

Thank you for using BD Rhapsody™ Scanner product. This Installation Guide document contains the information to guide you through upgrading your existing BD Rhapsody™ Scanner software.

Product Name:	Rhapsody HTXpress ScanAnalyzer
Version:	2.1.1
Release Date:	January 28 th 2026
Build Number:	See Release Notes

1. Purpose

The purpose of this Installation Guide is to assist customers of **BD Rhapsody™ Scanner** in upgrading their existing software to the latest release, version 2.1.1. This document is intended for the customer’s IT administrators, or designated staff member responsible for maintaining the BD Rhapsody™ Scanner within their organization.

This release is designed to be customer-installable to enable virtual installation with a BD Field Application Scientist (FAS) or Field Service Engineer (FSE). Installation without FAS or FSE is possible but not recommended for a streamlined experience. In the event of any issue during installation, please contact your local FAS or FSE for assistance.

2. Prerequisites

To apply this software installation, the existing **BD Rhapsody™ Scanner** must be running release version **2.0.0** or later. Due to hardware upgrade requirements introduced in release version 2.0.0 and other constraints, this installation cannot be applied to the earlier versions of the Rhapsody software. If you are running earlier versions, please contact BD Field Application Support to schedule a system upgrade to enable compatibility with the **BD Rhapsody™ 8-Lane Cartridge** and **BD Rhapsody™ HT Xpress System** workflow.



Eligibility Check:

Follow these steps to check whether your scanner is eligible for this upgrade.

1. Log on to **BD Rhapsody™ Scanner** using your designated username and password.
2. In Windows task bar “Search” field, type in “Control Panel” to open Windows Control Panel dialog.
3. Click *Programs > Uninstall or change a program* menu item to display a list of programs installed on the system.
4. Scroll down the list to locate the items that contain “Rhapsody ...” programs.
5. If you see the version of BD Rhapsody™ Scanner is earlier than 2.0.0.208,

Stop! This **BD Rhapsody™ Scanner** is not eligible for this upgrade. Otherwise, proceed to the next step.

 Rhapsody Scan App Testing Mode	BD	08/21/2023	392 KB	1.0.0.0
 Rhapsody Scanner - Analysis 1.3.0.13	BD Genomics	11/04/2022	187 MB	1.3.0.13
 Rhapsody Scanner - Scan 1.3.0.13	BD Genomics	11/04/2022	175 MB	1.3.0.13
 Robot Operating System (ROS) Noetic Ninj...	https://aka.ms/ros	06/16/2024	5.69 GB	20201214.0.0



3. How to Get Software Package

This release package is distributed in two methods:

- 1) In USB media.
- 2) Available for download at scomix.bd.com

If you receive USB, read this Installation Guide and follow the instruction to install and upgrade the BD Rhapsody™ software for your **BD Rhapsody™ Scanner**.

If you download the software from BD website, you will download a ZIP file. Upon finishing download, unzip the ZIP file. You will see the same content as it is from USB.

4. Package Contents

This software release package is provided on a USB thumb drive. Insert the USB drive into the **BD Rhapsody™ Scanner** USB port on the right side of the panel, and the following items will be displayed:

- *RhapsodyHTExpressScanAnalyzer.msi*
- *RhapsodyScanAnalyzerUpgradeAssistant.exe*
- *Rhapsody Scanner Software Release Notes – v2.1.1.pdf*
- *Rhapsody Scanner Software Installation Guide -v2.1.1.pdf*

5. Pre-Installation Checklist

Perform the following checklist prior to installation.

1. Check upgrade eligibility – Completed per section 2 instructions
2. Backup existing BD Rhapsody™ software installation:
 - Insert a USB thumb drive that has at least 256 GB of free space.
 - Copy the entire folder and subfolder from **C:\Program Files\BD\Rhapsody**
3. Backup existing Rhapsody system settings:
 - Use the same USB thumb drive.
 - Copy the entire folder and subfolder from **C:\ProgramData\BD\Rhapsody\Settings**
4. Close **Rhapsody Scan** and **Rhapsody Analysis** applications from scanner desktop if these applications are running.

