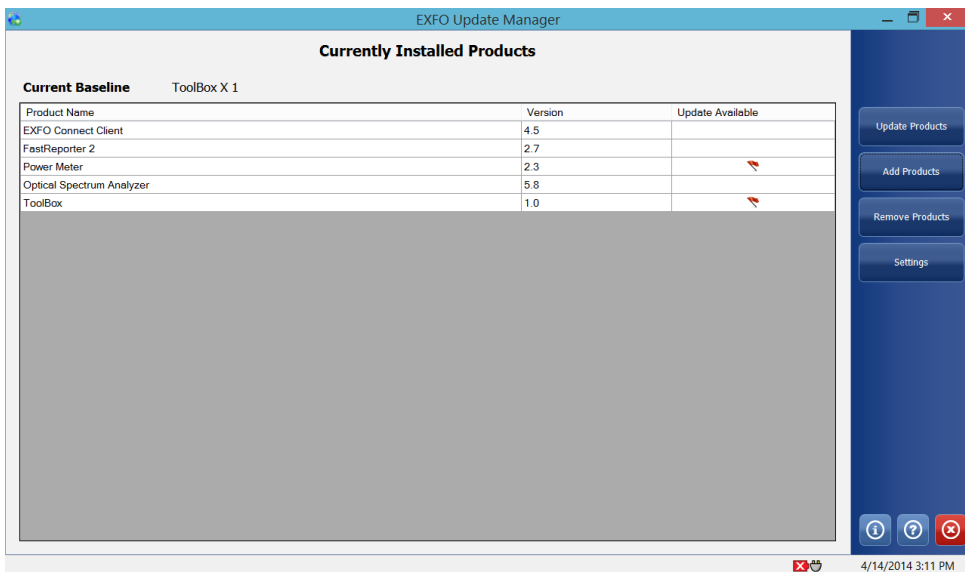


Update Manager



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Units of Measurement

Units of measurement in this publication conform to SI standards and practices.

Version number: 9.0.1.1

Contents

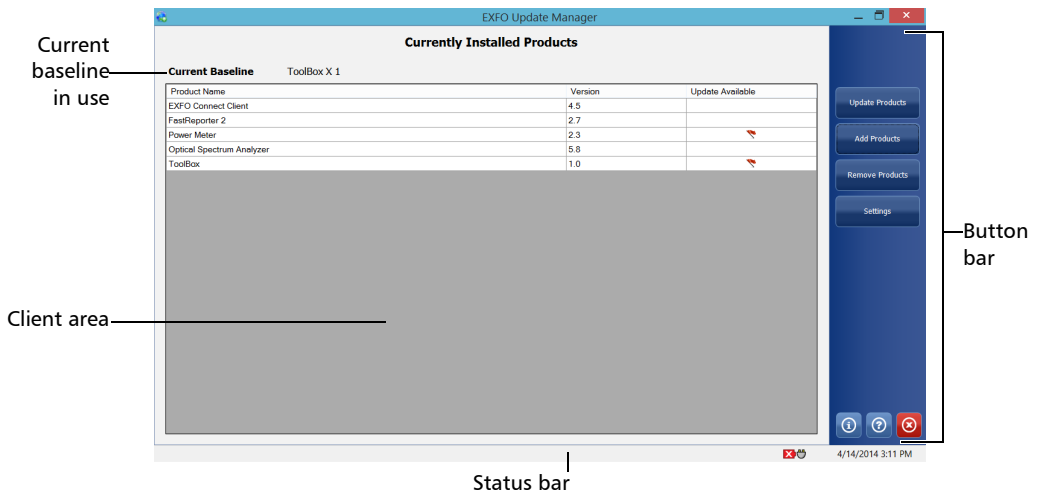
1	Introducing Update Manager	1
2	Setting Up and Using Update Manager	3
	Selecting the Location of the Update and Installation Packages	4
	Installing Software Products	6
	Updating Products	12
	Removing Products	18
	Displaying All Available Product Versions	22
	Viewing Installation History	24
3	Troubleshooting	27
	Solving Common Problems	27
	Contacting the Technical Support Group	29
	Viewing Online Help	29
	Viewing Information About Update Manager	30

1 Introducing Update Manager

Note: The appearance of the different windows may differ slightly from those presented in this documentation, depending on the type of unit that you have.

Update Manager enables you to manage the applications developed for your unit and test instruments. With the provided wizard you can add, update or remove products.

You can quickly see what is installed on your unit, and which updates are available. Update Manager handles all dependencies between software installations and updates for you.



Note: Since EXFO products are made of specific files, always use Update Manager to install or remove your deployment packages.

2 **Setting Up and Using Update Manager**


Once you have set the location for the software products that you want to add or upgrade, you can start using Update Manager directly.

Note: *Adding or upgrading products in Update Manager does not activate any of the software options that you may have purchased for these products. Once the products are installed on your unit, you need to activate the appropriate software options. For more information on the activation of software options for a product (or for your unit), refer to the documentation that came with your unit.*

To start the application:

1. On the Windows desktop, double-tap the Update Manager icon.
2. If the application prompts you to authorize Update Manager to modify your unit (identified as “computer”), tap **Yes**. If you tap **No**, you will not be able to work with Update Manager.

To exit the application:

From the button bar, tap the  button.

Setting Up and Using Update Manager

Selecting the Location of the Update and Installation Packages

Selecting the Location of the Update and Installation Packages

By default, Update Manager will look for the installation and update packages in the default folder. However, you can store them into another folder of your choice on your unit.

On FTB-500 and IQS-600 units, the default folder is
C:\Users\Public\Documents\SoftwareUpdate.

On all other units, the default folder corresponds to the root of a USB key (the key must be connected to your unit).

