# 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.* 

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

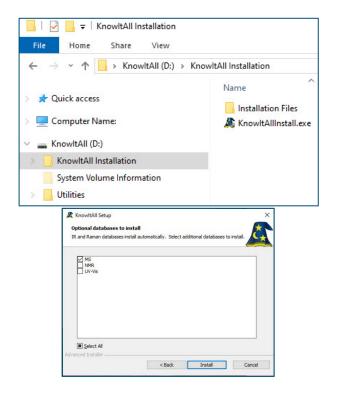
We recommend you save your digital download .exe file as a back-up to your own USB (external drive) in case you need to reinstall KnowltAll again in the future.

#### If you received a package in the mail:

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

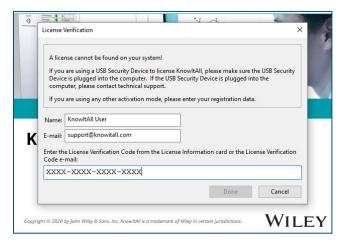
**NOTE:** IR and Raman databases are installed automatically. If your subscription includes NMR, MS, or UV-Vis data, check the appropriate boxes.





## **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.

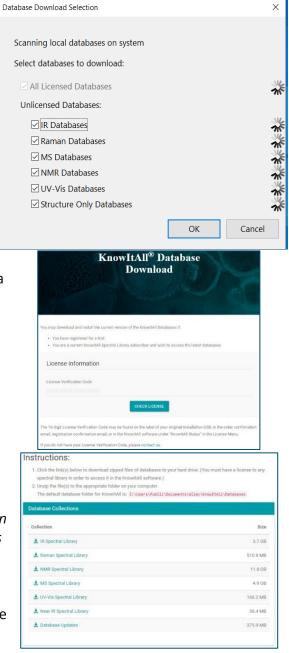
If you already have some KnowItAll databases, and an internet connection, you can automatically update your databases by going to License > Enable Database Downloader. KnowItAll will start downloading the updated databases when your computer is idle. Download times vary. You may be prompted to update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

If not connected to the internet, you can download the data collection immediately here: <a href="http://www.knowitall.com/databaseupdate">www.knowitall.com/databaseupdate</a>

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 » Pub	lic Documents > Wiley > KnowltAll > Database
A Quick access      Quick access      Outer Name:      J 30 Objects      Destop	Name ^
<ul> <li>Decuments</li> <li>Downloads</li> </ul>	Raman
Windows (C:)     KnowltAll (D:)	
KnowltAll (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 www.knowitall.com/contactus.

#### **Resources:**

Website: www.sciencesolutions.wiley.com

Support: www.knowitall.com/support

Training Resources: www.knowitall.com/training

KnowItAll Web Help: www.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 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.

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Devic	e is plugged into the computer.	If the USB Se			
	uter, please contact technical su				
If you	are using any other activation m	node, please	enter your regis	tration data	
Name:	KnowitAll User				
E-mail:	support@knowitall.com				
Enter th Code e-	e License Verification Code from mail:	the License	Information car	d or the Lice	ense Verification
XXXX	-xxxx-xxxx				

KnowltAll Activator Activation Method			×
This computer does not appear to be connected to the internet	t 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 that	you can use to acti	vate KnowltAll?	
< Back	Yes	No	Cancel

KnowItAll Activator
Use this app to activate KnowItAll. Scan the Activation Request QR Code displayed in KnowItAll 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.

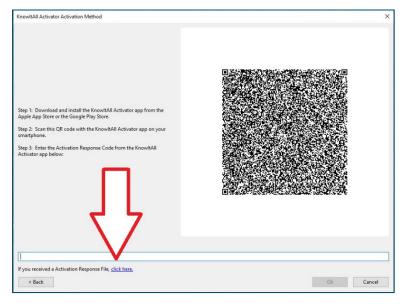


Phone App Screenshot

- 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.

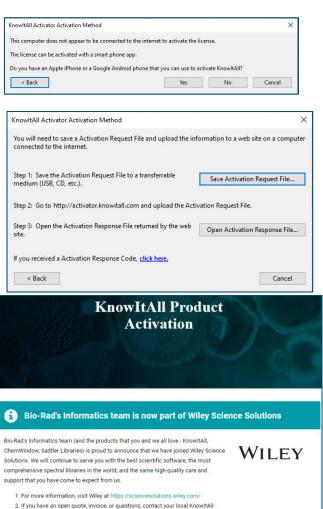
Cancel KnowItAll Activation Respo Send				
To: myemail@knowitall.com	$(\pm)$			
Cc/Bcc:				
Subject: KnowItAll Activation Response File fo Request 297C5239	r			
297C5239.res				

 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 KnowltAll is installed.
- Click **Open Activation Response File** from within KnowltAll.



If you have an open quote, invoice, or questions, contact your local KnowitAll account manager or email info.knowitall@wiley.com

Browse to Activation Request File

Always use the most recently generated Activation Request File!

# sciencesolutions.wiley.com

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