TA Instruments TA Update manual

Introduction

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

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.

Using TA Update

Welcome page

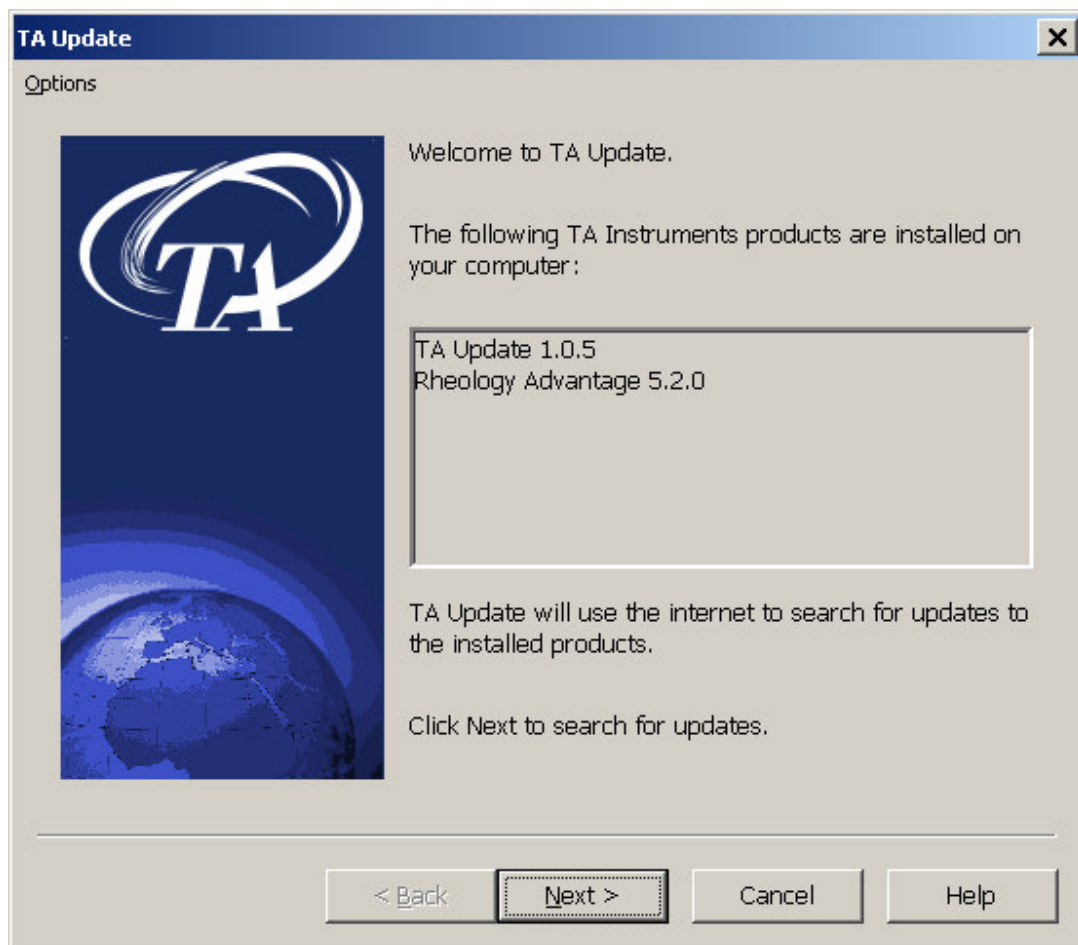When TA Update is started you will see the following welcome page:

Figure 1: Welcome page

The TA Instruments software products that you currently have installed and their associated version numbers are displayed. When TA Update contacts the TA Instruments server it will request the list of updates available for your products and then compare the update versions with the installed versions in order to determine which updates to present as being available for download.

If this is the first time you have run TA Update, before clicking Next to invoke the search select the Options menu and choose Settings in order to check the available settings.
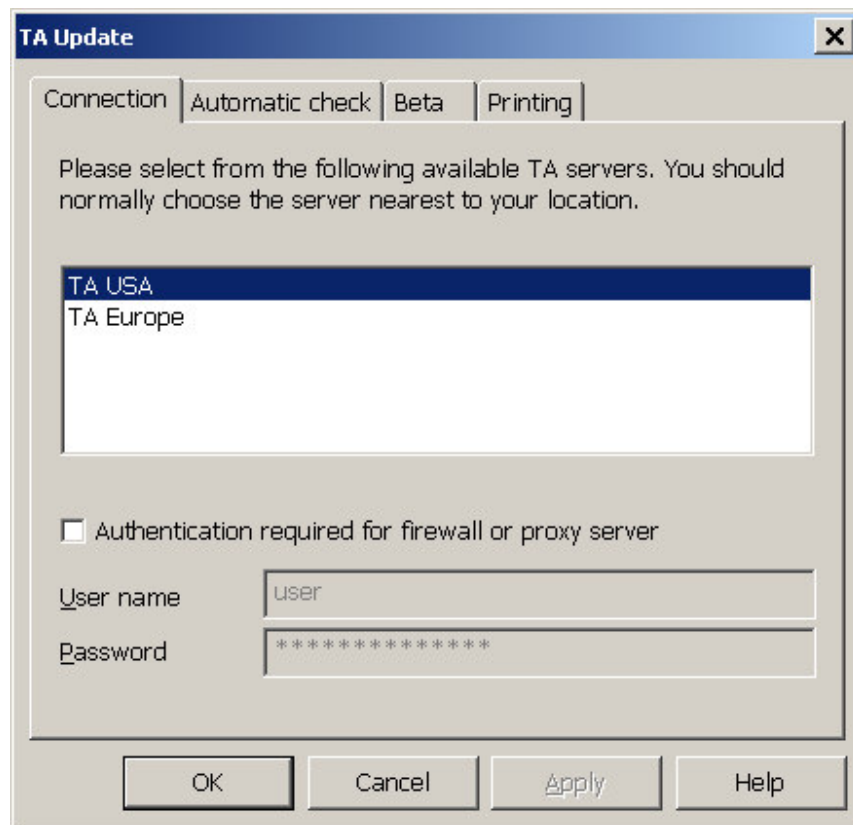
Connection settings page

