

HUMAN HEALTH

ENVIRONMENTAL HEALTH

PerkinElmer Product Activation

User Guide

Last Updated: February 08, 2022



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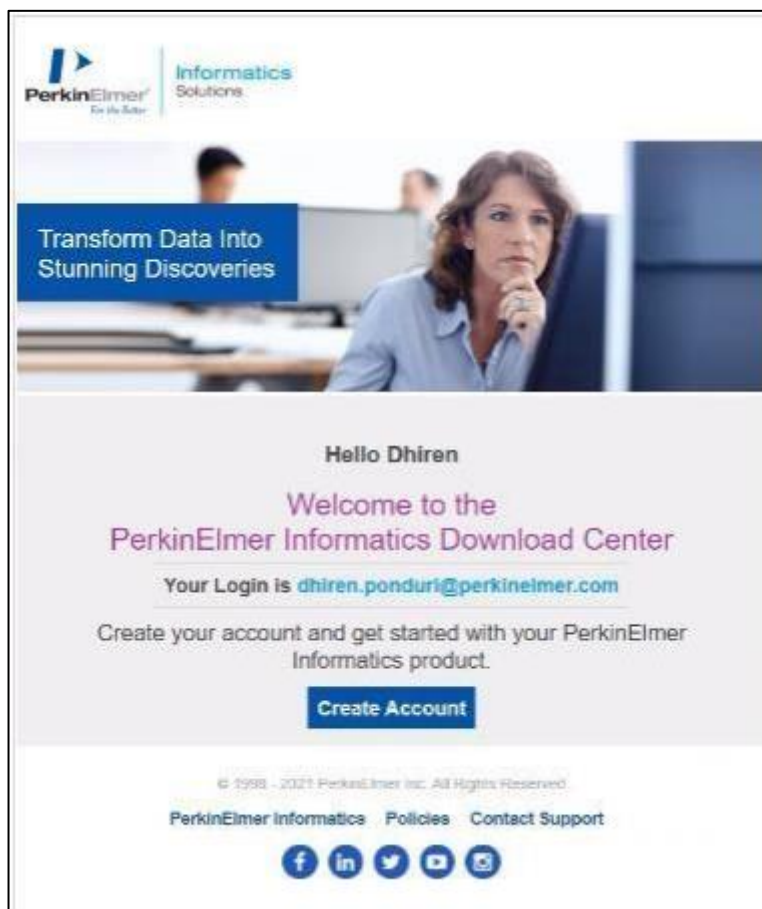
1 Introduction

This guide explains the steps required for downloading any PerkinElmer product, activating a PerkinElmer product, ways to resolve any problems with activation and the steps required to deactivate a product.

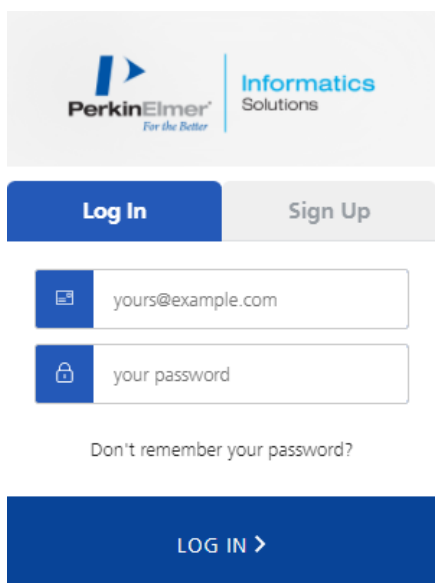
2 Downloading the Product

On placing an order, you will receive a “**Welcome to PerkinElmer Download Center!**” email at the email ID specified in the order. You need to first create an account to access your software.

