



## **Dialogic® Brooktrout® TECUpdate Utility Guide**

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# Using the Dialogic® Brooktrout® TECUpdate Utility

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## Overview

The Brooktrout Technology Expansion Capability (TECUpdate) utility is used to display and upgrade the configured feature set on installed Dialogic® Brooktrout® boards (TR1034 and TruFax®).

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

Use the Brooktrout TECUpdate utility to record the serial number of your Brooktrout board before you contact Dialogic to order the license file. 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.

## Starting Brooktrout TECUpdate

The Brooktrout TECUpdate utility is installed as a separate software package.

For more information:

- See the chapter on packaging your application in the ***Developer's Guide***.
- Contact your authorized Dialogic reseller or application partner.

Distribute the Brooktrout TECUpdate utility to your end users even if you do not plan to distribute the Configuration Tool, so that your customers can update their systems as needed.

The TECUpdate utility assumes that the:

- Firmware is downloaded to the board.
- Brooktrout BOSTON driver is started.

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

- File System

`{InstallDIR}\TECUpdate.exe`

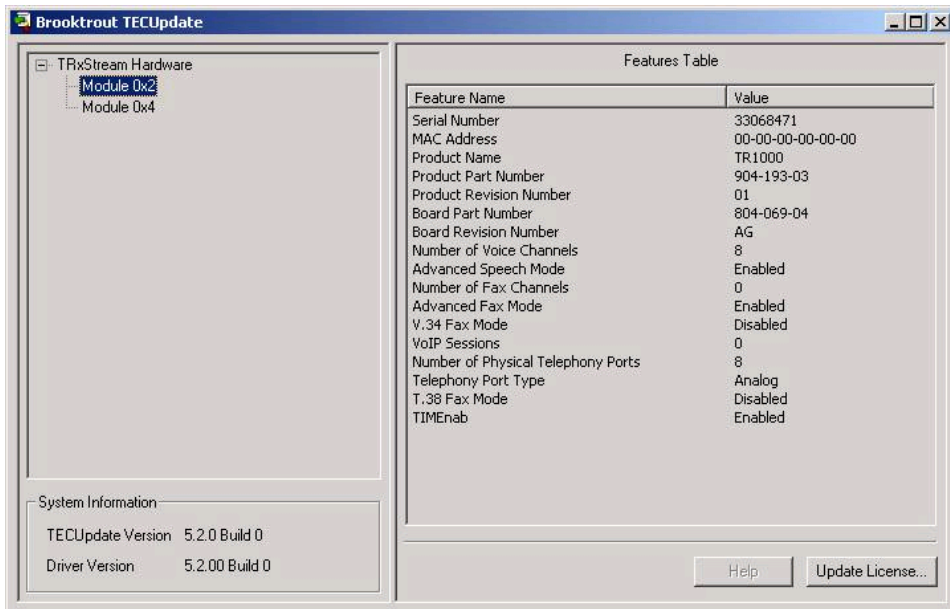
where: `InstallDIR` is the directory where you installed the utility.

- Command Line

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

The Brooktrout TECUpdate utility queries and displays information for the selected module. TECUpdate operates with drivers from SDK 5.0 and later.

Following a successful start, the **Brooktrout TECUpdate** screen appears. See ***Running the Brooktrout TECUpdate Utility on page 14*** for specific steps to obtain module information.



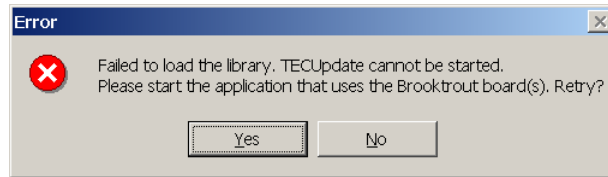
## If Errors Occur

If an error occurs, it is recorded in the error log file (see [Error Logging on page 16](#)). Contact Dialogic Technical Support with the error log information if you cannot resolve the problem.

If there are firmware or driver errors, the following **Error** dialogs are possible:

### Driver Error

- Click **Yes** to retry after loading the driver. Before trying to run TECUpdate again, an **Error** dialog asks you to load the driver:



**Yes**

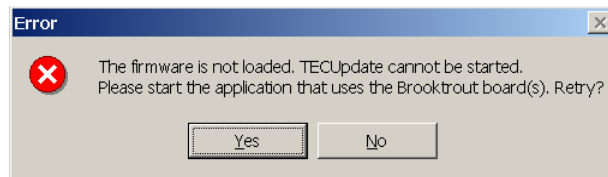
Tries to determine if the driver is started, then proceeds with the TECUpdate initialization process. If an error occurs, the dialog reappears.

**No**

Brooktrout TECUpdate utility exits.

