

Updating your Tactical Licenses and Software

This guide will outline the steps required to perform updates to your Tactical Dongles



Preparation

Download and install the latest version of the F-Response TACTICAL Software from our [website](#) to your analyst machine.

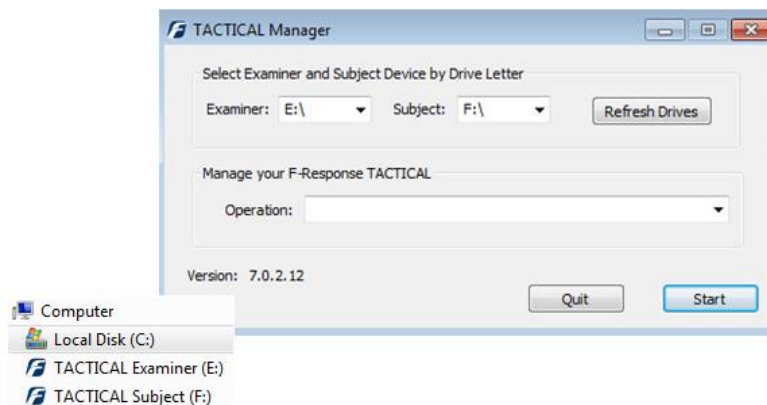
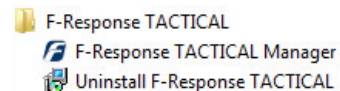


Next, turn off the hardware write-protect switch on both your Examiner and Subject dongles and connect them to your analyst machine.

Note: *F-Response TACTICAL hardware has gone through a number of variations, your dongles may not resemble the one shown here.*

Start the Tactical Manager

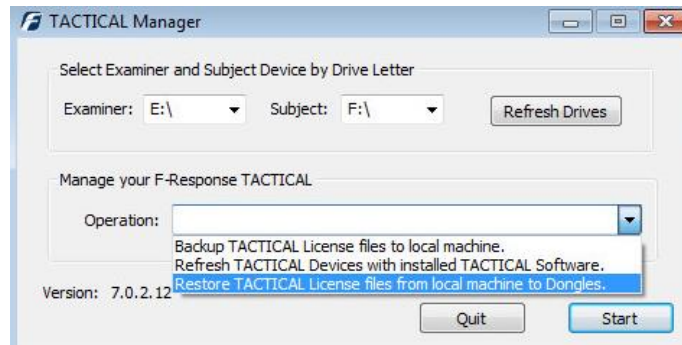
From the Start Menu on your analyst machine, locate and start your newly installed "F-Response TACTICAL Manager".



The TACTICAL Manager should recognize the drive letters from the inserted Examiner and Subject dongles in the upper half of the window. **Note:** *You must have both Examiner and Subject devices connected in order to run Tactical Manager*

Using the TACTICAL Manager

There are a few operations you can perform with Tactical Manager, let's look at them.



Backing up your license files

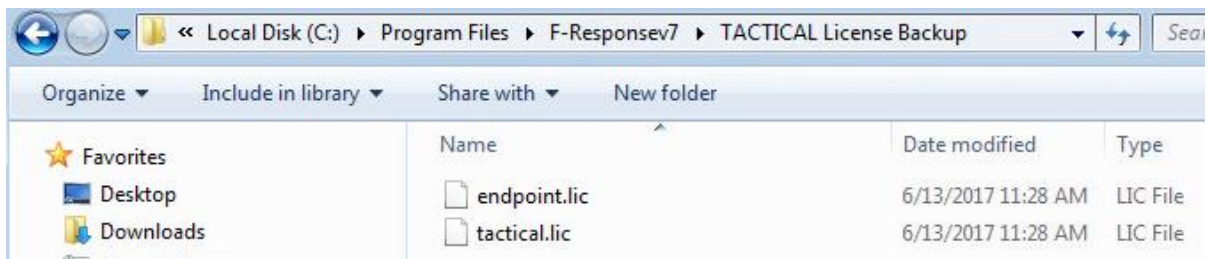
It's never a bad idea to keep a backup copy of your license files, especially when the process is very simple. Choose "Backup TACTICAL License files to local machine" from the dropdown list and click Start to save a copy of your license files. **Note: The license files will be placed in the same folder you installed F-Response TACTICAL in, typically C:\Program Files\F-ResponseV7\F-Response TACTICAL.**

