HOW TO UPDATE THE **TACC 2 DRIVER** AND **LCD ON YOUR TPR SYSTEM**

GUIDANCE SOFTWARE

From beginning to endpoint.

Summary

This document describes how to update the TACC 2 drivers and LCD screensaver app on Tableau Password Recovery (TPR). This is accomplished by simply downloading and running the TACC 2 Setup installer. This guide assumes you have already downloaded and copied the TACC 2 Setup installer file to your TPR. Please contact tableausupport@guid.com if you need assistance downloading the installer, or if you need assistance with this process.

Note

Please ensure that Passware and all other applications are closed before running the installer.

Screen 1: Navigate to TACC 2 installer file

Step 1 Double click the ‘tacc2Installer-x.x.x.x.msi’ file. The name and version of your file may vary slightly.

Screen 2: Tableau TACC 2 Setup

Step 2 Click ‘Next’ button

Screen 3: Tableau TACC 2 Setup

Step 3 Leave both boxes checked and click ‘Next’ button

Screen 4: Tableau TACC 2 Setup

Step 4 Click ‘Install’ button

Screen 5: Tableau TACC 2 Setup

Step 5 Click ‘Finish’ button.

The TACC 2 drivers and LCD app should now be upgraded. The remaining steps in this guide describe how to validate the TACC 2 driver and LCD app versions.

Screen 6: Validate TACC 2 driver version

Step 6 Right click Start

Screen 7: Validate TACC 2 driver version

Step 7 Select ‘Computer Management’ : menu item

Screen 8: Validate TACC 2 driver version

Step 8 Select ‘Device Manager’ tree item

Screen 9: Validate TACC 2 driver version

Step 9

Step 9: Select ‘Tableau TACC2 controller’ tree item

Screen 10: Validate TACC 2 driver version

Step 10 Right click ‘Tableau TACC2 engine’ tree item

Screen 11: Validate TACC 2 driver version

Step 11 Select ‘Properties’ menu item

Screen 12: Validate TACC 2 driver version

Step 12 Select ‘Driver’ tab

Screen 13: Validate TACC 2 driver version

Step 13 Click ‘Driver Details’ button

Screen 14: Validate TACC 2 driver version

Step 14 Verify the file (driver) version displays 2.3.0.0.

Step 15 Click ‘OK’ button

Screen 15: Validate TACC 2 driver version

Step 16 Click ‘OK’ button

Screen 16: Validate TACC 2 driver version

Step 17 Click ‘Close’ button

Screen 17: Validate LCD app (screen saver) version

Step 18 Right click desktop

Screen 18: Validate LCD app (screen saver) version

Step 19 Select ‘Personalize’ menu item

Screen 19: Validate LCD app (screen saver) version

Step 20 Select ‘Lock screen’ in the left menu, and then ‘Screen saver settings’

Step 21 Click ‘Preview’ button

Screen 20: Validate LCD app (screen saver) version

Step 22 Verify the screen saver looks similar to the image above.

Press Escape (to quit).

Screen 21: Validate LCD app (screen saver) version

Step 23 Click ‘OK’ button

Step 24 Close remaining open windows

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