Table EDU 11: Update FAQs

Refer to this document for questions relating to the Table EDU 11 Software upgrade.

If you have a question that cannot be answered by this document, reach out to the Anatomage team member who sent you your update codes or training@anatomage.com.

Table of Contents:

Questions About the Update Process

What is changing in the Table 11 update?

The newest update contains a variety of new tools, features, bug fixes, and interface improvements. This includes:

- Anatomical detail improvements.
- A segmented non-human primate.
- Custom Quiz Questions.
- Cardiology improvements.
- Six new functional anatomy simulations, including respiration, facial expressions, and renal physiology.
- More!

What is the difference between an online update and an offline update?

- In an **online** update, Anatomage will email you an installation link and activation code(s). You will connect your Table to the internet, and follow the instructions provided to download the update. This process requires a good, stable internet connection.

- In an **offline** update, Anatomage will mail you an update USB drive. Anatomage will also email you installation instructions and license code(s). You will follow the instructions provided to install the new software from the USB. This process does not require an internet connection.
    - In an **offline Google Drive** update, you will download the offline installer files onto your own USB to avoid waiting for a mailed drive.

How long will the update take?

- **Online** updates are dependent on internet speed, but generally take about 6-8 hours to complete. We recommend running them overnight.
- **Offline** updates take about 1-3 hours to complete.

Will the Science Table program be updated?

- No. This update is just for the TableEDU program, Science Table will not be affected.

Will my presets be okay?

- Yes! Any preset made in Table 10 is safe, as long as it is properly saved before updating to Table 11. You can use the "Export VPF" option to save the preset to the Table PC or the "Add to Folder" option to save the preset to a folder in the software. Any presets not saved with one of these two methods will be lost.
- All presets made in Table 10 will be compatible with Table 11 except those that use dissection data (the red dissection tools). Presets made with this tool enabled will need to be rebuilt in Table 11.
- Some structures may be slightly adjusted in Table 11 if those structures were improved during the update. Editing the preset and re-saving in Table 11 will resolve these inconsistencies

I can't find my License Code(s) / Activation Code(s).

- <u>TableEDU Installation</u>: Please refer back to any emails you have received from Anatomage team members (email domain @anatomage.com). Your License Codes or Activation codes are likely in an email. If you cannot locate the codes, please reach out to training@anatomage.com to request them. Please include the [serial number](#) of the Table(s) you need to update in this email.

My update is complete- now what?

- Upon completing your software upgrade, confirm that your update was successful by emailing the Anatomage team member who sent you your update codes. At this time, the team member will send you all updated resources.

Common Errors and Installation Issues

Online Update

■   ■ ■   ■ ■   ■ ■ ■   ■ ■ ■   ■ ■   ■ ■   ■

My update is taking too long to complete.

- We can expect online updates to take roughly 6-8 hours to complete, typically completing overnight. If your update has not completed within this timeframe, your internet connection might not be sufficient to run the update online. Options to resolve include:
  - Wait out the installation, it may finish after a longer period of time.
  - If connected to WiFi, connect to Ethernet instead and attempt the update again.
  - Opt for an **offline** update instead. Fill out the [update request form](#) again and request an offline installer.
    - Update Request Link: https://anatomage.com/table11/

Cannot access URL error / Cannot access network location /

### Error to access license server
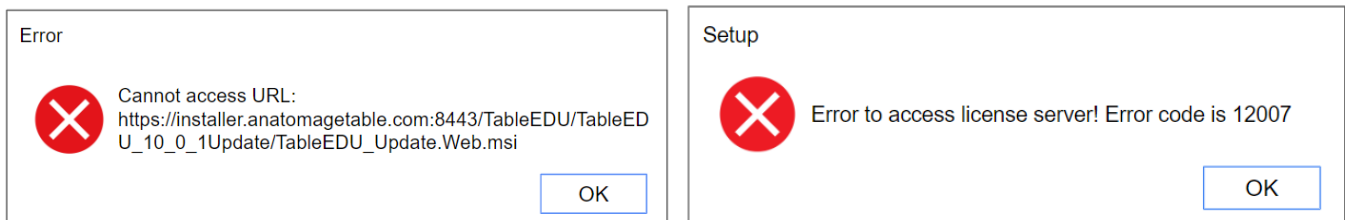
- This message means something in your internet network is blocking access to our update server. Options to resolve include:
  - Have your IT team disable the network firewall on the Table.
  - Have your IT team allow access to the destination server installer.anatomagetable.com and the port 8433.
    - *If your Table 10 software was removed, see Previous version not found error.*
  - Opt for an **offline** update instead. Fill out the [update request form](#) again and request an offline installer.
    - Update Request Link: https://anatomage.com/table11/

Update Failure - Lost internet connection

- Updates can fail if the internet connection to the Table is lost during the update process. Options to resolve include:
  - Attempt the online installation again using the FULL online installer.
    - If you used an UPDATE installer (to go from Table 10 to Table 11), go to the following link to locate the full installer. Attempt the installation again using the same instructions, but this installer file.
      - https://anatomagetable.com/Software/EDU11_full
    - If you used the FULL installer (to go from Table 9 or older to Table 11), you can use your same installer again.
  - You can opt for an **offline** update instead. Fill out the [update request form](#) again and request an offline installer.
  - Update Request Link: https://anatomage.com/table11/

