Product Activation using Download Center

ChemDraw v23.0 Process Document (Admin)

Last Updated: February 20, 2024

# Table of Contents

1. Introduction

This document explains the steps required for:

- Setting up your Revvity Signals Download Center account as the tech admin
- Bulk and non-bulk activation of products,
- Managing user accounts
- Steps required for adding and deactivating any member.

Note: Please contact Customer Support (signals.customer_service@revvity.com) if there are any issues when following the instructions outlined in this document.
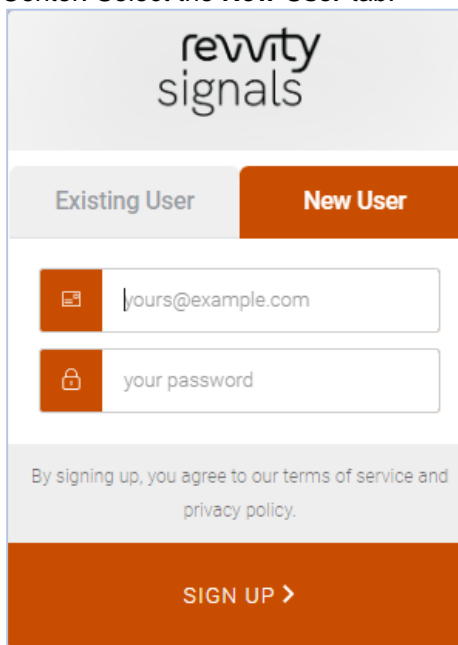
2. Setting Up the Admin Account

On placing an order, you will receive a "**Welcome To End-User Portal**" email from revvitysignals@flexnetoperations.com at the email ID specified in the order.
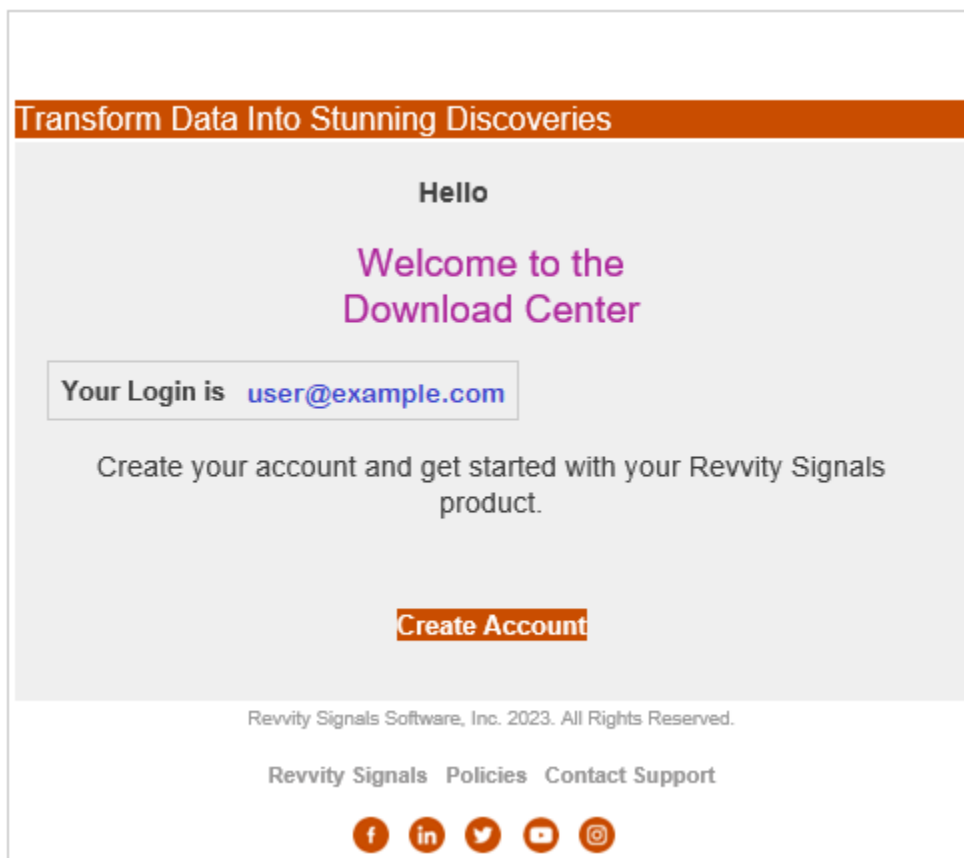
You will need to first create or activate an account in Revvity Signals Download Center. To do so:

