



BD FACSDiva™ Software Installation Guide

10/2019

Overview

Use these instructions to install BD FACSDiva™ software version 9.0.

Contents

- System Requirements on page 2
- Installing BD FACSDiva Software on page 2
- Troubleshooting on page 7

System Requirements

- You must have Microsoft® Windows® Administrator access to install BD FACSDiva software.
- Only the US English version of the Microsoft Windows 10 64-bit operating system is supported by BD FACSDiva software version 9.0.
- The workstation must be an HP Z240 with 8 GB of RAM or HP Z2 Mini G4 or newer with 16 GB of RAM.

Installing BD FACSDiva Software

The installer places the following components on the hard drive:

- BD FACSDiva Data Manager
- Java™ Runtime Environment (JRE)
- Sentinel™ System Driver
- Sybase® SQL Anywhere®

If the correct version of one of the listed components (not including the main BD FACSDiva software) is already installed, the installer skips to the next installation step.

To install the new software:

- 1 Turn the flow cytometer power off and then on again. Wait 5 minutes, then restart the computer.
- 2 Close all open applications and windows.
- 3 Insert the BD FACSDiva software USB into the USB drive.
- 4 Open Windows Explorer® and navigate to the BD FACSDiva software USB.
- 5 Double-click Setup.exe.
- 6 Click Yes in the User Account Control dialog.

The dialog might be minimized on the taskbar. If so, open the dialog and click **Yes**.

- 7** Click **Install in the Installsheild Wizard dialog**.
- 8** When the welcome screen opens, click **Next**.
- 9** Select **I accept the terms of the license agreement** and then click **Next** to continue the installation.
- 10** Verify the destination folder, then click **Next**.

By default, the software is installed at C:\Program Files\
BD FACSDiva Software.

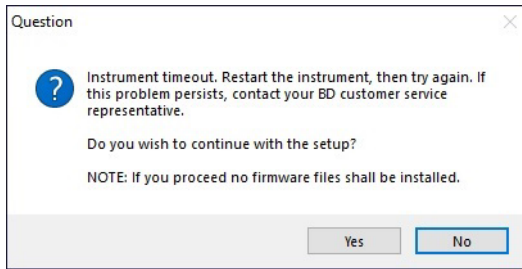
NOTE The BD FACSDiva application must be installed into a location where a person with a standard user account will have read/write access.

- 11** When prompted, select a database option, then click **Next**.
 - Select **Existing database (Recommended)** to continue working with data in the current database. The database will be upgraded to work with the new software version.
 - Only select **New empty database from the install media** if you want to install an empty database. The existing database will be renamed *BDFACS.dbx*, where *x* is the next consecutive number.

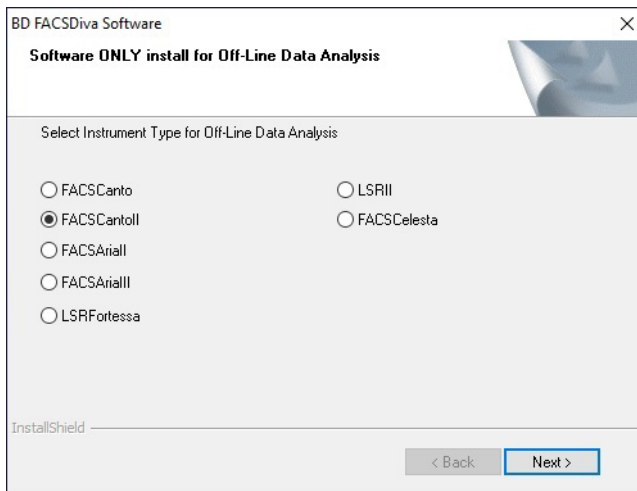
NOTE The database selection options appear only when re-installing the BD FACSDiva software and not during first time installation. Contact BD Biosciences Customer Support before upgrading with a new empty database on an acquisition workstation.

- 12** If an instrument is not connected or not powered on, a message appears. Read and make the decision using the Yes or No options.

NOTE The message varies from one instrument to another. Read carefully before making the choice.



- 13** For offline workstations, select the cytometer used most often in your laboratory.



NOTE (If applicable) For the BD® LSR or BD FACSCanto™ platforms, select the options (BD FACST™ Loader, BD® High Throughput Sampler, or none) that are used with your cytometer, then click **Next**.

- 14** Wait while the installer loads the software. (This can take several minutes.)

The installer loads BD FACSDiva software and its support files in the appropriate locations. If the workstation is connected to a cytometer, the installer uploads files to the cytometer.

