

Baercom v2.2 (and v2.1) Install Package
Electronic CD Download and Installation Preparation
Release Notes and Instructions
UFI -- www.ufiservingscience.com
Updated 10-19

Read these notes completely first!

General Comments

Note that the current instructions for the Baercom system can be accessed on the Baercom page of the UFI Web Site, through a link near the bottom of the Baercom web page.

<http://www.ufiservingscience.com/baercom.html>

Look for the 'v2.2 Baercom Instruction Manual' link in blue. The older v2.1 instructions are still accessible there as well, but the v2.2 instructions include the most recent information on the latest Baercom-PC software (v2.2).

Version 2.2 of the Baercom-PC software is the latest version and offers a number of powerful, additional features. This is no empty boast; the v2.2 code is almost double that of the v2.1 program! While we have tested v2.2 extensively, and will continue to do so, we are mindful that some users may have a system or configuration that surfaces a deeply buried problem. Rather than leave any Baercom user stranded, we will continue to offer **both** the v2.1 and v2.2 install packages for electronic download. We want you to install and use v2.2 so you can benefit from the major enhancements. However if a problem surfaces that we need to research, we want you to have v2.1 available as a short-term 'work-around' until we can correct any issues that might surface in v2.2. The directions that follow include both v2.2 (and v2.1) for this very reason.

Finally, if you are currently using version 1.5 or newer of the Baercom-PC software, and your Baercom has a built-in USB connector, you should be able to download and install version 2.2 and use that without any problems. One benefit of the newer versions is that you don't need to worry about the actual 'com port' number assigned to the Baercom by your computer. And v2.2 offers a number of powerful enhancements! Version 2.2 is slightly different from older versions, so you can choose which suits your needs best.

The original install package for the v2.2 software did not work correctly. (The software was fine, the installer was the problem.) The current v2.2 install package is dated 5-4-2016. Make sure you use this install package or newer!

Simplified Steps for downloading v2.2

1. Create a folder titled "BC22 Publish" somewhere on your C drive.
2. Use this link to access the UFI FTP site: <ftp://ftp.ufiservingscience.com/> (typo fixed!)
3. You will be prompted to enter a username and password Use the information supplied by UFI, and note that they is case sensitive.
4. Select the download you want, in this case "BC22 Publish.zip"
5. Download the "BC22 Publish.zip" file into the "BC22 Publish" folder that you made in Step 1. This will take a few minutes.
6. Right-click "BC22 Publish.zip" and select "Extract All." After you extract the files, the electronic download process is complete. You now have a copy of the Install CD contents on your computer.

What you do for the next step will depend what version of the software you are currently using.

7a. If this is a first time install for the Baercom-PC software on this computer: You **must** carefully follow the directions in section 3 of the Baercom instructions to install both the software and the USB drivers.

7b. If you are upgrading from v2.0 or v2.1: Since you already have an earlier version of the Baercom-PC software running, all you need to do is find the "Baercom22.exe" program in the files that you extracted in Step 6, copy this file, and paste it into the same folder that holds the earlier version (ex. "Baercom21.exe"). You can use the new version from there.

7c. If you are upgrading from an earlier version (1.5, 1.7, 1.9): You will want to run through the software installation process. In the BC22 Publish folder (which should have the files you extracted in Step 6), locate "setup.exe" and run this program. This will take you through the installation process for the software. Once that is finished, you should be able to run the "Baercom22.exe" program without problems.

8. USB Drivers: If your Baercom has a built-in USB connector and you are upgrading from earlier software, the USB drivers currently in place *should* work fine with v2.2. If not, you may need to follow the directions in section 3.4 of the instruction manual to install the USB drivers. A link near the bottom of the Baercom web page reads "New USB Tech Article", and this article can help you resolve USB issues.

Electronic Download Overview

UFI has posted an electronic copy of the Baercom-PC software v2.2 (and v2.1) Install Package CD contents on the UFI Web Site. This allows all Baercom users to easily access this latest version! This can also be useful in the case that the CD shipped with the Baercom system has been lost or misplaced. (Did you look in the back of the printed instructions?) This can also simplify installation on a new computer, or on a computer that lacks a CD drive.

Note firstly, that this entire process requires that your computer is connected to the Internet. If you cannot access the UFI Web Site (www.ufiservingscience.com) with your computer, you will be unable to download the CD contents electronically.