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1. Click on the **Create Account** button in the email. You will be directed to the Revvity Signals Download Center. Select the **New User** tab.

2. Enter your email address in the email address text box.
3. Enter your new password in the "your password" text box. (Record your password.)
4. Select 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 perform the above instructions starting from step 2.

http://revvitysignals.flexnetoperations.com/

You will also receive an Order Confirmation email from revvitysignals@flexnetoperations.com containing the following information:

1. Link to download the software.
2. Products Ordered (Information about the Order details).
3. Activation Code.
4. URL and instructions for Individual Site Users to register for the Revvity Signals Download Center.

You (as the tech admin) will have administrative privileges. Once you receive the Order Confirmation email, the next steps will be to register your users and activate the software.

3. Registering Users

There are two ways to register your users on our Download Center to give them access to the software download. They can be added by you (as the tech admin) manually (see Section 4.1), or you can have them directly sign up for a Download Center account via the site subscription gallery on our website.

4. Managing Account Members

The "**Search Users**" option in the "Accounts & Users" section of the Download Center provides you with options to manage the account members.
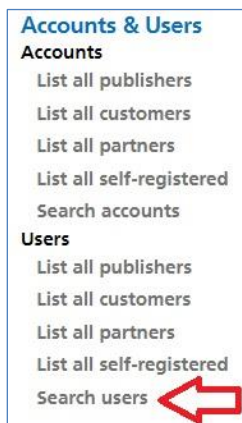
On Selecting the '**Search Users**' option, and the following pop-up appears.

Use the "Email address: Contains" field to enter your company domain name in the format of "@companyname". Select the "**Search**" button at the bottom of the pop-up display to run the query.

A listing of Customer Users appears, similar to the example shown below:

Two options are available from this page. Select the "**Actions**" drop-down list to view the options to:

1. Create a user
2. Delete a user

4.1. Create a User

To create a new user, use the following steps:

1. Select the Actions drop-down list and select "**Create**". The following "Create User" page appears.

Enter the user's first name, last name and email address. Add additional information, if desired.
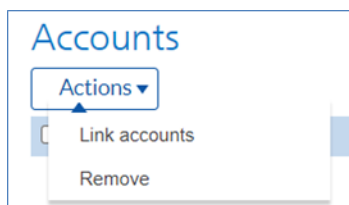
2. Select the Actions drop-down list and select the "**Link accounts**" option.
3. You will be taken to the "**Select Account**" pop-up display.
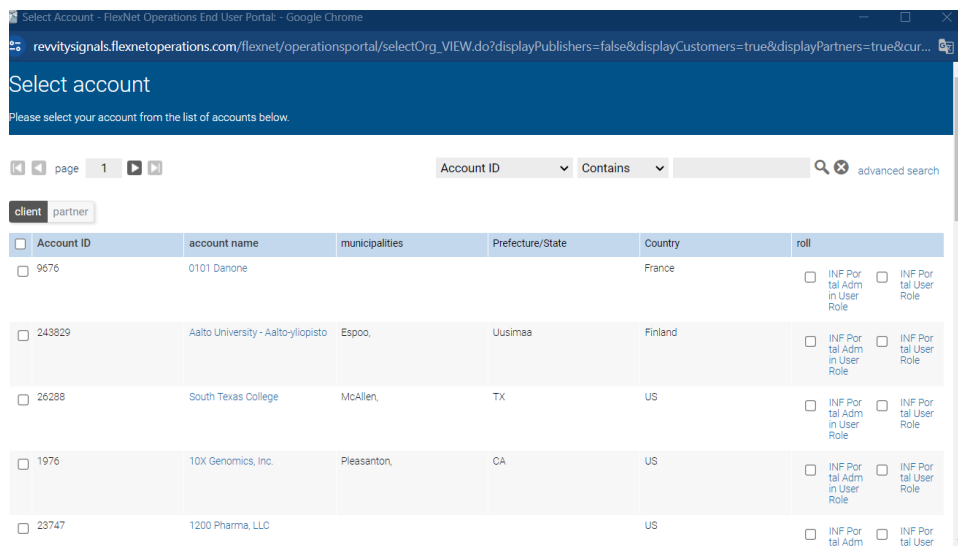
4. Select the account to which you need to link to the new user, and click the "**OK**" button.
5. The new account will be attached to the new user created.
6. Once the information is complete in the Create User page, select "**Save**" to complete the process.

