

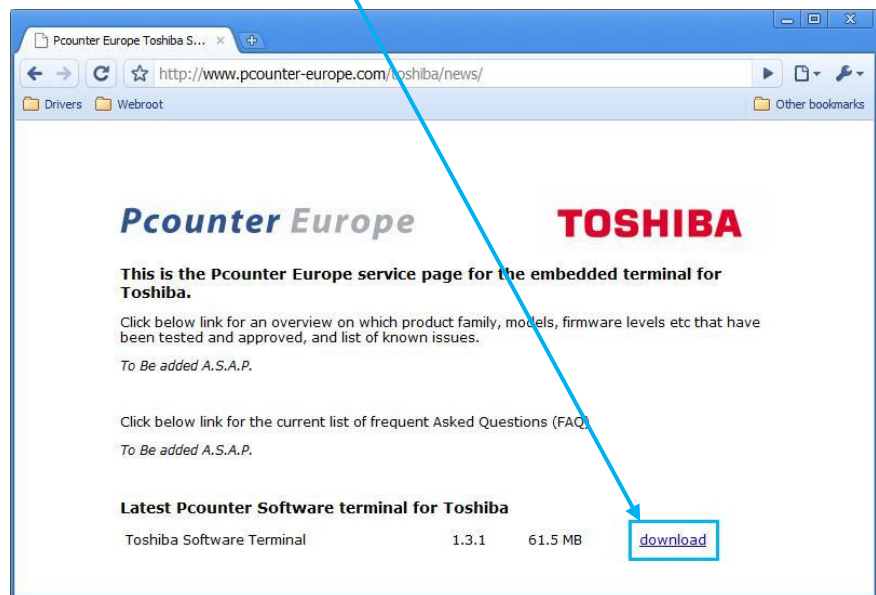
Pcounter Toshiba Embedded Upgrade Guide

INTRODUCTION

This document details how to upgrade the Pcounter Embedded software for Toshiba e-Studio devices.

1. Download the latest version

The latest version is available from our partners Pcounter Europe at <http://www.pcounter-europe.com/toshiba/news/>



2. Disable Current Version

To avoid rebooting the server after the upgrade, before running the installer perform the following steps:

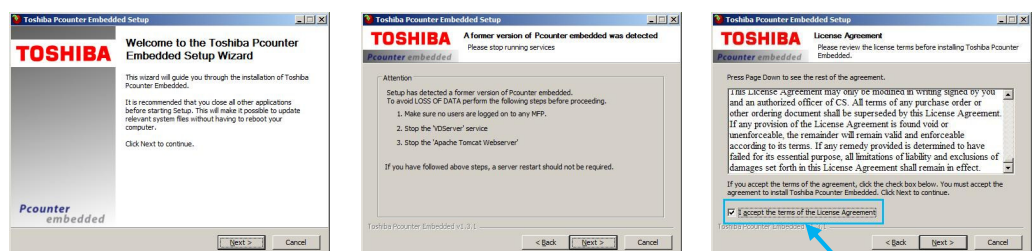
[Click here to access further How to Guides](#)

- Ensure no-one is logged into any MFD
- Stop the Apache Tomcat service
- Stop the VD Server service

3. Run the Installer

Unzip and run **ToshibaSetup[version].exe**

For Support
[Click here](#)



Click **Next** when advised to disable features (assuming you have followed Step 2!), then **READ** and agree to the **licence agreement** (scroll down for the **English** version).

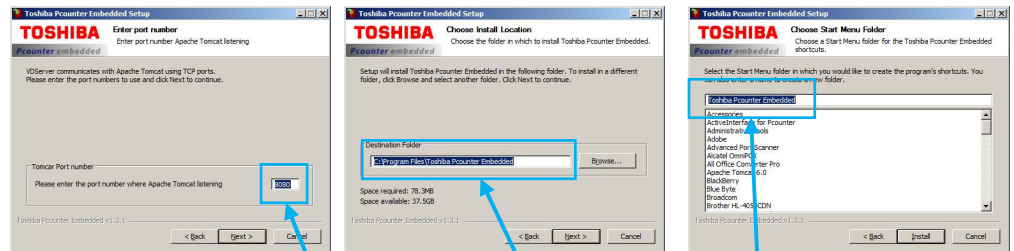
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Remember

To avoid rebooting the server you **MUST** disable both the **Apache Tomcat** and the **VD Server** services.

We have a large resource of Pcounter **technical manuals, how-to guides** and an extensive **FAQ** for all Pcounter products. These are all available from http://www.altman.co.uk/support/support_pcounter_cms.php

Scroll down halfway for the **English licence agreement**. Read and check to confirm your agreement then click **Next**.

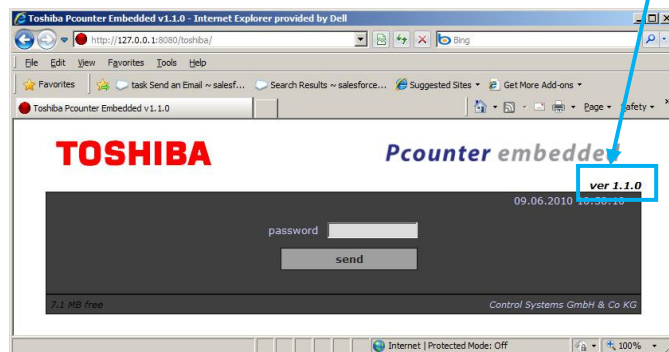


Leave the **Tomcat Port**, **Program Files** and **Start Menu** entries as they appear and click **Install**.

The install will begin. Confirm the following two message boxes:



The upgrade will now complete. To confirm the upgrade was successful open **Toshiba Management** and confirm the **version number** reads as expected.



Upgrade of **Pcounter Toshiba Embedded** is now complete. If you have any further questions or experience any problems please contact Altman Technologies Support on 0113 273 0300, support@altman.co.uk or <http://www.altman.co.uk/support/index.php>

Best Practice Tips...

> Action Out of Hours to ensure minimum disruption and reduce the risk of problems occurring

> Test thoroughly once upgraded to ensure the upgrade completed successfully