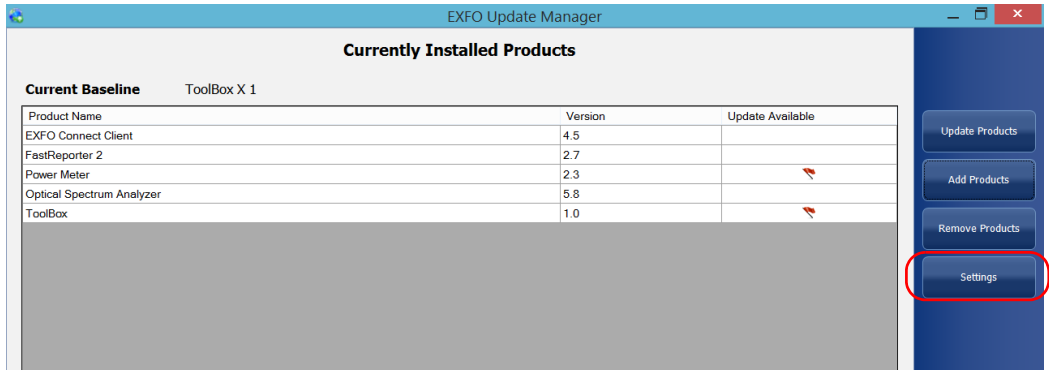
You can revert to the default folder at any time.

Setting Up and Using Update Manager

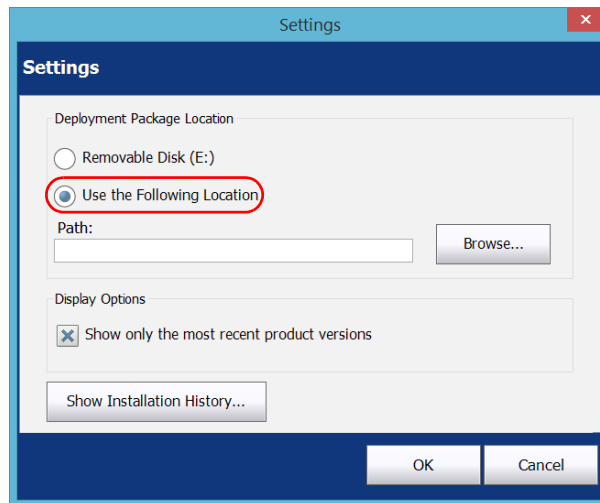
Selecting the Location of the Update and Installation Packages

To select the location of the update and installation packages:

1. From the button bar, tap **Settings**.



2. Select **Use the Following Location**, then either type the new path or use the **Browse** button to locate it.



3. Once the new location is selected, tap **OK** to close the window.

Installing Software Products

You can install one or several products at a time among the list of available products.

Before attempting to install products, you may want to ensure that the folder containing the installation packages is correctly defined (see *Selecting the Location of the Update and Installation Packages* on page 4). You must copy the installation packages to this folder; otherwise, the application will not be able to access the files.

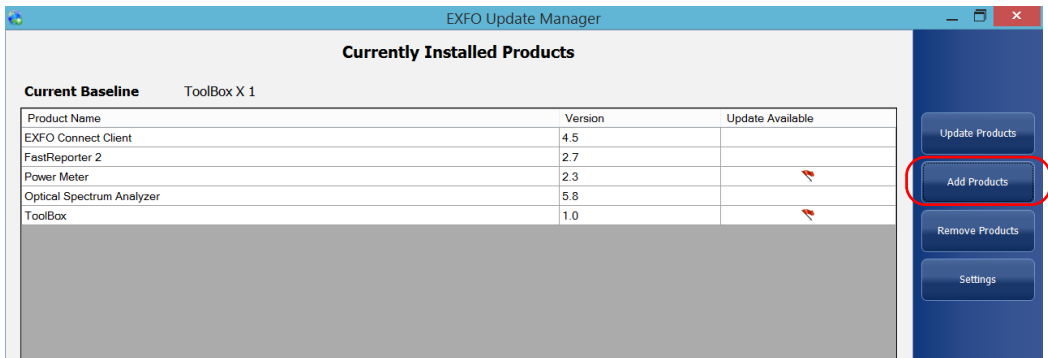
You can install your software product from either a local file or a USB memory key.

As you proceed through the wizard steps, you will notice different installation statuses for your products:

Installation Status	Definition
Ready to install	The product is waiting in queue to be installed or updated.
Ready to uninstall	The product is waiting in queue to be removed (uninstalled). Note: <i>Products for which Update Manager must remove the old version before installing the new one will also appear as “Ready to uninstall”.</i>
Installing	The installation process is under way.
Uninstalling	The uninstallation process is under way.
Installed	The product installation or update was done successfully.
Removed	The software or product was successfully removed from Update Manager.

To install software products from Update Manager:

1. Make sure that the unit and instrument applications are closed before proceeding with the installation.
2. Ensure that your unit will remain powered on during the installation by connecting it to a power outlet or by making sure that the batteries are fully charged.
3. If you have not done so already, select a location from where Update Manager will take the files. See *Selecting the Location of the Update and Installation Packages* on page 4 for details.
4. From the button bar, tap **Add Products**.



