Update Manager

		EXFO Update Manager		_ 🗖 🗡
	Curren	tly Installed Products		
Current Baseline	ToolBox X 1			
Product Name		Version	Update Available	
EXFO Connect Client		4.5		Update Products
FastReporter 2		2.7		
ower Meter		2.3	*	Add Products
Optical Spectrum Analyzer		5.8		
oolBox		1.0	*	Remove Products
				Settings
				<u></u>



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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

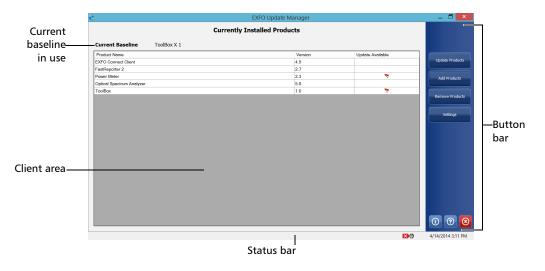
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Introducing Update Manager

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.

1

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 \odot button.

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.

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**.

Currently Inst	talled Products		
urrent Baseline ToolBox X 1			
roduct Name	Version	Update Available	
(FO Connect Client	4.5		Update Product:
stReporter 2	2.7		
wer Meter	2.3	7	Add Products
otical Spectrum Analyzer	5.8		
olBax	1.0	7	
			Remove Product
			Settings

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

Settings	×
Settings	
Deployment Package Location Removable Disk (E:) Image: Second Disk (B:) Image: Second Disk	
Display Options Display Options Show only the most recent product versions Show Installation History	
OK Cancel	

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: Products for which Update Manager must remove the old version before installing the new one will also appear as "Ready to uninstall".			
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.

6	E	EXFO Update Manager		_ 🗇 🗙
	Currently Ins	talled Products		
Current Baseline	ToolBox X 1			
Product Name		Version	Update Available	
EXFO Connect Client		4.5		Update Products
FastReporter 2		2.7		
Power Meter		2.3	7	Add Products
Optical Spectrum Analyzer		5.8		
ToolBox		1.0	7	
				Remove Products
				Settings

- **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

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.

			Add Pro	ducts			×
		Product Selection					
		Select the products that y	ou want to	o insta	II.		
Selected		Product Name	Version	Releas	e Date		
products		IP Tools	1.0	4/8/20	14		
p. 0 0.0.000		🗶 ToolBox	1.0	4/10/20	014		
		Select All			ſ	Settings	
						Settings	
			Back	:	Next	Cancel	

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

Installing Software Products

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

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

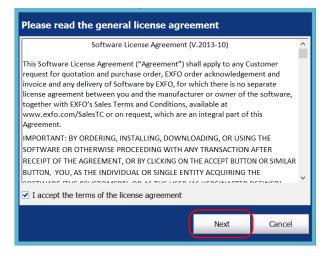
9. Tap **Install** to start the installation.

Add Products	×
Summary	
Summary	
Please review your selection before proceeding with the installation.	
The following software product(s) will be installed: - TooBox - 1.0 - IP Tools - 1.0	
Back Install C	Cancel

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

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**.

Please read the product license agreements					
OPM Version 2.3					
✓ I accept the terms of the product license agreements					
	Back	Next	Cancel		

Installing Software Products

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

Please read the safety instructions					
FTB-Pro 1.0 User Guide					
✓ I have read the safety instructions from each user guide available					
Back Install C	ancel				

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

Installation completed successfully						
The products you selected have been installed successfully.						
Product Name	Version	Installation Status	Status			
ToolBox	1.0	Installed	0			
IP Tools	1.0	Installed	Ø			
			Next	Finish		

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

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 \checkmark icon is displayed.

8		EXFO Update Manager	r	_ 🗇 🗙
		urrently Installed Products		
Current Baseline	ToolBox X 1			
Product Name		Versio	n Update Available	
EXFO Connect Client		4.5		Update Products
FastReporter 2		2.7		
Power Meter		2.3	7	Add Products
Optical Spectrum Analyzer		5.8		
ToolBox		1.0	7	
				Remove Products
				Settings

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.

Updating Products

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**.

