

## Updating to ChemOffice Professional 17.0

PerkinElmer and Cambridgesoft are using a new registration and update solution, called 'flexera'.

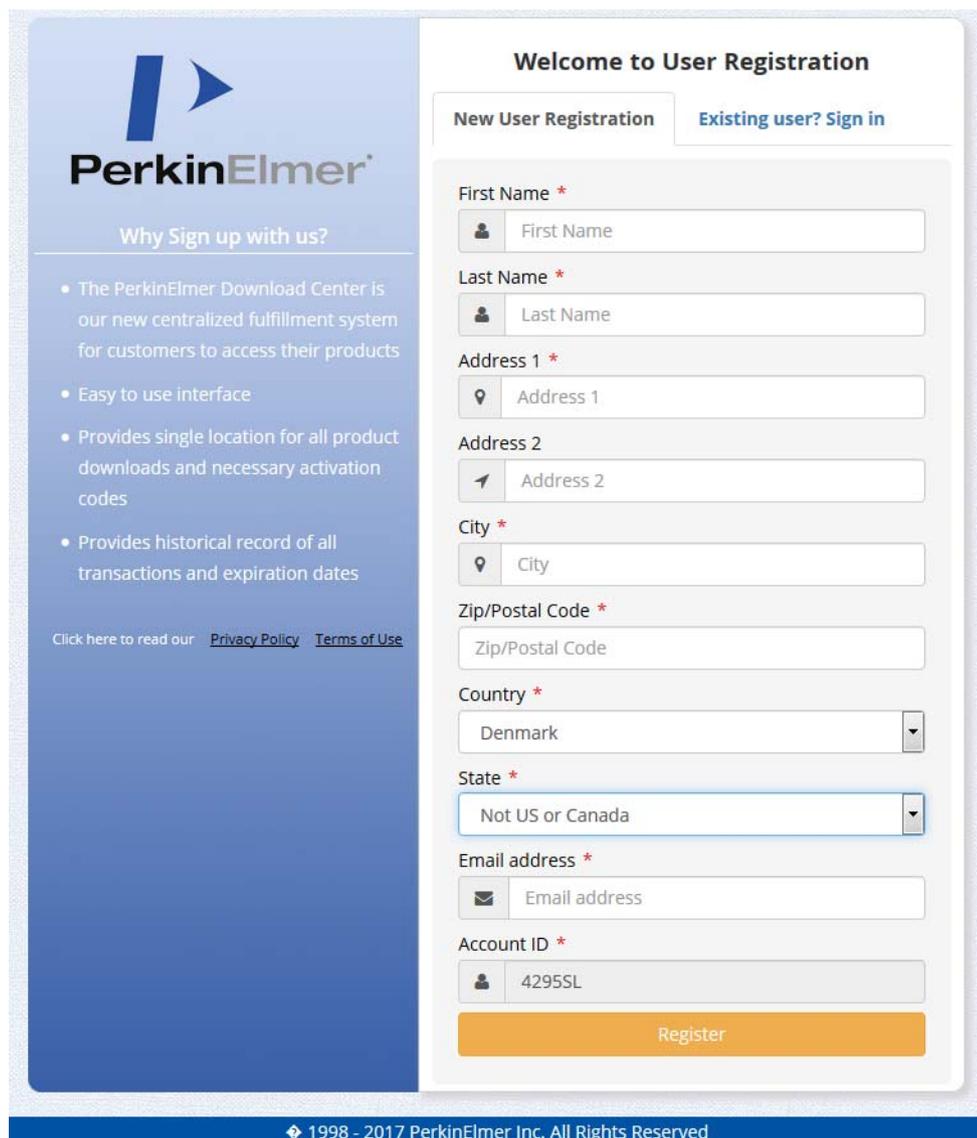
Access the registration or login site via:

<http://gallery.cambridgesoft.com/register.html?FlexeraAccountId=4295SL>

or go to the site subscription and find Aarhus University:

<http://sitesubscription.cambridgesoft.com/>

That will open this registry page (Figure 1):



The screenshot shows the 'Welcome to User Registration' page. On the left is a blue sidebar with the PerkinElmer logo and a section titled 'Why Sign up with us?' containing three bullet points: 'The PerkinElmer Download Center is our new centralized fulfillment system for customers to access their products', 'Easy to use interface', and 'Provides single location for all product downloads and necessary activation codes'. Below this is a link to 'Privacy Policy' and 'Terms of Use'. The main content area has two tabs: 'New User Registration' (selected) and 'Existing user? Sign in'. The registration form includes fields for: First Name (with a person icon), Last Name (with a person icon), Address 1 (with a location pin icon), Address 2 (with a location pin icon), City (with a location pin icon), Zip/Postal Code, Country (dropdown menu showing 'Denmark'), State (dropdown menu showing 'Not US or Canada'), Email address (with an envelope icon), and Account ID (with a person icon and the value '4295SL'). A large orange 'Register' button is at the bottom. The footer contains the text '© 1998 - 2017 PerkinElmer Inc. All Rights Reserved'.

