

HUMAN HEALTH

ENVIRONMENTAL HEALTH

PerkinElmer Product Activation

User Guide

Last Updated: April 13, 2020



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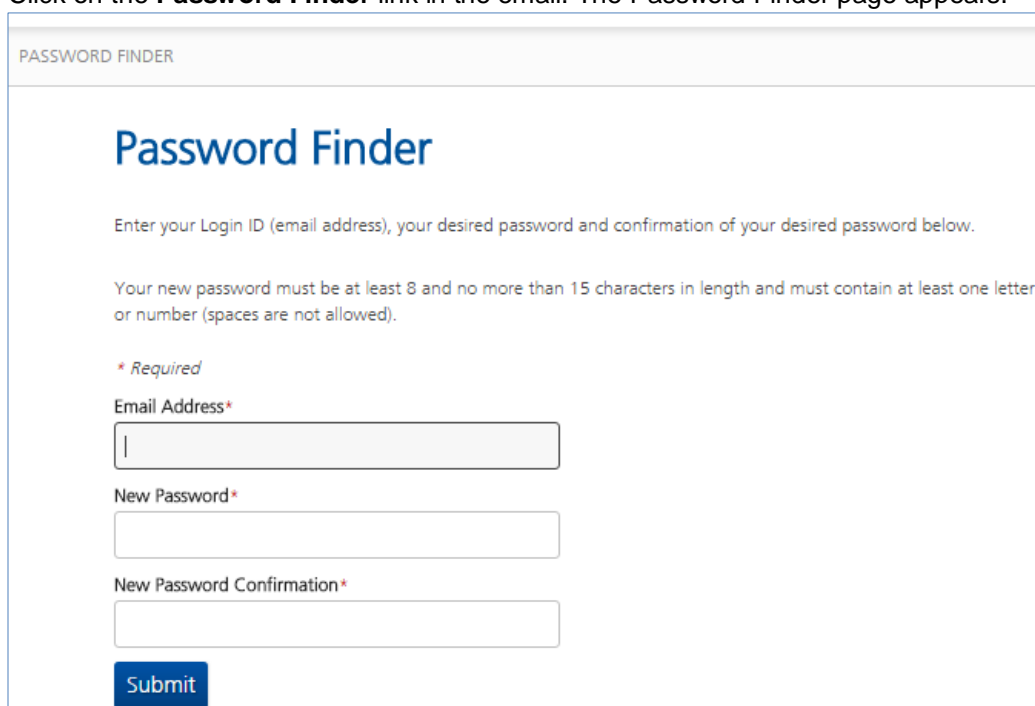
1 Introduction

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

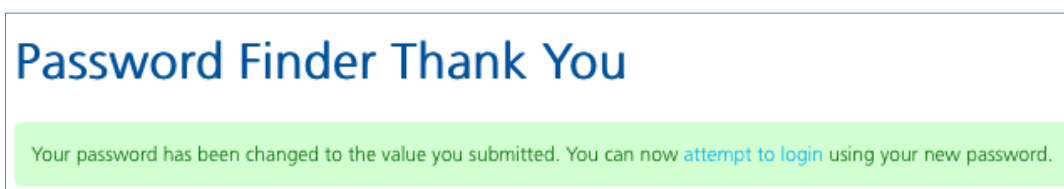
On placing an order, you will receive a “**Welcome to PerkinElmer Download Center!**” email at the email ID specified in the order. You need to first create an account to access your software. To create an account:

1. Click on the **Password Finder** link in the email. The Password Finder page appears.



The screenshot shows a web page titled "PASSWORD FINDER" with a sub-header "Password Finder". Below the header, there is a text prompt: "Enter your Login ID (email address), your desired password and confirmation of your desired password below." A note specifies: "Your new password must be at least 8 and no more than 15 characters in length and must contain at least one letter or number (spaces are not allowed)." There are three input fields: "Email Address*", "New Password*", and "New Password Confirmation*", each with an asterisk indicating it is required. A blue "Submit" button is located at the bottom left of the form area.