Cu	EXFO Update Manager		_ 6
Current Baseline ToolBox X 1	,,		
Product Name	Version	Update Available	
XFO Connect Client	4.5		Update Products
astReporter 2	2.7		
ower Meter	2.3	7	Add Products
ptical Spectrum Analyzer	5.8		
oolBox	1.0	7	
			Remove Product
			Settings

- **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

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.

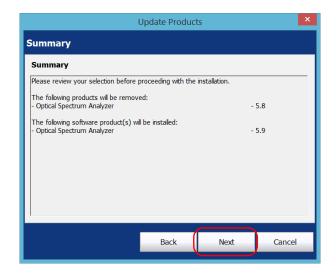
U	Jpdate Pro	ducts		>	K
Product Selection					
Select the products that yo	u want to i	install.			
Product Name	Version	Release Date			
Power Meter	2.4	4/14/2014			
X Optical Spectrum Analyzer	5.10	4/14/2014			
				Cathings	
				Settings	
	Back	Nex	<i>#</i>	Cancel	٦
	Dack	Ne		Cancer	

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.

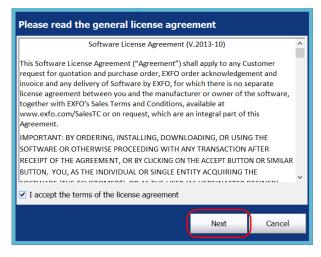
7. Tap Next to start the installation.



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

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**.

Please read the product license agree	ements				
OPM Version 2.3					
\checkmark I accept the terms of the product license agreements					
Back	Next	Cancel			

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

Please read the safety in	structions		
?			
OSA 5.10 User Guide			
✓ I have read the safety instruct	tions from each us	ser quide available	
I have read the safety instruct	cions nom eden da		-
	Back	Update	Cancel

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

nstallation comple	ted succ	cessfully			
The products you selected have been installed successfully.					
Product Name	Version	Installation Status	Status		
Optical Spectrum Analyzer	5.8	Removed	0		
Optical Spectrum Analyzer	5.10	Installed	0		
1		Back	Next	Finish	

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**.

ŝ	6		EXFO Update M	anager		_ 🗇 🗡
			Currently Installed Produc	cts		
	Current Baseline	ToolBox X 1				
	Product Name			Version	Update Available	
	EXFO Connect Client			4.5		Update Products
	FastReporter 2			2.7		
	Power Meter			2.3	*	Add Products
	Optical Spectrum Analyzer			5.8		
	ToolBox			1.0	*	
						Remove Products
						Settings

Removing Products

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

Power Blazer Series Demo 1.5 EXFO Connect Clent 4.5 FastReporter 2 2.7 IP Tools 1.0 Power Meter 2.3 Optical Spectrum Analyzer 5.8 TooBox 1.0		Product Name		ersion	
FastReporter 2 2.7 IP Tools 1.0 Power Meter 2.3 Optical Spectrum Analyzer 5.8 Too/Box 1.0		Power Blazer Series Demo	1.	5	
IP Tools 1.0 Power Meter 2.3 Optical Spectrum Analyzer 5.8 TooBox 1.0		EXFO Connect Client	4.	5	
Power Meter 2.3 Optical Spectrum Analyzer 5.8 TooBox 1.0					
Optical Spectrum Analyzer 5.8 ToolBox 1.0	×	IP Tools	1.	0	
TooBox 1.0		Power Meter	2.	3	
		Optical Spectrum Analyzer	5.	8	
Select All		ToolBox	1.	0	
	S	elect All	-	-	-

5. When your selection is complete, tap Next.

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

Remove Product	×
Summary	
Summary	
Please review your selection before proceeding with product removal:	
You have selected the following software product(s) to remove: - IP Tools - 1.0	
Back Remove Cance	1

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**.

	Remo	ve Product				×
Products Removed Successfully						
The product(s) you select	ed were	e removed succ	essfully	<i>ı</i> .		
Product Name	Version	Installation Status	Status			
IP Tools	1.0	Removed	0			
						- 1
		Back	Next	ſ	Finish	

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

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**.