Updating the software on the dongles

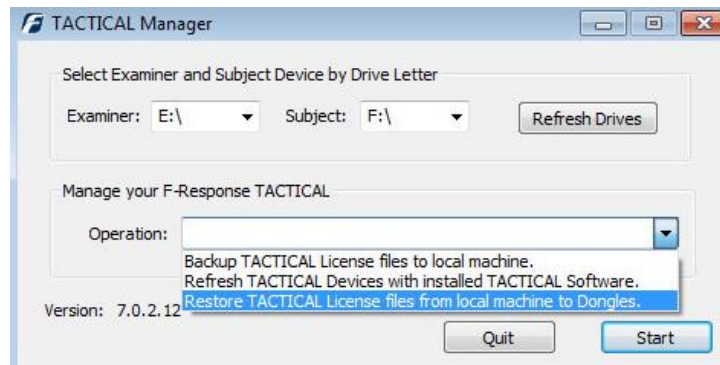
Verify the populated Examiner and Subject drive letters are correct then select "Refresh TACTICAL Devices with installed TACTICAL Software" from the dropdown list and click Start to overwrite the TACTICAL files on your dongles with the versions installed on your computer. Be patient as it may take time depending on the speed of your TACTICAL hardware. A "Refresh Drives Successful" window will appear indicating when the restoration is complete.

Licensing

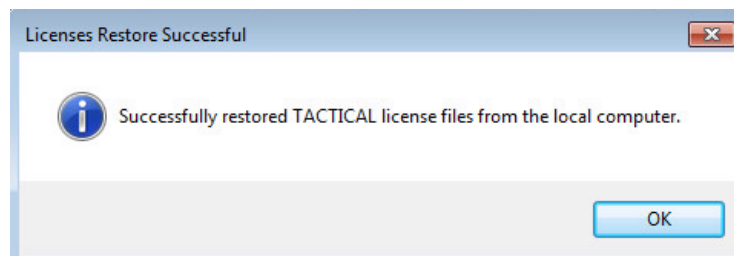
If you recently purchased or renewed your F-Response Tactical license, you should have received an email containing your new license files. Copy these license files to the Tactical License Backup Directory, create the directory if it does not exist (the default is C:\Program Files\F-Responsev7\tactical License Backup):



Once you have placed the files in this directory choose “Restore TACTICAL license files from local machine to Dongles” to restore the new license files to your dongles.



Once complete you will see the “Licenses Restore Successful” window indicating your dongles now contain the new license files.



Troubleshooting

Following the steps in this guide should ensure you are up to date with the latest software and have your current license files. Before contacting support@f-response.com for help, please make sure you are running the latest release of F-Response from our website.

How can I update on my Mac or Linux machine?

Even if you intend to use Tactical regularly on a different OS, management of your Tactical devices should be performed on a Windows computer.

Restore Failed

If you are receiving an error when trying to restore your tactical license files check again the write-protect switch is turned off on the dongles. If you are still receiving an error you may also try manually copying the license files to each dongle. The "endpoint.lic" file should be placed on the Subject dongle in the 'TACTICAL Subject' folder, and the "tactical.lic" file should be placed in the 'TACTICAL Examiner' folder on the Examiner dongle.

Not Installed Error



Please note you need to have F-Response installed on the examiner computer and run the console executable from the Examiner dongle. You are free to install F-Response Tactical on as many examiner machines as you'd like, but need to have the dongle during use. If you see this error and have F-Response installed, make sure you are running the correct console executable for your examiner computer. "main_console.exe" is for 64bit operating systems, and "main_console_x86.exe" is for 32bit operating systems.

Provider not listed?

"I don't see an option for _____ cloud service". TACTICAL does not have support for Enterprise level providers you may see in other F-Response products such as Office 365, Box.com and others.

TACTICAL currently offers connectivity for Amazon S3, Dropbox, Gmail and Google Drive for Consumers, Azure Blob Storage, and Rackspace Cloud Files. IMAP email is available as a legacy product and support is not available.

No Substitutes

Your tactical dongles are a numbered keyed pair and will not work with a different or substitute USB device(s).