Corrupt cabinet file error
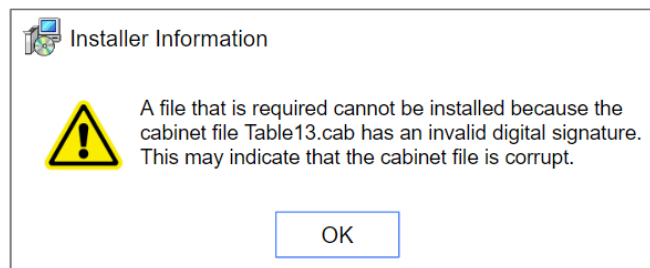
- This message means something in your internet network is blocking access to our update server.
  - You will need to opt for an offline update instead. Fill out the [update request form](#) again and request an offline installer. Disconnect the Table from the internet before completing the offline update.
    - Update Request Link: https://anatomage.com/table11/

Authorization Code is already activated message
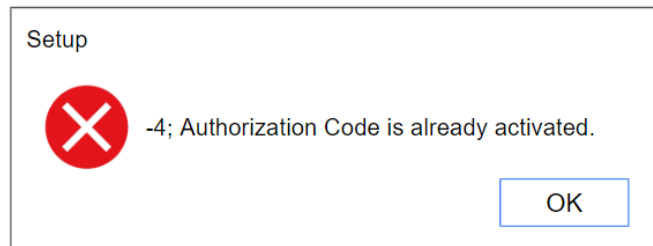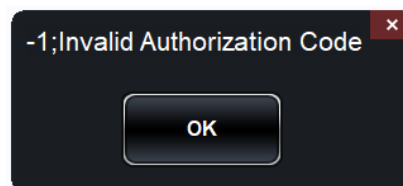

- Reach out to the team member who sent you the code or training@anatomage.com. Include the serial number of the Table that is giving this message so that Anatomage can quickly locate your manual activation license codes and send them to you.

Previous version not found error
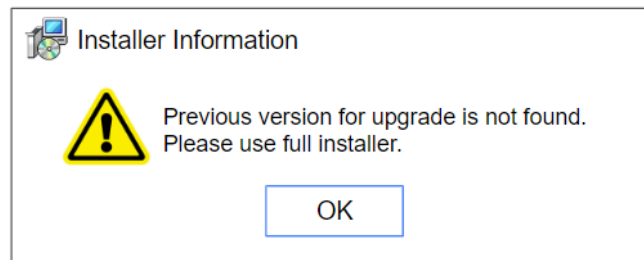
- This message means the TableEDU 10 version is not present on your Table.
  - Go to the following link to locate the full installer. Attempt the installation again using the same instructions, but this installer file.
    - https://anatomagetable.com/Software/EDU11_full

Invalid Authorization Code message

- Double check that you have correctly entered the Activation Code sent to you by Anatomage. If you are confident the code was entered correctly and continue to get an error message, reach out to the team member who sent you the code or training@anatomage.com.

Invalid Password message
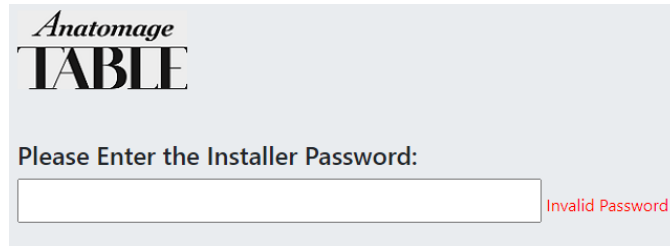
- Double check that the password you entered is **anatomagetablesoftware**
  - You may have entered your authorization code instead, which is to be used in a later step. Refer back to the Online Update instruction guide sent to you for details.

Offline Update

Not valid integer value error
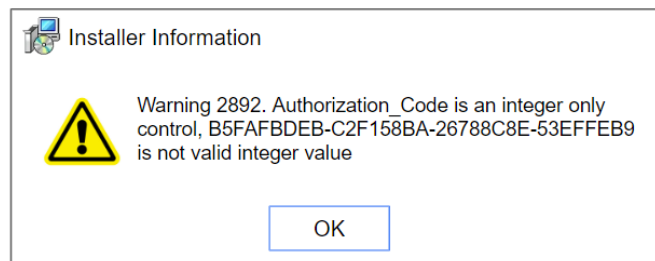
- You have entered your License Code in the Authorization Code window. Tap OK and return to the Authorization Code window. Then, press "Advanced" and enter the license code in the following window. See your update instructions for more details.