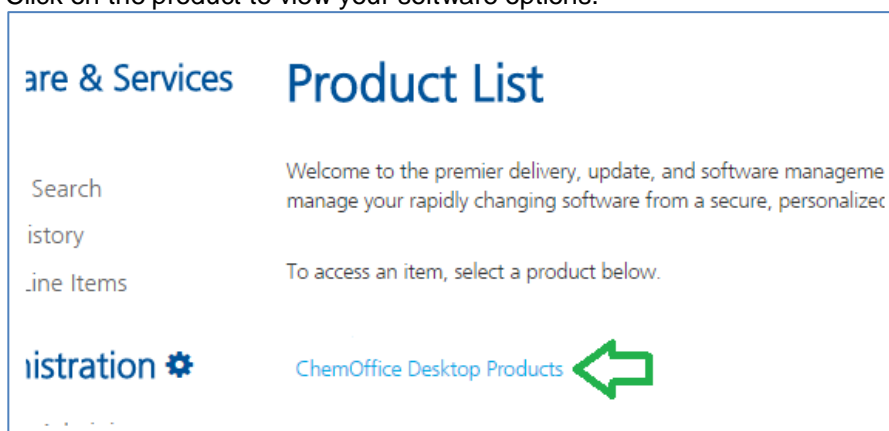
2. Enter your email address in the **Email Address** text box.
3. Enter your new password in the **New Password** text box.
4. Enter the password again for confirmation in the **New Password Confirmation** text box.
5. Click the **Submit** button. The following message appears.



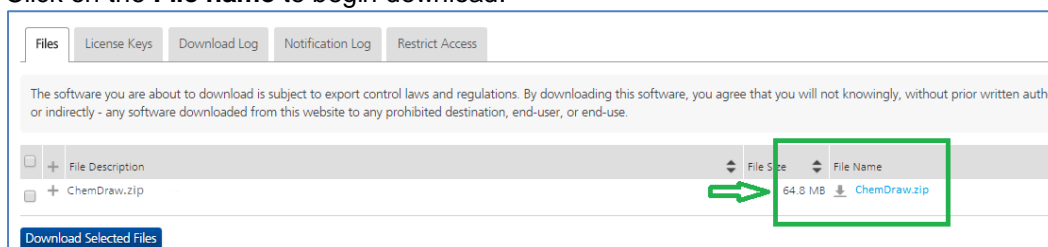
The screenshot shows a "Password Finder Thank You" message. The text reads: "Your password has been changed to the value you submitted. You can now [attempt to login](#) using your new password." The message is displayed on a light green background.

To download the product:

1. Navigate to the Download Center.
2. Login using your **Login ID** (email address) and your **password**.
3. Click on the product to view your software options.