Figure 1: User-registration form

You can only register, if you have on of these domains:

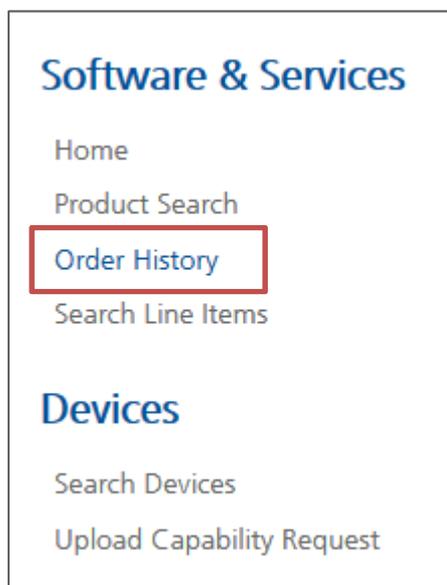
@chem.au.dk    @inano.au.dk    @stud.au.dk    @agro.au.dk    @eng.au.dk

In the field 'Account ID' should there be already inserted in the number 4295SL, which is special for Aarhus University, if not, you have to insert it. If you fill in all the information needed, you can register and you will get a mail, where you have to activate you registration.

Afterwards it is possible to download the product, you want and install it. You have 20 launches of the program left, before activation is mandatory.

## To activate your software

Under 'order history' (Figure 2) you can find the downloaded software with a link (Figure 3).



If you click on that, you will see your activation code

On the left side, there are some descriptions of the types of licenses (Figure 4), on the right side, you can see and copy your activation code, and it has the form XXXX-XXXX-XXXX-XXXX.