While the installer is checking to see if the workstation is connected to a cytometer, the following message is displayed.

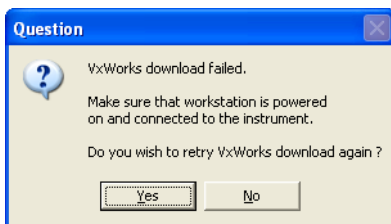


BD LSR II (example)



Do not click the mouse or press any keys while the DownloadVxWorks message is displayed. Doing so could cause the installer to lock up and prevent installation from continuing.

If the VxWorks download is not successful, the following dialog opens.



- If you are installing the software on an analysis-only workstation, click **No**. The VxWorks download is not required.
- If you are installing the software on an acquisition workstation, verify that the cytometer is turned on and connected to the workstation, then click **Yes** to try the VxWorks download again.

If the same message displayed again, click **No**, finish the installation, and contact BD Biosciences Customer Support. Do not run your flow cytometer until VxWorks has been successfully installed.

The Reboot Cytometer dialog opens.

- 15 Click **OK** to close the dialog.

- 16 Select **Yes, I want to restart my computer now**, then click **Finish** to complete the installation.
- 17 Once the computer restarts, install the security module in the USB port of the computer workstation, if needed.

The security module must be in place to run BD FACSDiva software. The security module can be installed in any USB port.

- 18 Turn the cytometer power off and then on again. Wait 5 minutes before starting BD FACSDiva software.



To finalize the download of cytometer files, you must restart the cytometer after the software is installed and the computer has been restarted. The update will be complete when you start the new software version and establish a connection with the cytometer. Do not interrupt the application during startup.

NOTE If you plan to use the BD® Cytometer Setup and Tracking (CS&T) features to create custom configurations, see the *BD® Cytometer Setup and Tracking Application Guide*.

- 19 (If applicable) Turn your virus protection and firewall back on.

Troubleshooting

Observation	Possible Causes	Recommended Solutions
VxWorks download failed	Cytometer power is switched off.	Turn the cytometer power on.
	Electronics are not fully booted.	Reset the cytometer main power and restart the computer. After turning on the cytometer main power, wait 5 minutes before beginning the software installation.
	Communication failure between the workstation and the cytometer.	<ol style="list-style-type: none"> 1 Turn off any firewall software. 2 Exit the software and then restart it. 3 If restarting does not work, reset the cytometer electronics by switching the power off, and then on. Restart the computer.
	The ethernet cable between the workstation and the cytometer is disconnected.	Unplug and then plug in the cable connectors and make sure they are secure.
	The IP address has changed.	Enter the correct IP address. Call BD Biosciences for assistance.
	The software was installed for the wrong cytometer.	Uninstall the software, then reinstall it. Make sure you select the correct cytometer on the cytometer selection window.
Software message “Error 1301: Source file not found for Data1.cab”	The D drive is not recognized by the installer as a logical drive.	Copy the USB contents to the C drive (Temp folder), then click the Setup.exe icon.

Copyrights

© 2019, Becton, Dickinson and Company. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in retrieval systems, or translated into any language or computer language, in any form or by any means: electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without prior written permission from BD Biosciences.

The information in this document is subject to change without notice. BD Biosciences reserves the right to change its products and services at any time to incorporate the latest technological developments. Although this guide has been prepared with every precaution to ensure accuracy, BD Biosciences assumes no liability for any errors or omissions, nor for any damages resulting from the application or use of this information. BD Biosciences welcomes customer input on corrections and suggestions for improvement.

Trademarks

BD, the BD Logo, FACS, FACSCanto and FACSDiva are trademarks of Becton, Dickinson and Company or its affiliates. All other trademarks are the property of their respective owners. © 2019 BD. All rights reserved.

Regulatory Information

For In Vitro Diagnostic Use

IVD

23-20267-00
10/2019



Becton, Dickinson and Company
BD Biosciences
2350 Qume Drive
San Jose, CA 95131 USA



Benex Limited
Pottery Road, Dun Laoghaire
Co. Dublin, Ireland
Tel +353.1.202.5222
Fax +353.1.202.5388

BD Biosciences
European Customer Support
Tel +32.2.400.98.95
Fax +32.2.401.70.94
help.biosciences@europe.bd.com

Australian and New Zealand
Distributors:

Becton Dickinson Pty Ltd
66 Waterloo Rd
Macquarie Park NSW 2113
Australia

Becton Dickinson Ltd.
14b George Bourke Drive
Mt Wellington, Auckland, 1060
New Zealand

bdbiosciences.com
ClinicalApplications@bd.com