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KNOWITALL SOFTWARE & LIBRARIES

Installation Instructions

Use these instructions for:

- KnowItAll Software & KnowItAll Spectral Libraries (IR, MS, NMR, Raman, UV-Vis)
- KnowItAll ChemWindow Software
- Individual IR & Raman databases (non-subscriptions)

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INTRODUCTION

Follow these installation instructions if you have any of the following products:

- KnowItAll Software and KnowItAll Spectral Libraries (IR, MS, NMR, Raman, UV-Vis)
- KnowItAll ChemWindow Software
- Individual IR and Raman Databases (non-subscription)

BEFORE INSTALLING

1. Review system recommendations at www.knowitall.com/minimum_system.
2. 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.

STEP ONE – INSTALL KNOWITALL

If you chose digital delivery:

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

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

2. To install, double-click the downloaded installation executable file **KnowItAllInstall.exe** and follow the instructions provided by the installation Wizard.

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.

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If you received a USB in the mail:

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

NOTE: If installing from USB, *IR and Raman databases are installed automatically. If your subscription also includes NMR, MS, or UV-Vis data, check the appropriate boxes during the installation process to install them.*

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.

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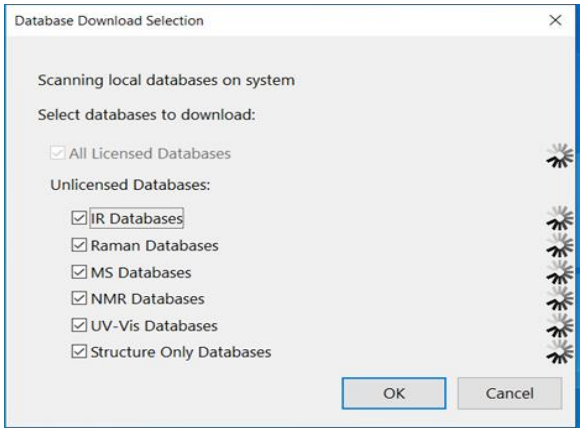
If You Ordered Only Databases

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

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: **https://get.knowitall.com/Databases/**

- 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.

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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 http://www.knowitall.com/contactus

Resources

- Website: www.sciencesolutions.wiley.com
- Support: www.knowitall.com/support
- Training Resources: http://www.knowitall.com/training

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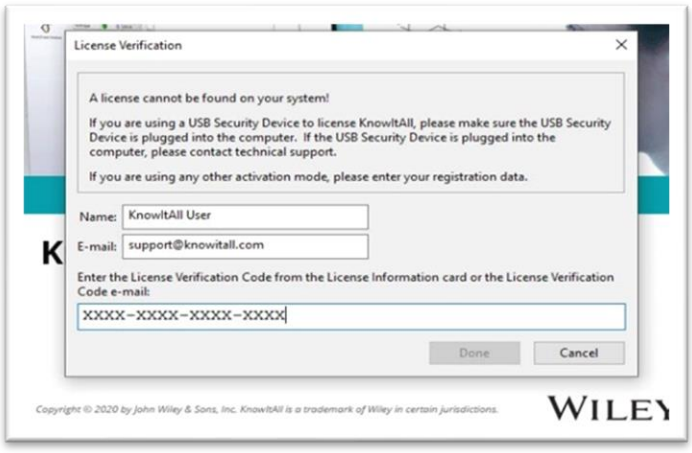
APPENDIX – Offline License Activation:

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**.

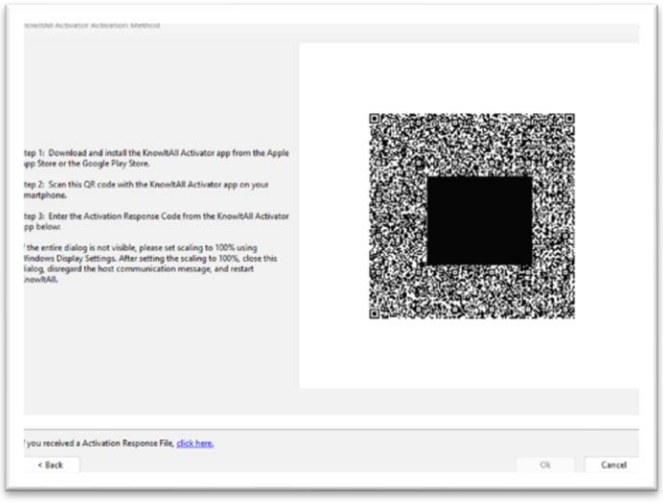
Now you will activate using either A) a Smartphone or B) a second computer connected to the internet.