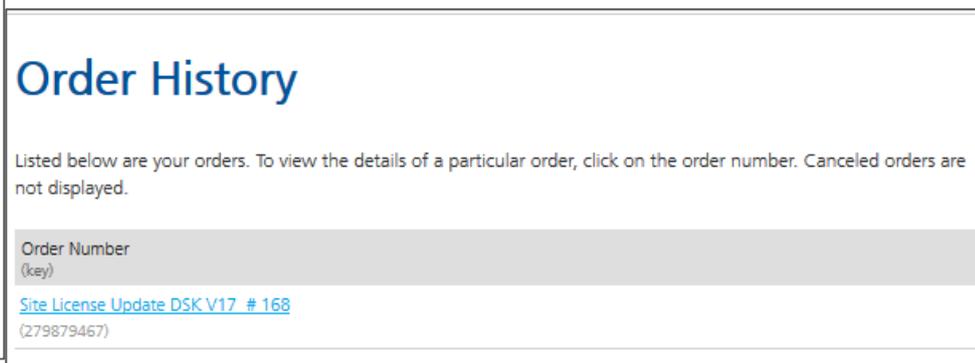


Figure 2: Order history menu- entry

Figure 3: The list of orders

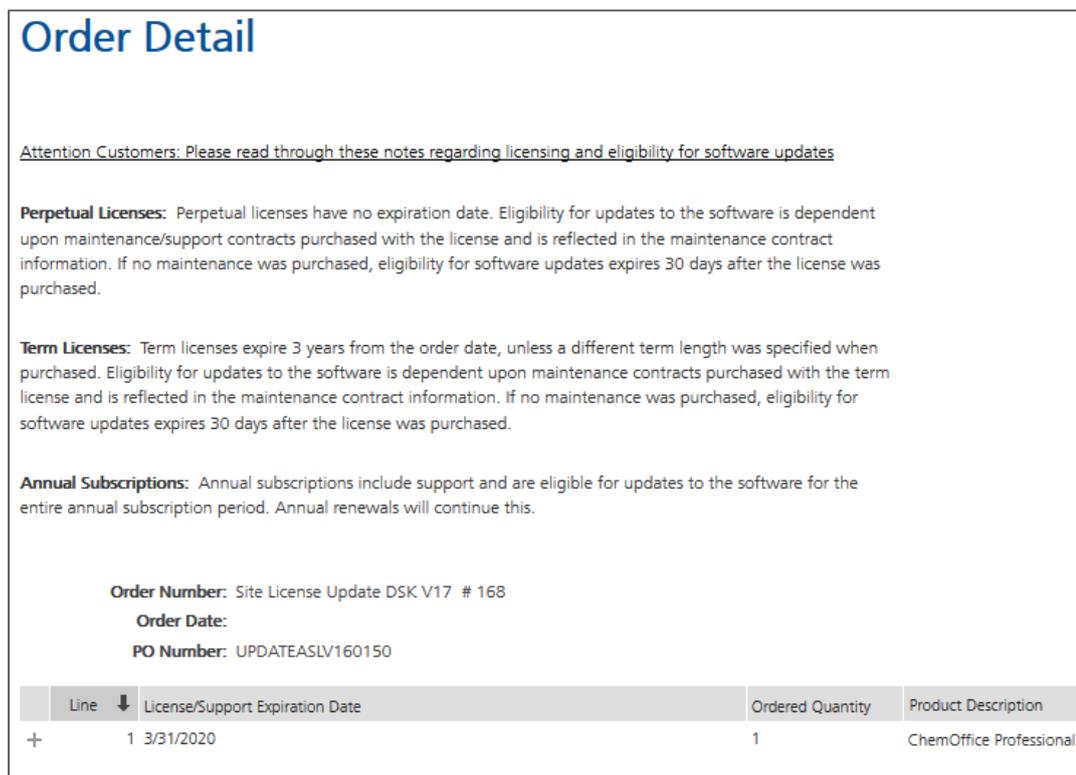


Figure 4: Order detail, license information

## Installation of the software

Find the file you have downloaded and double click on it.

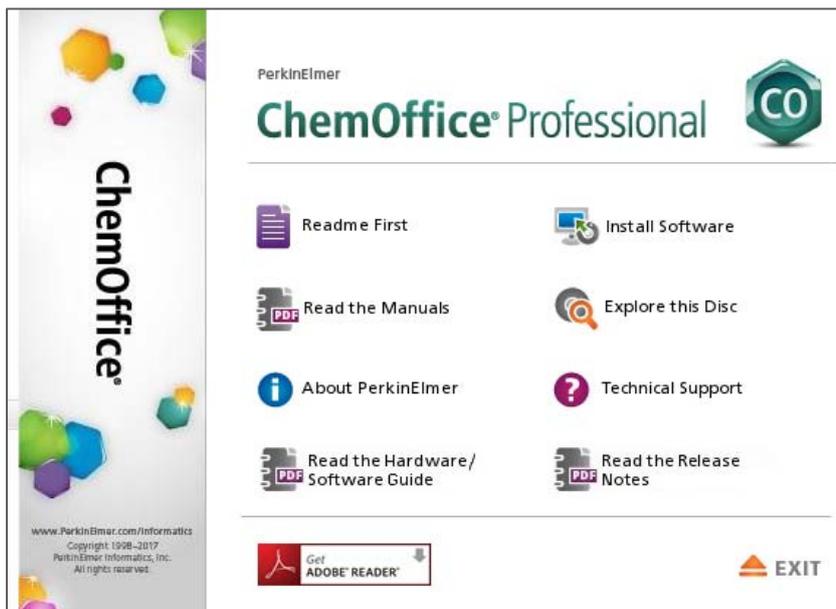


Figure 5: ChemOffice installations window with different options

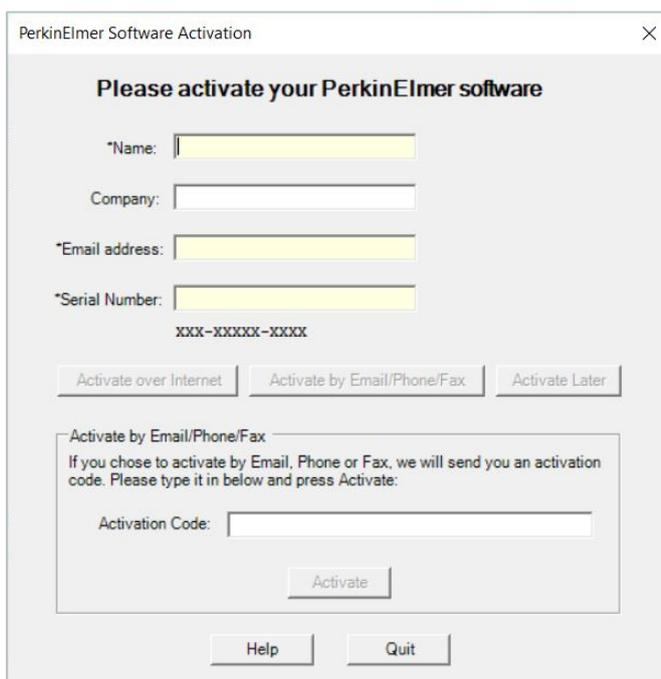


Figure 6: Pop-up window during installation for the software activation. Choose 'Quit'