4.2. Delete a User

To remove/disable users who are no longer eligible for the site license software (e.g. students who have graduated, employees no longer with your organization, etc.), you should deactivate their Download Center accounts. To delete an active user:

1. From the Customer Users page, select the member you need to remove from the account.
2. Select the Actions drop-down list and select "**Delete**".

    A pop-up message appears prompting for confirmation to delete the user.
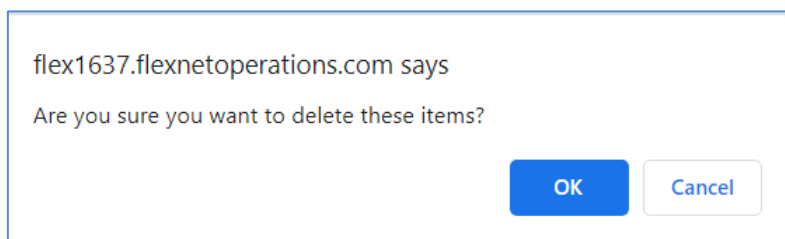
Click "**OK**" to confirm the deletion.

3. If the user is present in more than one account, please go to the List Accounts option under Account & Users > Accounts. Put a check mark on the user you wish to remove from your account (or use the search option on the top right corner). Then select "**Remove Users**" from the Actions Menu:

4.3. Return Device

If you would like to free up a license when a user leaves the organization, or if a computer is lost or stolen, you can disable ChemDraw on the computer it was installed by using the Return Device option. This will also prevent activation of the software on that computer. You will need to know the Host ID of the computer (here listed as Device ID) you want to disable or the email address of the user (listed as Device Name) for this function.
Note: *This action may be reversed only by contacting Revvity Signals Support.*

At the home page for the Download Center, select the Search Devices option in the left-hand tab.
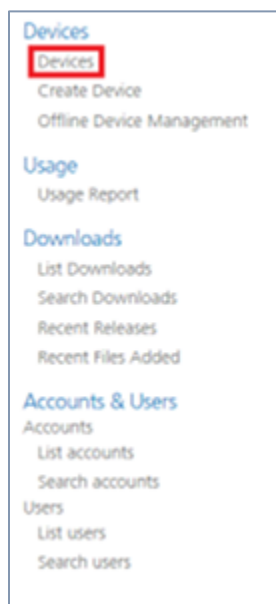
Select the name against device ID from the list that needs to be returned on the page.