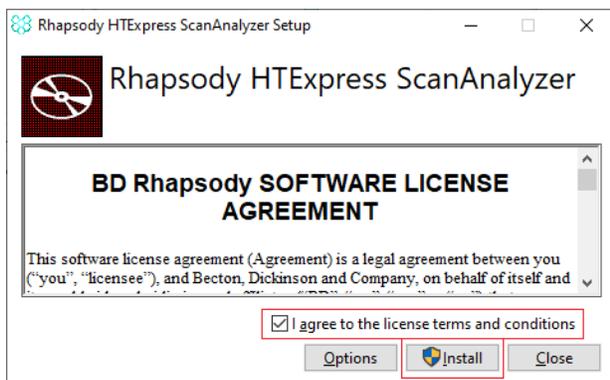
Backup Media Handling

Store the backup USB drive in accordance with your organization's IT policy and procedures. Retaining this backup media is important, as it may be required in the event of an installation or upgrade failure.

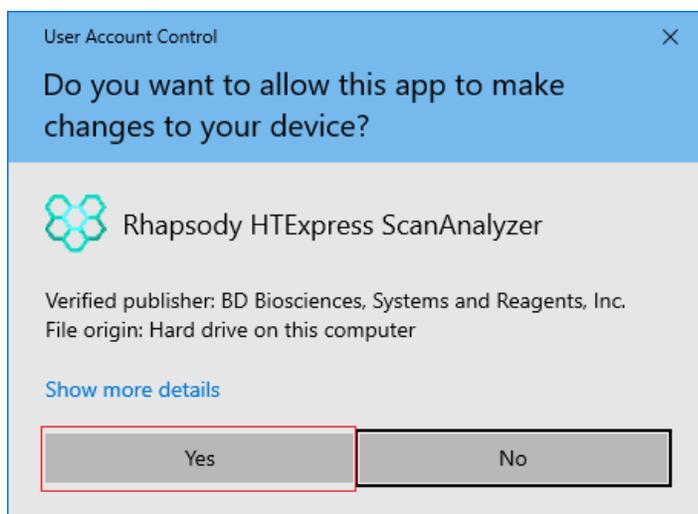
6. Installation Instructions

You are now prepared to proceed with the software installation to upgrade your **BD Rhapsody™ Scanner** to the latest release. Follow the instructions described here as well as the prompts displayed in the installation GUIs.

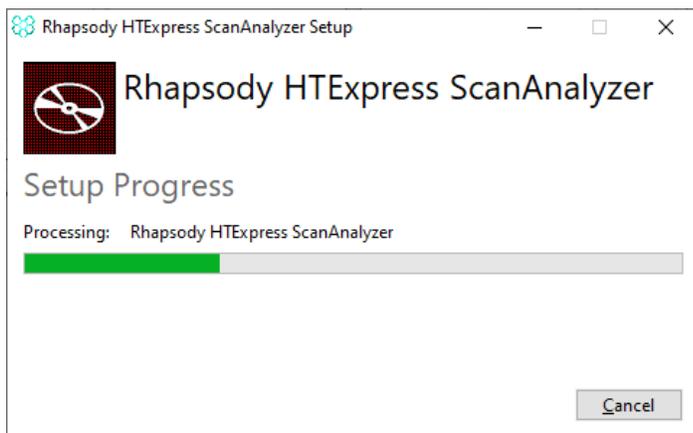
- 5.1. Double-click "**RhapsodyScanAnalyzerUpgradeAssistant.exe**" from USB. Wait for the following dialog.



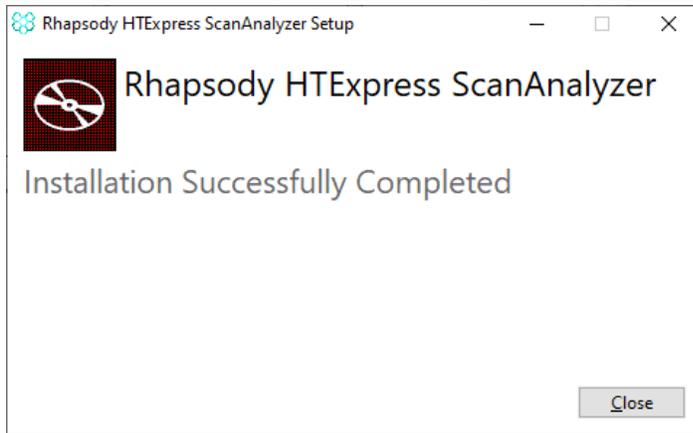
5.2. Check “I agree to the license terms and conditions, then click on “Install” button. Wait for the following dialog to appear, then click “Yes” button.



