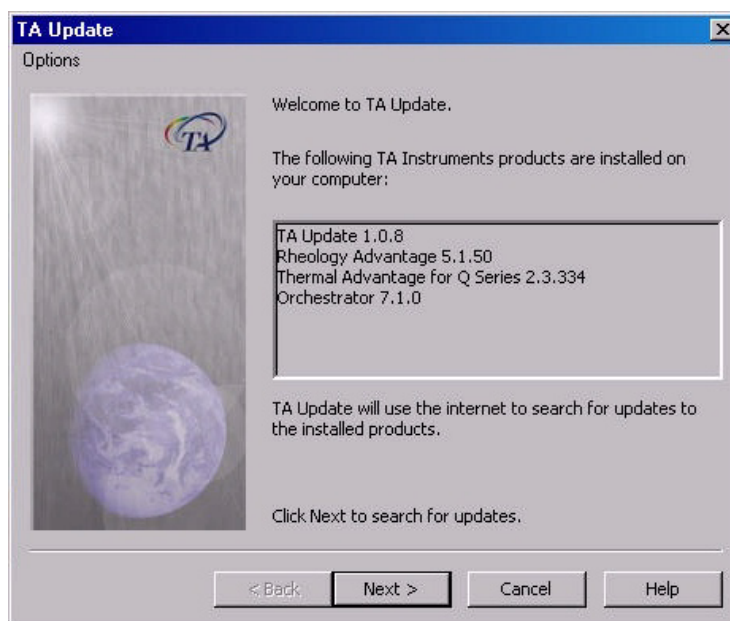
Using TA Update

There are several ways to access the TA Update feature, depending upon which software package you are launching it from. (For example, the Orchestrator software launches TA Update from the Help menu.) Refer to the online help documentation for your current program, if needed, to start TA Update.

When TA Update is started, the **Welcome** page, shown in the figure to the right, is displayed.

The TA Instruments software products that you currently have installed and their associated version numbers are shown in the middle of the page.

When TA Update contacts the TA Instruments server, it will request the list of updates available for your currently-installed products. The program will compare the update versions with the currently-installed versions to determine the files that will be available for download.



Configuring Settings

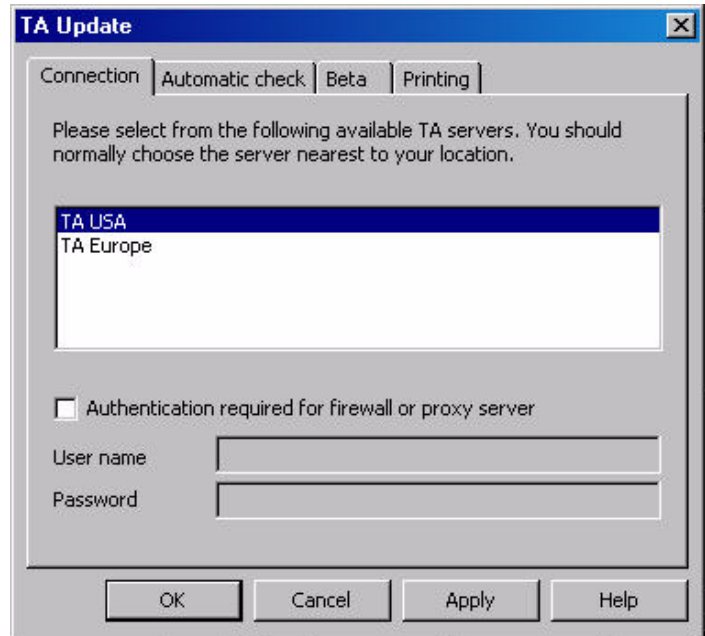
If this is the first time you have run TA Update, select the **Options** menu (found in the upper left-hand corner) and choose **Settings** in order to display the available settings options.

Using the Connection Settings Page

Use the **Connection** page (shown in the figure to the right) to select the **TA Instruments server** to use for all communication. Normally the server nearest to your location is preferred, but if you experience slow or unreliable communication for any reason, a different server can be tried.

If you are running a proxy or firewall that requires authentication, check the **Authentication Required** box then enter your **User name** and **Password** in the fields provided.

Choose another tab or click **Apply** when finished.