You can also use the search option on the top-right corner, or use the filter option to display inactive devices (returned).
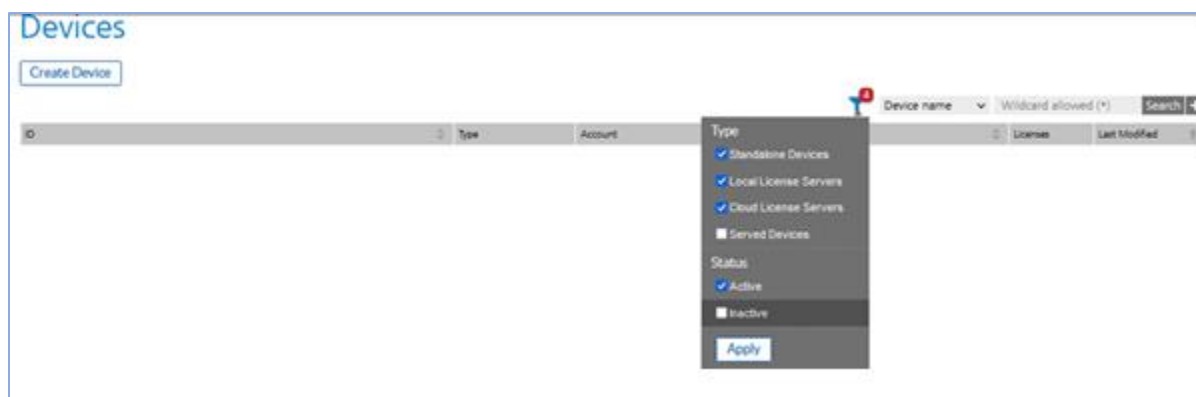
Click the Action Menu and select **Return Device**.
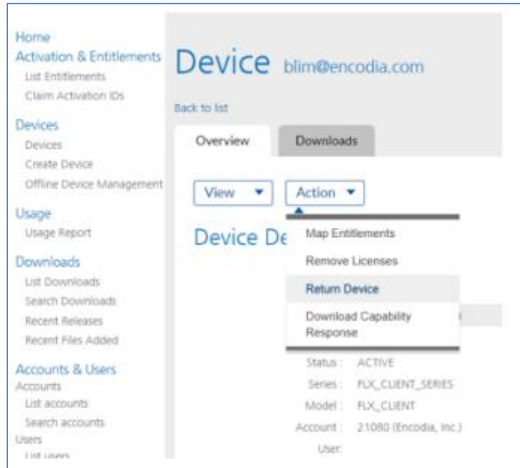
This will present the Return Device page.

Click the **Confirm** button to deactivate the software on the device id listed here.

4.4. Assign Admin or Download Privileges

In the List Users screen, Admins can create additional Admins, or remove Admin privileges for a user (see Role Column).

Click the user for which you want to assign/remove the admin privileges. Select the checkbox for the required role: *INF Portal Admin User Role* for the Admin privileges and *INF Portal User Role* for Standard User.

Click the **Save** button for the changes to take effect.

Note: *The Reset password button does not perform the password reset action. This can only be done through the forgot password option on the Download Portal login page.*

5. Bulk Activation Procedures

If you want to forego individuals having their own Download Center accounts and/or prefer to roll out activated versions of the software to your users, please follow the procedures below.

5.1. Bulk Installation or Installation/Activation Requested

For ChemDraw Prime and Professional customers, use the installer named *ChemDraw Suite* for bulk installation and activation. When bulk installation or installation/activation is desired, the admin downloads the program using the link provided in the Order Confirmation email from revvitysignals@flexnetoperations.com and extracts

the installer files to a new location. The admin should copy the entire contents of the extracted download to the desired location, while maintaining the file hierarchy.

To extract the contents from the download:

1. Run the download. A dialog will appear specifying the default extraction path into which the contents will be extracted.
2. Change this folder to the desired location, then press '**OK**'. The contents will now be extracted and the Install.exe will be run automatically.
3. Cancel the installation.

Note: *On activation you may need to allow communication to the activation server through your firewall. If activation fails, please work with your IT organization to allow communication with the following URL:* https://revvitysignals.compliance.flexnetoperations.com/deviceservices

Note: *For instructions regarding a **silent installation** using an .msi installation, see section 5.1.3 below.*

Please contact Customer Support (signals.customer_service@revvity.com) if there are any issues.