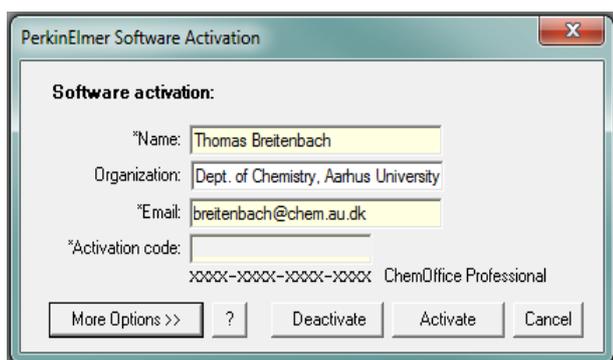


Figure 8: Software activation in a program of the ChemOffice package (Win)

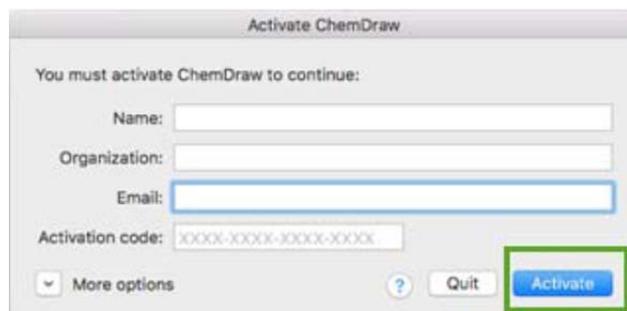


Figure 7: Software activation in a program of the ChemOffice package (Mac)

First there will be an extraction-window and then the permission to allow changes to the hard disk (Win only). Afterwards the software installation window will pop up (Figure 5), with different options to choose from.

The entry 'Readme first' will describe the different activation options, as seen already in this manual.

'Read the manuals' will direct you to a folder where the manuals for the different products are in (pdf). Similar actions are under the two lowest options ('Read

the...'). 'About' and 'Support' will lead to the webpages of PerkinElmer and Cambridgesoft, respectively. Please note, that in case of problems related to the activation etc., you should contact Thomas Breitenbach ([breitenbach@chem.au.dk](mailto:breitenbach@chem.au.dk)) first.

By choosing 'Install Software' will pop up a window, where it is asked for the serial number and activation code (Figure 6). For now, you should omit that step by clicking 'Quit'. Afterwards you can choose some installation options and if you want to have ChemScript installed.

After the installation, you can start one of the new installed programs and then there will be a pop-up window, where you were asked for the activation (Figure 8 (Win) or Figure 7 (Mac)). Fill in the information and copy/ paste the activation

code.

In ChemDraw or another program from the package, you can also find in the Help-menu the entry 'Activate ChemDraw Professional'

By clicking on that, a similar window will appear (Figure 8 and Figure 7). There you can paste or manually insert the activation code from your personal registration site.

By choosing 'More Options', the window will fold out (Figure 10, Win, Figure 9Mac) you can choose a different activation procedure, but as default the online option is marked and the file –option is a bit complicated, see end of this document

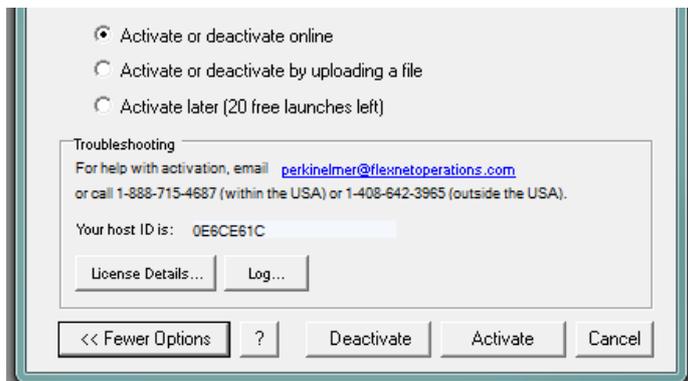


Figure 10: More options in the activation window (Win)

