

## Updating to ChemOffice Professional 19.0

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

If you are already registered, you can go to page 2, Installation of the software.

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'. It also mentions 'Provides historical record of all transactions and expiration dates' and links to 'Privacy Policy' and 'Terms of Use'. The main form area has two tabs: 'New User Registration' (selected) and 'Existing user? Sign in'. The form fields include: 'First Name \*', 'Last Name \*', 'Address 1 \*', 'Address 2', 'City \*', 'Zip/Postal Code \*', 'Country \*' (set to Denmark), 'State \*' (set to 'Not US or Canada'), 'Email address \*', and 'Account ID \*' (set to 4295SL). A large orange 'Register' button is at the bottom. The footer states '© 1998 - 2017 PerkinElmer Inc. All Rights Reserved'.

Figure 1: User-registration form

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

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

In the field 'Account ID' should there be already inserted 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 some free launches of the program left, before activation is mandatory.

## To activate your software

The activation code from ChemOffice 18.x and 19.0 is different from that for ChemOffice 17.x.

Part of this procedure is also described in the file for download: 'Product Activation User Guide.pdf'. Under 'Order History' (Figure 2), you can find the downloaded software with a link (Figure 3).

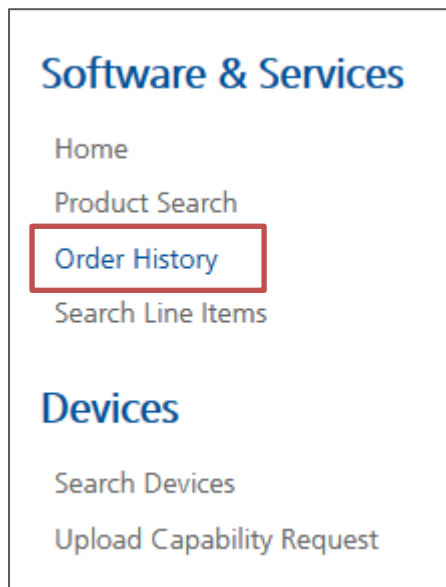


Figure 2: Order history menu- entry

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 (it has the form XXXX-XXXX-XXXX-XXXX) and a link to the download: ↓

## Order History

Listed below are your orders. To view the details of a particular order, click on the order number. Canceled orders are not displayed.

Order Number (key)	Order Date	PO Number
<a href="#">ORD31134SL</a> (556563527)	Nov 21, 2019	10922-82912
<a href="#">Site License Update DSK V17Å # 168-DSK 18 Update</a> (413388937)	Nov 1, 2018	

Figure 3: The list of orders, the red arrow is pointing to the link to ChemOffice 19

## Order Detail

Attention Customers: Please read through these notes regarding licensing and eligibility for software updates

**Perpetual Licenses:** Perpetual licenses have no expiration date. Eligibility for updates to the software is dependent upon maintenance/support contracts purchased with the license and is reflected in the maintenance contract information. If no maintenance was purchased, eligibility for software updates expires 30 days after the license was purchased.

**Term Licenses:** Term licenses expire 3 years from the order date, unless a different term length was specified when purchased. Eligibility for updates to the software is dependent upon maintenance contracts purchased with the term license and is reflected in the maintenance contract information. If no maintenance was purchased, eligibility for software updates expires 30 days after the license was purchased.

**Subscriptions:** Subscriptions include support and are eligible for updates to the software for the entire Subscription period. Renewals will continue this.

Order Number: ORD31134SL  
Order Date: Nov 21, 2019  
PO Number: 10922-82912

Line	License/Support Expiration Date	Ordered Quantity	Product Description	Manufacturer P
+	1 03/31/2023	1	ChemOffice Professional. Site Subscription, includes Bronze Support. (Includes Mestrelab Mnova ChemDraw Edition)	INF02080

Figure 4: Order detail and license/ activation key information

## Installation of the software

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

First there will be the permission to allow changes to the hard disk (Win only) and then an extraction-

window. If you have an existing version of ChemOffice, there will be several times asked for the removal of other versions of ChemOffice/ subprograms (like Figure 5). According to Cambridgesoft, version 18 should be deinstalled, because it's conflicting with 19.

The next window gives an alert on firewalls and recommends to deactivate them (Figure 6).