5.1.1. General Distribution for users to install the software

1. Copy the contents of the extracted download to a specified folder on the network drive.
2. If you would like to skip the activation process for the end user and pre-activate for them:
   a. Create an *Activate.ini* text file in the following format (case sensitive):
      Activation Code=<Insert 16 digit/19-character Activation Code here>
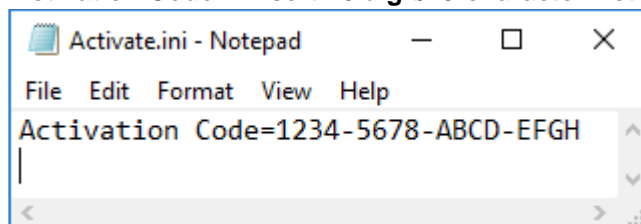
   b. Place the *Activate.ini* file with the *Install.bat* in the folder specified in Step #1.
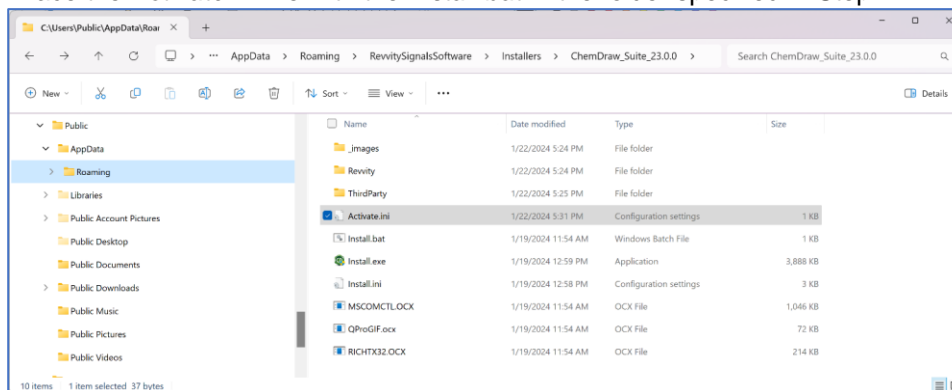
3. Test the installation (and activation, if applicable) on a test machine logged in with either:
   a. An administrator account (for an *all users* installation)
   b. A standard user (for a *current user* installation)

Run the **Install.bat** (for an *all users* installation, right-click and select **Run as administrator**).

4. If a previous version (e.g. from 15.x onwards) already exists on the system, the following dialog prompting the user to uninstall appears (e.g. if 17.1 is previously installed).
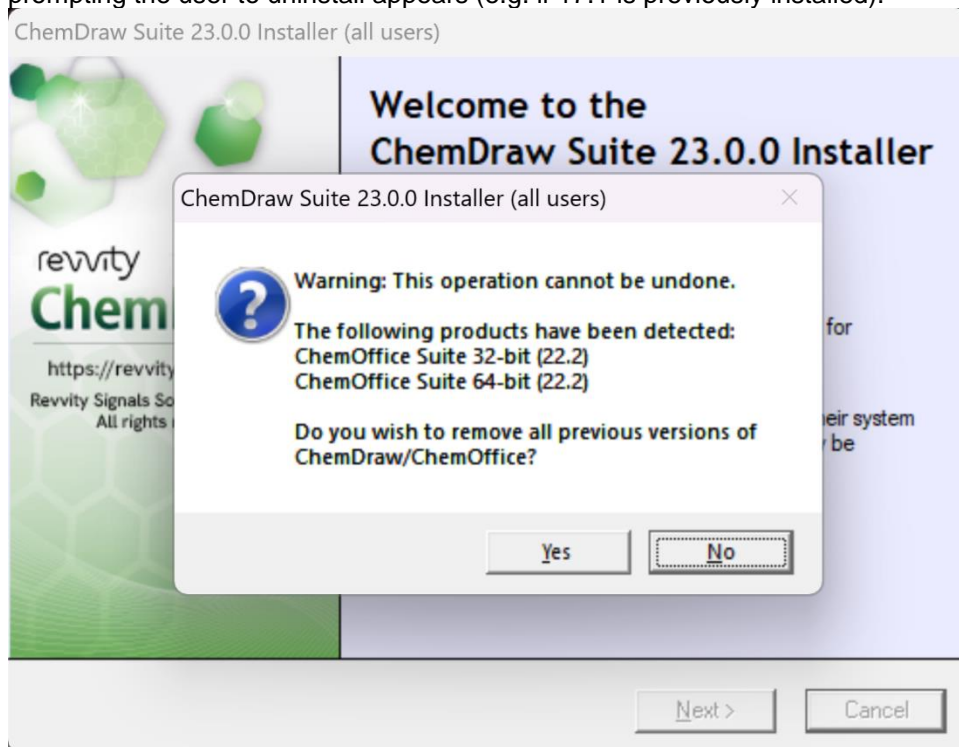
If the user requires the displayed previous version(s) to be removed, select **Yes**.