Checking for Updates Automatically

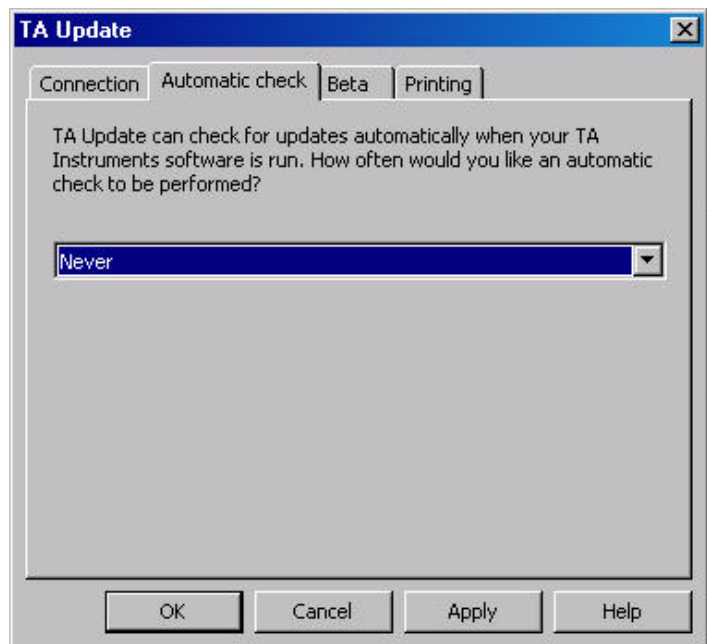
Use the **Automatic Check** page (shown in the figure to the right) to configure TA Update to check for available software updates at regular intervals.

Click on the drop-down list to select one of the following from the list: Never, Every Day, Every Week or Every Month. Then click **Apply**.

NOTE: Automatic checks will occur only when you start one of your other TA Instruments software products and only when there is a current active internet connection.

During Automatic Check

When TA Update checks the server at the requested time, if one or more updates are available, a notification message will be displayed asking if you wish to view more details. See page 7 for more information.



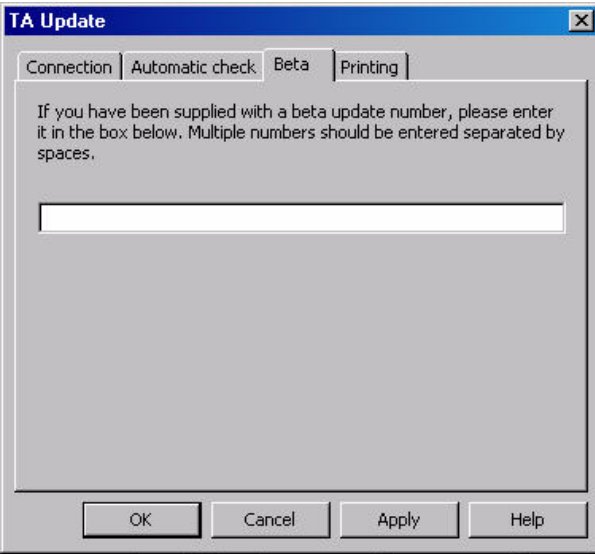
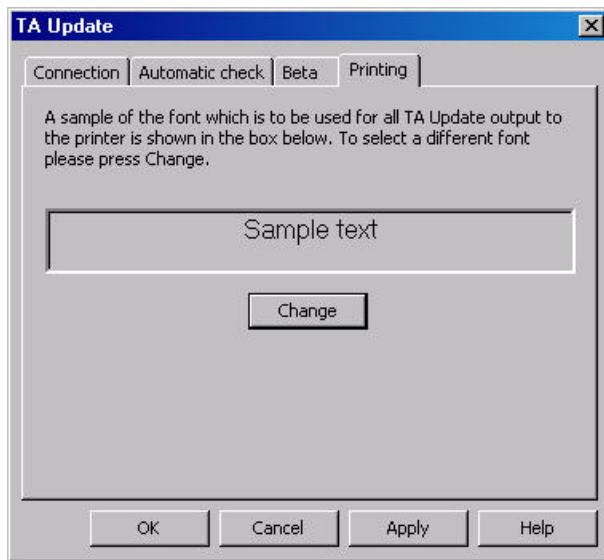
Updating Beta Releases

From time to time TA Instruments runs software Beta programs in order to ensure that proposed new releases meet the requirements of our customers.

If you are testing a beta release, enter the specific release update number on the **Beta** page before initiating the search. (The Beta number will be supplied by TA Instruments.) Click **Apply** when finished.