To create an account:



1. Click on the **Create Account** button in the email.



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Log In **Sign Up**

[Don't remember your password?](#)

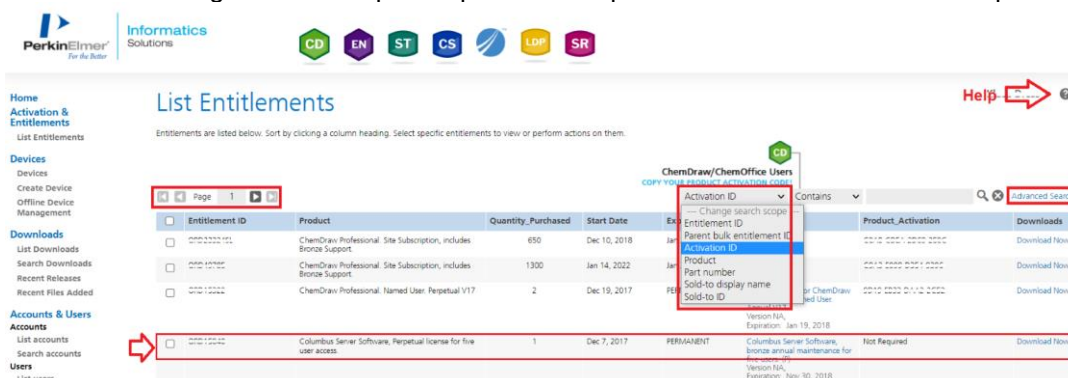
LOG IN >

- Click on the **Sign Up** tab.
- Enter your email address in the Email Address text box.
- Enter your new password in the Your Password text box.
- Click the **SIGN UP** button.

Note: If you use the link and find it has expired, or you do not receive the email, just go to the download portal using the following URL and complete starting on step 2
<http://perkinelmerinformatics.flexnetoperations.com/>.

To download the product:

- Navigate to the Download Center.
- Login using your **Login ID** (email address) and your **password**.
- Your page will open onto the “List Entitlements” page. Find the row with your most recent order number (Entitlement ID column), and record the Product Activation code associated with that order.
 If needed, use the “Help” icon to learn more about the contents of the List Entitlements page you are viewing.
 Use the “Page” option to scroll through pages if your account has multiple products listed.
 Use the “Change search scope” drop-down list option or “Advanced Search” if required.



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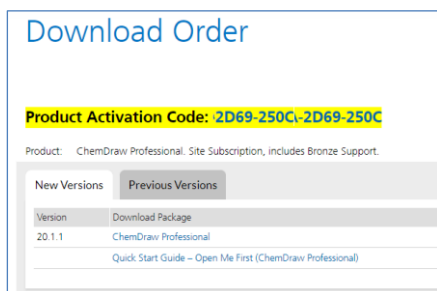
List Entitlements

Entitlements are listed below. Sort by clicking a column heading. Select specific entitlements to view or perform actions on them.

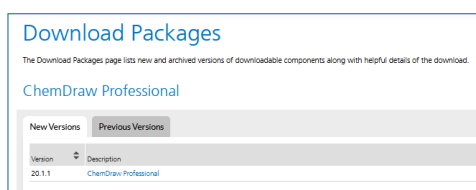
Entitlement ID	Product	Quantity Purchased	Start Date	Product Activation	Downloads
...	ChemDraw Professional. Site Subscription, includes Bronze Support	650	Dec 10, 2018	...	Download Now
...	ChemDraw Professional. Site Subscription, includes Bronze Support	1300	Jan 14, 2022	...	Download Now
...	ChemDraw Professional. Named User. Perpetual V17	2	Dec 19, 2017	...	Download Now
...	Columbus Server Software. Perpetual license for five user access	1	Dec 7, 2017	PERMANENT	Download Now

- For the current order, select the **Download Now** link at the far right-hand column.
- This will take you to the Download Order page.