Note: *If the **Add Products** button is not available, it may be that there are no new products to install. It may also mean that the folder containing the installation packages is not defined correctly, or that the installation files have not been copied to this folder.*

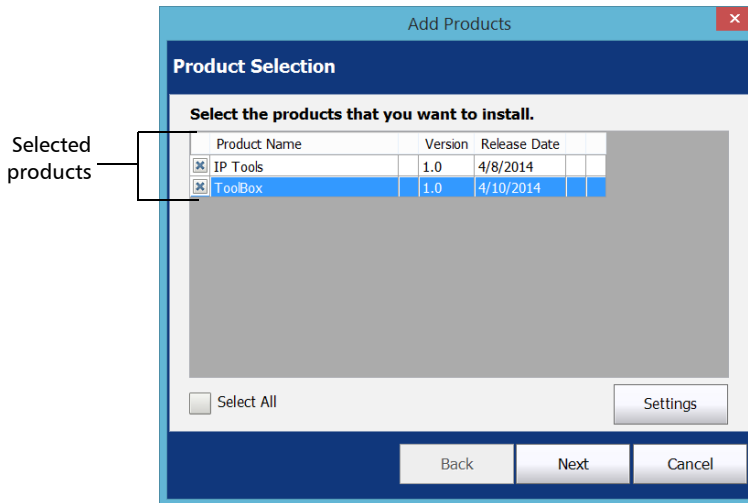
5. If there are products compatible with more than one baseline in the folder containing the installation packages, you must specify the baseline version you wish to use.
6. Tap **Next**.

Setting Up and Using Update Manager

Installing Software Products

7. Select all the check boxes corresponding to the products that you want to install. If more than one version is available, specify the desired version.

A clock icon (🕒) is displayed for the products that include a trial-mode version. Some products may offer limited features in their trial-mode versions.

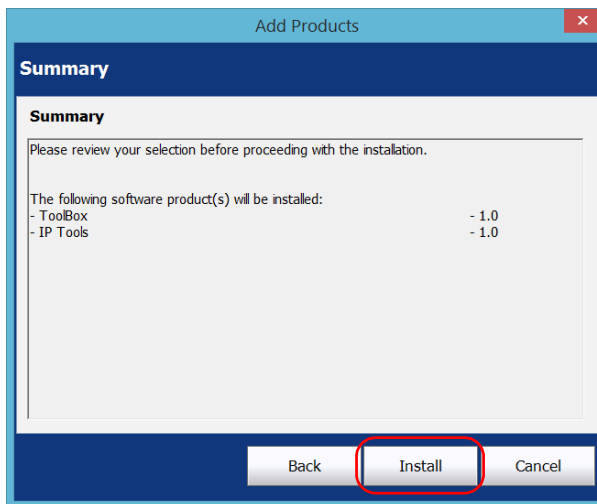


Note: If you need to view or modify the path to the folder containing the installation packages, tap the **Settings** button.

8. When your selection is complete, tap **Next**.

Note: All the products that you have selected for installation are listed.

9. Tap **Install** to start the installation.

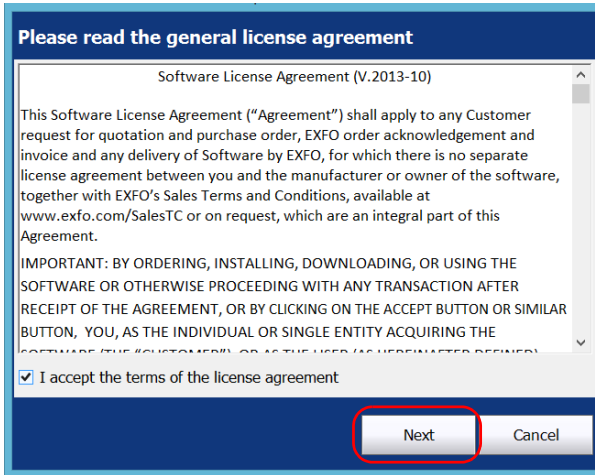


Note: If the unit and instrument applications are not closed, Update Manager prompts you to close them at this point.

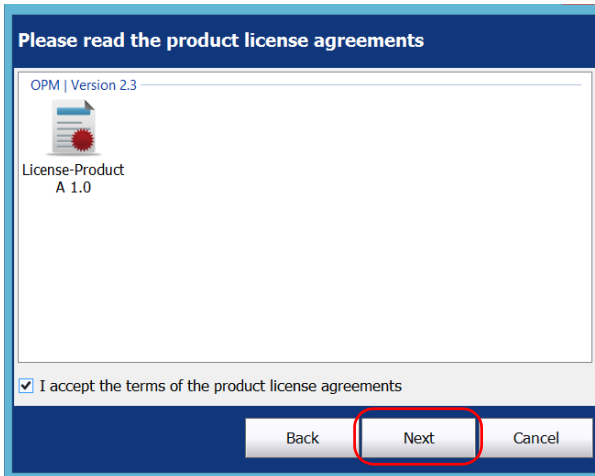
Setting Up and Using Update Manager

Installing Software Products

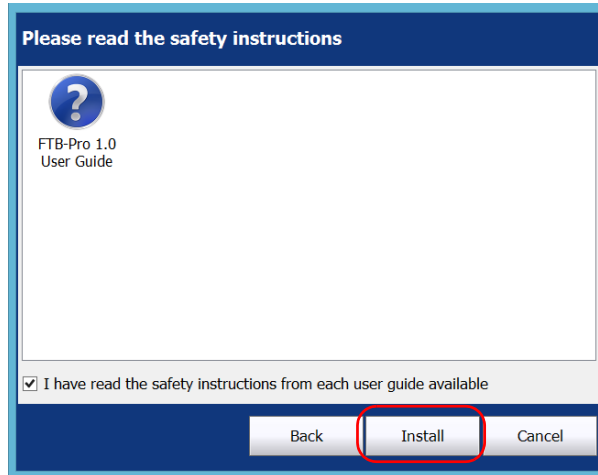
10. Read and accept the general End-User License Agreement (EULA), and then tap **Next**.