Choosing the Print Settings

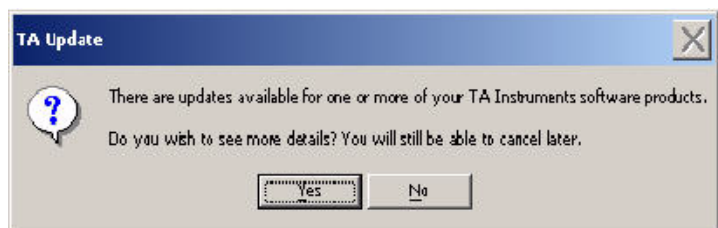
You can print descriptions of available updates and the history of applied updates using the TA Update program. Select the **Printing** page (shown below) then click the **Change** button to select the font to be used for all printing operations.



When you have finished setting up the options, press **OK** to return to the welcome page. Make sure you have an active internet connection and then press **Next** to begin the search.

Receiving Notification of Updates

After proper configuration as directed in this document, TA Update will automatically check for updates at the time you have scheduled. (See page 6 for instructions to schedule this check). When a software update becomes available for use, you will receive notification via a message that is displayed. Select **Yes** to display the **Ready to Install** page detailed on page 8.



Searching for Updates

When TA Update is searching for available updates, the **Search** page (shown in the figure to the right) is displayed.

Depending on the type of internet connection you have the initial communication with the server may take several seconds. If you cancel the operation at any point, a significant delay may elapse before the attempt to connect is halted.

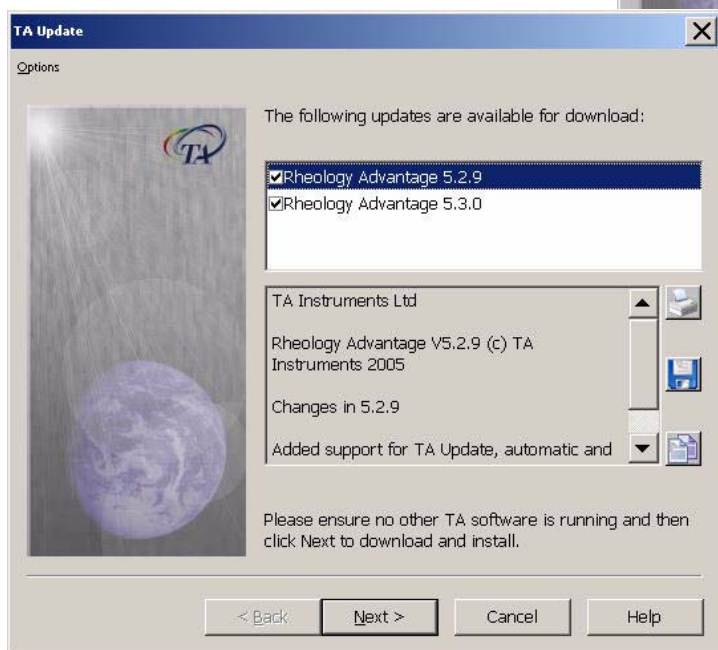
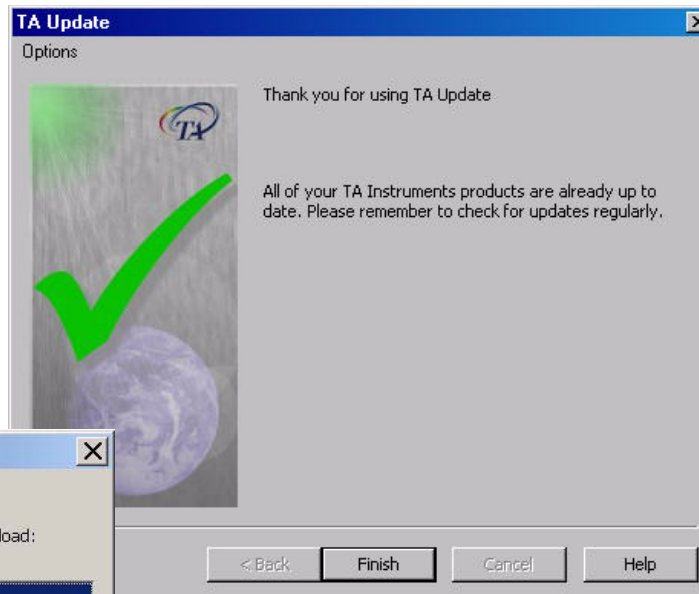
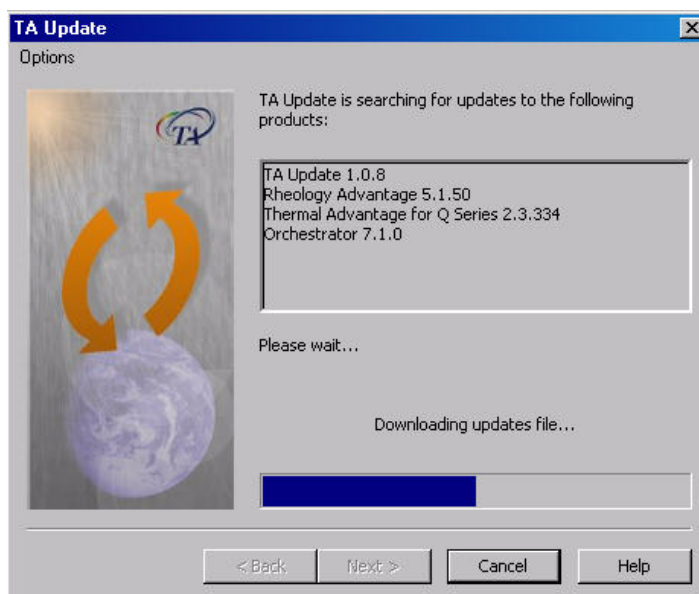
Once the initial connection has been made, the list of available updates and associated update descriptions is retrieved from the server.

