INDIVIDUAL IR & RAMAN SPECTRAL DATABASES

Installation Instructions

WILEY

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INTRODUCTION

This book will guide you through the installation process for those who purchased a “stand-alone” IR or Raman database (rather than a KnowItAll Spectral Library subscription).

NOTE: If you have purchased a KnowItAll Spectral Library “subscription” please use the “KnowItAll Software & Libraries Installation Instructions” booklet instead. (You can download it from: https://sciencesolutions.wiley.com/training/)

BEFORE INSTALLING

Review system recommendations at www.knowitall.com/minimum_system.

Ensure you have your License Verification Code handy – sent to you in an email from Wiley’s customer support team upon your purchase; you will need it during the installation process. If you cannot locate your code, please contact us at support@knowitall.com.

IMPORTANT NOTE: All individual IR and Raman database activation will now occur through KnowItAll. To activate your database(s), first install the KnowItAll software. The KnowItAll ID Expert™ spectral identification app is included with your database purchase.

After the KnowItAll installation and activation process is complete, you can find your database file(s) here: C:\Users\Public\Documents\Wiley\KnowItAll\Databases

STEP ONE – INSTALL KNOWITALL

If you chose digital delivery:

- Go to **www.knowitall.com/download,** enter your **License Verification Code**, and download the software.

  If you have 32-bit Windows, you will need the 32-bit download at the bottom of the page.

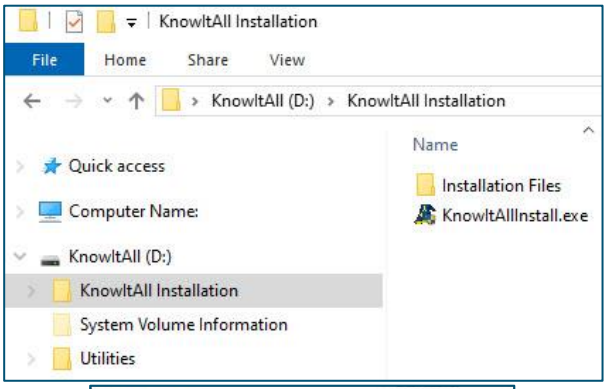
- **NOTE:** If you have subscribed to the Wiley Database of Predicted IR Spectra you will have to separately download that from https://get.knowitall.com/Databases/ and place it in C:\Users\Public\Documents\Wiley\KnowItAll\Databases.

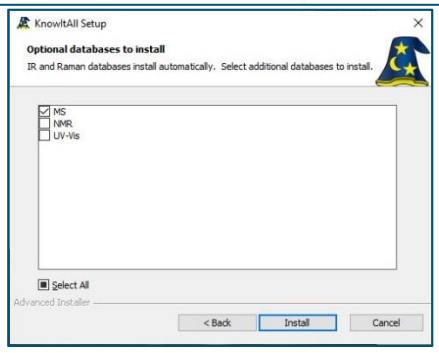
- To install, double-click the downloaded installation executable file **KnowItAllInstall.exe** .

  We recommend you save your digital download .exe file as a back-up to your own USB (external drive) in case you need to reinstall KnowItAll again in the future.

If you received a package in the mail:

- Plug the KnowItAll Installation USB into your computer.
- From the USB, open the KnowItAll Installation folder, double-click **KnowItAllInstall.exe** and follow the instructions to install.