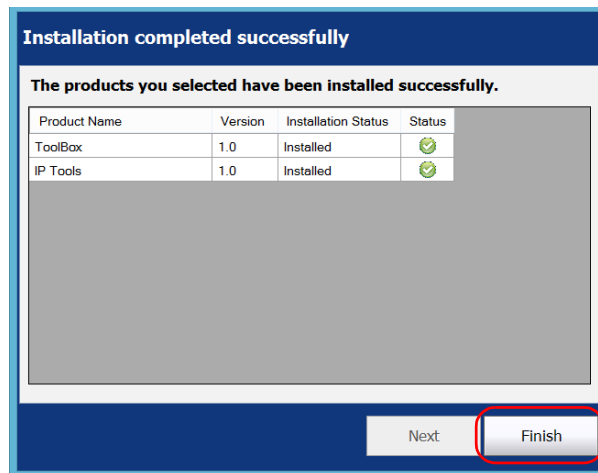
11. When applicable, read and accept the products' license agreements, and then tap **Next**.



- 12.** When applicable, read all safety instructions, confirm that you have read them, and then tap **Install**.



- 13.** Tap **Finish** to exit the wizard.



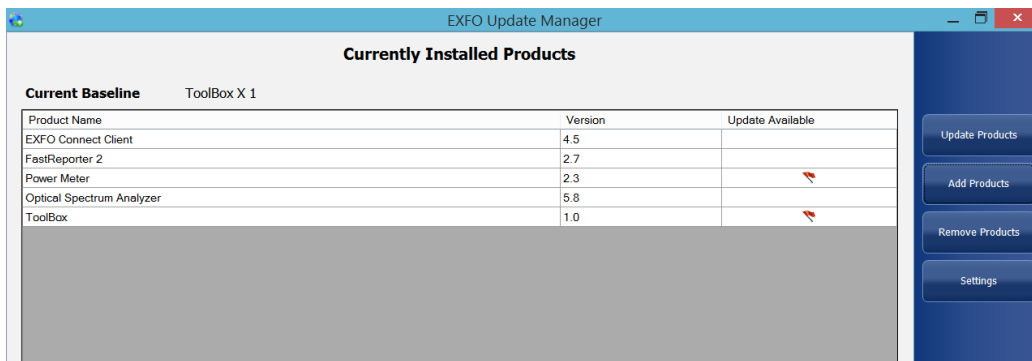
The applications that you have just installed now appear on the list of currently installed products in the main window.

Setting Up and Using Update Manager

Updating Products

Updating Products

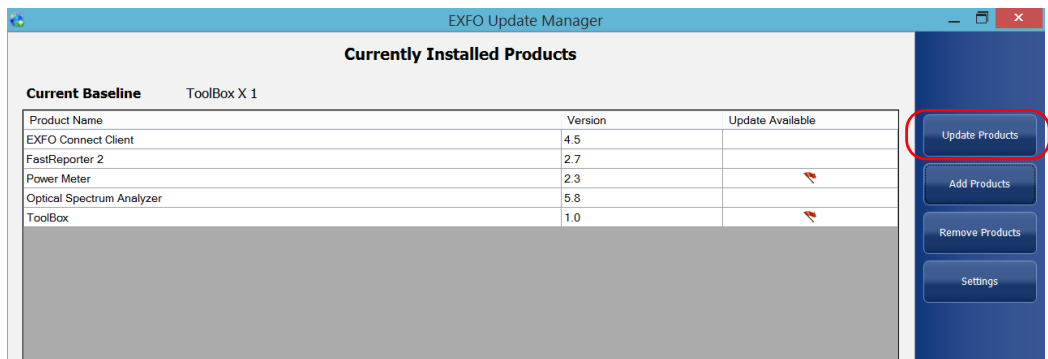
All products already installed on your unit appear on the list of currently installed products. As soon as an update is available for a particular product (in the folder containing the update packages), the 🚩 icon is displayed.



Before updating your applications, you may want to ensure that the folder containing the update packages is correctly defined in Update Manager (see *Selecting the Location of the Update and Installation Packages* on page 4). You must copy the update packages to this folder; otherwise, the application will not be able to access the files.

To update products:

1. Make sure that the unit and instrument applications are closed before proceeding with the installation.
2. Ensure that your unit will remain powered on during the installation by connecting it to a power outlet or by making sure that the batteries are fully charged.
3. From the button bar, tap **Update Products**.



Note: If the **Update Products** button is not available, it may be that there are no updates to install. It may also mean that the folder containing the installation packages is not defined correctly, or that the update files have not been copied to this folder.

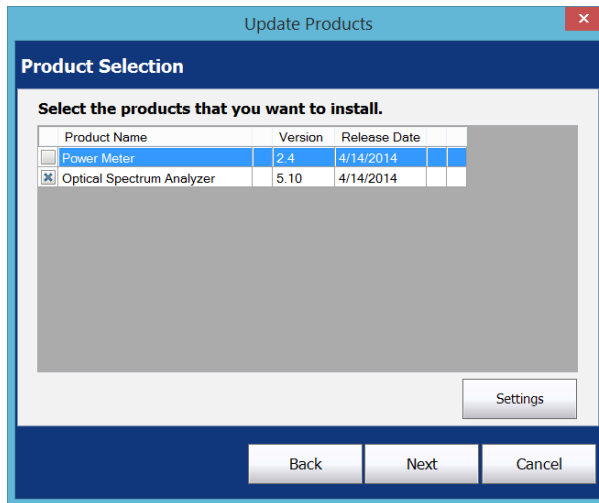
4. If a more recent version of the baseline is available in the folder containing the installation packages, you can select it at this point, then tap **Next**.

Setting Up and Using Update Manager

Updating Products

5. Select the products that you want to update. If more than one version is available, specify the desired version by ensuring the relevant check box is selected.