If the user wishes to retain the displayed previous version(s), select **No**.

Note: The version currently being installed may coexist with prior legacy versions up until v21. However, versions from v22 onwards MUST be removed. If any such version is present, it is displayed in a similar dialog, offering removal. If not removed, the installation will warn that it cannot continue.

5. If *Activate.ini* was provided, a dialog should be displayed indicating "*You have successfully activated …*" for the software activated by the *Activation Code*. Press **OK** to dismiss the dialog, and then complete the installation.
Otherwise, if no prior activation has been performed, the *Activation* dialog will be displayed. Press **Quit** to dismiss the dialog, **OK** the next dialog and complete the installation.

6. If the installation (and activation, if applicable) test passes either:
   - Provide the users with the URL (network path) to the folder specified in Step #1 so that each of them can access it via *windows explorer* and run the **Install.bat** (for an *all users* installation, right-click and select **Run as administrator**).
   - Create a zipped/compressed archive of this folder and distribute it to the users so that each of them can extract it and run the **Install.bat** locally (for an *all users* installation, right-click and select **Run as administrator**).

5.1.2.   General Distribution of an Installed Image

This section is only suitable for *all users* installations, because *current user* installations would be installed in differing local account folders on each user's machine. If you prefer not to have users run the installer and install the software themselves, you can distribute an image of the already installed not-yet-activated software using third party distribution software. This section explains how to install the software and optionally prepare it for activation, so that a snapshot can be taken for distribution.

1. Run the download to install the software but do **not** activate it – *Quit* the *Activation* dialog when it is shown, **OK** the next dialog and complete the installation.
2. If you would like to skip the activation process for the end user and pre-activate for them:
   a. Create an *Activate.ini* text file in the following format (case sensitive):
   **Activation Code=<Insert 16 digit/19-character Activation Code here>**.
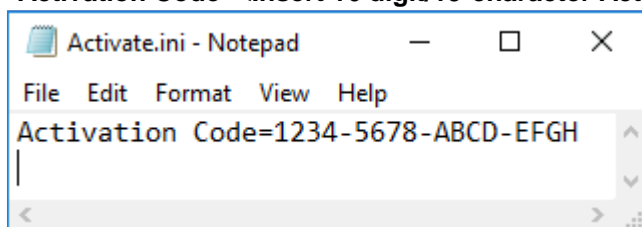
   b. Place the *Activate.ini* file in the following folder: *C:\ProgramData\ RevvitySignalsSoftware \FNE*
3. Create the required image using an appropriate third-party tool.
4. Test the required image before distribution. Run *ChemDraw* (the installation will have created a shortcut on the desktop). If *Activate.ini* was provided, a dialog should be displayed indicating "*You have successfully activated ChemDraw with a license …*" for the software activated by the Activation Code. Press **OK** to dismiss the dialog. Exit *ChemDraw*.
5. If the image test was successful, distribute the image file to the users. Each user will be activated individually the first time any application in the software is run; and will see the same dialog as described in the previous step indicating "*You have successfully activated ChemDraw with a license …*".

