

# Installing CytoBuoy Software

This page serves as a manual for installing the different CytoBuoy software packages. Our software is best used under Windows 7. Windows Vista and Windows XP are suitable too. Windows 8 poses problems, especially for control of the instrument via our drivers, therefore it is currently not officially supported.

All the software packages are distributed via a ClickOnce deployment. This is a software distribution framework provided by Microsoft, that facilitates a very quick installation and update workflow, but has limited customizability.

## Step by Step - Online version

In order to install one of the programs, follow these steps:

1. Login on the customers part of [cytobuoy.com](http://cytobuoy.com), and go to the software page.



### Customer section

Welcome to the CytoBuoy customer section! You have successfully logged in. You can proceed to any of the following sections:

- Manuals
- **Software**
- Accessories
- Forum
- File Exchange
- Logout / Edit



2. Here you can choose the program that you want to install. If you want to control the instrument with this computer, install the driver package first and then CytoUSB. If you want to do data analysis, install CytoClus as well.
3. On the package-specific page, you can select the version you want to install. It is recommended to install the latest online version. The online version can look for updates automatically. If you run into trouble with the online version - usually caused by security measures within your network - try the offline versions as described below. The older versions (only offline) are on this page too for reference and fallback in case of incompatibilities.

#### Current version

CytoUSB: 5.6.1.26	Online installation	Offline installation
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#### Archived versions

CytoUSB: 5.6.1.24	Offline installation
CytoUSB: 5.6.0.0	Offline installation
CytoUSB: 5.5.6.1	Offline installation
CytoUSB: 5.5.6.0	Offline installation
CytoUSB: 5.5.5.5	Offline installation
CytoUSB: 5.5.5.2	Offline installation
CytoUSB: 5.5.5.0	Offline installation

4. After clicking the link, save the setup.exe file somewhere on your computer, and run it after the download is finished. Under Windows 7, you receive two warning messages. Choose to continue in both cases.



5. The program will download from our servers now, and install subsequently. Once the program is installed, it will run automatically. For the driver package, you have to go through several sub-installers. CytoUSB will wait for a connection with an instrument, and CytoClus is ready to use right away.



## Step-by-Step - Offline version

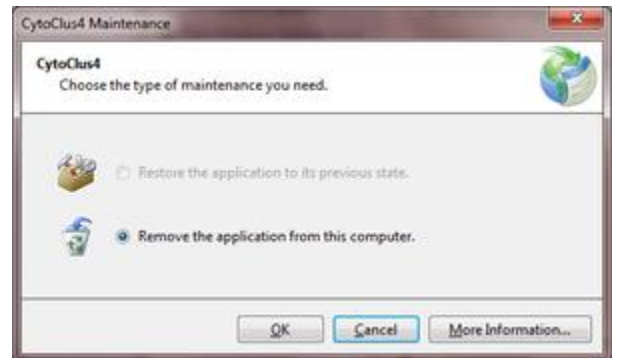
If you ran into problems during the above procedure, or if you want to install an archived version, follow these steps:

1. After clicking an offline version, a zip file is about to be downloaded. Save it in a location of your choice.
2. [7-Zip](#).
3. In the extracted folder you will find a setup.exe, and the Application Files that the online version would download during installation. Double-click the setup.exe and follow the normal installation procedure.

# Uninstalling software

To uninstall one of the programs, follow these steps:

1. Go to the Control Panel of Windows:
2. Select the package you want to remove, and click Uninstall/Change.
3. In the installer window that appears, select remove and click OK.

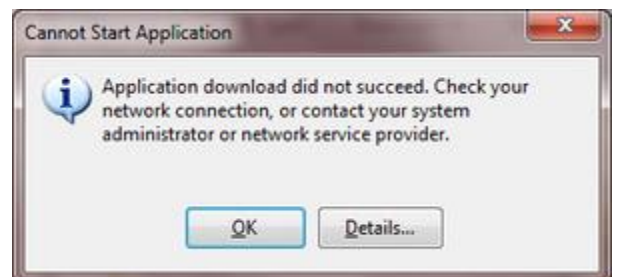


## Common Problems

### The online version does not install - something with a connection

If you encounter an error such as this during installation, you are either disconnected from the internet, or the security measures on your network do not allow the communication needed for the online installation.

Check your internet connection and try again. If this doesn't succeed, try the offline version.



### When I try to install the software, it complains about something with a different location

The error message is the following:

This is caused by trying to install multiple versions simultaneously on your platform. If you are on updating an offline version, be sure that the location of the extracted zip archive is the same as before. Another possible cause is that an online version is already installed. Uninstall it via the Programs and Features list, and try again.



### I'm on Windows XP and the offline zip archive is corrupted

The built-in unzipper in Windows XP somehow does not understand the zip archives that we produce. Please use a dedicated unzip program like [7-Zip](#) or WinRar to unzip the archive.