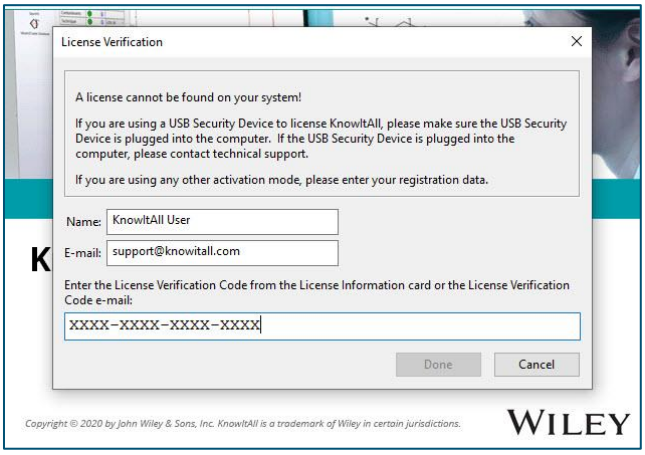


NOTE: IR and Raman databases are installed automatically. If your subscription includes NMR, MS, or UV-Vis data, check the appropriate boxes.

NOTE: Even if you are installing via USB, if you have subscribed to the Wiley Database of Predicted IR Spectra you will have to separately download that from: https://get.knowitall.com/Databases/ and place it in C:\Users\Public\Documents\Wiley\KnowItAll\Databases.

STEP TWO – ACTIVATE YOUR LICENSE

- Double-click the KnowItAll desktop icon to start the software
- Enter your **License Verification Code**.



If your computer is:

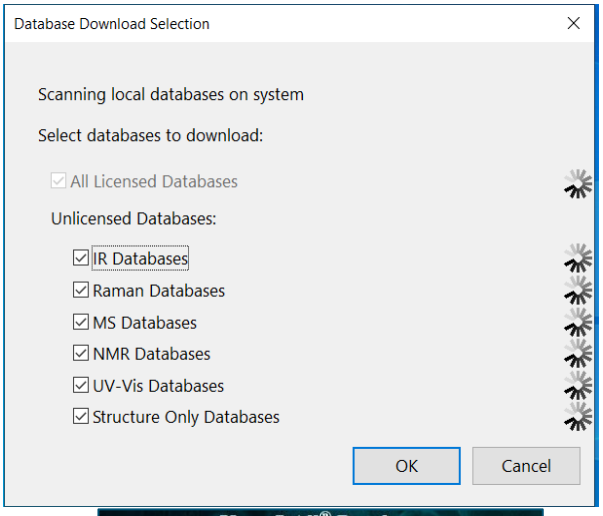
- **Connected to the internet** (recommended method), your license is automatically activated.

- **Not connected to the internet**, you can activate your license using a) a Smartphone or b) a second computer connected to the internet. ***Please see detailed instructions on offline activation in the Appendix of this booklet.***

IF YOU ORDERED DATABASES

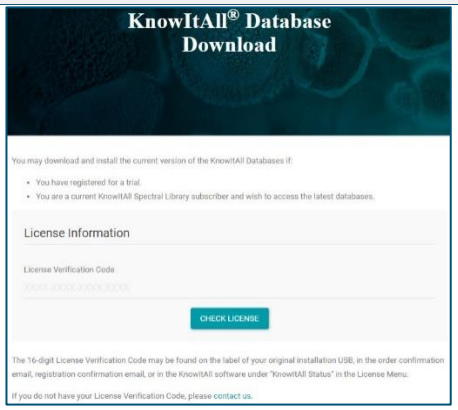
If you have no KnowItAll databases on your computer, and are connected to the internet, KnowItAll will help you find and download the databases.

If you already have some KnowItAll databases, and an internet connection, you can automatically update your databases by going to License > Enable Database Downloader. KnowItAll will start downloading the updated databases when your computer is idle. Download times vary. You may be prompted to update to new databases the next time you start KnowItAll.



If your computer is not connected to the internet, you can download spectral databases here.

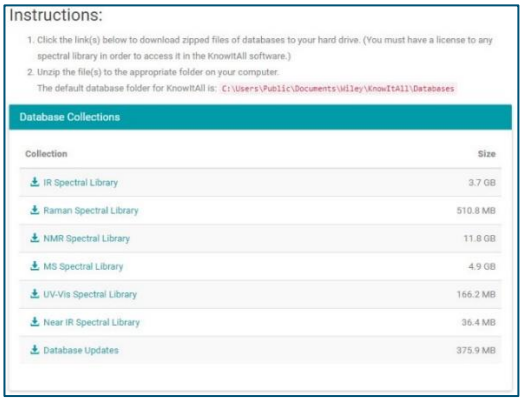
If you have subscribed to the Wiley Database of Predicted IR Spectra you must separately download those files from here.