5.1.3.   Preparing a General Distribution package that does not use the supplied Install.bat/.exe

1. Copy the contents of the extracted download to a location you wish to use to prepare the general distribution package.
2. Below are four sections which list the files related to these areas:
   - "**Required**" files must be included if the target platforms are running 64-bit Windows operating systems (OS's) - most Windows OS's are 64-bit
   - "**Required for ChemFinder or MS Office 32-bit**" files must always be included when building your distribution package
   - "**Python support for ChemScript/MS Office 32-bit**" or "**Python support for ChemScript/MS Office 64-bit**"
     To install python support for ChemScript (which is required by some features of ChemDraw for Excel), either the "**Python support for ChemScript/MS Office 32-bit**" or "**Python support for ChemScript/MS Office 64-bit**" files must be included, depending on the related bitness of MS Office that is already installed on the target platforms

Relocate all required files to the relative location from which your distribution package/installation script will run them. They must run in the correct order as shown below.

*Note: The filenames are dependent on the version being installed. The "**Required**" and "**Required for ChemFinder or MS Office 32-bit**" reference to the Revvity_ChemDraw_Suite_...msi files are general installation files which will allow for all different licensed keys (Prime, Professional, and Office) to activate with the appropriate functionalities at runtime. Unless specifically prefixed with "**All users:**" or "**Current user:**", the files are required for both types of installation.*

Required:

All users:.\ThirdParty\Microsoft\VCRedist\vcredist_x64.exe

.\ThirdParty\Microsoft\WebView2\MicrosoftEdgeWebView2RuntimeInstallerX64.exe

All users: .\Revvity\ChemDrawSuite\Revvity_ChemDraw_Suite_23.0.1_x64.msi

Current user: .\Revvity\ChemDrawSuite\Revvity_ChemDraw_Suite_23.0.1_x64_NA.msi

Required for ChemFinder or MS Office 32-bit:

All users:.\ThirdParty\Microsoft\VCRedist\vcredist_x86.exe

All users: .\Revvity\ChemDrawSuite\Revvity_ChemDraw_Suite_23.0.1.msi

Current user: .\Revvity\ChemDrawSuite\Revvity_ChemDraw_Suite_23.0.1_NA.msi

Python support for ChemScript/MS Office 32-bit:

.\ThirdParty\Python\python-3.9.10.exe

.\ThirdParty\PythonExt\pywin32-303.win32-py3.9.exe

Python support for ChemScript/MS Office 64-bit:

.\ThirdParty\Python\python-3.9.10-amd64.exe

3. In your distribution package/installation script add a call to each of the files relocated above so that they are run in the order specified above.

Note: Most of these installers can be made to run silently and without offering to reboot the host operating system by passing the relevant parameters:
- For *vcredist_x86.exe* & *vcredist_x64.exe*: */q /norestart*
  e.g: *.\ThirdParty\Microsoft\VCRedist\vcredist_x86.exe /q /norestart*
- For *MicrosoftEdgeWebView2RuntimeInstallerX64.exe: /silent /install*
  e.g: *.\ThirdParty\Microsoft\WebView2\MicrosoftEdgeWebView2RuntimeInstallerX64.exe /silent /install*
- For the .msi files: *REBOOT=ReallySuppress /qb*

  e.g: *.\Revvity\ChemDrawSuite\Revvity_ChemDraw_Suite_23.0.1.msi REBOOT=ReallySuppress /qb*

- For the Python .exe files:
 - All users: */quiet InstallAllUsers=1*
  - Current user: */quiet*

e.g: *.\ThirdParty\Python\python-3.9.10.exe /quiet InstallAllUsers=1*

4. If activation is required:
   a. Locate the folder *.\ **Revvity \Activation** *and move it to the location in the distribution package that you have designated to be set aside for this.
   b. In your distribution package/installation script add the following call to run the program that activates the software:

   .\<Location created in step #4.a relative to working folder>\Activation\Activate.exe 23.0 IsInstaller