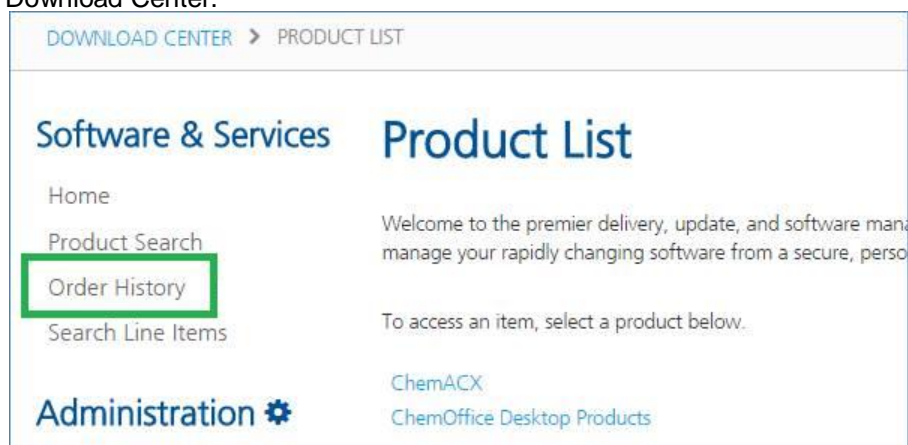


4. Click on the **File name** to begin download.

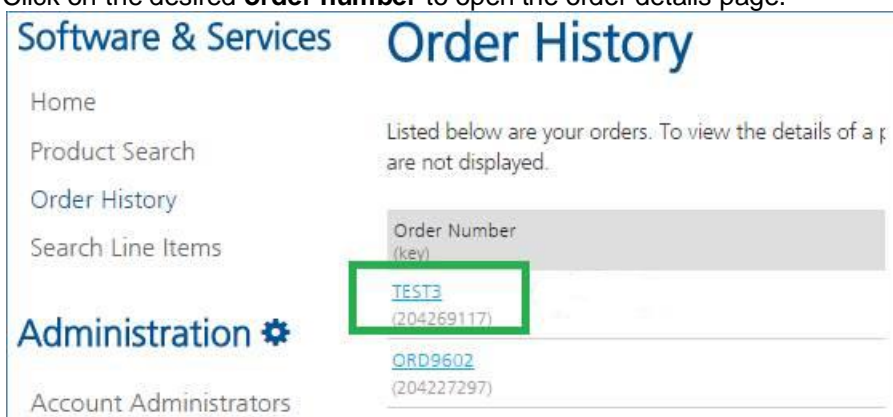


3 Finding Your Activation Code

1. Click on “**Order History**” option in the **Software & Services** section in the PerkinElmer Download Center.




2. Click on the desired **order number** to open the order details page.



Software & Services Order History

Home
Product Search
Order History
Search Line Items

Administration 
Account Administrators

Listed below are your orders. To view the details of a product, click on the order number. Orders that are not displayed.


Order Number (key)

[TEST3](#)
(204269117)

[ORD9602](#)
(204227297)

The Order details page displays the following information:

Order Date: Jan 29, 2019					
PO Number: ChemOffice/ChemDraw Pro and Prime					
Line	License/Support Expiration Date	Ordered Quantity	Product Description	Manufacturer Part Number	ActivationCode
1	01/29/2021	20	ChemOffice Professional, Named User. Subscription includes Bronze Support. (Includes Mastrelab Mnova ChemDraw Edition)	INF02077	F908-0B4C-C9C3-3CD

Field	Description
License Support Expiration Date	The date on which the license expires
Ordered Quantity	The quantity (number) of products ordered
Product Description	Description of the product ordered
Activation Code	The 16 digit activation code to be used to activate the product
	The download button

NOTE: You can view your order details any time by clicking on the **Order History** option on the left of the home page.

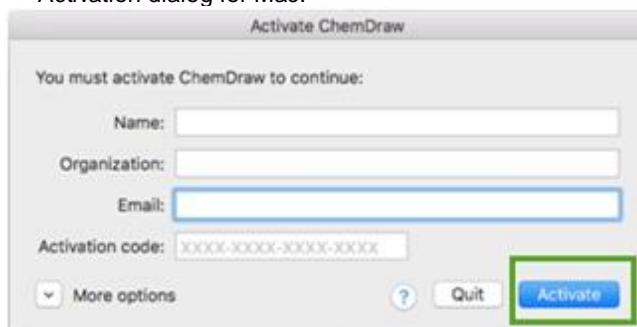
You can now install the product and use any one of the activation methods described below to activate your product using the available Activation code.

4 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.

Activation dialog for Mac:



Activation dialog for Windows:



NOTE: The activation code is available in the Order details page.

Order Number: TEST3					
Order Date: Mar 23, 2017					
PO Number:					
Line	License/Support Expiration Date	Ordered Quantity	Product Description	Manufacturer Part Number	ActivationCode
+	1 03/23/2018	1	Beta Subscription for ChemOffice Professional 17.0 (WIN)	BETA-CO-PRO-17	D172-5586-8EC8-94AA

2. Click **Activate**.

On successful activation, a confirmation message is received.