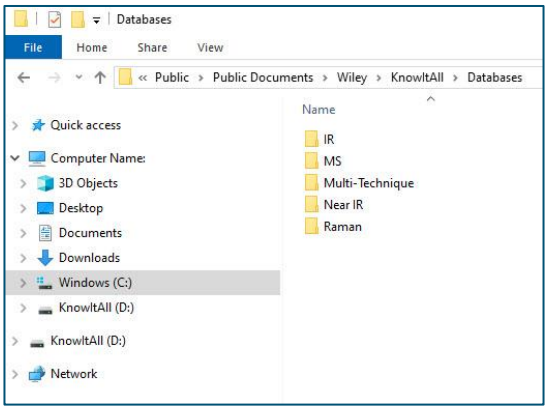
Download the relevant *.zip files and place them on your desktop.

*We recommend you save a backup of the *.zip files to your own USB (external drive) in case you need to reinstall the databases again in the future.*

NOTE: If you have ordered a single database, download the zip file for that technique to install your database.

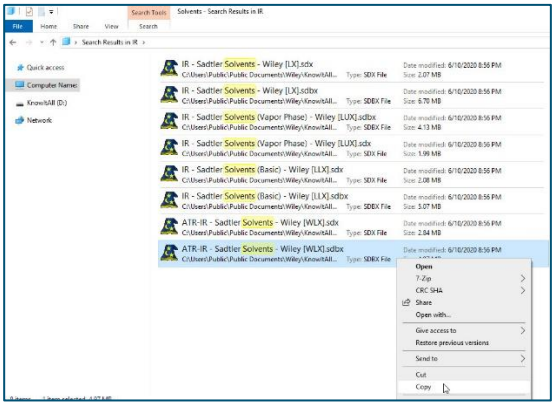


- KnowItAll will create this folder: C:\Users\Public\Documents\Wiley\KnowItAll\Databases.
- Unzip the technique folders and place them in the Databases folder.



INDIVIDUAL DATABASES

- If you need to move copies of your individually-licensed databases to another location on your computer, you can find the files here: C:\Users\Public\Documents\Wiley\KnowItAll\Databases.
- The same email that provided your License Verification Code should also have included the names of your database files, so that you can search the Databases folder for them.
- Copy those SDBX files to the desired location on your hard drive.



NOTE: SDX files are index files only KnowItAll can use.

TECHNICAL SUPPORT

Wiley provides support for entire "Service Life" which terminates on “End of Technical Support Date” for the KnowItAll product licensed. See www.knowitall.com/supportpolicy for details. For contact information, visit www.knowitall.com/contactus.

Resources:

Website: www.sciencesolutions.wiley.com

Support: www.knowitall.com/support

Training Resources: www.knowitall.com/training

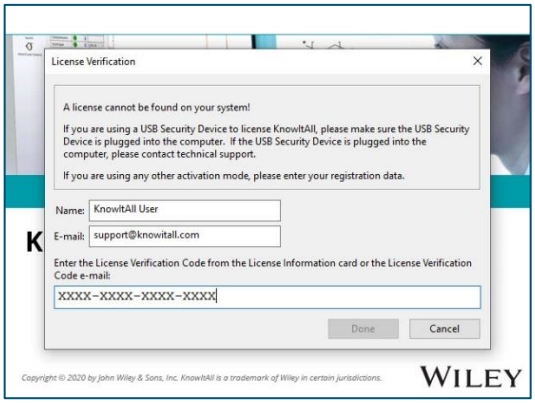
KnowItAll Web Help: https://help.knowitall.com/

APPENDIX – OFFLINE LICENSE ACTIVATION

If the computer on which you are installing does not have an internet connection, you will follow this method to activate your license.

