

Toshiba Global Commerce Solutions
TCx® Touch FW Update Utility

TOSHIBA

Toshiba TCx® Touch FW Updater Utility

Contents

Contents	2
Summary of Changes	3
November 2021	3
August 2023	3
April 2025	3
Chapter 1: Introduction	4
Supported Hardware	4
Software Requirement	4
Chapter 2: TCx® Touch FW Updater Utility Package Content	5
Chapter 3: How to use the TCx® Touch FW Update Utility	7
Installation	7
UI Installation	7
Silent Installation	7
Silent Removal	7
Chapter 4: Launching the Tool	8
Considerations:	8
Launching the Utility by Restarting the system	8
Launching the Utility Manually without restarting the system	8
FAQ	9
Where can I find more information of the tool?	9
Where can I get the process output information?	9
What happens if the tool didn't perform any firmware update?	9

Summary of Changes

November 2021

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

August 2023

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

April 2025

- Added support for TCx® 820 6225-3xx/Exx
- Added Support for TCx® Display 6150-Bxx/Pxx

Chapter 1: Introduction

The Toshiba TCx® *Touch Firmware Update Utility v1.2501* is designed to update the built-in and external displays' touch firmware.

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® 820 Series	TCx® Display 6149-BxT/WxT FC2110 – Poindus M185PC TCx® Display 6150-Bxx/Pxx

Software Requirement

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

Operating System	One of the following: <ul style="list-style-type: none">• Microsoft Windows 10 64-bit• Microsoft Windows 10 LTSB 2016 64-bit• Microsoft Windows 10 IoT Enterprise LTSB 2016 64-bit• Microsoft Windows 10 IoT Enterprise LTSC 2019 64-bit• Microsoft Windows 10 IoT Enterprise LTSC 2021 64-bit• Microsoft Windows 10 IoT Enterprise SAC 2020 64-bit• Microsoft Windows 11 IoT Enterprise LTSC 2024 64-bit
-------------------------	---

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\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\Toshiba\TCxTouchUpdater\Licenses

and they contain the normal License Agreement for the utility.

- **eGalaxDevCtrl:**

This directory located by default at:

C:\Program Files\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:

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:

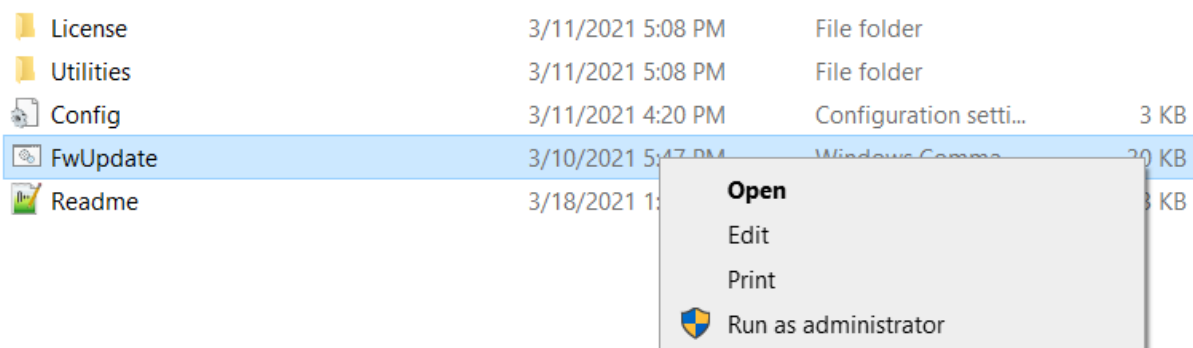
C:\Toshiba\TCxTouchFWUtiliy\Logs

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\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\TCxTouchFWUtiliy\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