



## What to do... Software Updater Doesn't Work

### **Introduction:**

This document provides information about what to do when a software updater, (i.e. "TelePort 2.5.6 Updater") doesn't work after having downloaded it to your computer.

If you are experiencing difficulties using your downloaded software updater from our website or BBS, here are a few things to try:

- Verify that the software updater folder which you've downloaded is located on your Macintosh's Desktop.
- Verify that you have no underscore characters ( \_ ) or other non-conventional name characters, such as a bullet point ( • ) in the name of the software updater folder (not the original compressed download).

For instance, if the software updater folder is named: **TP\_1.0.1\_IE\_Update.sea.1•**  
Rename it to look like this: **TP 1.0.1 IE Update**

If this issue still persists, try downloading the updater again, and repeat the above instructions.