

HUMAN HEALTH

ENVIRONMENTAL HEALTH

PerkinElmer Product Activation

User Guide

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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.

PASSWORD FINDER

Password Finder

Enter your Login ID (email address), your desired password and confirmation of your desired password below.

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).

** Required*

Email Address*

New Password*

New Password Confirmation*

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.

Password Finder Thank You

Your password has been changed to the value you submitted. You can now [attempt to login](#) using your new password.

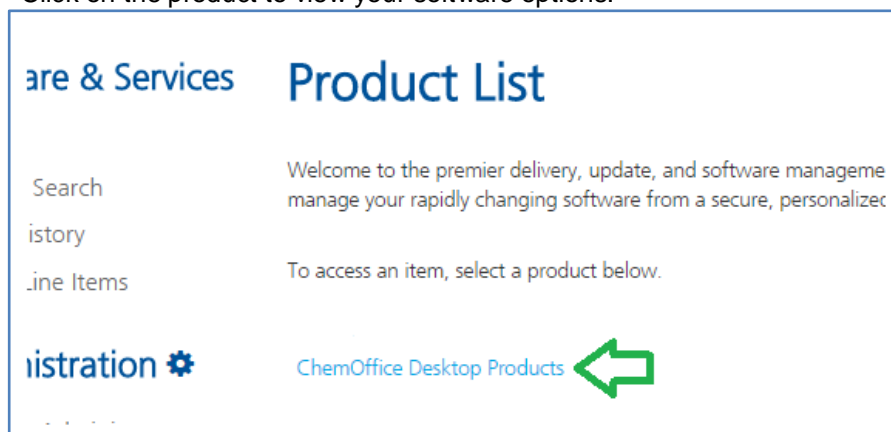
On clicking the **Submit** button, you will receive an email containing the following information:

1. Product name

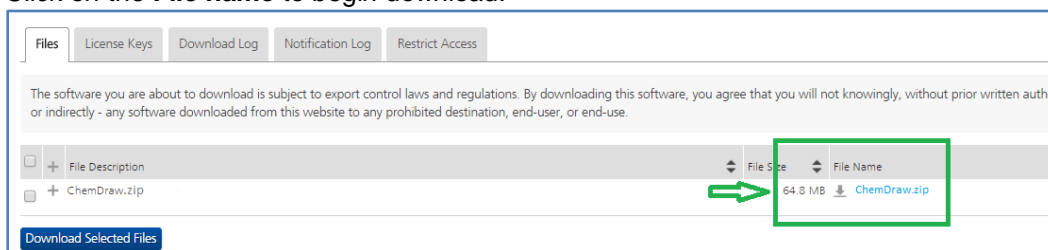
2. Activation Code
3. Link to download center

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.