Note also, that this process relies on the use of some sort of 'FTP Utility' in order to manage the download. FTP stands for File Transfer Protocol, and offers a way to transfer large files over the Internet. Most web browsers (Explorer, Firefox, Chrome, etc.) provide this capability, but the actual details of initiating and completing the FTP download may vary from browser to browser. The information included here uses Explorer for the FTP process, but many other possibilities exist, and we can't cover all these variations. If you do not feel comfortable wading through these details, then having UFI send you a new CD may ultimately be the easiest solution. However, if you are already comfortable with the FTP process, or if you have another FTP program that you prefer, or if you are in a bind, the electronic download can save time.

Note also, that you will need to contact UFI *ahead of time*, to obtain current Username and Password information for accessing the UFI FTP site. You should have your Baercom serial number handy, so we can verify your Baercom. Once we have done that, UFI will supply the current FTP Access information.

Note finally that the ONE single task that the steps below address, is to create an exact **copy** of the contents of the Baercom-PC Software Setup CD -- **on your computer**. Once this is done, then you **must still** follow the software installation process carefully described in the Baercom instruction manual (section 3). Instead of using the path for the CD drive on your computer, you will need to use the path information for the actual location of the CD contents on the hard drive of your computer.

Step 1 -- Create the Destination Folder on your Computer.

The Setup CD for the Baercom PC software includes another folder that holds all the installation items. This folder is named 'BC22 Publish' (or 'BC21 Publish'). The first step in the electronic download process, is for you to create a folder, using this same name, somewhere on the hard drive of **your** computer.

Newer versions of the Win operating system are increasingly unkind regarding what you can place where on your computer. The operating system would prefer that you place this folder inside the 'My Documents' folder, and you can do this if you want. Especially if you are one of many users on a multi-user system, this might be the best place. You can also try to place the folder right under the "C:\" (root folder) on the drive. This will certainly make it easier to find, but you may also run into 'permissions' problems with this location.

However you decide to address this issue, or however your computer allows you to address this issue, the main concern is that you create a folder named 'BC22 Publish' (or BC21 Publish) that is located somewhere on your computer, where you can easily find it.

While the specifics may vary for different versions of the operating system, you should create this new folder now. The best approach with recent versions is to use the 'File Explorer' and browse to the location where you want to place the folder, then select 'New Folder' from the menu along the top. This places a new folder at that location, which is named 'New Folder'. You can then click twice over the **name** ('New Folder'), then change it to 'BC22 Publish' (or 'BC21 Publish').

This step is complete when you have created a new folder on your computer named 'BC22 Publish' (or 'BC21 Publish'), in a location that you can easily find.

Step 2 -- Download the CD 'zip' file to your computer using FTP

The electronic copy of the Baercom-PC Setup CD includes all of the CD contents, carefully compressed together into a 'zip' file. The actual FTP process *downloads* this 'zip' file (which includes the Setup CD files) to the 'BC22 Publish' (or 'BC21 Publish') folder on your computer. This 'zip' file is still almost 33 MB in size. Even over FTP this can take a minute or two to download.

Also, these directions focus on the use of 'Explorer', but many other FTP utilities exist, and we will not try to cover the rest. Start Explorer to begin. After your home page is showing, you need to type the following line of text into the main URL entry field in the (usually) upper left of the Explorer main window:

`ftp://ftp.ufiservingscience.com/` (typo fixed!)

When you start Explorer, the URL to your home page should be shaded with Blue, meaning you can just type the above line in, and the current contents will be erased. If not, you need to erase the current contents of this line, then type in the text above.

Next, press Enter on the keyboard to direct Explorer to contact the UFI web site for the purpose of FTP file access. The UFI web site will next cause a 'Username-Password' window to open. You need to properly fill this out in order to access the FTP contents on the UFI web site. As mentioned above, you will need to contact UFI for this information ahead of time.

Username: xxxxxxx

Password: zzzzzzz

Note that both fields are 'case sensitive', which means you need to follow the text you were given, upper case or lower case, *exactly* (with no spaces). Press the 'Log in' button after both fields are correctly entered. Also, the information we supply is current as far as we know. There have been times in the past that our web service provider has changed passwords for some reason, so if you type in what we supply, exactly as given, and it doesn't work, contact UFI.