5.3. The following progress dialog shall pop-up. Wait until it is completed.



5.4. Wait until the following dialog box appears, then click “Close” button.



5.5. Installation and Upgrade Is Completed – Now your **BD Rhapsody™ Scanner** software has been upgraded to the **latest release 2.1.1**.

5.6. Confirm Rhapsody software has been upgraded – Use the same procedure as described in section 2 to verify the Rhapsody software version number is 2.1.1.

5.7. **Restart Rhapsody Scanner.** After the scanner restarts, logon using your normal username and password. Verify Rhapsody Scan and Analyze applications are launched, the scanner can scan the cartridge, perform image analysis.

7. Uninstall Rhapsody Software

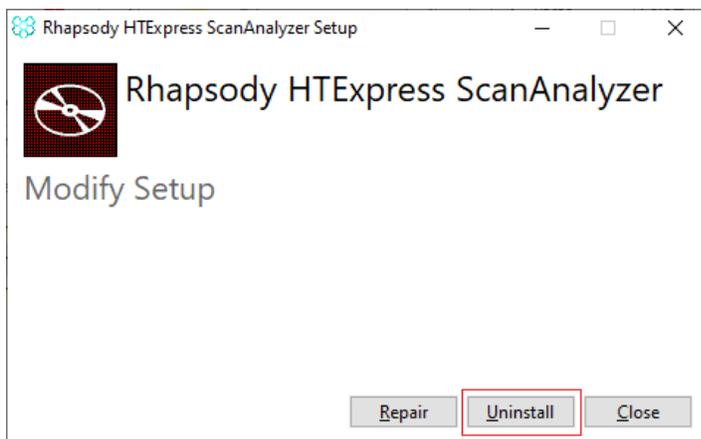
There are two ways Rhapsody software can be uninstalled from **BD Rhapsody™ Scanner**.

- 7.1 **Uninstall from Windows “Programs & Features”** – From Uninstall or change a program list, select “*Rhapsody HTEExpress ScanAnalyzer*” item, then click “Uninstall” button on the top of the program list.
- 7.2 **Uninstall from Rhapsody Installer program** - Insert the USB that contains the Rhapsody software installation package, double-click “**RhapsodyScanAnalyzerUpgradeAssistant.exe**” and wait for the following dialog to appear. You have the following options, “Repair”, “Uninstall” or “Close”

Repair – If it is suspected that the Rhapsody software installation is corrupted, choose this button to repair.

Uninstall – Choose to click this button to uninstall Rhapsody software.

Close – Do nothing, click this button to dismiss the dialog.



8. Troubleshooting

Under normal circumstances, the installation and upgrade process should be completed smoothly. After restarting the system, the scanner will be ready for use. This installation does not alter or remove any existing experiments data stored on the system. Users will continue to have access to their previous experiment datasets and can perform re-analysis if needed.

In the event if previous experiment data does not appear in Analyzer application, The following steps can be taken to recover from the missing entries.

- 1) Log on to the BD Rhapsody™ Scanner, from Windows Task Bar search data field, type in “File Explorer”, Open a File Explorer, navigate to the folder **C:\ProgramData\BD\Rhapsody\Experiments**”.
- 2) Delete the following two files “scanlog.csv”, and “analysislog.csv”
- 3) Restart Rhapsody Scan application by double-clicking the “**Rhapsody Scan**” icon on the desktop.
- 4) Click the Analysis icon on the Windows Toolbar to bring “**Rhapsody Analysis**” application to the front. The list of experiment datasets shall appear in the GUI window.

9. Revision History

Date	Version	Description	Author
2026-01-09	1.0	Initial creation	YZ
2026-01-09	1.1	Minor updates after internal engineering review	YZ
2026-01-14	1.2	Minor screen shot update after applying Digital Signatures	YZ
2026-01-22	1.3	Final revision to add software distribution methods	YZ
2026-01-27	1.3	Trademark corrections	PN

10. Contact Information

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