Figure 2: Connection settings page

Use the connection settings page 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 you should tick the Authentication Required check box and enter your user name and password in the fields provided.
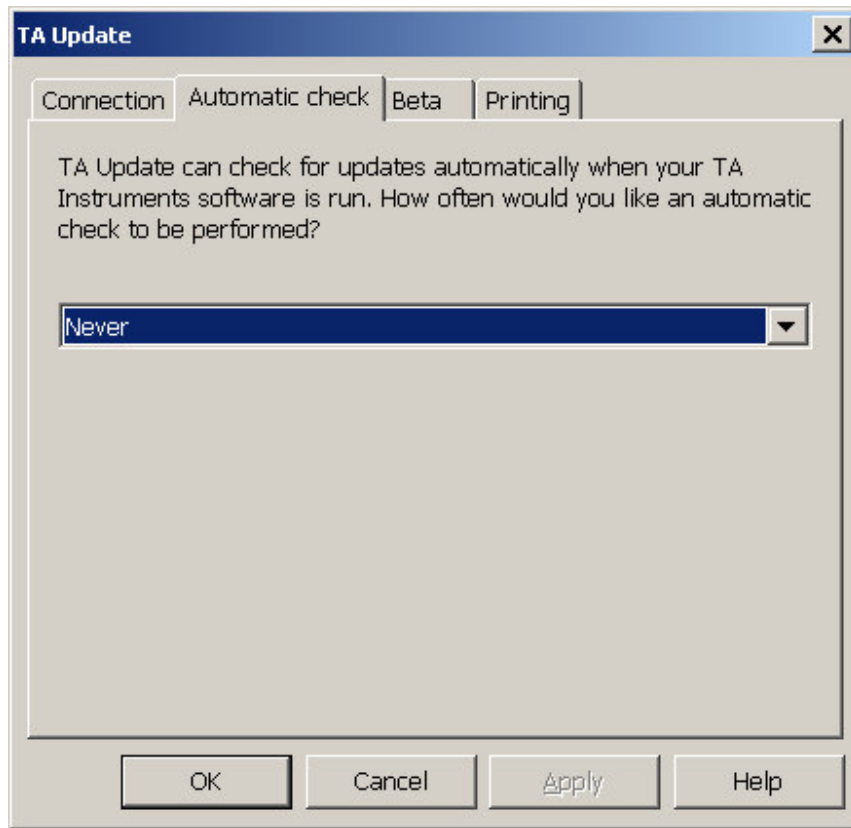
Automatic check settings page

Figure 3: Automatic check settings page

TA Update can be configured to check for available updates at regular intervals. Select from never, every day, every week or every month. Note that 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.

If on checking it is found that one or more updates are available a notification message will be displayed asking if you wish to view more details. Selecting Yes will take you to the Ready to install page detailed later.
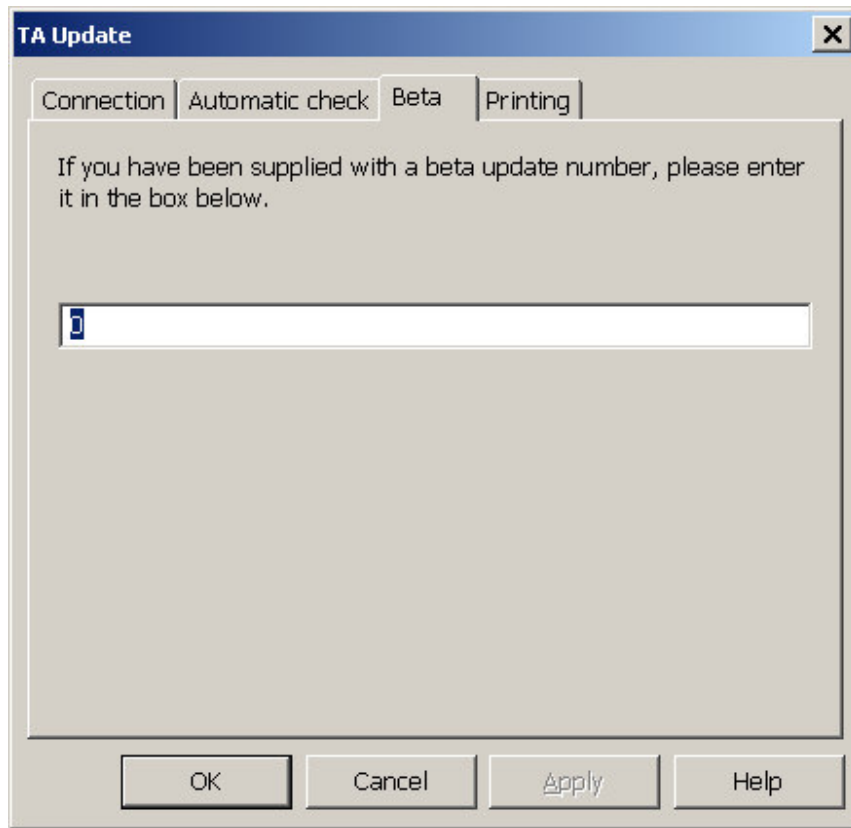
Beta settings page