Depending upon the availability of updates, one of the scenarios described on the next page will occur.

If No Updates Are Available

If no updates are available for download, the **Up to Date** page, shown in the figure to the right is displayed.

Press **Finish** to exit TA Update wizard.



If Updates Are Available

If one or more updates are available for download, the **Ready to Install** page will be displayed. See the figure to the left.

Updates available for download are listed in the upper box. Highlight an update to display a description in the lower box.

Update descriptions may be printed, saved in text form or copied to the clipboard using the buttons on the right side of the page.

Select an update by checking the box to the left of the name in the upper box, with the following restrictions:

- Updates for a package may not be applied out of order. For example, if versions 2.0 and 2.1 are available for download then deselecting version 2.0, in this case, would automatically deselect version 2.1 also.
- Updates for TA Update itself have the highest priority and must be applied before any others may be. Deselecting the TA Update update in this case would automatically deselect all other updates.

NOTE: Application of a TA Update update requires the computer to be subsequently rebooted.

When you have finished choosing which updates to apply, press **Next**.

Downloading Updates

When TA Update is downloading the chosen updates, the progress of the update process is displayed at the bottom of the page.

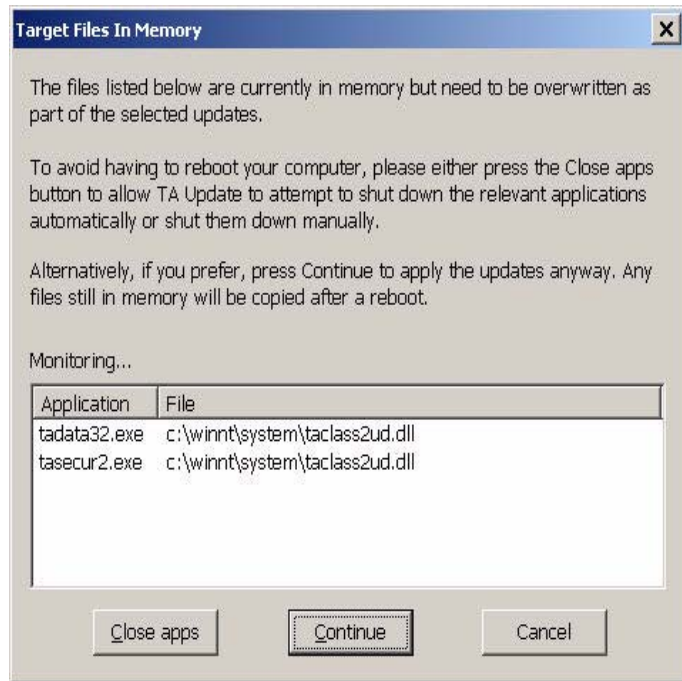
If Files Are in Memory

If files that are required to be updated are currently in memory, TA Update will display the **Memory Clash** dialog:

The example to the right shows that a particular file, which needs to be overwritten, is being used by the computer's current memory. This could prevent the new file from being installed.

