

Toshiba Global Commerce Solutions
TCx® Touch FW Update Utility



Toshiba TCx® Touch FW Updater Utility

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Summary of Changes

August 2023

- Added support for TCx® 900 4901-91x/E1x/C1x

November 2021

- Added support for TCx® 810 6201-2xx/Exx
- Added support for TCx® 810E 4828-T2x/E2x

Chapter 1: Introduction

The Toshiba TCx® *Touch Firmware Update Utility* is a tool designed to update the built-in and external displays' touch firmware.

This utility needs that the *eGalax USB* driver is installed in the system to perform the touch FW update, as for versions 1.0, 1.1 and 1.2 the *eGalax* utilities are packaged and used to perform this action.

For versions 1.3 and 1.4 the *eGalax* dependency doesn't longer exist.

Supported Hardware

The Toshiba TCx® Touch Firmware Update Utility can be used for the following POS systems and displays:

Built-in Displays	External Displays
Toshiba TCx® 800 Series Toshiba TCx® 810 Series Toshiba TCx® 810E Series Toshiba TCx® 900 Series	TCx® Display 6149-B0T/B1T TCx® Display 6149-W0T/W1T FC2110 – Poindus M185PC

Software Requirement

The Microsoft Windows® version that is supported and that has been tested on are listed in the table below:

Operating System	Architecture
Windows® 10 ¹	64-bit

¹ Best effort will be provided for no tested Microsoft Windows versions.

Chapter 2: TCx® Touch FW Updater Utility Package Content.

The utility is deployed using a `setup.exe` that internally contains a “msi” database with the following content:

- **Config.ini:**

This file is located by default at:

C:\Program Files(x86)\Toshiba\TCxTouchFWUpdateUtility\TCxTouchUpdater

and it is used as a configuration input for the `FwUpdate.cmd` script, in this file user can modify the behavior of the touch firmware update process, behavior like forcing the touch firmware to be updated or to log all process in the console.

- **Readme.txt:**

This file contains more details about the tool, like how to rename the FW files, the limitations of the tool and what is supported.

- **FwUpdate.cmd:**

This script can be executed manually or just let it start by the `fwupdatestartup.cmd` that is loaded at system startup, this script orchestrates the firmware update process, identifies the firmware files and whether they exist and are suitable for the attached model or not. The edition or modification of this script by the user may result in catastrophic loss of usability of the tool.

- **FwUpdateStartup.cmd:**

This script serves as an entry point for launching the `FwUpdate.cmd` at system startup, it can be disabled from task manager in startup section, but no automatic touch FW update will be attempted.

- **License files:**

These are located at:

C:\Program Files(x86)\Toshiba\TCxTouchUpdater\Licenses

and they contain the normal License Agreement for the utility.

- **eGalaxDevCtrl:**

This directory located by default at:

C:\Program Files(x86)\Toshiba\TCxTouchUpdater\Utilities

contains the eGalax utilities to perform the firmware (FW) update.

- **FWFiles:**

The firmware files are located at:

C:\Toshiba\TCxTouchFWUtility\FWs

and this will be renamed to `.bak` after the first firmware update attempt so next time the system starts up, no firmware attempt will be held.

Chapter 3: How to use the TCx® Touch FW Update Utility

This chapter describes the process to install the TCx® Touch Firmware Update Utility on the supported systems.

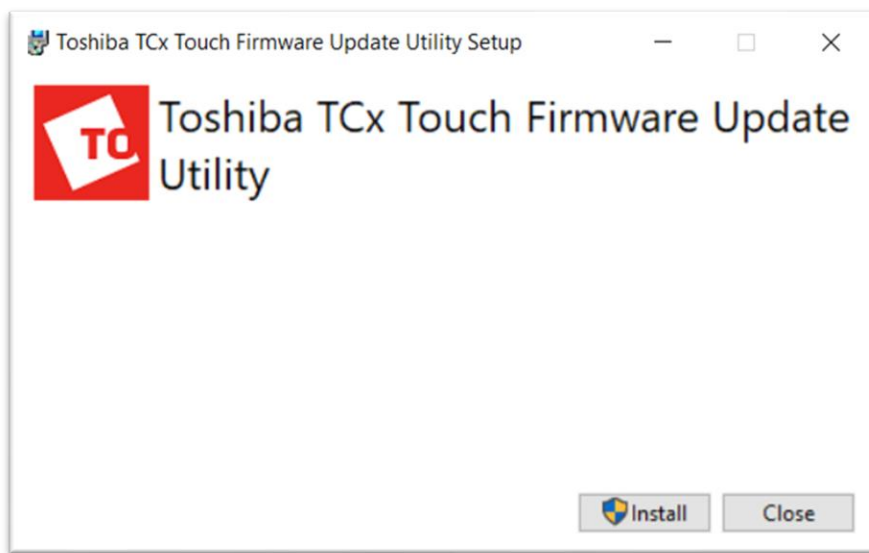
Installation

Run the installer in UI (User Interface) or silent mode.