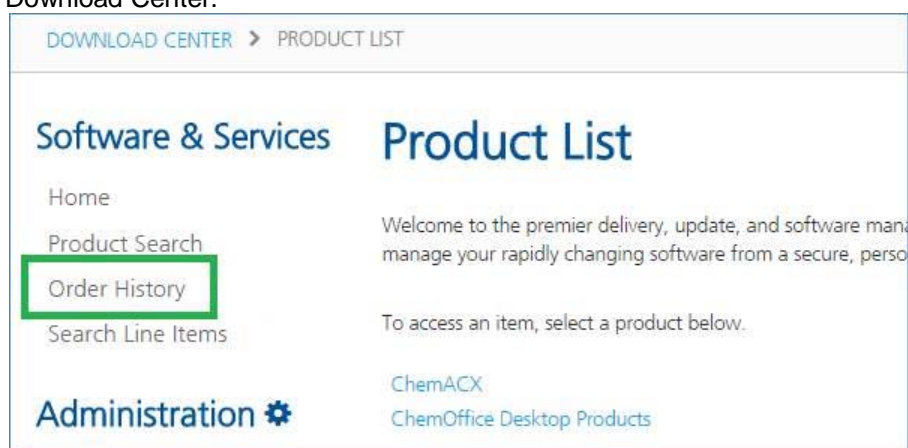


4. Click on the **File name** to begin download.

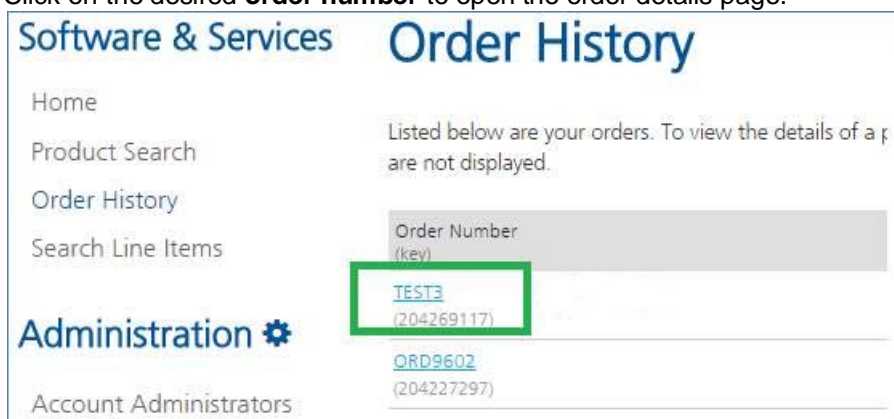


3 Finding Your Activation Code


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



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



The Order details page displays the following information:

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

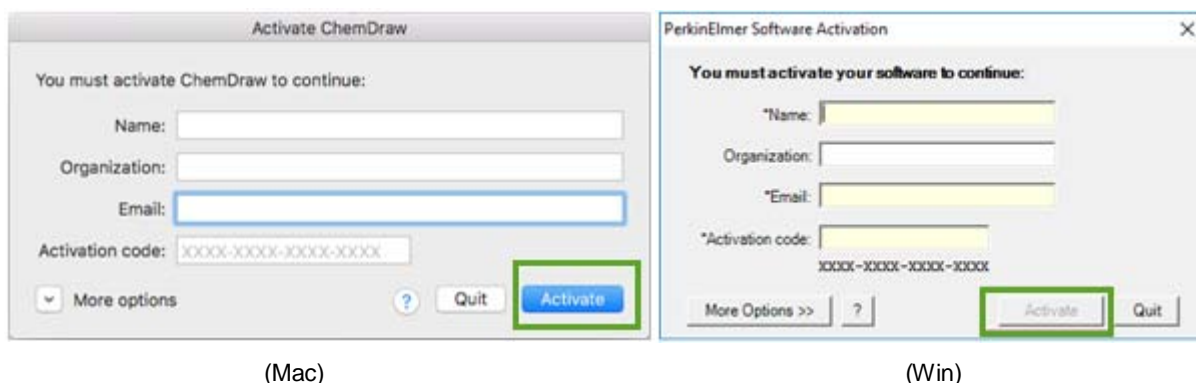
Note: You can view your order details any time by clicking on the **Order History** option on the left of the home page.

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 (online)

To activate your product online:

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



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

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**.

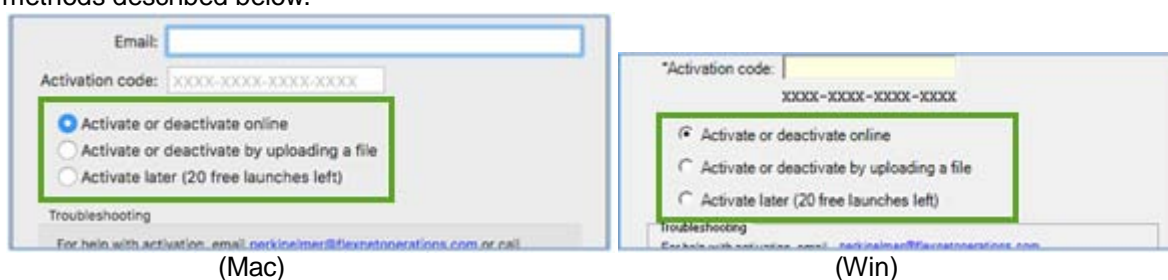
On successful activation, a confirmation message is received.