A clock icon (🕒) is displayed for the products that include a trial-mode version. Some products may offer limited features in their trial-mode versions.

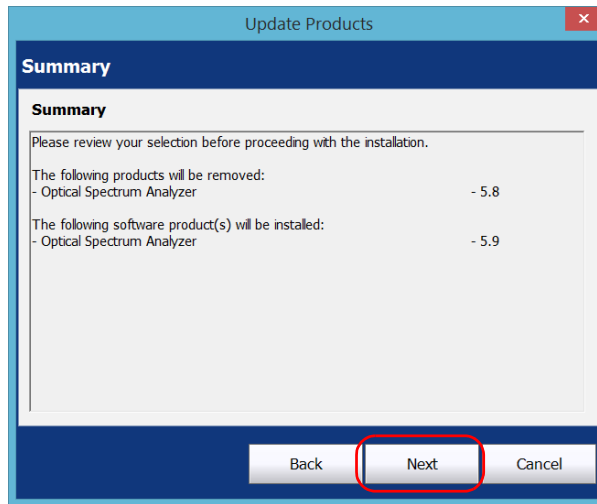


Note: If you need to view or modify the path to the folder containing the upgrade packages, tap the **Settings** button.

6. When your selection is complete, tap **Next**.

Note: *All the products that you have selected for installation are listed.*

7. Tap **Next** to start the installation.

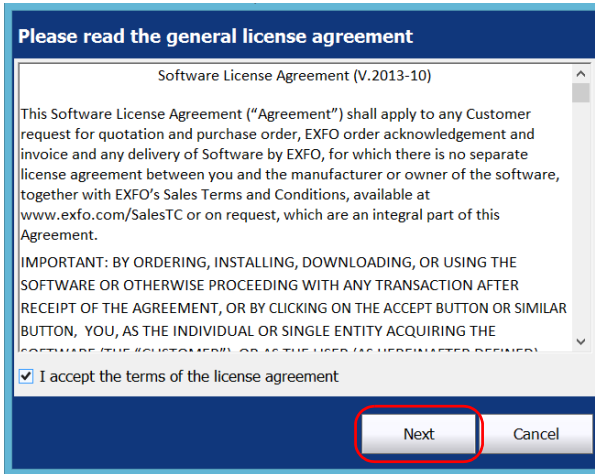


Note: *If the unit and instrument applications are not closed, Update Manager prompts you to close them at this point.*

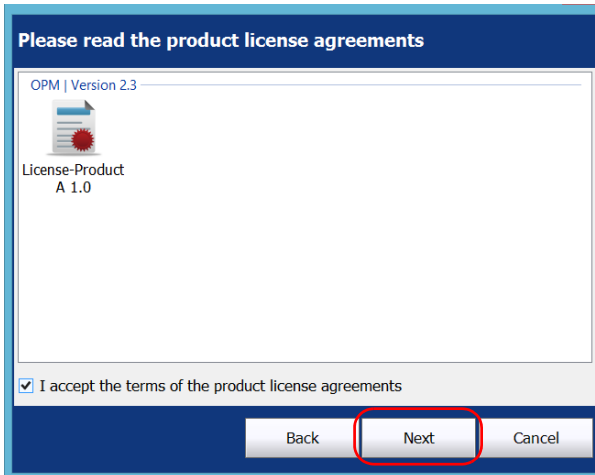
Setting Up and Using Update Manager

Updating Products

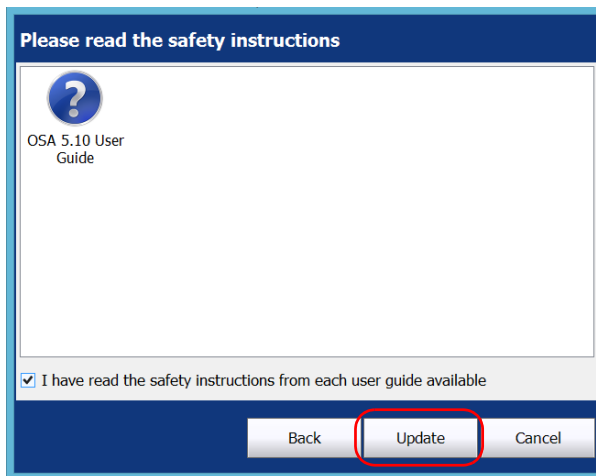
8. Read and accept the general End-User License Agreement (EULA), and then tap **Next**.



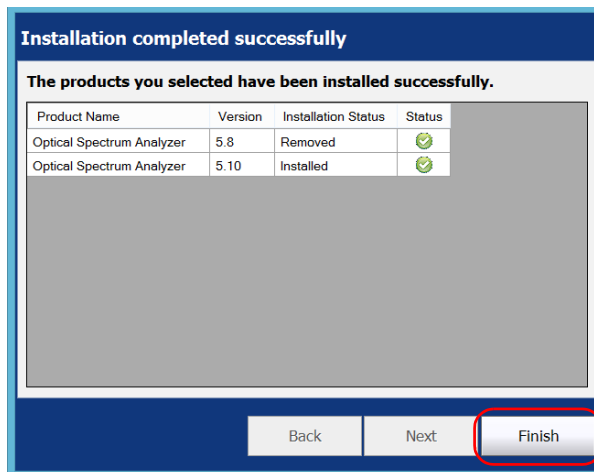
9. When applicable, read and accept the products' license agreements, and then tap **Next**.