Curre	ently Installed Products		
Current Baseline ToolBox X 1			
Product Name	Version	Update Available	
EXFO Connect Client	4.5		Update Products
astReporter 2	2.7		
Power Meter	2.3	7	Add Products
Dptical Spectrum Analyzer	5.8		
ToolBox	1.0	7	
			Remove Products
			Settings

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

Settings			×
Settings			
Deployment Package Location			7
Removable Disk (E:)			
Use the Following Location			
Path:	Bro	owse	
	DIG	JW3C	
Display Options		_	
Show only the most recent product versions)	
Show Installation History			
	ОК	Cancel	

Displaying All Available Product Versions

To display only the most recent product versions:

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

Settings	×
Settings	
Deployment Package Location	
Removable Disk (E:)	
Use the Following Location	
Path: Browse	
Display Options	
Show only the most recent product versions	
Show Installation History	
OK Cano	el

Viewing Installation History

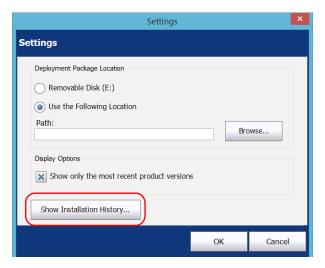
The installation operations are kept in a log and are available for viewing, directly from your unit. If you want, you can also save the history to a text (.txt) file. This is particularly useful if you ever need to troubleshoot a specific unit.

To view installation history:

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

Curre	ently Installed Products		
Current Baseline ToolBox X 1			
Product Name	Version	Update Available	
XFO Connect Client	4.5		Update Product
astReporter 2	2.7		
ower Meter	2.3	1	Add Products
ptical Spectrum Analyzer	5.8		
oolBox	1.0	1	
			Remove Product
			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.

	Installation History	×
Date/Time	Operation	^
4/23/2014 6:45:45 PM	IP Tools 1.0 has been successfully removed	
4/23/2014 6:45:40 PM	Removing IP Tools 1.0	
4/23/2014 6:45:39 PM	Update Manager 2.12.0.51	
4/17/2014 2:18:32 PM	Optical Spectrum Analyzer 5.8.0.14101 has been successfull	
4/17/2014 2:18:27 PM	Installing Optical Spectrum Analyzer 5.8.0.14101	
4/17/2014 2:18:27 PM	Power Meter 2.3.0.14104 has been successfully installed	
4/17/2014 2:18:24 PM	Instaling Power Meter 2.3.0.14104	
4/17/2014 2:18:24 PM	IP Tools 1.0.0.10 has been successfully installed	
4/17/2014 2:18:22 PM	Instaling IP Tools 1.0.0.10	
4/17/2014 2:18:22 PM	FastReporter 2 2.7.0.24 has been successfully installed	
<	>	
	Save Clear List Close	

- *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 📀



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.

Al	bout Update Manager	×
EXFO Update M Version 2.12	anager	٦
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Technical Support Phone: Canada and the United States: International: Fax: Web site: E-Mait:	1 866 683-0155 1 418 683-5498 1 418 683-9224 http://www.exfo.com/support support@exfo.com	
	View License Agreement	ОК

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N. 1007090		
		www.EXFO.com · info@exfo.
CORPORATE HEADQUARTERS	400 Godin Avenue	Quebec (Quebec) G1M 2K2 CANADA Tel.: 1 418 683-0211 · Fax: 1 418 683-2170
EXFO AMERICA	3400 Waterview Parkway Suite 100	Richardson, TX 75080 USA Tel.: 1 972-761-9271 · Fax: 1 972-761-9067
EXFO EUROPE	Winchester House, School Lane	Chandlers Ford, Hampshire S053 4DG ENGLAND Tel.: +44 2380 246 800 · Fax: +44 2380 246 801
EXFO ASIA-PACIFIC	62 Ubi Road 1, #09-01/02 Oxley Bizhub 2	SINGAPORE 408734 Tel.: +65 6333 8241 · Fax: +65 6333 8242
EXFO CHINA	Beijing Global Trade Center, Tower C, Room 1207, 36 North Third Ring Road East, Dongcheng District	Beijing 100013 P. R. CHINA Tel.: +86 (10) 5825 7755 · Fax: +86 (10) 5825 7722
EXFO SERVICE ASSURANCE	270 Billerica Road	Chelmsford MA, 01824 USA Tel.: 1 978 367-5600 · Fax: 1 978 367-5700
EXFO FINLAND	Elektroniikkatie 2	FI-90590 Oulu, FINLAND Tel.: +358 (0) 403 010 300 · Fax: +358 (0) 8 564 5203
TOLL-FREE	(USA and Canada)	1 800 663-3936

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