In this case there are four possible courses of action:

- Press the **Close apps** button: TA Update will ask the application that is using the file to close down. In the example here, the Rheology Advantage data module would receive the close request. At this point you would be prompted to save any unsaved work. After the file has been closed, TA Update will detect that the file has been removed from memory and the update will continue. *This is the preferred option.*
- Close the application that is using the file **manually**. As in the option above, after the file has been closed, TA Update will detect that the file has been removed from memory and the update will continue.
- Ignore the warning and press the **Continue** button. The update will continue, but will not succeed because the file is still in memory and cannot be overwritten. On the **Finished** page, TA Update will report that the update has not been applied successfully. The computer will then be rebooted and the update applied automatically on restart.
- Press **Cancel**. The update will not be applied. Run TA Update again to apply the update.



Downloading Completed

Successful Update

When all data has been successfully downloaded and the updates are installed, the **Finished** page is displayed. See the figure to the right for an example.

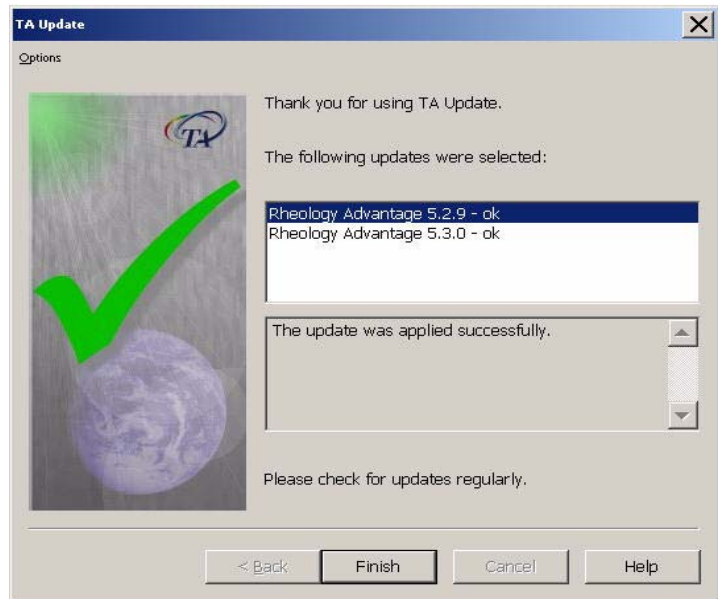
The selected updates are displayed in the upper box along with a summary of the update status.

Highlight an update to display a description of the update status in the lower box.

The following is a list of possible update results and their corresponding meanings:

- **Ok** – the update was applied successfully.
- **Ok, new firmware** – the update was applied successfully. It included a new version of instrument firmware that needs to be applied to the instrument. Refer to the instrument software manual for further details.
- **Ok, reboot needed** – the update was applied successfully, but in order to complete installation the computer needs to be rebooted.
- **Reboot needed** – the update could not be applied because one or more files could not be copied (for example if the file was already in memory) or because a previous update could not be applied (the update description will state which condition applies).

Press the **Finish** button to exit TA Update. If the update status and description indicated that a reboot is required, you will be prompted to save all unsaved work and the computer will be rebooted.



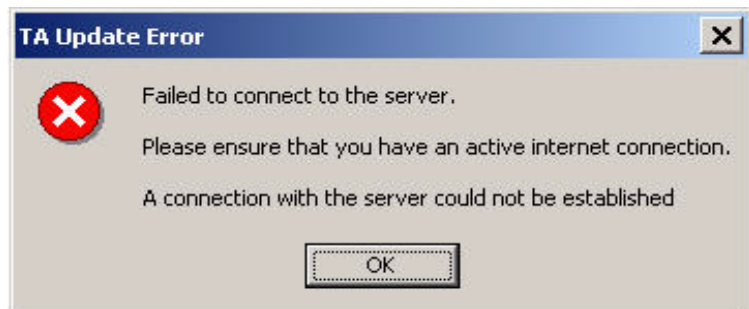
Server Connection Failure

If TA Update fails to connect to the TA Instruments server, a message is displayed describing the type of connection error. See the figure to the right for an example.

Click **OK**. The **Error** page is displayed informing you that the TA Update did not complete successfully.

Check your connection settings via the options menu and verify that you have an active internet connection. Try running the TA Update program again. If the trouble persists, please contact your TA Instruments representative.

Press **Finish** to exit TA Update.



TA Update History

TA Update maintains a history of all updates applied. To view the history select the **Options** menu (found in the upper left-hand corner of the **Weclome** page) and choose **View history**.

Updates are presented in chronological order, with the most recent update at the top. See the figure to the right for an example. The history may be printed, saved in text form or copied to clipboard using the buttons below the history panel.