5 Problems with Activation

If activation was unsuccessful, there are several possible reasons:

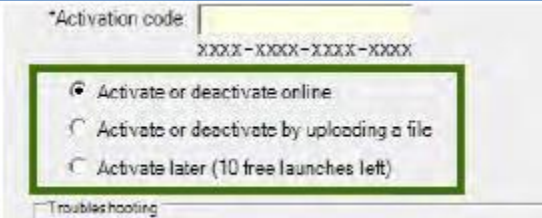
1. A firewall may be blocking access to the activation server. If possible, temporarily disable your firewall and then try the activation again.
2. You may need to whitelist the following Flexera activation server website:
<https://perkinelmer.flexnetoperations.com/control/prkl/deviceservices>.
3. Your 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://perkinelmer.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 click on "**More Options >>**" (for Windows) or expand the down arrow next to "**More Options**" (for Mac) and choose one of the alternative activation methods described in Section 6 below.

Activation dialog for Mac:



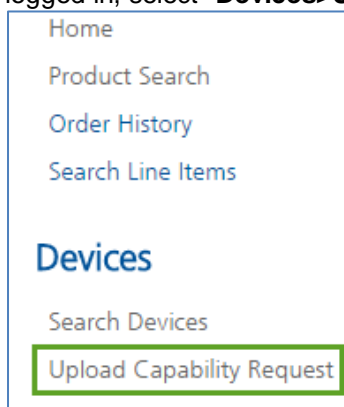
Activation dialog for Windows:



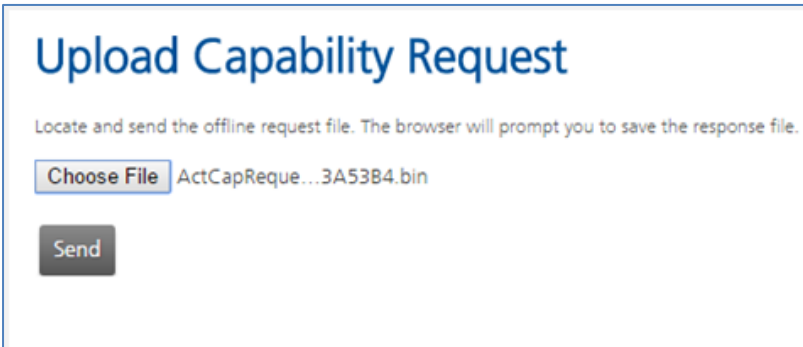
6 Activate by uploading a file

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

1. Select the "**Activate or deactivate by uploading a file**" option 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). 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://perkinelmer.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>Upload Capability Request**".



3. Select the "**Choose File**" option, navigate to your .BIN file and then select "**Open**". Then select "**Send**" to upload this .BIN file. The "**Response.BIN**" file is downloaded from the site to your computer.



- The "Response.BIN" file should be placed in the folder (for example for v19):
C:\ProgramData\PerkinElmerInformatics\FNE\19.0 (for Windows) or
/Users/Shared/com.perkinelmer.chemdraw.19/FNE (for Mac) on your hard drive. Then re-launch the software to activate the product.

7 Activate Later

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 later:

- Select the "**Activate later**" option.
- Click on the "**Activate**" button to continue.

8 Deactivation of Software

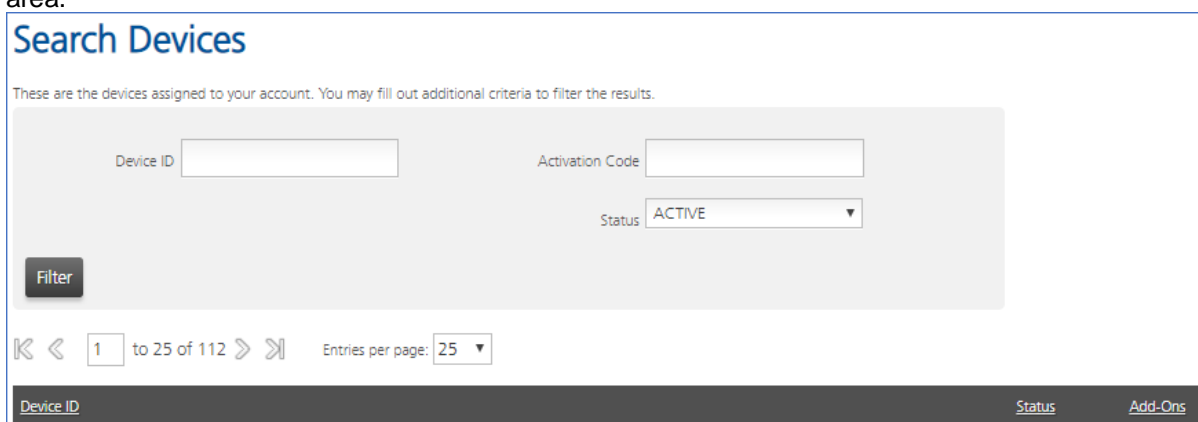
Each time you activate, a license is obtained to use the software for your computer. You can move the licenses to other computers. However, you will need to deactivate the software on the currently licensed computer before activating it on another. This operation is especially important if only a few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