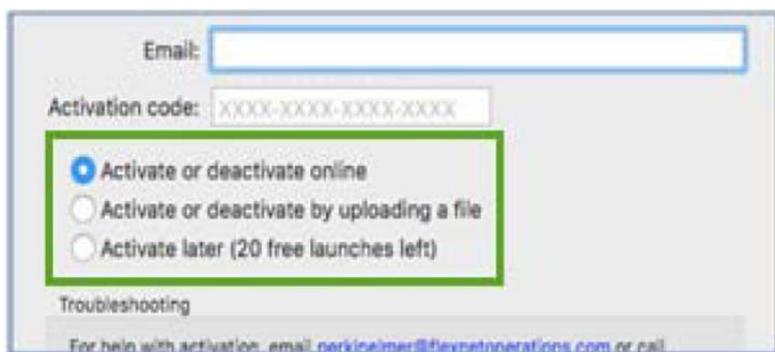


Figure 9: More options in the activation window (Mac)

You can also deactivate your registration, if you want to remove a special PC from your registered devices

## Problems with Activation

If activation was unsuccessful, there are several possible reasons:

1. A firewall may be blocking access to the activation server. If possible, temporarily disable your firewall and then try the activation again.
2. Your computer may need to install an SSL certificate. You will get a special message with a solution to this problem directing you to the website, <https://perkinelmer.flexnetoperations.com>. Simply visiting the site will provide you with the certificate.
3. You might not be connected to the internet. If so, try again after reconnecting to the internet.
4. The activation server might be down or temporarily busy. In this case, try again later.

If there were other problems with the activation, please write first to Thomas Breitenbach ([breitenbach@chem.au.dk](mailto:breitenbach@chem.au.dk)) instead of the PerkinElmer-address.

## Activate by uploading a file

You can also activate the software by uploading a .BIN file. To do so:

1. Select the "Activate or deactivate by uploading a file" option and click on the "Activate" button. You will be prompted to save a local .BIN file to some location you choose (e.g., your Desktop). Then close the Activation Dialog. Continue installing the software to completion, if you haven't done so already.
2. Navigate to the following website:  
<https://perkinelmer.flexnetoperations.com>

and log in. If you have never logged in, create an account using your organization's email address. Once logged in, select "Devices>Upload Capability Request" (Figure 11).

3. Select the "Choose File" option (Figure 12), navigate to your .BIN file and then select "Open". Then select "Send" to upload this .BIN file. The "Response.BIN" file is downloaded from the site to your computer.

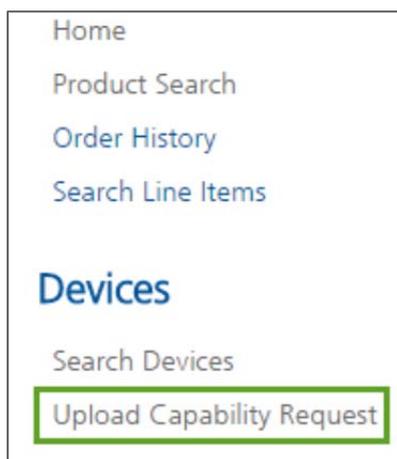


Figure 11: File activation, webpage:  
Upload capability request

4. The "Response.BIN" file should be placed in the folder C:\ProgramData\PerkinElmerInformatics\FNE\17.0 (for Windows) or /Users/Shared/com.perkinelmer.chemdraw.17/FNE (for Mac) on your hard drive. Then re-launch the software to activate the product.

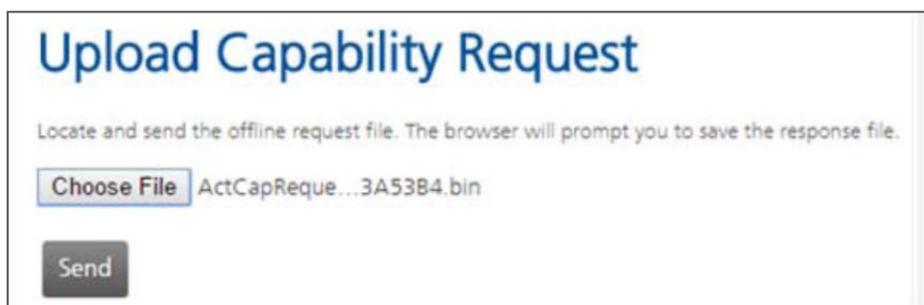


Figure 12: Choose the file in the 'Upload Capabiliby Request' option