After this Username/Password window is properly filled out, and the 'Log In' button pressed, the Username/Password window will close, and the files available for FTP access from UFI will be shown on the Explorer main window. The only file you are interested in is named

'BC22 Publish.zip' (or 'BC21 Publish.zip')

There are two ways you can start the actual download, and either way 'should' have the same result. Which you choose, really depends on any errors you may encounter. Try one, then the other, if the first option doesn't work.

a. Double-click over the file

To begin the FTP process, just double-click over the correct zip file name. After a brief delay, Explorer will ask you if you want to;

Run

Save

Save As

Select the 'Save As' option. This will open up a File Save dialog box, which will allow you to direct Explorer to place this 'zip' file into the 'BC22 Publish' (or 'BC21 Publish') folder you made previously. Navigate the controls on the 'Save As' dialog to point to this folder on your computer, then press the Save button. The FTP download should start at this point.

b. 'Alt-Click' over the file

You can also 'Alt-click' over the 'zip' file. Move the mouse pointer over it, then press the 'secondary' button, i.e. the button that you normally do **not** press. This should open up a menu list that includes a 'Save As' option. Select the 'Save As' option. You will be given the opportunity to browse to the 'BC22 Publish' (or 'BC21 Publish') folder as the destination. The FTP download should start at this point.

Whichever approach you choose, the bottom line is that you want to direct Explorer to download this 'zip' file into the 'BC22 Publish' (or 'BC21 Publish') folder that you have already created on your computer.

The FTP transfer should start quickly, but can take a minute or two, so be patient. Some sort of progress indication window should open during the download, along the bottom of the window in Explorer. When the download is done, just close this window if it is still showing. When the FTP process is done, the 'zip' file should be located in your 'BC22 Publish' (or 'BC21 Publish') folder. Once you verify this, you can close Explorer, since it is no longer necessary.

If 'permission' issues block the saving of the 'zip' file to the folder you created, just close Explorer, create a 'BC22 Publish' (or 'BC21 Publish') folder in a different location, and repeat this entire step again. You can also 'alt-click' over the folder name, and look at the Properties of the 'BC22 Publish' (or 'BC21 Publish') folder you created, and see if you can enable Write Access for the folder in the original location. This action will usually require administrator permissions.

This step is complete when the entire 'BC22 Publish.zip' (or 'BC21 Publish.zip') file (approx. 33 MB in size) is located in the 'BC22 Publish' (or 'BC21 Publish') folder **on your computer** that you created in Step 1.

Step 3 -- 'Un-zip' the CD contents to the Destination Folder

Using 'File Explorer' or 'Computer', browse to the location of the 'BC22 Publish.zip' (or 'BC21 Publish.zip') file, which should be in the folder you created in step 1. Next you want to 'Alt-Click' over that zip file name. Again, this involves placing the mouse pointer over this file, then pressing the secondary mouse button, **not** the button you normally press.

This should pull up a menu list of options for this 'zip' file. You want to select 'Extract All' which is near the top of the list. Selecting this should open up another window that allows you to specify **where** the 'zipped' files should all be extracted too. This should already point to the 'BC22 Publish' (or 'BC21 Publish') folder you made in step 1, since this is where the 'zip' file is (should be) located. If not, press the 'Browse' button to the right, and use the controls to point to the 'BC22 Publish' (or 'BC21 Publish') folder.

Next press the 'Extract' button (below and to the right) to cause the CD files to be extracted from the 'zip' file, and placed where you have specified, hopefully inside the 'BC22 Publish' (or 'BC21 Publish') folder you created earlier. The extraction process may result in the creation of another 'BC22 Publish' folder inside the 'BC22 Publish' folder you made previously. This is not a problem, the CD contents should be in that folder.

The extraction process may also take up to a minute. When this step is complete, the entire contents of the Setup CD should be located in the 'BC22 Publish' (or 'BC21 Publish') folder on **your** computer.

Step 4 -- Work through the entire Baercom PC Software Installation process

When you have successfully worked through the above three steps, the contents of the Baercom-PC software Setup CD should be located in the 'BC22 Publish' (or 'BC21 Publish') folder on your computer. You should see a number of folders along with a few files. The file named 'Setup.exe' actually initiates the Baercom-PC software installation process.

You will now need to carefully work through the software installation instructions included in Section 3 of the Baercom-PC instructions, a copy of which is included in the 'BC22 Publish' folder as 'BCInst22.pdf'. (The v2.1 instructions can be found in the 'BC21 Publish' folder, named 'Baercom Instruction Manual 2.1a.pdf'.)

Note again that the process discussed in the above three steps **does not** result in the installation of the software! You will **still** need to work through the installation process. And by the way, if this is a new installation and your computer is connected to the internet, the easiest way to install the USB drivers, is to make sure the Baercom is OFF, then use the supplied USB cable to connect your Baercom to your computer for the first time, then walk away for 10 minutes! Your computer should find the drivers over the internet then install them, which is a 2 step process. Balloon notices should pop up in the lower right corner of your display as this process works slowly through. Be patient!