10. When applicable, read all safety instructions, confirm that you have read them, and then tap **Update**.



11. Tap **Finish** to exit the wizard.



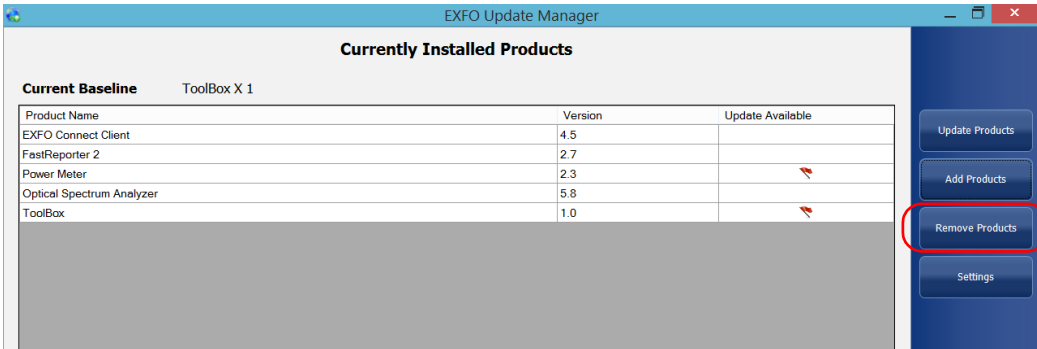
The versions that you have just installed are added to the list of currently installed products.

Removing Products

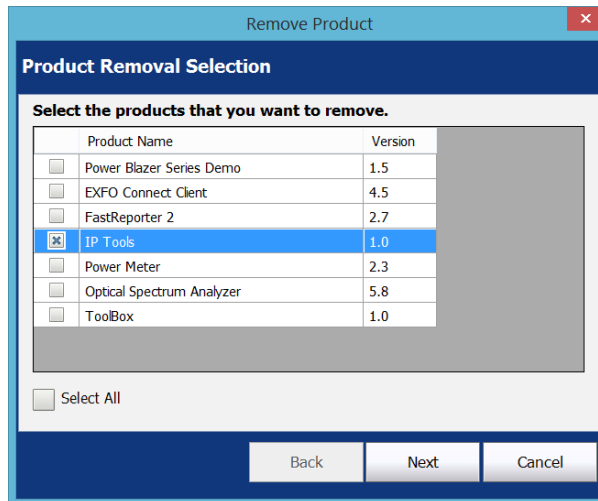
You can remove products that you no longer use.

To remove products:

1. Make sure that the unit and instrument applications are closed before proceeding with the removal of products.
2. Ensure that your unit will remain powered on during the installation by connecting it to a power outlet or by making sure that the batteries are fully charged.
3. From the button bar, tap **Remove Products**.



4. Select all the check boxes corresponding to the products that you want to remove from your unit.

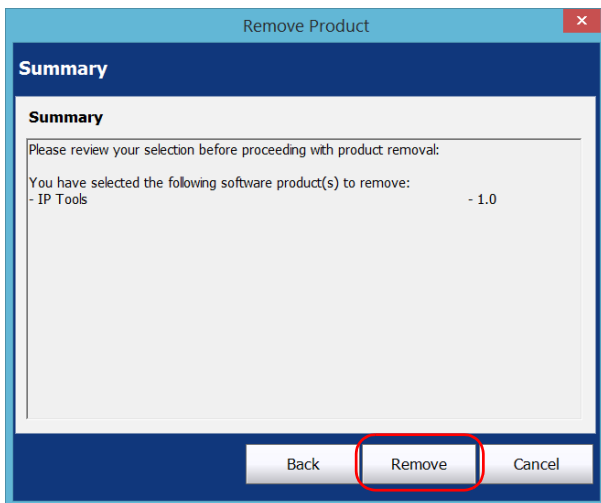


5. When your selection is complete, tap **Next**.

Setting Up and Using Update Manager

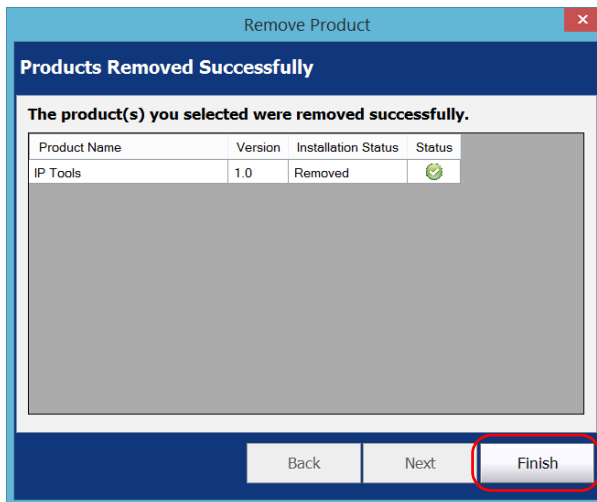
Removing Products

6. Tap **Remove** to start the process.



Note: *If the unit and instrument applications are not closed, Update Manager prompts you to close them at this point.*

7. When the **Products removed successfully** window is displayed, tap **Finish**.



The versions that you have just removed no longer appear on the list of currently installed products.