Figure 4: Beta page settings

From time to time TA Instruments runs software beta programs in order better to ensure that proposed new releases meet the requirements of our customers. If you are testing a beta release the specific release update number should be entered here before initiating the search.
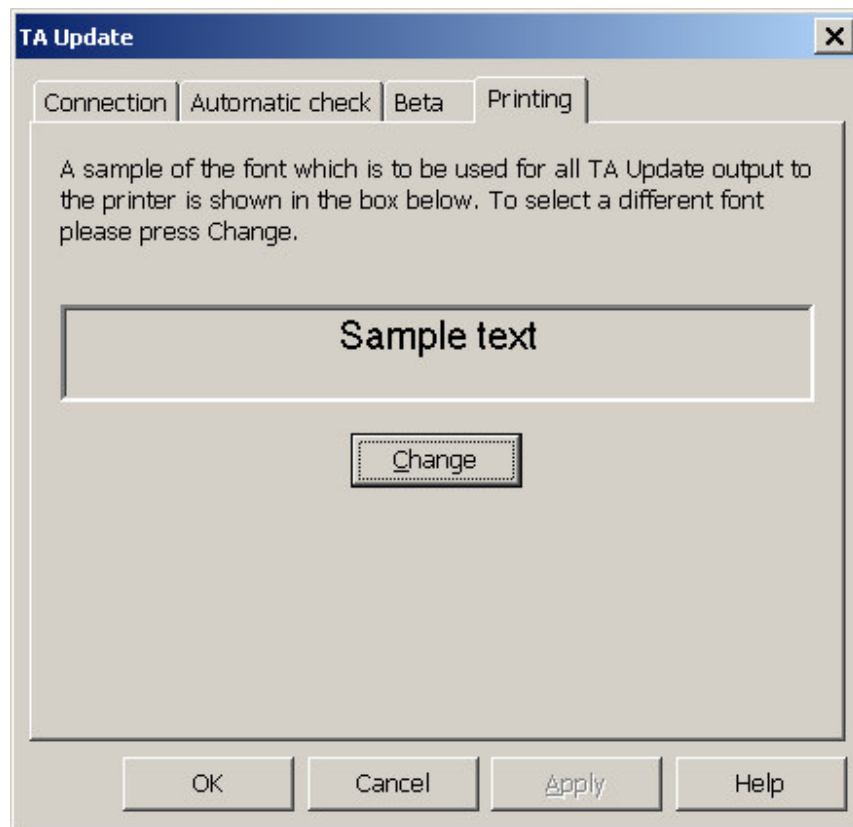
Printing page

Figure 5: Printing settings page

TA Update is able to print out descriptions of available updates and the history of applied updates. Use this page to select the font to be used for all printing operations.

When you have finished making your selections, press OK to return to the welcome page. Make sure you have an active internet connection and then press Next to begin the search.