8.1 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**".

8.2 Deactivation from the online license manager

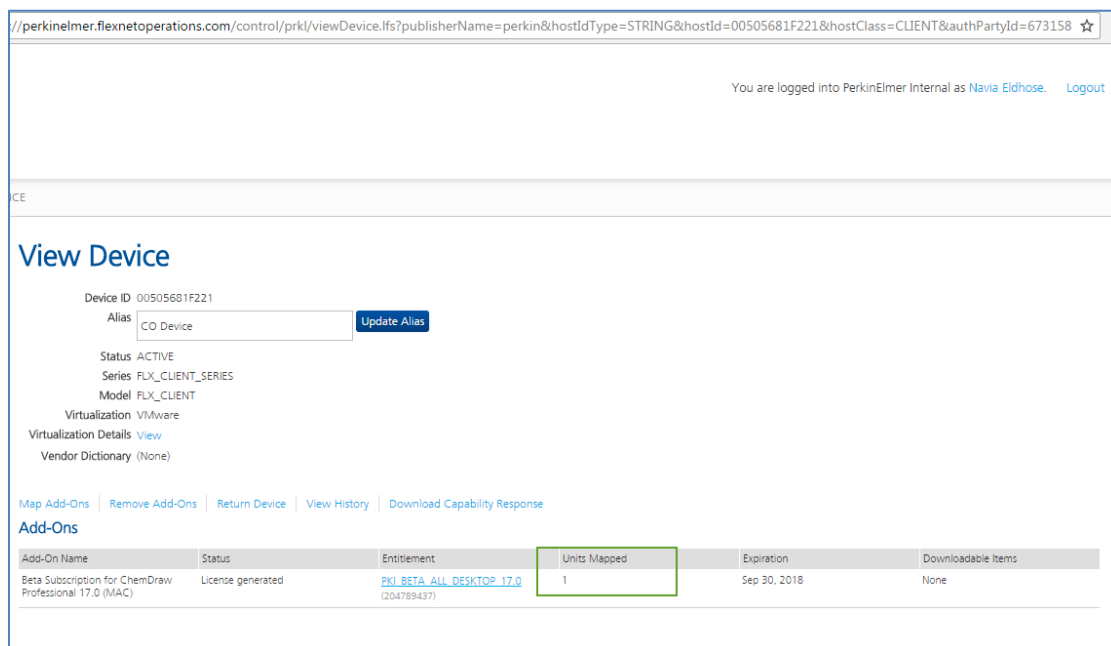
- Find the **Host ID** of the computer to be deactivated from the Activation Dialog of the machine.
- Log on to the Download center <https://perkinelmer.flexnetoperations.com>.
- On the left pane under "**Devices**" click "**Search Devices**". The Search Device page appears.
- Paste or type the **Host ID** in the Device ID field or **Activation code** in the Activation Code field and click on the **Filter** button. The Device record is listed below the "**Search Devices**" area.



- Click on the link for the device in question. The "**View Device**" page appears.

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

NOTE: If the device has any active licenses they will be listed in the "Add-ons" section. The "Units Mapped" column should show "1" for active licenses.