Setting Up and Using Update Manager

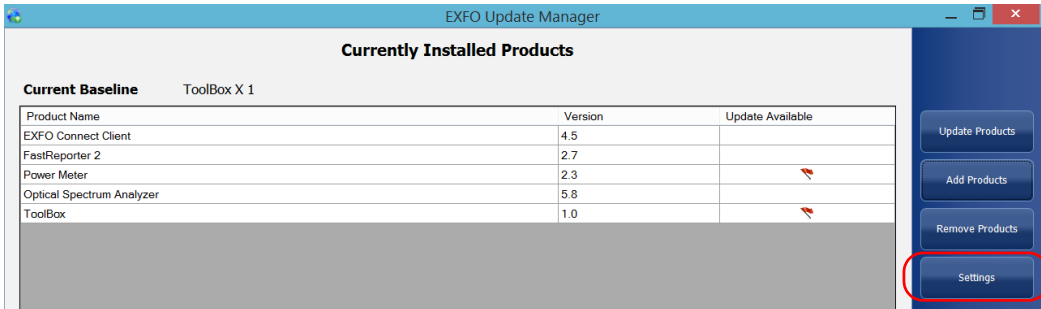
Displaying All Available Product Versions

Displaying All Available Product Versions

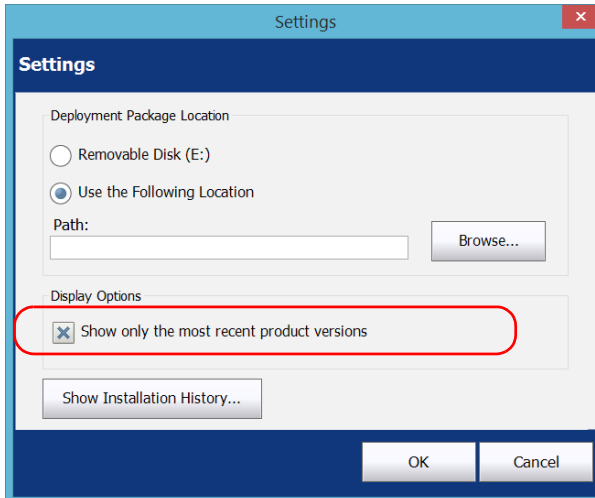
By default, Update Manager shows only the most recent versions of the software components, but it is also possible to list all versions.

To display all available product versions:

1. From the button bar, tap **Settings**.

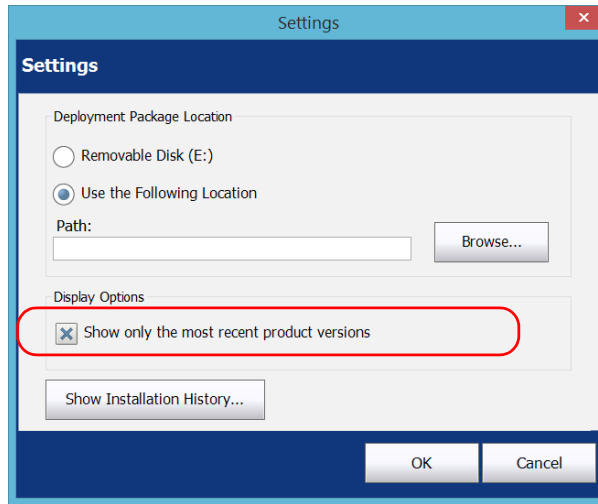


2. Under **Display options**, clear the **Show only the most recent product versions** check box.



To display only the most recent product versions:

1. From the button bar, tap **Settings**.
2. Under **Display Options**, select the **Show only the most recent product versions** check box.



Setting Up and Using Update Manager

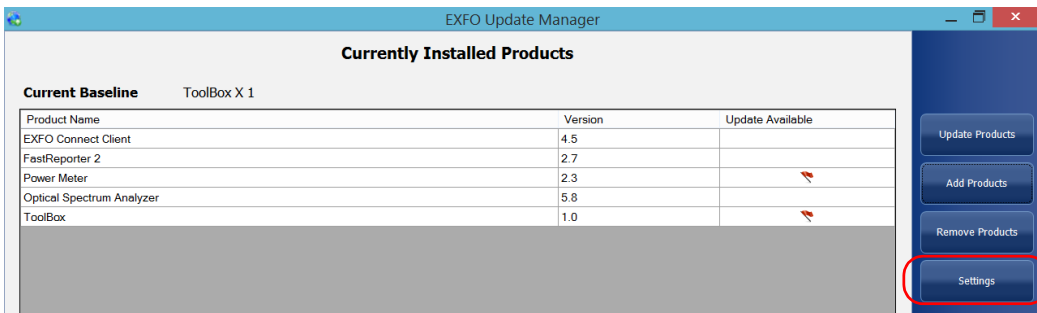
Viewing Installation History

Viewing Installation History

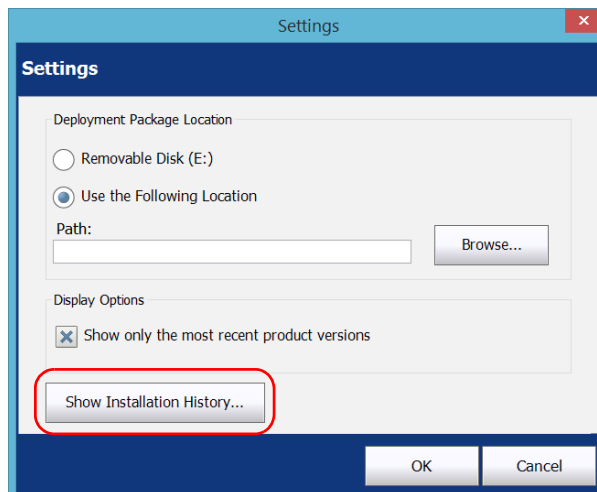
The installation operations are kept in a log and are available for viewing, directly from your unit. If you want, you can also save the history to a text (.txt) file. This is particularly useful if you ever need to troubleshoot a specific unit.