Step 5 -- Save the 'BC22 Publish' folder on a CD (optional)

This is an optional step. If you wish, you can copy the 'BC22 Publish' (or 'BC21 Publish') folder and all the files it includes, onto a CD. UFI places no restrictions on copying this software for your own personal use.

Possible Software Upgrade Paths

The installation process described in the v2.2 instructions focus on the first time the Baercom-PC software is installed on your computer, which will usually be the case. However, if you are currently using an earlier version of the Baercom-PC software on your computer, then actually upgrading to the v2.2 version of the software may be simplified. The install CD contents for the v2.2 software contains a new folder labelled '2.x Upgrade'. This new folder includes the v2.2 program file (Baercom22.exe), and a ReadMe text file that includes what follows.

2. If you **already** have an earlier version of the Baercom-PC software installed on your computer and in use, then you MAY be able to perform a simpler 'upgrade' path to install the v2.2 software.

2a. If your computer already has v2.0 or v2.1 of the Baercom-PC software installed, you can avoid the software installation by simply copying the version 2.2 software program (Baercom22.exe) **into** the same folder where the version 2.1 or 2.0 program (Baercom21.exe or Baercom20.exe) is located. You can use the win Search function to locate this folder. Then just **copy** the Baercom22.exe file from the CD (or downloaded CD folders) into that same folder. You will then need to create a Start Menu item for the v2.2 software program. Using this new Start Menu item will start the v2.2 software. This simple Upgrade can allow you to skip the entire software installation process. You can probably skip the USB Drivers installation as well, since the v2.2 software should be able to correctly communicate with your Baercom using drivers installed with v2.0 or v2.1.

2b. If your computer has an **earlier** version of the Baercom-PC software (1.5, 1.7, 1.9) **already** up and running, you will need to follow the directions in the instructions (section 3.3) to first install the new Baercom-PC software. After this is complete, you should check to see if the new software (v2.2) can successfully communicate with your Baercom, using the USB drivers you were using with your older Baercom-PC software version.

2b1. If the v2.2 software can communicate with your Baercom with the USB drivers currently installed, you can skip the installation of the USB drivers, since the drivers in place are working fine.

2b2. If the v2.2 software can **not** communicate with your Baercom with the USB drivers currently in place, you will need to perform the USB Driver installation as described in section 3.4 in the instructions. Note that you may need to 'un-install' the older drivers before the installation of the new drivers will succeed. There is a link on the Baercom web page towards the bottom that reads "New USB Tech Article", and clicking over this link opens up a detailed USB discussion that can help if the upgrade results in USB issues.

Transferring the Install CD Contents on a USB memory device

The 'zip' file downloaded to your computer from the UFI FTP site is approximately 33 MB in size. Once this zip file is downloaded to your computer, you can place this file on a removable USB memory. You can then transfer this zip file to a different computer. This allows you to install the Baercom-PC software on a different computer, maybe a computer that has neither a CD drive, nor a working Internet connection. And, of course, you can keep that USB memory stick for future installations of the Baercom-PC software if desired.

Latest Installation News (October, 2019)

We recently had a customer whose new win10 computer did not want to install the older Dot Net framework that the Baercom software currently installs, and this was blocking the installation of the Baercom software. Note that there are actually 3 ways to install the Baercom software, so if you run into this problem working through the Setup.exe path, you can also try the following:

a. "Click Once" deployment

If we understand correctly, this is an alternative install approach to the "Setup" that we usually recommend. The file that is supposed to start this deployment is named "Baercom22.application". In theory, all you need to do to start this deployment is to click or double-click over this file. We don't have much experience with this approach, but it might be worth a try.

-Inside the BC22 Publish folder should be 5 folders and 3 individual files. One of the files in this folder is named "Baercom22.application". Click once (or double-click) over this file. This should work through the installation of the software.

b. Starting the BAERCOM software "exe" directly.

Note that you should try this on files already copied to your hard drive. The electronic download will accomplish this, but if you are trying to install from a CD, copy the entire CD contents Folder to your hard drive first.

-Inside the BC22 Publish folder should be 5 folders and 3 individual files. One of the folders is named "Application Files". Open that folder.

-Inside the Application Files folder should be just one folder named "Baercom22_2_2_0_0". Open this folder.

-Inside the Baercom22_2_2_0_0 folder should be a bunch of files, resources used by the software. The actual software program is named "Baercom22.exe", and this is one of the files in this folder. Double-clicking over this file should direct Windows to directly start the BAERCOM software, locating any other resources it needs in the process, locally or over the internet. If the software runs fine when started like this, all you need to do is make a Desk-top shortcut to make your life easier.