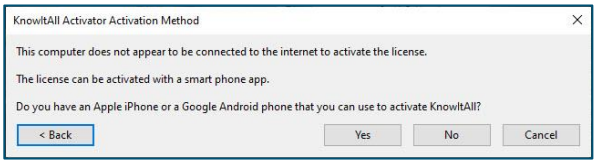
After installing the software, double-click the KnowItAll desktop icon to start the software and enter your **License Verification Code**.

Now you will activate using either A) a Smartphone or B) a second computer connected to the internet.

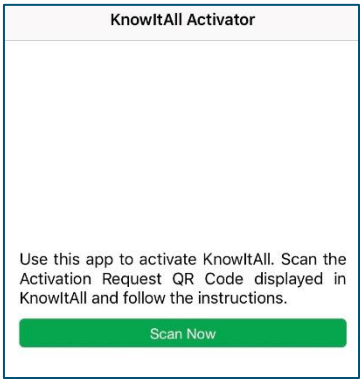


A) To activate with a smartphone

- The computer detects you are not connected to the internet. Choose **Yes** a smart phone is available.

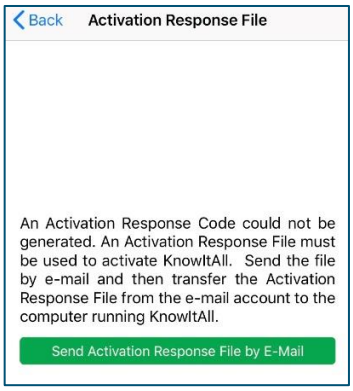


- Download the KnowItAll Activator app from the Apple or Google Play store and scan the QR code from KnowItAll.
- If you receive a response code, enter it in the box provided.



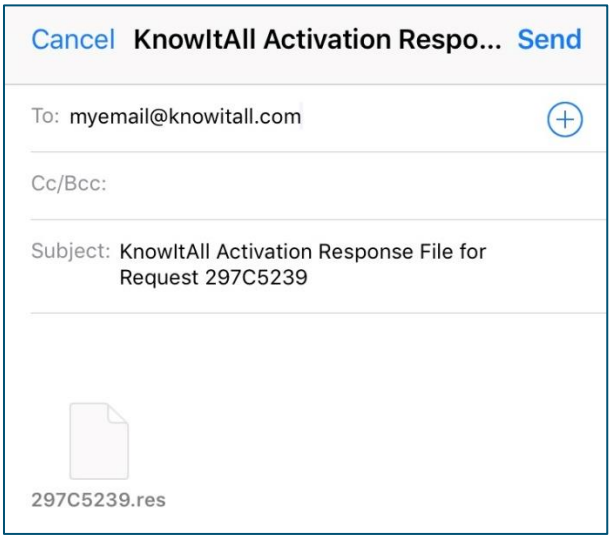
Phone App Screenshot

- If a response code cannot be generated, you will receive a response file (*.res).
- Email the file to yourself.