Instructions for each method follow.

A) To activate with a smartphone:

After KnowItAll detects you are not connected to the internet, a dialog box appears; choose **Yes** a smart phone is available.

Scan the QR code that appears in the dialog with a smart phone camera.



NOTE: Keep this KnowItAll dialog box open in the next steps, as you will come back to it once you retrieve an activation response file.

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1. Once you scan the QR code, you are brought to Activator.KnowItAll.com where you will receive a response file (*.res).

2. Email the response file to yourself or download the file to the smart phone when prompted to do so.

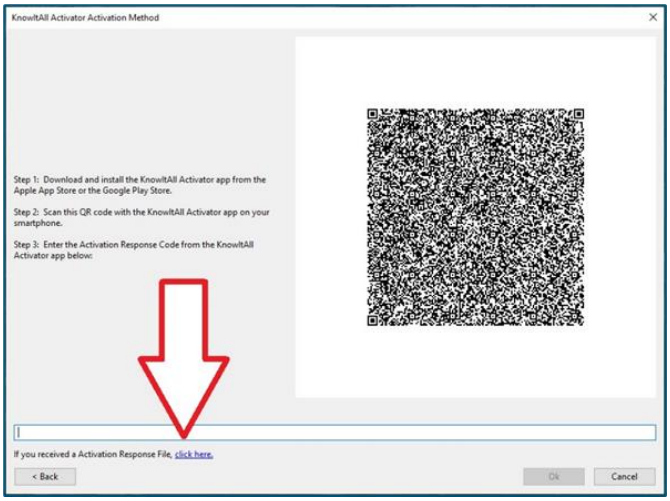
3. Now your goal is to get that response file back to your offline KnowItAll computer. To do that:

   a. Download the response file from your email or smart phone onto a separate, online computer.

   b. Save the response file onto a USB or other transferable medium so you can move the file to your KnowItAll computer.

   c. Copy the response file from the USB to the computer where KnowItAll is installed.

4. Finally, in the KnowItAll dialog you kept open, use the **Click Here** link to open the response file you just copied to complete the activation.



B) To activate using a second computer:

After KnowItAll detects you are not connected to the internet, a dialog box appears; choose **No** to indicate that a smart phone is not available.

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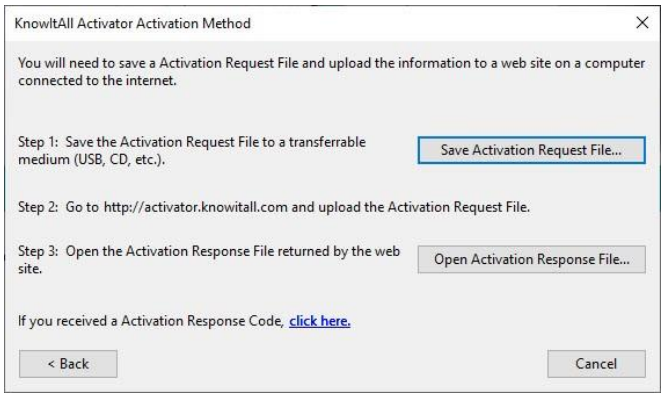
1. Click the button in step 1 and save the request file (*.req) onto a USB or other transferable medium.

   NOTE: Keep this KnowItAll dialog box open in the next steps, as you will come back to it once you retrieve an activation response file.



2. Now you need to copy the request file to a computer that is connected to the internet.

3. From that computer, visit https://Activator.KnowItAll.com and choose Browse to Activation Request File to upload the request file.

4. The activator site returns a response file (*.res) which you will download and save to the USB to transfer back to KnowItAll. Copy the response file to the offline KnowItAll computer.

5. Finally, in the KnowItAll dialog you kept open in the software, click the **Open Activation Response File** to complete the activation of your license.

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