Search page

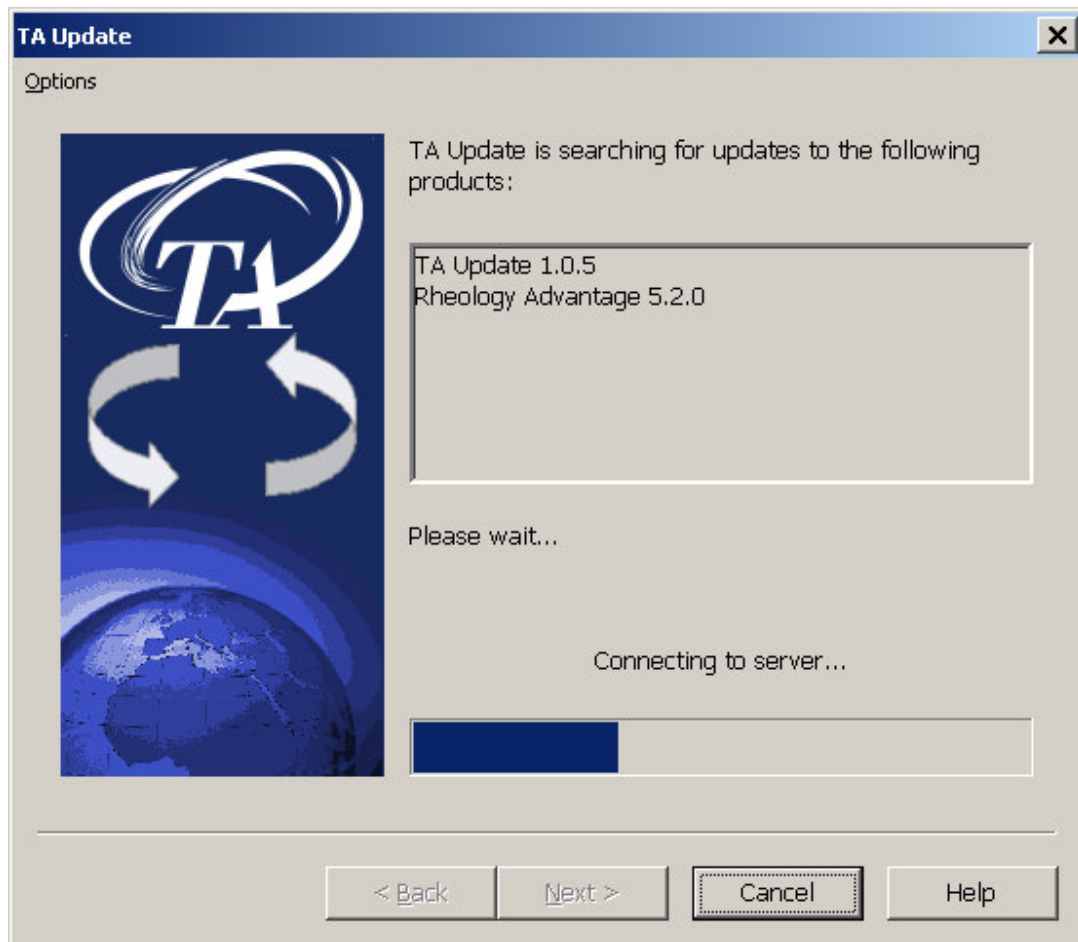When TA Update is searching for available updates you will see the following page:

Figure 6: Search page

Depending on the type of internet connection you have the initial communication with the server may take several seconds. Similarly 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 on the whether or not any updates are available for your installed packages you will see the Ready to install page or the Up to date page.

Up to date page

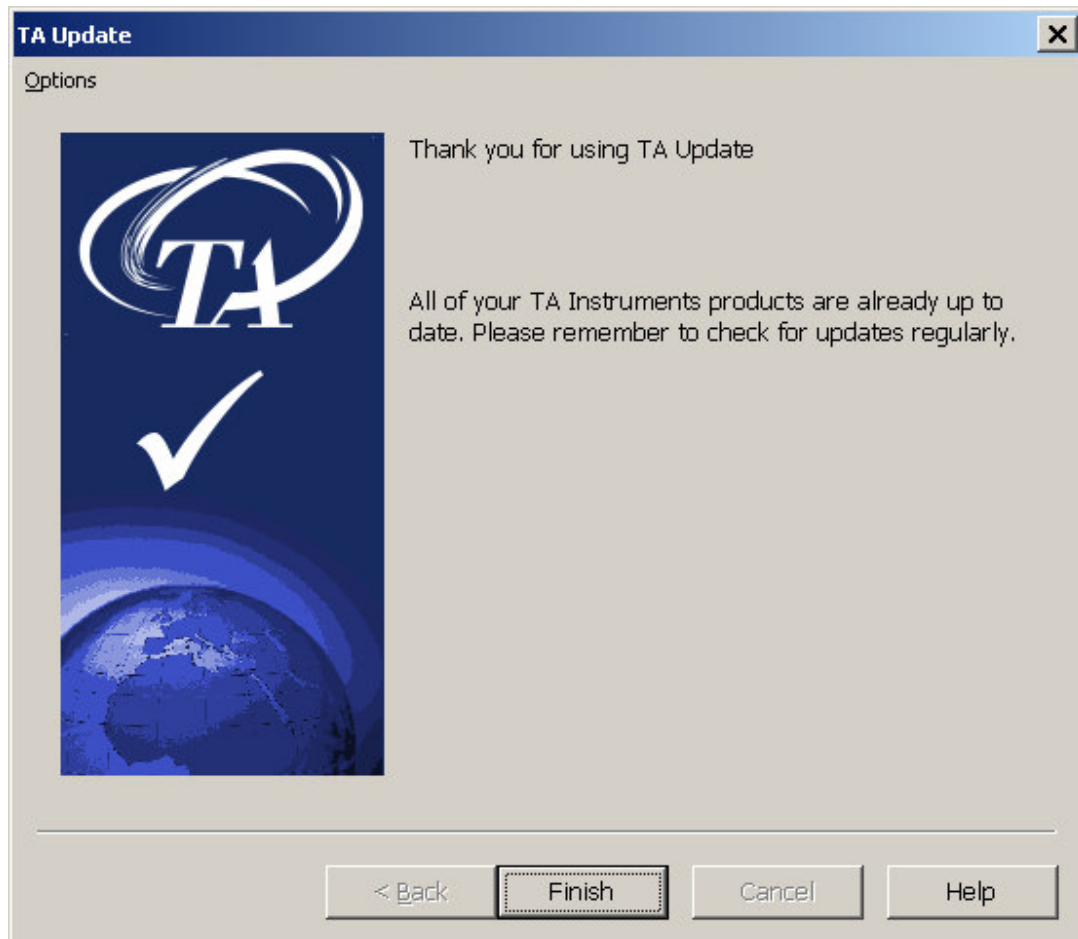If no updates are available for download you will see the following page:

Figure 7: Up to date page

Press Finish to exit TA Update wizard.