### Firmware Error

- Click **Yes** to retry after downloading the firmware. Before trying to run TECUpdate again, an **Error** dialog asks you to load the driver:



**Yes**

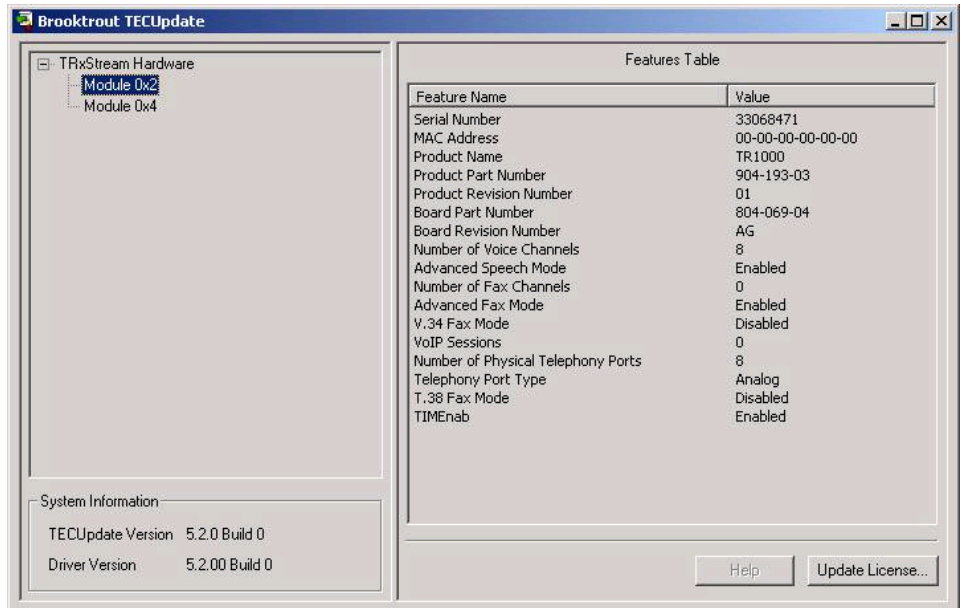
Tries to determine if the firmware is loaded, then proceeds with the TECUpdate initialization process. If an error occurs, the dialog reappears.

**No**

Brooktrout TECUpdate utility exits.

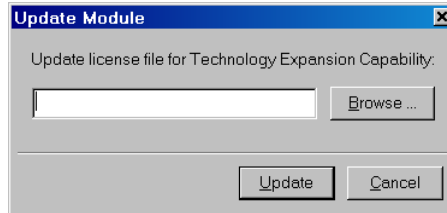
# Running the Brooktrout TECUpdate Utility

- *To display and update information for each module in your system, view the Brooktrout TECUpdate main window:*
  1. Click on a specific module to display its information:
    - ◆ The left panel contains the tree for Brooktrout 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.
    - ◆ The lower right panel 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.



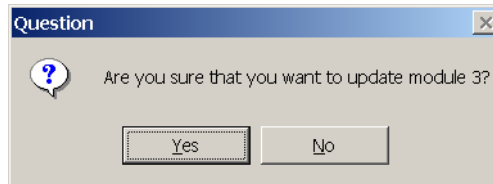
2. Click **Update License** to load the license file updates.

The **Update Module** dialog appears:

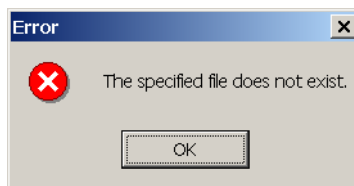


3. Click **Browse** to locate the license file (\*.lic), then click **Update** to begin the updating process.
4. Click **Yes** to begin the download of the license file.

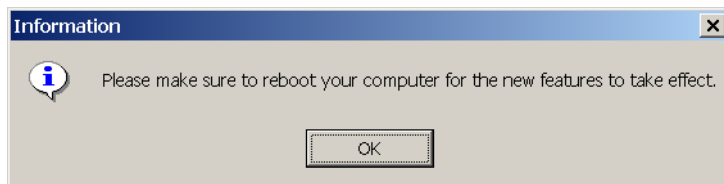
A **Question** confirmation dialog appears before the update continues.



Click **OK** when an **Error** dialog appears to return to the Browse process (Step 3) and locate the correct file.



5. Click **OK** if boards were updated with the new license information. The **Feature Table** on the right panel reflects the most current information about the module.



6. Reboot your computer.

# Error Logging

If Brooktrout TECUpdate encounters an error, an **Error** dialog box is displayed. Please see the error log file for more information. The error log file includes:

- ◆ TECUpdate version
- ◆ Driver version
- ◆ Diagnostic information

Provide the log file to Dialogic Technical Support for more information on solving this error. The ASCII text file is called ***TECUpdate.log*** and is stored in the current application working directory. Subsequent errors are appended to this log file.