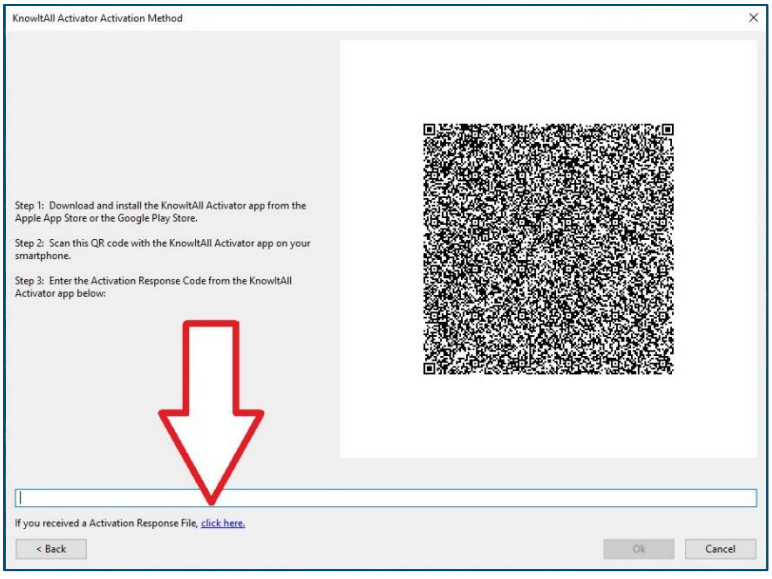


Phone App Screenshot

- Download the response file from your email on a separate, online computer.
- Save the response file onto a USB or other transferable medium.
- Move the response file to the computer where KnowItAll is installed.

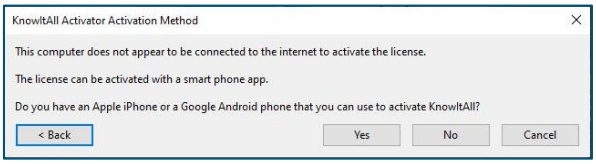


- Use the **Click Here** link to open response file from within KnowItAll to complete the activation.

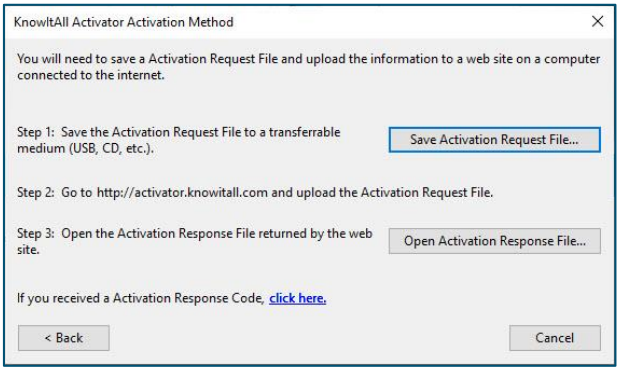


B) To activate using a second computer

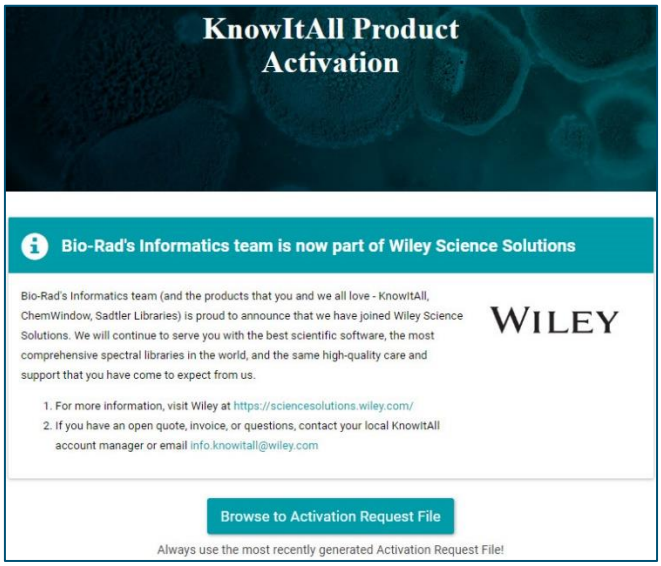
- The computer detects you are not connected to the internet. Choose **No** a smart phone is not available.



- Save the activation request (*.req) file.
- Move the request file onto a USB or other transferable medium.
- Save the request file onto an online computer.



- Visit activator.knowitall.com.
- Upload the request file to the Activator website.
- Download the response file.
    - If you receive a response code, click **Click Here** to enter the code.
- Save the response file onto a USB or other transferable medium.
- Move the response file to the computer where KnowItAll is installed.
- Click **Open Activation Response File** from within KnowItAll.



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