Ready to install page

If one or more updates are available for download you will see the following page:
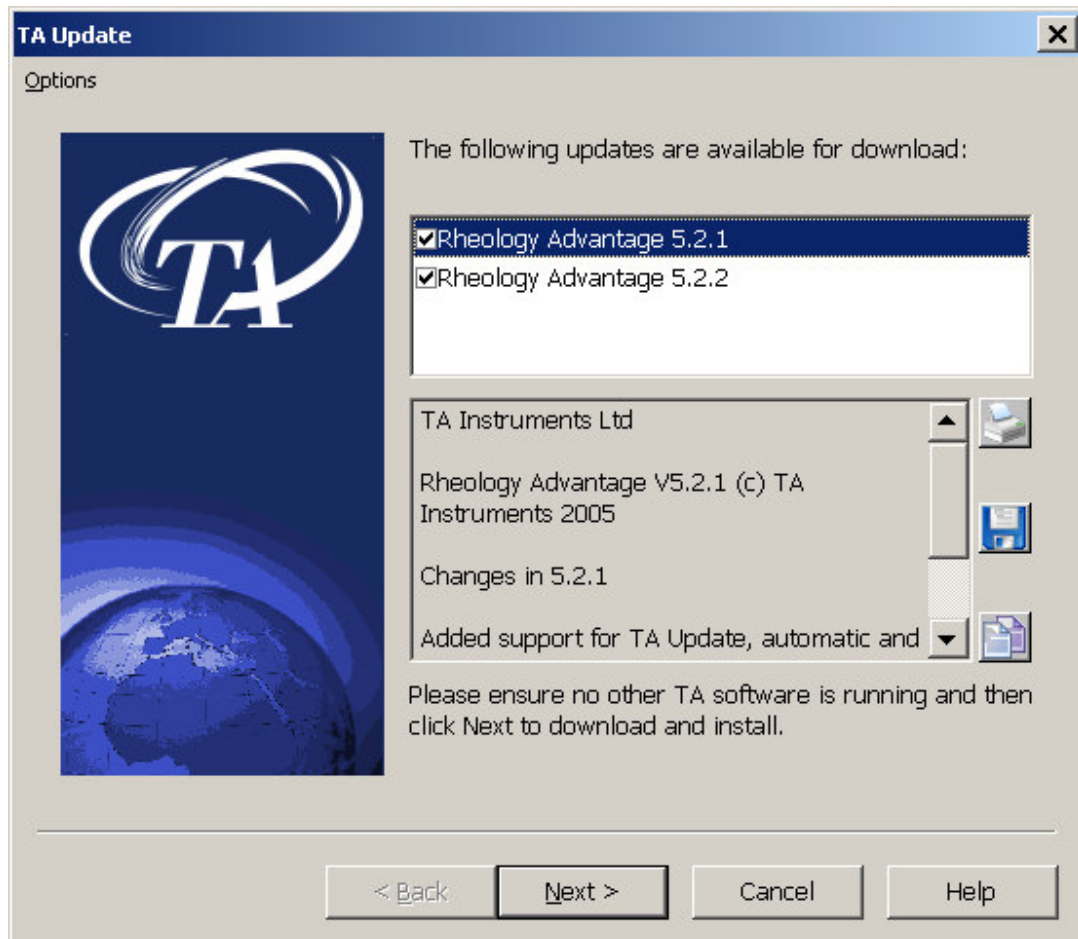

Figure 8: Ready to install page

Updates available for download are listed in the upper box. Clicking on an update displays the associated update 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.

Updates may be selected or deselected using the tick boxes 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 also deselect version 2.1.

- 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 that application of a TA Update update requires the computer to be subsequently rebooted.