To view installation history:

1. From the button bar, tap **Settings**.

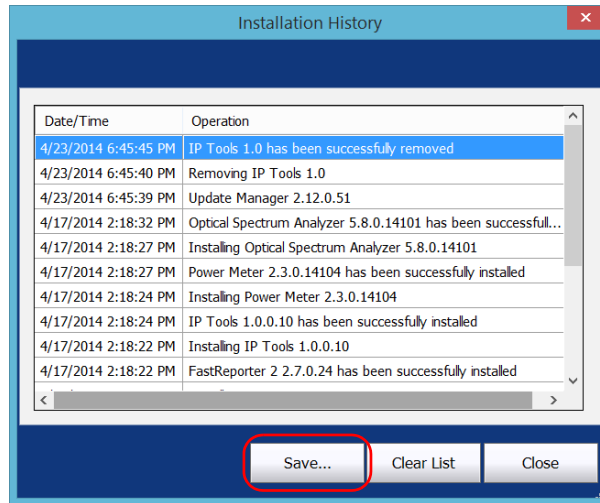


2. Tap the **Show Installation History** button.



3. If you want to save the log to a .txt file, proceed as follows:

3a. From **Installation History**, tap the **Save** button.



3b. Enter a name for your file and tap **Save**.

4. When you have finished, tap **Close**.

3 Troubleshooting

Solving Common Problems

Before contacting EXFO for technical support, you might want to consider the following solutions to common problems.

Problem	Probable Cause	Recommended Action
The Add Products or Update Products buttons are unavailable.	One of the required XML installation files is missing.	Copy the missing files to your deployment package folder.
	The product is unavailable.	Your product selection requires the installation of products currently unavailable from the specified deployment package folder. Copy the missing files to your deployment package folder.
Impossible to install the deployment package.	The selected package is not a valid EXFO package.	If you downloaded the package from the website, try download it again.
	The selected package is already installed.	Ensure that the deployment package is not already installed.
	The selected package is not a product pack, or a service pack installed on an existing product pack.	Ensure that the deployment package is a product pack, or a service pack installed on an existing product pack. If the problem persists, contact EXFO.
	The selected package is not intended for the current baseline.	Verify which baseline is currently selected and ensure that the package was designed for this specific baseline.

Troubleshooting

Solving Common Problems

Problem	Probable Cause	Recommended Action
Update Manager is out of date.	The Update Manager version is obsolete or older than the newest products contained in the deployment package that you want to install.	Install the latest Update Manager version.
Product is unavailable.	The wrong folder or folder location was selected in the Settings window.	Ensure that the specified folder contains the upgrade or installation packages.

Contacting the Technical Support Group

To obtain after-sales service or technical support for this product, contact EXFO at one of the following numbers. The Technical Support Group is available to take your calls from Monday to Friday, 8:00 a.m. to 7:00 p.m. (Eastern Time in North America).

Technical Support Group

400 Godin Avenue
Quebec (Quebec) G1M 2K2
CANADA

1 866 683-0155 (USA and Canada)
Tel.: 1 418 683-5498
Fax: 1 418 683-9224
support@exfo.com


For detailed information about technical support, and for a list of other worldwide locations, visit the EXFO Web site at www.exfo.com.

If you have comments or suggestions about this user documentation, you can send them to customer.feedback.manual@exfo.com.

Viewing Online Help

An online version of the user documentation is available at all times in Update Manager.

To view the online help:

At the bottom of the button bar, tap .


Troubleshooting

Viewing Information About Update Manager

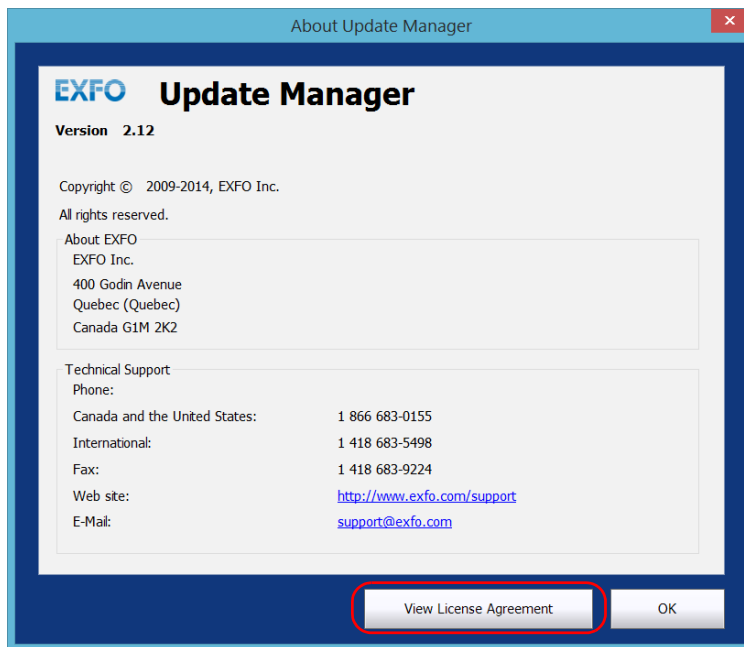
Viewing Information About Update Manager

You can see information about your product, as well as the contents of the license agreement quickly and easily.

To view information about the application:

At the bottom of the button bar, tap .

Note: To see the Licence Agreement, tap the corresponding button at the bottom of the window.



Index

A	
after-sales service	29
applications	
installing	6
installing new	6
removing	18
updating	12
B	
baseline	7, 13
C	
clock icon	8, 14
closing application	3
D	
deleting applications	18
deployment package	27
documentation	29
E	
EULA	30
exiting application	3
I	
icon, clock	8, 14
installation	
history	24
packages	4
products	6
statuses	6
L	
license agreement	30
log of installations	24
N	
new	
product	6
version	12
O	
old version	18
online help	29
P	
product versions	22
products	
installing	6
removing	18
updating	12
T	
technical support	29
trial-mode, adding products	8, 14
troubleshooting	
common problems	27
installation	24
U	
unavailable product	28
uninstalling applications	18
update packages, location	4
updating products	12

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