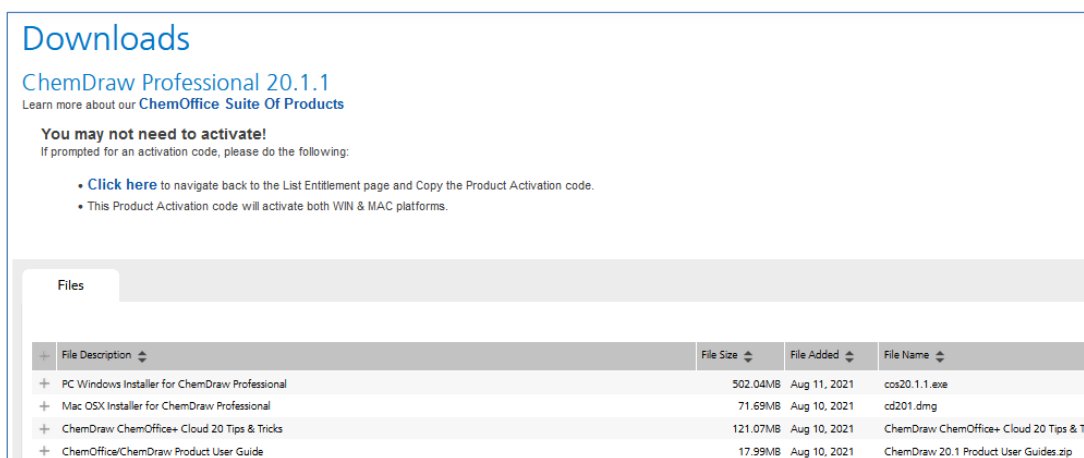
Note: Your product **Activation Code** is highlighted. Record this code this code to activate your ChemDraw/ChemOffice product.



6. To download a current version, use the “**New Versions**” tab. To download an older version, select the “**Prior Versions**” tab.



7. Scroll down the page and select the correct download option for your type of Operating System (Windows or Mac). To start the download, select the corresponding file name from the “**File Name**” column.



Downloads

ChemDraw Professional 20.1.1

Learn more about our [ChemOffice Suite Of Products](#)

You may not need to activate!
If prompted for an activation code, please do the following:

- [Click here](#) to navigate back to the List Entitlement page and Copy the Product Activation code.
- This Product Activation code will activate both WIN & MAC platforms.