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

Updating page

When TA Update is downloading the updates selected you will see the following page:
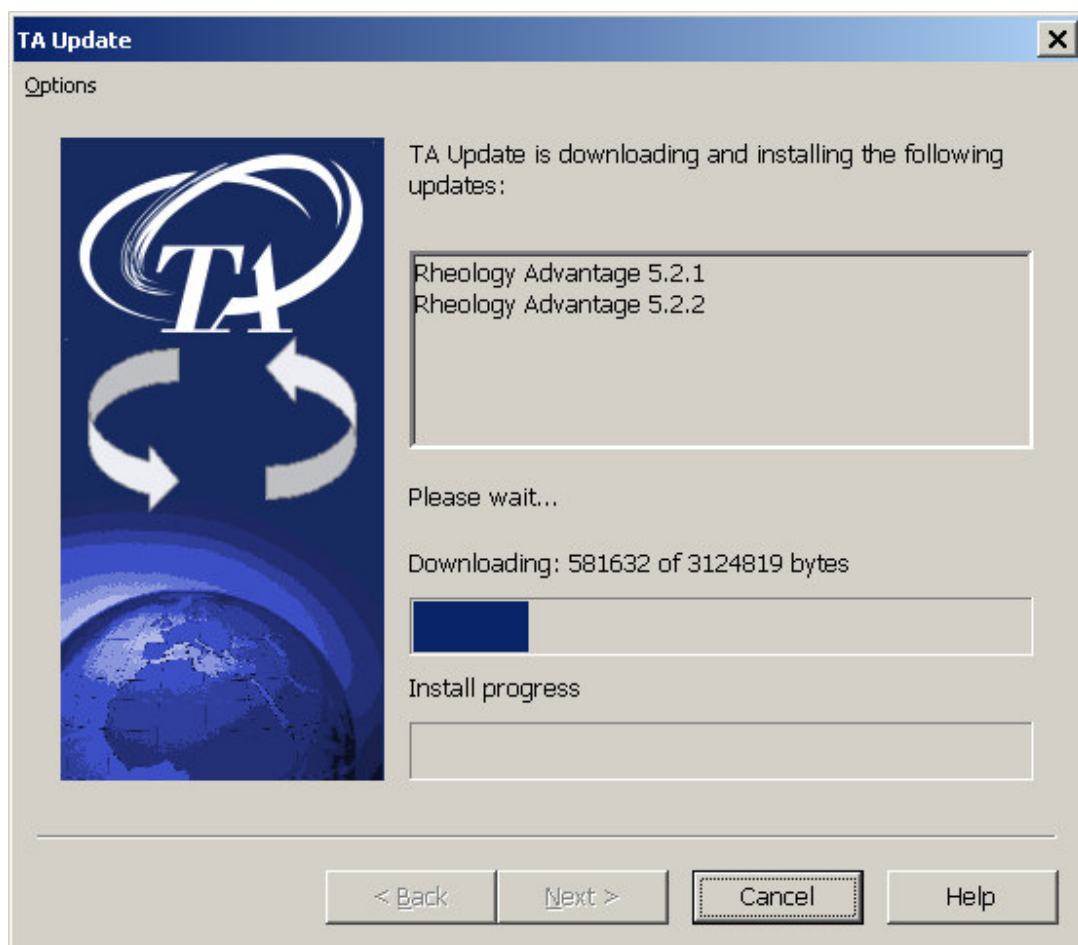

Figure 9: Updating page

The progress of the update process is displayed. Provided all data is downloaded successfully the updates are installed. When installation is complete the Finished page is shown.

Files in memory

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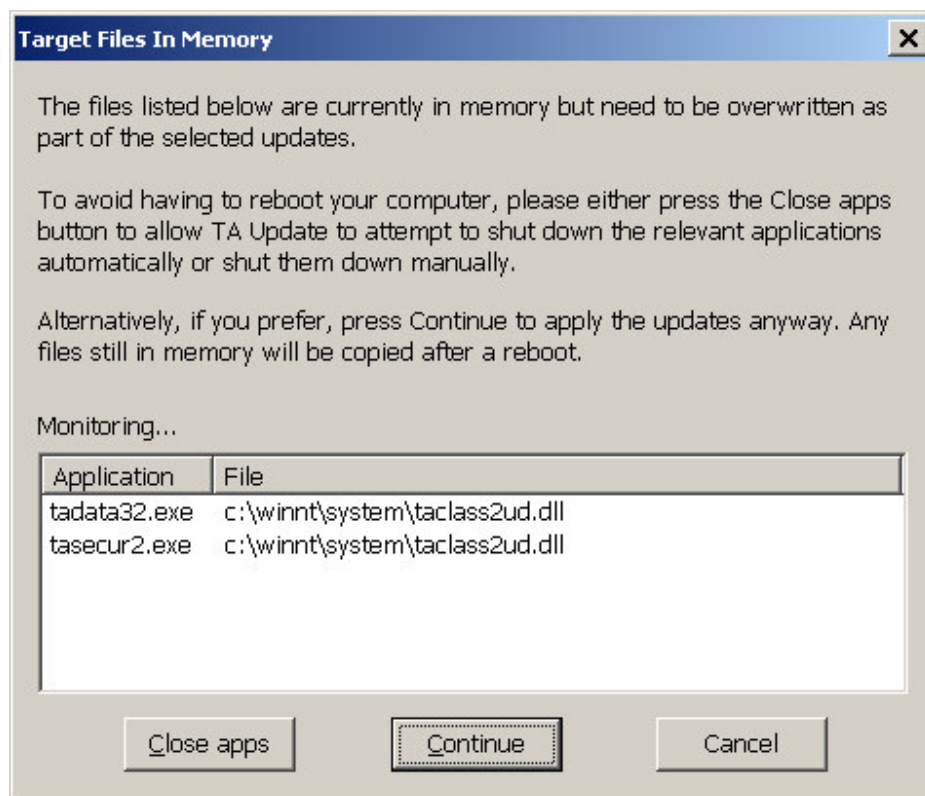

Figure 10: Memory clash dialog

The example above shows that a particular file that needs to be overwritten is in memory which would prevent the file being copied. There are four possible courses of action:

- Press Close apps – TA Update will ask the application that is using the file to close down. In the example above, the Rheology Advantage data module would receive the close request. At this point you would be prompted to save any unsaved work. This is the preferred option

- Close the application that is using the file manually. In both these first two cases TA Update will detect that the file has been removed from memory and the update will continue.
- Ignore the warning and press Continue. 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.