Because AU's policy is not to deactivate the firewall, you should not do that, only if you encounter problems with the activation (see later)

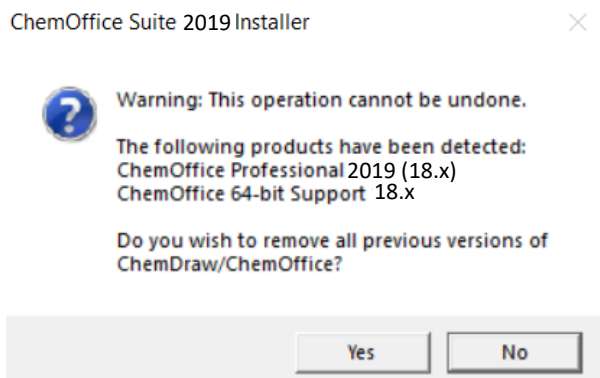


Figure 5: Older versions detected



Figure 6: Installer and firewall warning

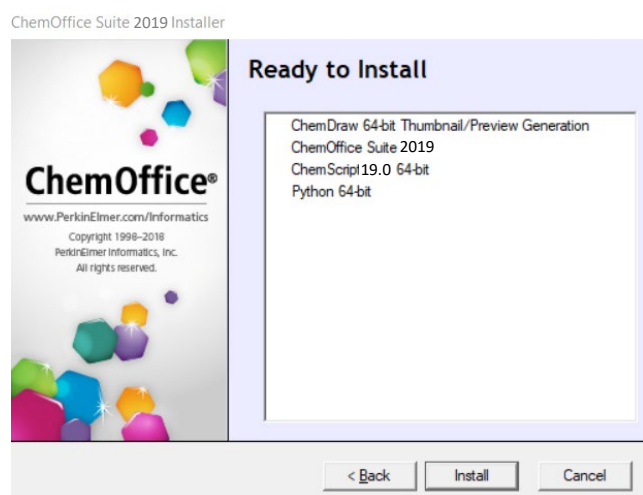


Figure 7: Installation summary

You have to a license term by reading it (if you want) or scrolling to the end.

Afterwards the software installation window will pop up with the installation method to choose: default or custom. In any case, you have to select later, if you want ChemScript to be installed, 32- or 64bit version and the appropriate Phyton version. If there is another Chemsript version detected on your machine, it will give a warning about compatibility issues, but this is in relation to the quite old versions 11 or 12.

At the end, there will be a summary window, which can look like Figure 7.

Later, you have to accept several times some license terms (i.e. 64bit support, ChemOffice etc.). If you had previously chosen 'custom' installation, you will be asked for different installation options now.

Finally, a window similar to Figure 7 will pop up with all the items checked. If something failed during installation, it will be listed.

## Activation of the Software

After the installation, you can start one of the new installed programs and there will be a pop-up window, where you were asked for the activation (Figure 9 (Win) or Figure 8 (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'

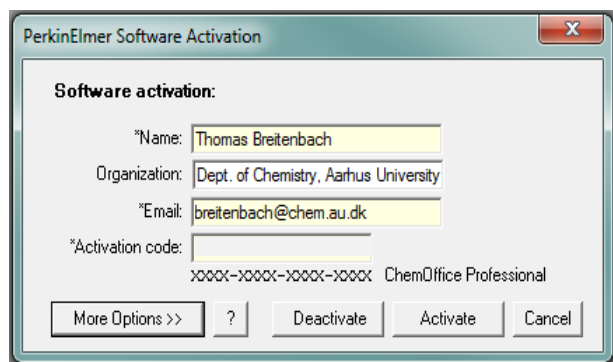


Figure 9: Software activation in a program of the ChemOffice package (Win)

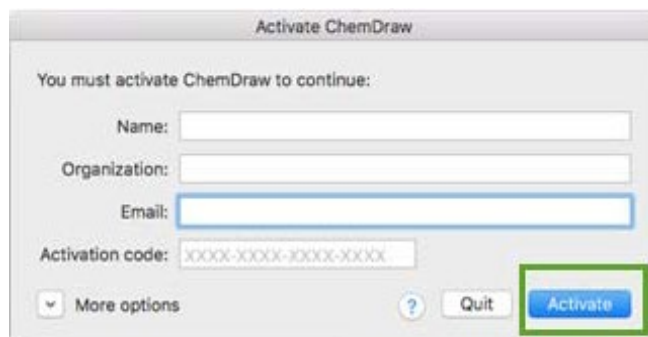


Figure 8: Software activation in a program of the ChemOffice package (Mac)

By clicking on that, a similar window will appear (Figure 9 and Figure 8). There you can paste or manually insert the activation code from your personal registration site (see before).