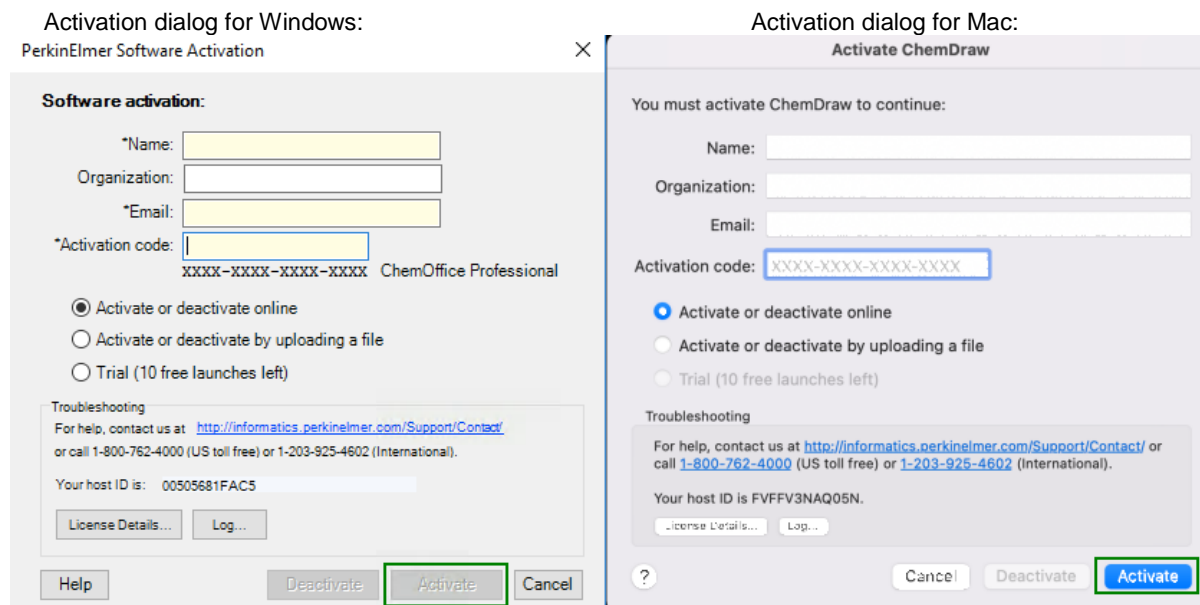
Files

File Description	File Size	File Added	File Name
PC Windows Installer for ChemDraw Professional	902.04MB	Aug 11, 2021	cos20.1.1.exe
Mac OSX Installer for ChemDraw Professional	71.69MB	Aug 10, 2021	cd201.dmg
ChemDraw ChemOffice+ Cloud 20 Tips & Tricks	121.07MB	Aug 10, 2021	ChemDraw ChemOffice+ Cloud 20 Tips & Tricks.pdf
ChemOffice/ChemDraw Product User Guide	17.99MB	Aug 10, 2021	ChemDraw 20.1 Product User Guides.zip

3 Activation of Product

To activate your product online:

1. In the Activation dialog, enter your name, email address, and activation code in their respective fields.



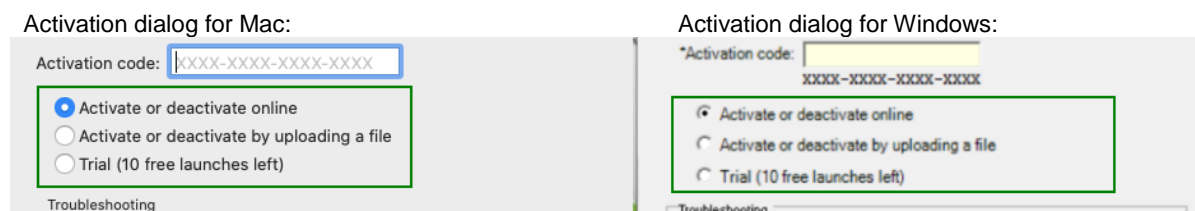
2. Select **Activate**. Upon successful activation, a confirmation message is received.

4 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. You may need to whitelist the following Flexera activation server website:
<https://perkinelmer.flexnetoperations.com/control/prkl/deviceservices>.
3. Your computer may need to install an SSL certificate. You will get a special message with a solution to this problem directing you to our website:
<https://perkinelmerinformatics.flexnetoperations.com>. Simply visiting the site will provide you with the certificate.
4. You might not be connected to the internet. If so, try again after reconnecting to the internet.
5. The activation server might be down or temporarily busy. In this case, try again later.
6. If you are still experiencing issues, please contact your technical administrator or internal IT support representative.

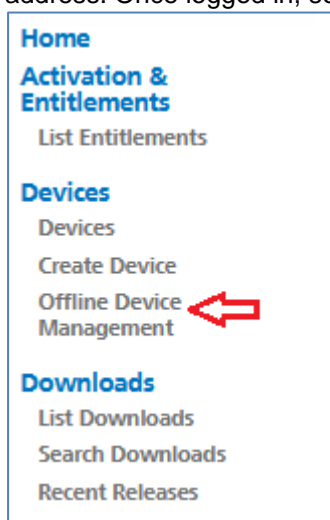
If the online activation failure persists, you can choose one of the alternative activation methods described in Section 6 below.



