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Barco Med Self Exam (BMSE)

ENABLING BRIGHT OUTCOMES

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1 About the product

BarcoMed Self Exam (BMSE) is an automated diagnostic tool that is used to gather the system information required by support engineers and technicians to help determine the root cause of a problem. It collects information about the hardware components, configurations, and logs generated by system and Barco software components

Operating Systems Supported

Windows 7, Windows 8.1, Windows 10

Languages Supported

English

Dutch

German

Italian

French

Japanese

Korean

Chinese – Simplified

Chinese – Traditional

Bulgarian

Croatian

Czech

Danish

Estonian

Finnish

Greek

Hungarian

Latvian

Lithuanian

Polish

Portuguese – European

Portuguese – Brazilian

Romanian

Russian

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Slovak

Slovenian

Spanish

Swedish

Turkish

2 Installation

BMSE needs to be installed on the target system that it needs to collect data from.

Before installing BMSE, first extract the software package into a folder on the target system.

To install the application through its GUI interface, run

setup.bmse.exe,

then follow the installation wizard pages to complete the installation.

For installation of BMSE without user interaction, run

Setup_bmse.exe /silent

Note: Be sure to install BMSE as user with administrator's privilege

3 Using BMSE

Note: BMSE tool is GDPR compliant. We will not collect any user specific information without user's consent.

3.1 Running the Program through its GUI interface

To launch the application from its desktop shortcut, or from windows Start menu, click on "Barco Med Self Exam"

Page 1: **Welcome Page**

Page 2: **Customer Information Page**

Providing your contact information would allow us to reach you. The information is not absolutely required

Once the contact information has been provided to BMSE, in any subsequent execution of the application on the system, the information will be automatically filled in

Page 3: **provide any additional information** that you think may be relevance, or could assist with the trouble shooting

Page 4: **Start data collection**. Optional data that can be collected are

- Create Summary Report (.txt), a simplified verson of system diagnostic report, with focus on graphics components and Barco software components, in text format
- Collect Setup Logs, these logs are useful for diagnosing device driver installation issues.

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- Collect QAWeb Logs (zip), collect the QAWeb log files in .zip format, including QAWebAgent, QAWebEnterprise, and/or QAWebDIN
- Collect Event Logs, the windows event logs contains entries of significant events on your computer, including logs of failures from software components on the system
- Collect Minidump files, minidumps can be generated when a driver terminates unexpectantly. It could contain the call stack that would allow engineer to trace back to the origin of a failure

Click on "Start Diagnostic" button to start the data collection. This process can take a few minutes.

Page 5: **Finish Page**

Click on "Finish" button. The full BMSE report will automatically open in your default browser

By default, all the data BMSE have collected are saved on the desktop in "BarcoMedSelfExam" folder

3.2 Running the program silently without user interaction

Open command prompt with administrator's privilege

Navigate to the software folder, by default, it will be in c:\"program files"\barcomedselfexam. Run

BarcoMedSelfExam.exe

Available command line parameters

-s: execute the tool in silent mode. No GUI interface will be shown. By default, BarcoMedSelfExam.html and productivity tools log files will be captured.

-show: show the BMSE html report at the end

-**d [path]:** specify alternative destination location of BMSE report folder

-**dump**: capture minidump files in BMSE report folder

-summary: generate summary report and include it in BMSE report folder

-qaweb_logs: capture QAWebAgent and QAWebDIn logs if available, and include them in BMSE report folder

-setup_logs: capture setup logs and include them in the BMSE report folder

-event_logs: capture system and application event logs and include them in the BMSE report folder

4 Trouble Shooting

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