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. 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.
3. You might not be connected to the internet. If so, try again after reconnecting to the internet.
4. The activation server might be down or temporarily busy. In this case, try again later.

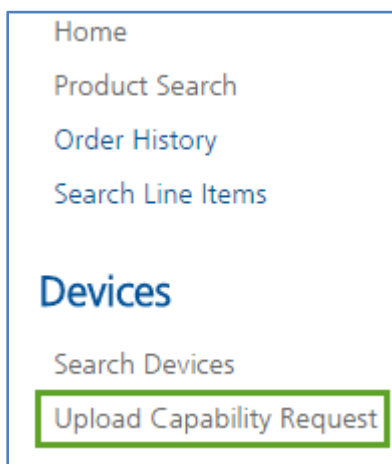
If the online activation failure still persists, you can click on "**More Options >>**" (for Windows) or expand the down arrow next to "**More Options**" (for Mac) and choose one of the alternative activation methods described below.



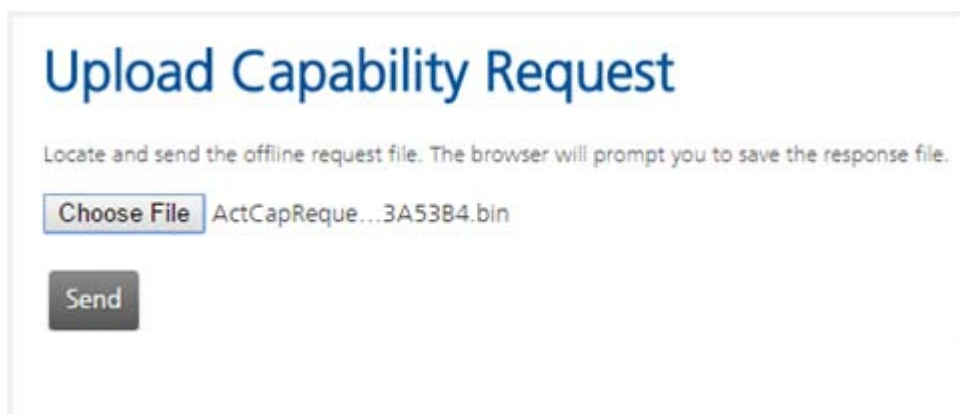
6 Activate by uploading a file

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.



4. The "Response.BIN" file should be placed in the folder <C:\ProgramData\PerkinElmerInformatics\FNE\17.0> (for Windows) or </Users/Shared/com.perkinelmer.chemdraw.17/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 twenty free launches of the product available before activation is required. To activate later:

1. Select the "**Activate later**" option.
2. 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

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://perkinelmer.flexnetoperations.com>.
3. On the left pane under "**Devices**" click "**Search Devices**". The Search Device page appears.
4. Paste or type the **Host ID** in the Device ID field and click on the **Filter** button. The Device record is listed below the "**Search Devices**" area.

DEVICES

Search Devices

These are the devices assigned to your account. You may fill out additional criteria to filter the results.

Device ID: Activation Code:

Alias: Status:

1 to 1 of 1 Entries per page: 25

Device ID	Alias	Status	Add-Ons
00505681F221	CO Device	ACTIVE	

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

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.

://perkinelmer.flexnetoperations.com/control/prkl/viewDevice.ifs?publisherName=perkin&hostIdType=STRING&hostId=00505681F221&hostClass=CLIENT&authPartyId=673158 ☆

You are logged into PerkinElmer Internal as Navia Eldhose. [Logout](#)

ICE

View Device

Device ID: 00505681F221

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

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

<http://perkinelmer.flexnetoperations.com/control/prkl/viewDevice.lfs?hostIdType=STRING&publisherName=perkin&hostClass=CLIENT&hostId=00505681F221&alias=CO+Device&is>

CE

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