View Device

Device ID 00505681F221
Alias [Update Alias](#)

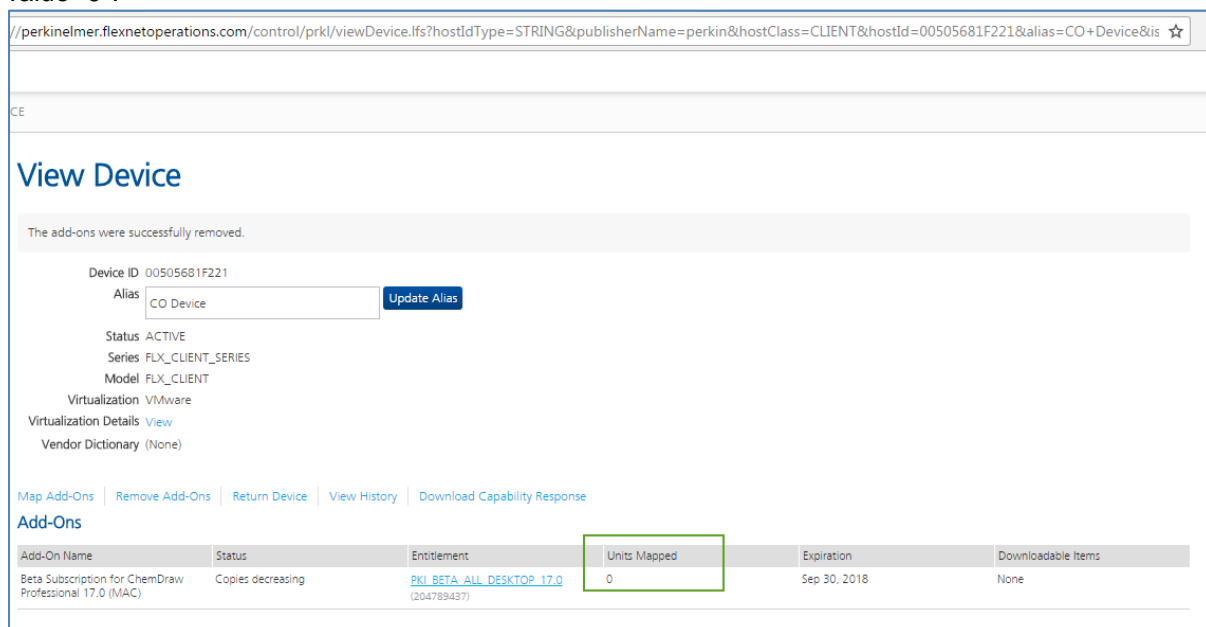
Status ACTIVE
Series FLX_CLIENT_SERIES
Model FLX_CLIENT
Virtualization VMware
Virtualization Details [View](#)
Vendor Dictionary (None)

[Map Add-Ons](#) | [Remove Add-Ons](#) | [Return Device](#) | [View History](#) | [Download Capability Response](#)

Add-Ons

Add-On Name	Status	Entitlement	Units Mapped	Expiration	Downloadable Items
Beta Subscription for ChemDraw Professional 17.0 (MAC)	License generated	PKI_BETA_ALL_DESKTOP_17.0 (204789437)	1	Sep 30, 2018	None

- Click the link for "Remove Add-ons". The "Remove Add-ons" page appears displaying any licenses available in the "Add-ons in Device" section.
- Type "1" in the "Quantity to Remove" column and click the "Remove Add-ons" button.
- The "View Device" page reappears and the "Units Mapped" column should now have the value "0".



View Device

The add-ons were successfully removed.

Device ID 00505681F221
Alias [Update Alias](#)

Status ACTIVE
Series FLX_CLIENT_SERIES
Model FLX_CLIENT
Virtualization VMware
Virtualization Details [View](#)
Vendor Dictionary (None)

[Map Add-Ons](#) | [Remove Add-Ons](#) | [Return Device](#) | [View History](#) | [Download Capability Response](#)

Add-Ons

Add-On Name	Status	Entitlement	Units Mapped	Expiration	Downloadable Items
Beta Subscription for ChemDraw Professional 17.0 (MAC)	Copies decreasing	PKI_BETA_ALL_DESKTOP_17.0 (204789437)	0	Sep 30, 2018	None

9 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/>