How to Re-Install Software using the BMC Tuner
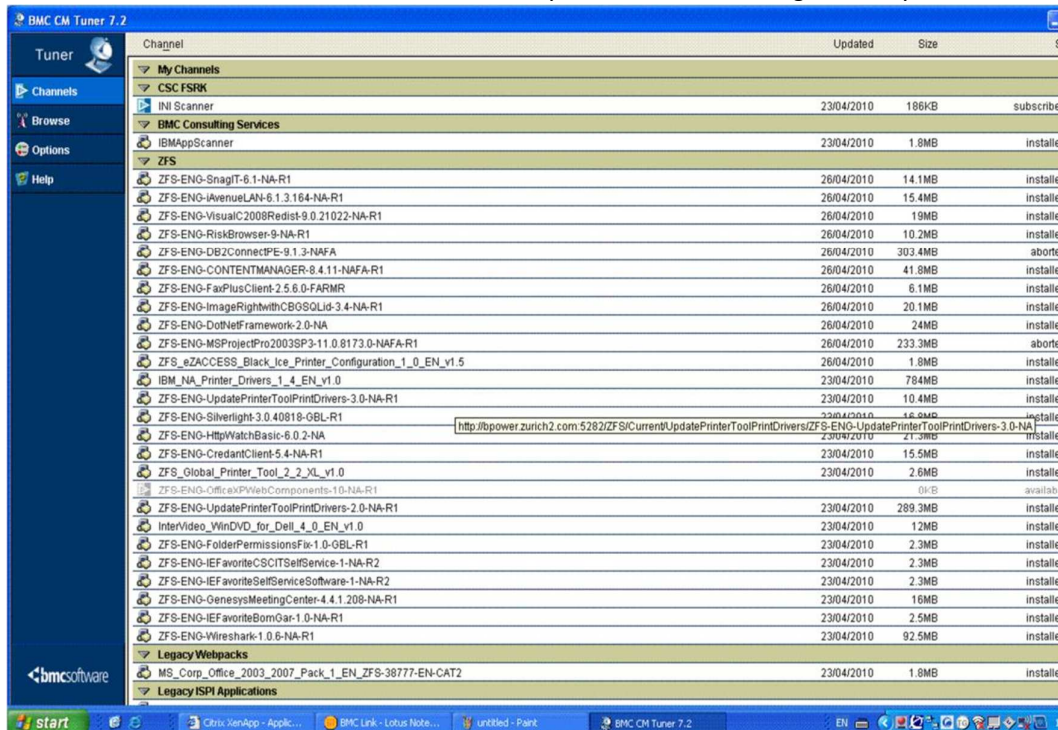
1. To launch the BMC Tuner on your computer, click Start, Run and then enter
   http://bpower.zurich2.com:5282/bPOWER/Current/ChannelManager?start in the run command
   and click OK.

2. When the BMC Tuner launches, see if the software you are troubleshooting is already listed.
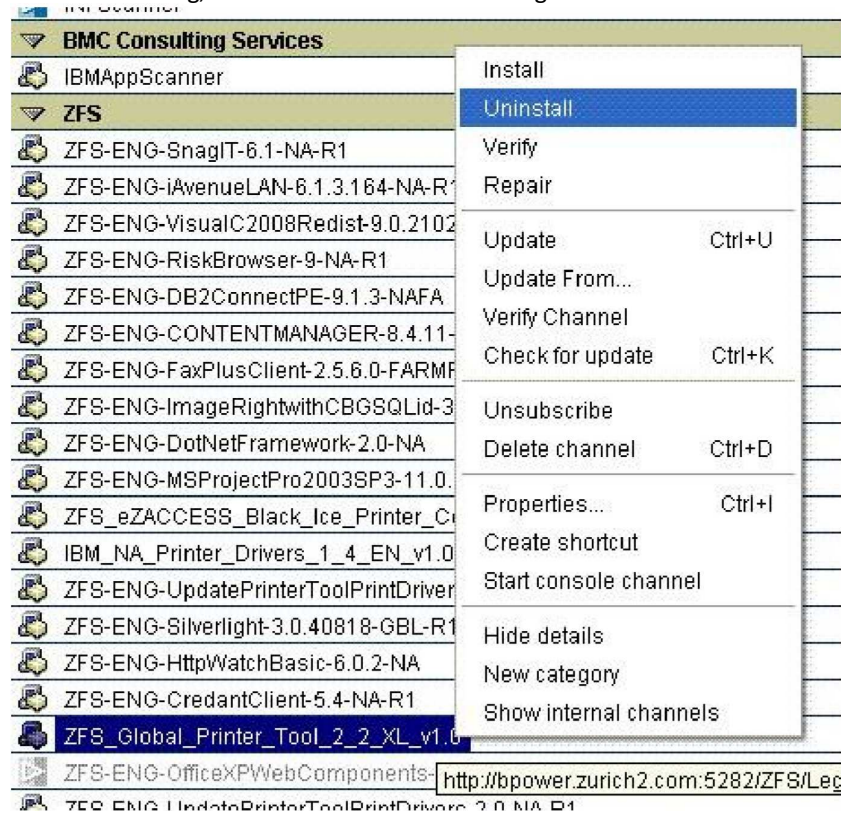
For this example, you have the Zurich Global Printer Tool and want to reinstall as it is no longer working.

You can see from the list above that the software is already listed in the Tuner.

Re-installing Software

1. You can uninstall it from here by highlighting the software, right click on it and selecting Uninstall. While uninstalling, the status will show as Running.

2. Once the software has been uninstalled, the status on the right should either say Uninstalled which means you can reinstall straight away or Resume-Pending in which case a reboot of the computer is required before installing the software again.

3. To install the software again, right click on the software package and select install. While installing, the status will show as Running.

4. At the end of the installation, if the installation has been successful, the status should be set to either installed or Resume-Pending.