Corrupt cabinet file error
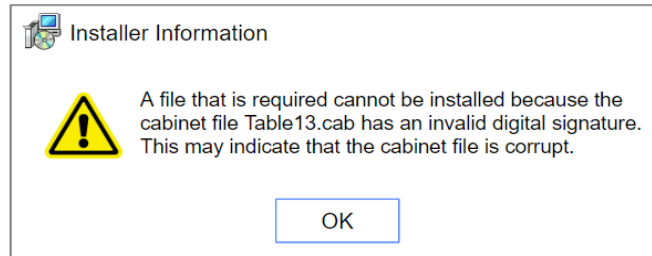
- [Instructions to resolve this issue can be found here.](#) Please review the PDF in this folder to resolve the issue. If the instructions in this folder do not resolve the issue, please reach out to the team member who sent you the code or training@anatomage.com.
    - Folder link: https://app.box.com/s/7mi3wf11uv7iztpzxds7hbzlzq3kwnd0

License code is incorrect for this machine error

- Double check the following:
    - You have correctly entered the License Code sent to you by Anatomage and have not mixed up codes between Tables. License codes are specific to each Table.
    - You have included all dashes and capital letters.
    - There are no letter "O"s entered in the license code, only zeroes (if applicable).
- If you are confident the code was entered correctly and continue to get an error message, reach out to the team member who sent you the code or [tr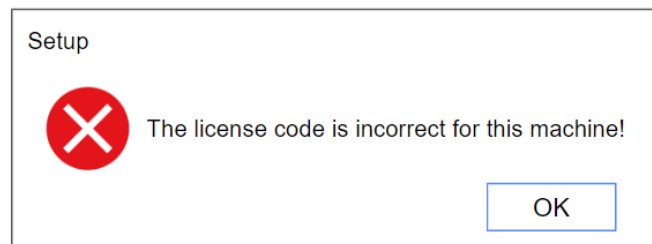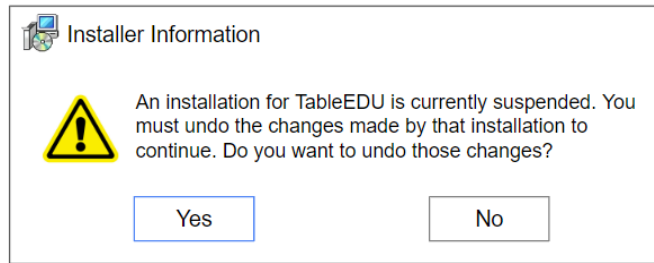aining@anatomage.com](mailto:training@anatomage.com). Please include the Table's [serial number](#) and **a photo of the error message with both the Machine ID and License Code showing in the image.**

Installation currently suspended error

Installer Information

An installation for TableEDU is currently suspended. You must undo the changes made by that installation to continue. Do you want to undo those changes?

Yes   No

- Tap yes to proceed with the installation.
- If this message recurs frequently or you are unable to bypass it, attempt the following:
  - Disconnect the Table from the internet (if it is connected), and try again.
  - Plug the update USB into an alternate USB port, and try again.

Other Technical Questions

What versions of Windows is the update compatible with?

- The Table EDU 11.0 update is compatible with Windows 10 and Windows 11. It is not compatible with Windows 7. If your Table is on Windows 7 Pro, you will need to [update the Windows OS](#) in order to update your Table software. Reach out to the team member who sent your update codes or training@anatomage.com with any questions.

Can my Table hardware support the latest update?

- Any Table shipped **before 10/06/2016** that has not had a hardware upgrade cannot support the latest software because we no longer support Radeon GPUs. Reach out to info@anatomage.com to inquire about PC upgrade or Table trade-in options.
- Any Table shipped **between 10/06/2016 and 01/09/2019** that has not had a hardware upgrade can support the update, but may see enhanced performance with some optional features turned off. Namely dual res, particle flow, and heartbeat. You may also notice minor rendering issues with the Science Table software.
  - *We recommend following the "Performance Improvement Best Practices" guide to ensure highest performance from your Table.*
- Any Table shipped **on or after 01/09/2019** can fully support the latest update.
  - *We recommend following the "Performance Improvement Best Practices" guide to ensure highest performance from your Table.*

Where can I find the serial number / Table shipped date?

- The Serial number and shipping date are located at the base of the Table on a sticker. This sticker is right next to where the main power cord plugs into the Table. The Serial number will start with three letters (MTD/MTC/ABA).

I'm having touchscreen calibration issues.

- Touching on the right side of the screen shows a response on the left side of the screen or the middle of both screens:
  - Download the [NVIDIA Surround Guide](#) off of Anatomage Share. Follow the instructions in this guide to recalibrate the screen. Reach out to the team member who sent your update codes or training@anatomage.com with any questions. (You

can also find this guide by searching "Touchscreen Calibration" on Anatomage Share).

- Touch inputs are off by the same amount no matter where you tap:
  - Please plug a USB mouse into the Table, then locate the blue "Calibration Software" on the table desktop and choose "Calibrate Position". Follow the directions to calibrate the screen.
- These steps didn't work / I have a different issue:
  - Reach out to the team member who sent your update codes or training@anatomage.com. Please include the serial number of the Table and a detailed description of the issue.