- If installing in UI mode a message box is displayed.
- if installing in silent mode a message will be written to the install log if MSI logging is enabled.

UI Installation

Installing in UI mode a click on Install and follow the steps that the installer suggests you:



Silent Installation

To do a silent (unattended) installation, open Windows Command Prompt as Administrator and enter the following:

```
setup.exe -q
```

Note: Launch it from where the installer is located at.

Silent Removal

To execute the silent uninstall, open Windows Command Prompt as Administrator and enter the following:

```
setup.exe -uninstall -quiet
```

Note: Launch it from where the installer is located at.

Chapter 4: Launching the Tool

Considerations:

For the tool to make the FW update, the eGalax USB driver must be installed in the system, otherwise the tool will fail and will generate a log in C:\Toshiba\TCxTouchFWUtility\Logs that contains a trace saying that the eGalax driver was not found.

If MUS is present in the system, the utility will attempt to stop MUS service to avoid any malfunction caused by the FW update process.

Launching the Utility by Restarting the system

Once the package is installed in the system, please restart your system, at boot up and system start up (this is, windows session log in) the utility automatically will be started and the FW update process will start by opening a *RED cmd window*, leave it alone while the FW process is being held.

This process will create a log files that will be found at:

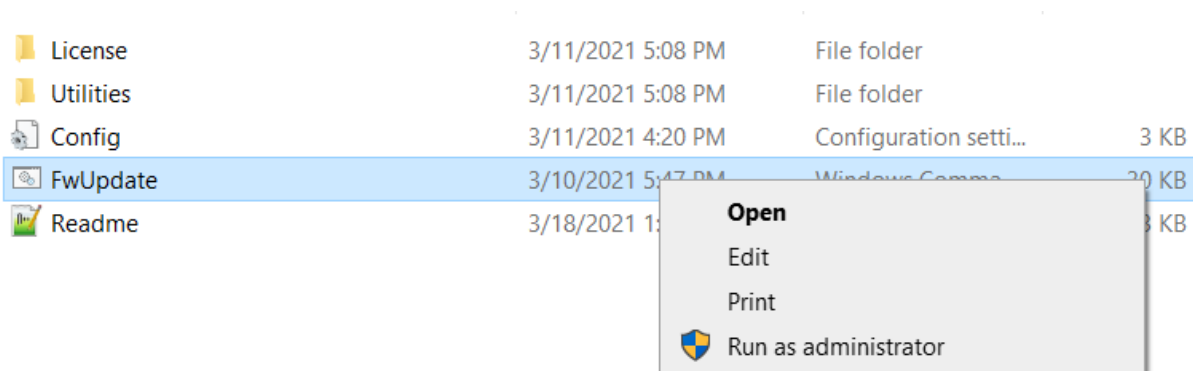
C:\Toshiba\TCxTouchFWUtility\Logs

Launching the Utility Manually without restarting the system

Once the package is installed in your system go to the next directory (considering that a default installation was done):

C:\Program Files (x86)\Toshiba\ TCxTouchFWUpdateUtility \TCxTouchUpdater

Locate the *FwUpdate.cmd* script file and perform a double click to start running the script, or if necessary, please perform a right click to open the context menu and select run as administrator as shown in the picture.



This will start the touch firmware process update and will generate log files in:

C:\Toshiba\TCxTouchFWUtility\Logs

After the process for touch firmware update is done, the firmware files located at *C:\Toshiba* will be renamed to **.bak* to avoid a cyclic process.

FAQ

Where can I find more information of the tool?

The package includes a ``Readme.txt`` file that contains more information regarding the tool like:

- Firmware file naming convention
- Limitation of the tool
- OS support
- Machine Support

Where can I get the process output information?

The utility generates logging by date in the next directory (considering a default installation):

C:\Toshiba\TCxTouchFWUtiliy\Logs

in here you'll find the utility traces and the process return value.

What happens if the tool didn't perform any firmware update?

Here are several possibilities listed below:

- 1) The firmware level that the touch panel has is newer or the same that the one you are trying to upload.
- 2) Firmware file is not recognizable, this is because of the name convention was not followed or it can be read by the ``FWUpdate.cmd`` script
- 3) No **eGalax** USB driver is present in the system.