Finished page

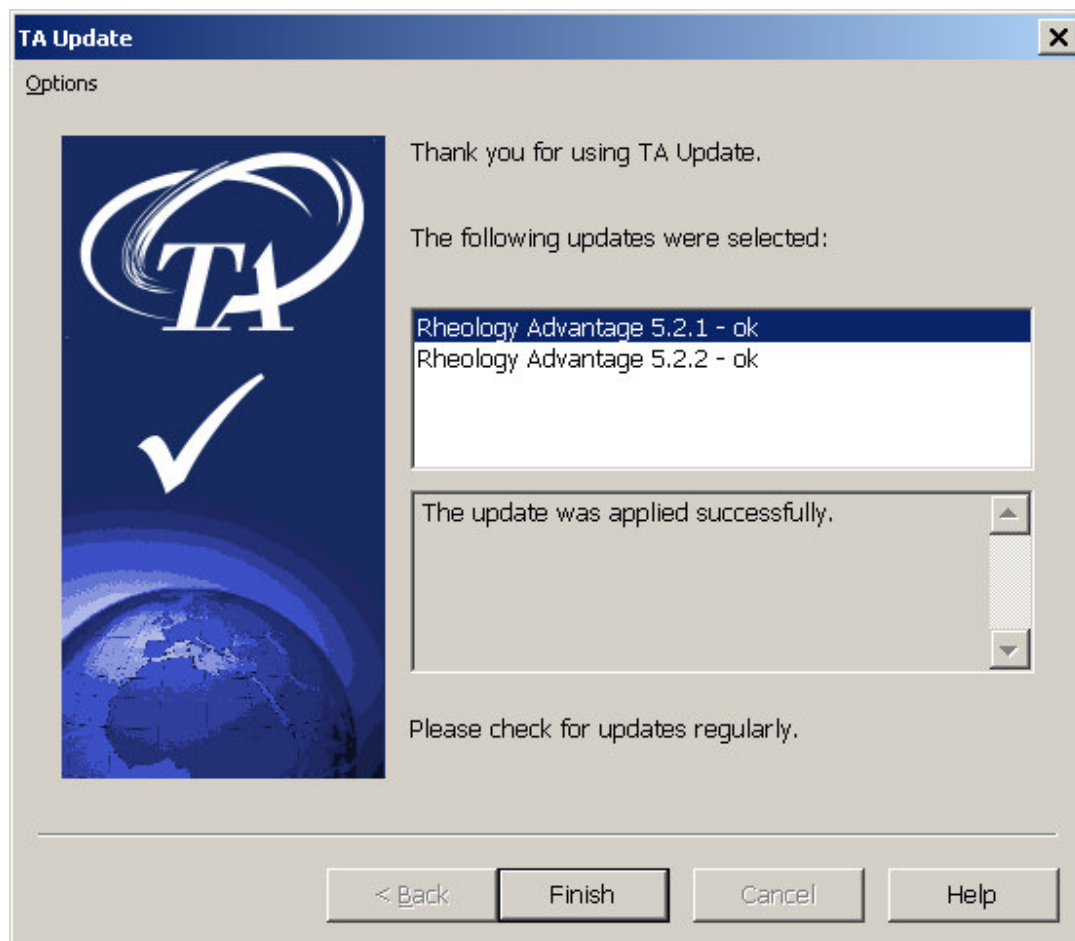When the update process is complete you will see the following page:

Figure 11: Finished page

The updates that were selected are displayed in the upper box along with a summary of the update status. Clicking on an update displays a fuller description of the update status in the lower box.

Possible update summaries and their corresponding meanings are as follows:

- 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 Finish 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.

Failure to connect to the server

If TA Update fails to connect to the TA Instruments server for any reason you will see a dialog detailing the type of connection error:
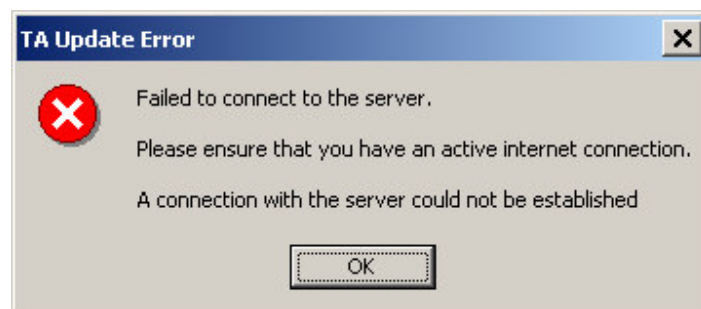

Figure 12: Failure to connect to the server

You will then see the following error page:

TA Update

Options

TA Update did not complete successfully.

Please correct the problem and try again. For assistance please contact TA Instruments.

