# KNOWITALL SOFTWARE & LIBRARIES

Installation Instructions

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## INTRODUCTION

This book will guide you through the installation process for the KnowItAll Software & KnowItAll Spectral Libraries.

**NOTE:** If you have purchased an "individual" IR or Raman spectral database as opposed to a KnowItAll Spectral Library "subscription" please use the "Individual IR & Raman Spectral Databases - 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 <a href="mailto:support@knowitall.com">support@knowitall.com</a>.

## **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 <a href="https://get.knowitall.com/Databases/">https://get.knowitall.com/Databases/</a> and place it in C:\Users\Public\Documents\Wiley\KnowItAll\Databases.
- To install, double-click the downloaded installation executable file KnowItAllInstall.exe .

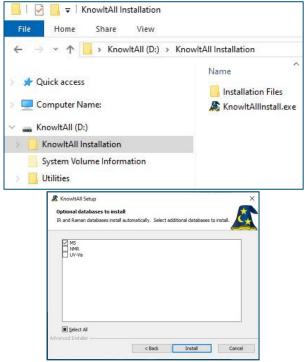
We recommend you save your digital download .exe file as a back-up to your own USB (external drive) in case you need to reinstall KnowltAll again in the future.

#### 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.

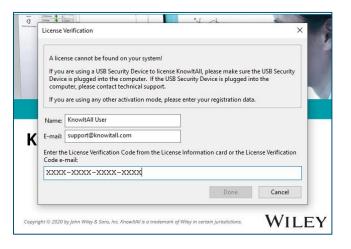
**NOTE:** IR and Raman databases are installed automatically. If your subscription includes NMR, MS, or UV-Vis data, check the appropriate boxes.

**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: <u>https://get.knowitall.com/Databases/</u> 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.

Database Download Selection	×
Scanning local databases on system	
Select databases to download:	
All Licensed Databases	~~~ M
Unlicensed Databases:	
☑ IR Databases	- Ne M
🗹 Raman Databases	**
☑ MS Databases	そ
✓ NMR Databases	*
UV-Vis Databases	*
Structure Only Databases	*
OK Cance	
KnowItAll <sup>®</sup> Database Download	

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

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

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.

← → ∽ ↑ 📙 « Public > Publi	c Documents > Wiley > KnowltAll > Database
<ul> <li>Quick access</li> <li>Computer Name:</li> <li>3D Objects</li> <li>Desktop</li> </ul>	Name
<ul> <li>Documents</li> <li>Downloads</li> <li>Windows (C:)</li> </ul>	
> 🛖 KnowitAll (D:)	

## **TECHNICAL SUPPORT**

Wiley provides support for entire "Service Life" which terminates on "End of Technical Support Date" for the KnowltAll product licensed. See www.knowitall.com/supportpolicy for details. For contact information, visit <u>http://www.knowitall.com/contactus</u>

#### **Resources:**

- Website: www.sciencesolutions.wiley.com
- Support: <a href="http://www.knowitall.com/support">www.knowitall.com/support</a>
- Training Resources: <u>http://www.knowitall.com/training</u>
- KnowItAll Web Help: <u>https://help.knowitall.com</u>

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

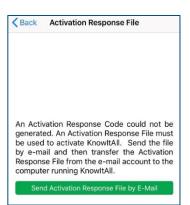
	nse cannot be found on your system!		
	are using a USB Security Device to license Kn e is plugged into the computer. If the USB Se		
	outer, please contact technical support.		
lf you	are using any other activation mode, please	enter your registration dat	a.
Name:	KnowltAll User		
E-mail:	support@knowitall.com		
Enter th Code e-	License Verification Code from the License mail:	Information card or the Lie	ense Verification
XXXX	-xxxx-xxxx		
-			

KnowltAll Activator Activation Method			×
This computer does not appear to be connected to the inter	net to activate the lice	nse.	
The license can be activated with a smart phone app.			
Do you have an Apple iPhone or a Google Android phone th	nat you can use to acti	vate KnowltAll?	
< Back	Yes	No	Cancel

KnowItAll Activator	
Use this app to activate KnowltAll. Scan the Activation Request QR Code displayed in KnowltAll and follow the instructions.	
Scan Now	

Phone App Screenshot

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

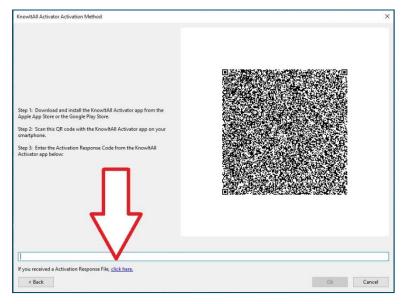


Phone App Screenshot

- 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.

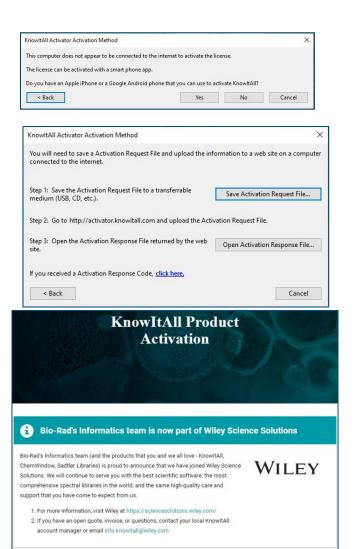
Cancel KnowItAll Activ	ation Respo Send
To: myemail@knowitall.com	$(\neq)$
Cc/Bcc:	
Subject: KnowItAll Activation F Request 297C5239	lesponse File for
297C5239.res	

 Use the Click Here link to open response file from within KnowltAll 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 KnowltAll is installed.
- Click **Open Activation Response File** from within KnowltAll.



Browse to Activation Request File

Always use the most recently generated Activation Request File!

# sciencesolutions.wiley.com

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