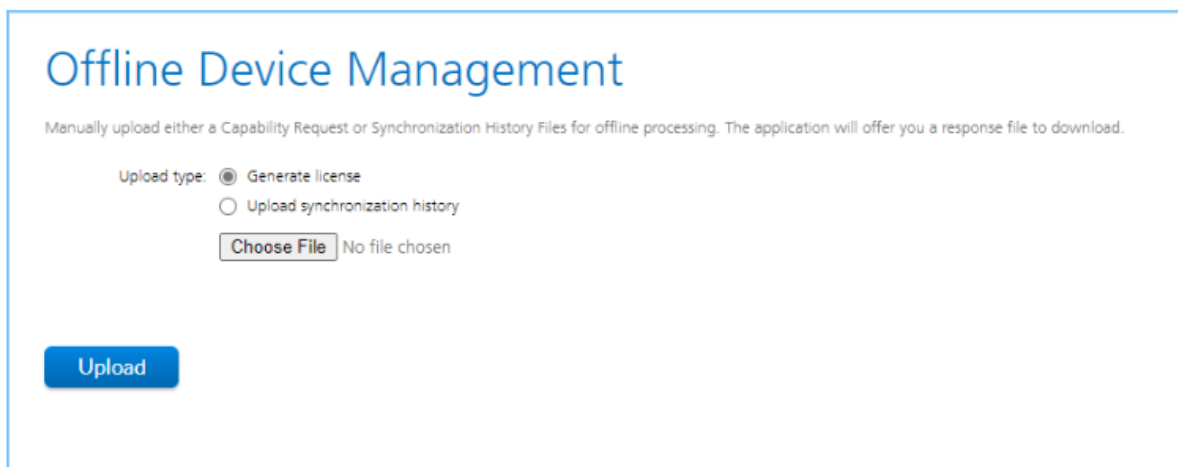
5 Activate by uploading a file

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

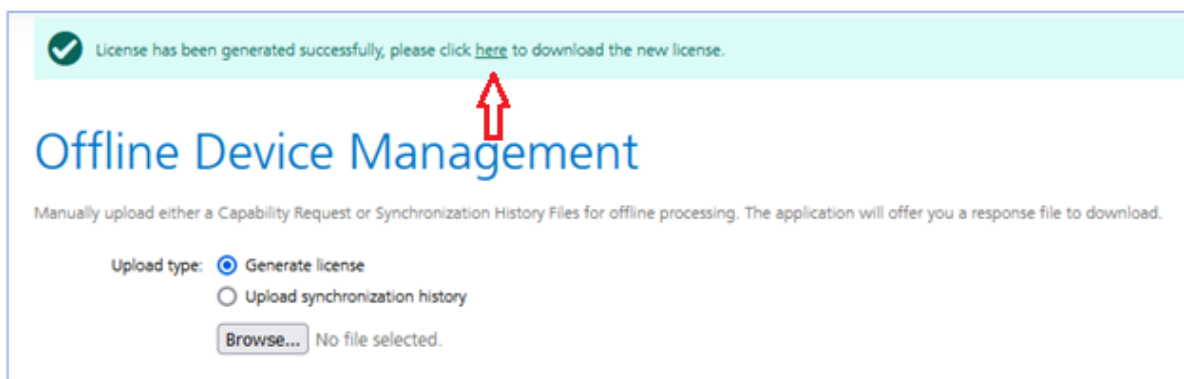
1. Select the "**Activate or deactivate by uploading a file**" under More Options and click on the "**Activate**" button. You will be prompted to save a local .BIN file to some location you choose (e.g., your Desktop). Make sure you fill out the required fields first, including the activation code. Then close the Activation Dialog. Continue installing the software to completion, if you haven't done so already.
2. Navigate to the following website: <https://perkinelmerinformatics.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>Offline Device Management**".



3. Select the "**Generate license**" option, click Browse and navigate to your .BIN file and then select "**Open**". Then select "**Upload**" to upload this .BIN file.



4. A message will appear at the top, click on it to download then new license file



5. Rename the "capabilityResponse.bin" received to "Response.bin"
6. The "Response.BIN" file should be placed in the folder (for example for v21):
C:\ProgramData\PerkinElmerInformatics\FNE\21.0 (for Windows) or
/Users/Shared/com.perkinelmer.chemdraw.21/FNE (for Mac) on your hard drive. Then re-launch the software to activate the product.

Note: For better results activating the software in a Windows computer, right-click the ChemDraw icon and select "Run as Administrator".