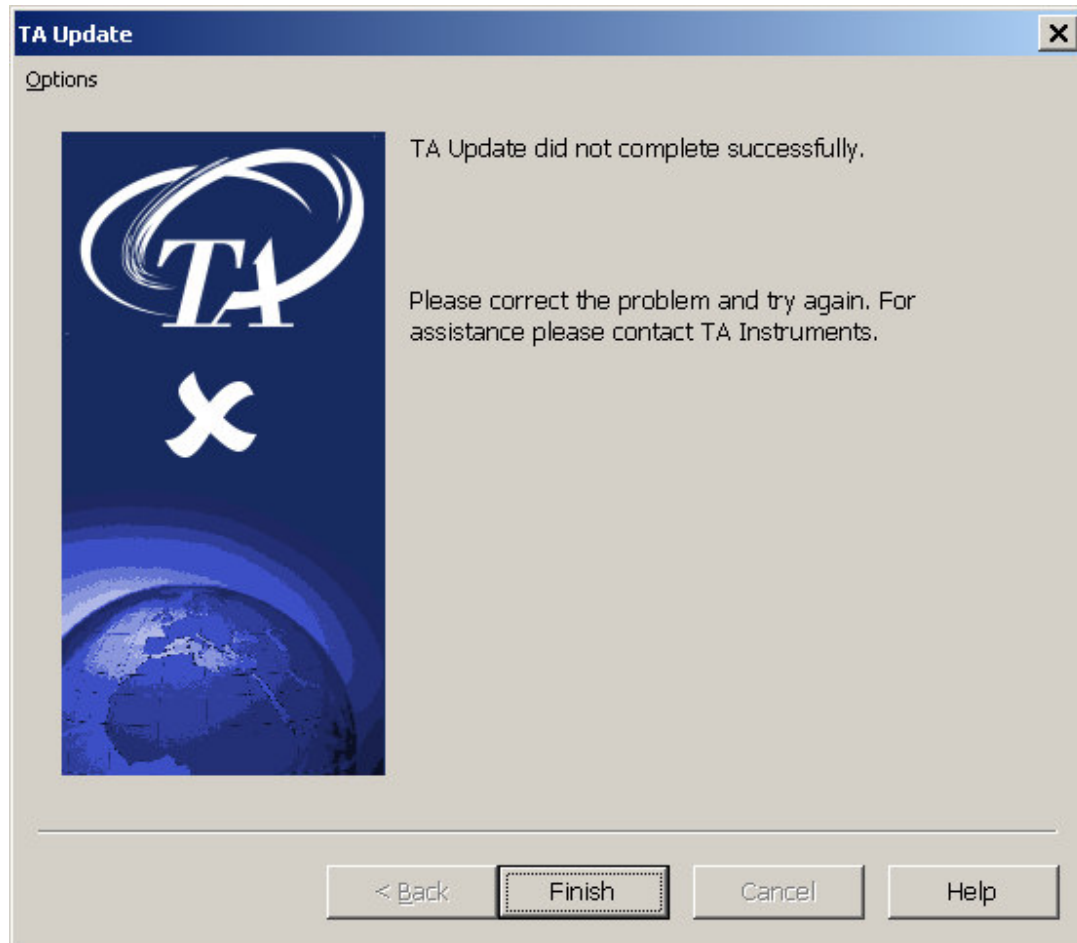< Back   Finish   Cancel   Help

Figure 13: Error page

You should check your connection settings via the options menu and verify that you have an active internet connection. If the trouble persists please contact your TA Instruments representative.

Press Finish to close TA Update.

TA Update history

TA Update maintains a history of all updates applied. To view the history select the Options menu and choose View history.
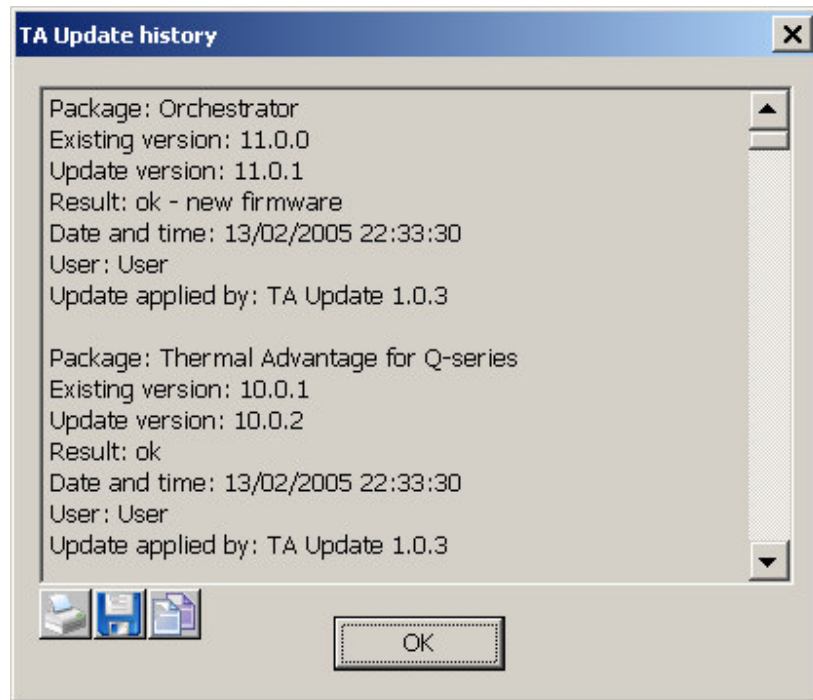

Figure 14: TA Update history

Updates are presented in chronological order, most recent first. The history may be printed, saved in text form or copied to clipboard using the buttons below the history panel.