By choosing 'More Options', the window will fold out (Figure 11, Win, Figure 10Mac) you can choose a different activation procedure, but as default the online option is marked. The file –option is a bit complicated, see end of this document

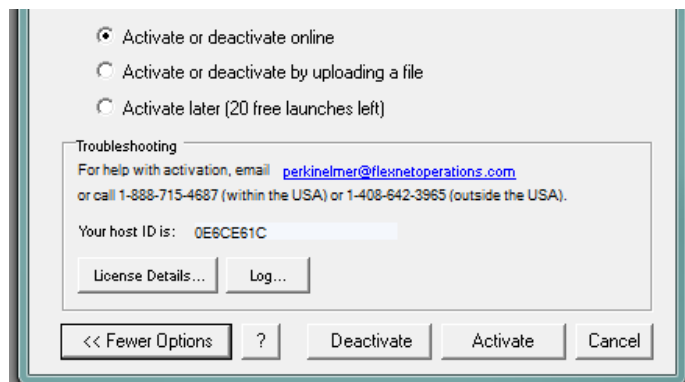


Figure 11: More options in the activation window (Win)

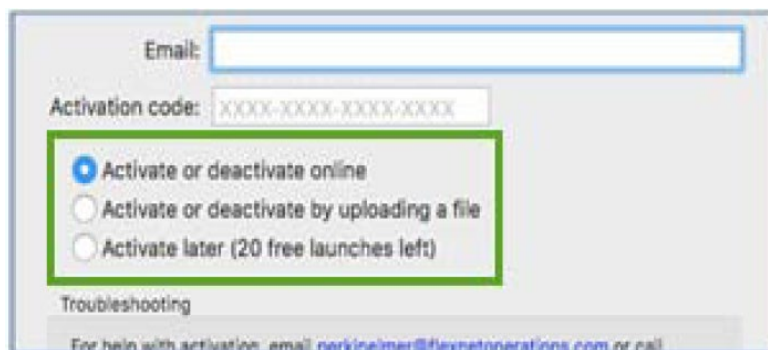


Figure 10: More options in the activation window (Mac)

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

Sometimes the 'Activate later' option is not available after the first start. In version 19.0 this is now limited to 10 free launches.

## 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

Remark: this is a procedure given by Perkin Elmer. Many people record, that this is not working, and there is no clear reason why.

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 12).
3. Select the "Choose File" option (Figure 13), 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.
4. The "Response.BIN" file should be placed in the folder  
C:\ProgramData\PerkinElmerInformatics\FNE\19.0 (for Windows) or  
/Users/Shared/com.perkinelmer.chemdraw.19/FNE (for Mac) on your hard drive. Then re-launch the software to activate the product.

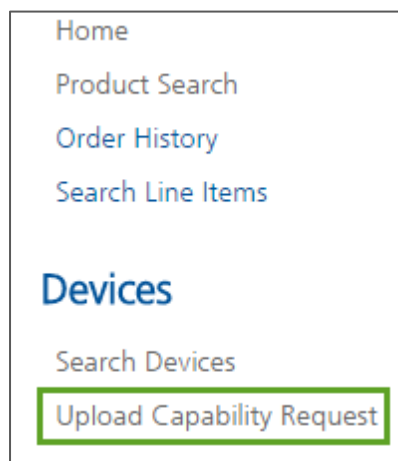


Figure 12: File activation, webpage: Upload capability request

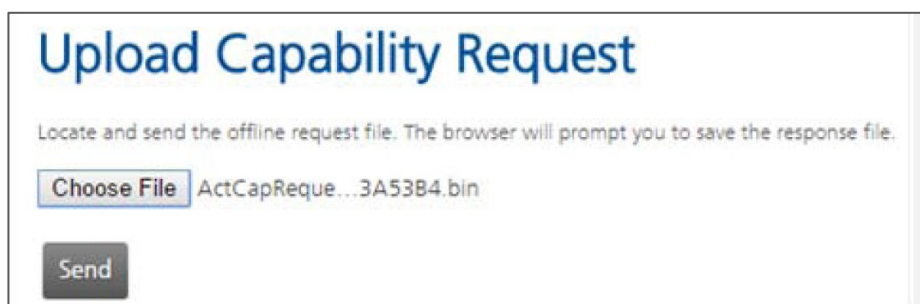


Figure 13: Choose the file in the 'Upload Capabiliby Request' option