6 Trial

If you choose not to activate now (or are unable to because of a firewall or lack of an Internet connection etc.), you have ten¹ free launches of the product available before activation is required. To activate the trial version:

1. Select the "Trial" option.
2. Click on the "Activate" button to continue.

7 Deactivation of Software

Each time you activate, a license is obtained to use the software for your computer. You can move the licenses to other computers. However, you will need to deactivate the software on the currently licensed computer before activating it on another. This operation is especially important if only a few license seats have been purchased.

7.1 Deactivation from the licensed computer

You can choose to deactivate by selecting either "Activate or Deactivate online" option or "Activate or deactivate by uploading a file" option. Follow the steps mentioned above for activating the product and click "Deactivate" instead of "Activate".

7.2 Deactivation from the online license manager

1. Find the **Host ID** of the computer to be deactivated from the Activation Dialog of the machine.
2. Log on to the Download center <https://perkinelmerinformatics.flexnetoperations.com>.
3. On the left pane under "Devices" click "Devices". The Search Device page appears.

¹ 10 launches cover an expected usage of one trial activation per business day for two weeks.

- Click the Host ID or use the search option on the top-right corner. You can search by Device Name (email address) or Device ID (Host ID)

Devices

Create Device

2 Results

ID	Type	Account	Licenses	Last Modified
7085E85B28F (STRING)	Standalone Device	[REDACTED]	License Info	Jan 24, 2022
9C5A4496F371 (STRING)	Standalone Device	[REDACTED]	License Info	Jan 21, 2022

- From the Device screen, select the Action drop-down menu and click on Remove License

Device

[Back to list](#)

Overview Downloads

View Action

Device Details

- Map Entitlements
- Remove Licenses**
- Return Device
- Download Capability Response

Status : ACTIVE
 Series : FLX_CLIENT_SERIES
 Model : FLX_CLIENT
 Account : 880213 (Bhagiradha Chemicals & Industries Limited)
 Vendor Dictionary : (None)

- The Remove Licenses page will appear. The “Currently on Device” column shows the number of licenses for the Host ID. Put the amount you wish to remove on the “Qty to remove” field and click **Save**:

Remove Licenses

ID: C07YV11YJYVY
 ID Type: STRING
 Name: juan.ortega@perkinelmer.com
 Account: 3411A511425

Licenses on Device

At any one time, you can remove licenses from a total of only five activation IDs.

Qty to remove	Currently on device	Product
1	1	ChemOffice+ Cloud. Site Subscription, includes Bronze Support. (Includes Mestrelab Mnova ChemDraw Edition) (L)

Save

- The status will change to “Waiting for confirmation”. The license will be cleared once you launch ChemDraw on the computer you want it removed from.

8 Support

Our customer support organization is dedicated to helping you with any problems you may be having while downloading or using the software.

You can contact PerkinElmer Informatics Support via any of the methods listed on our Contact

Page: <http://informatics.perkinelmer.com/Support/Contact/>.

9 End User License Agreement

PERKINELMER INFORMATICS, INC.

CLICK-THROUGH LICENSE AGREEMENT

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12. General.

- This Agreement will be governed by the laws of the Commonwealth of Massachusetts, without giving effect to conflict of laws principles that require the application of the laws of any other jurisdiction. The UN Convention on Contracts for the International Sale of Goods will not apply to this Agreement. You hereby irrevocably submit to the personal jurisdiction and venue of, and agree to service of process issued or authorized by, state and federal courts with jurisdiction over Suffolk County, Massachusetts, and You waive any objection thereto. The prevailing party in any action under this Agreement is entitled to receive its costs and expenses, including reasonable attorneys’ fees, incurred in that action, in addition to any other relief it may receive.
- If any provision is adjudged to be invalid or unenforceable by a court of competent jurisdiction, that provision will be removed and a suitable and equitable substitute provision shall be inserted. The remaining provisions will remain in full force. All waivers must be in writing. A party’s consent to, or waiver of, enforcement on one occasion will not be deemed a waiver of any other provision or such provision on any other occasion.
- You may not assign or delegate this Agreement, nor any rights or duties hereunder, in whole or in part, without Licensor’s prior written approval, which may be withheld in its sole discretion, and any purported attempt to do so is void.
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