   Additionally:
   - Add the optional '**Silent**' keyword to the call to trigger silent activation, e.g:
     .\<Location created in step #4.a relative to working folder>\Activation\Activate.exe 23.0 IsInstaller **Silent**
   - Optionally, any existing license for any version as far back as 17.0 can be deactivated **prior** to activating this version by adding the following call(s) **before** the one above:

   - to deactivate any license that affects a prior version, specify the prior version (e.g. for 18.0):
     .\<Location created in step #4.a relative to working folder>\Activation\Activate.exe 18.0 **Deactivate** *Silent*

   - to deactivate any license that affects the current version, specify the current version:
     .\<Location created in step #4.a relative to working folder>\Activation\Activate.exe 22.0 **Deactivate** *Silent*

   c. Create an *Activate.ini* text file in the following format (case sensitive):

   Activation Code=<Insert 16 digit/19 character Activation Code here>.
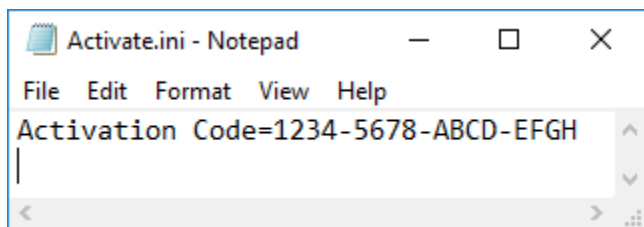
   d. Place the *Activate.ini* text file either in the working folder of your distribution package, or in the folder containing *Activate.exe* which was positioned in the distribution package in step #4.a.
5. The distribution package requirements are now complete.
6. Test the distribution package on a test machine. The software should install (and if *Activate.ini* was provided, activate) correctly.
7. If the distribution package installation (and if *Activate.ini* was provided, activation) test passes, prepare the distribution package and distribute it to the users.

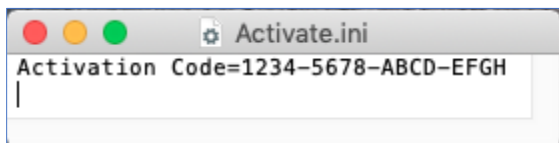## 5.1.4.   Distribution in a Mac Environment

Note: *For the following steps to work, the ChemDraw application must be installed first.*

If activation is required:
1. Create an *Activate.ini* text file in the following format (case sensitive):

Activation Code=<Insert 16 digit/19 character Activation Code here>

Use the following steps to create a text file on your Mac:

   a. Find TextEdit in the Applications folder on a Mac computer. To create a plain text file on a Mac, launch the Text Edit program, click the "Format" menu, and select "Make Plain Text."
   b. Paste in the content to test e.g. for: Activation Code=1234-5678-ABCD-EFGH.
   c. Select: File / Save ... and enter/select:
   Save As: Activate.ini
   Where: Applications
   Plain Text Encoding: Unicode (UTF-8) <-default value
   and press: **Save**
   then: **Quit TextEdit**

2. The file created is: Activate.ini.txt
   The .txt extension has to be removed.
   Navigate to Applications\Activate.ini.txt
   Select 'Rename' and change it to Activate.ini
   On the confirmation dialog, select: **Use .ini**

3. ChemDraw will search for this file in the same folder as ChemDraw is installed in/run from (by default: Applications). If found it will be read and used for activation. If activation is successful, a dialog will confirm this and the file will be removed. The dialog will only occur once upon first confirmation.

The ChemDraw application (and if activation is required, Activate.ini file) will need to be zipped up together as part of the internal distribution package for distribution to, and use by the users, for true bulk activation.

*Note: There is no 'silent' activation available for Mac at this time.*

6. Account Email Domain

You can. specify the email domains authorized to perform a self-registration on the Site Subscription page (https://connect.revvitysignals.com/sitesubscription/). To specify the authorized email domains.

1. Click the **List Accounts** option on the Account & Users > Accounts section.

2. Click your account number.
3. Under Additional Attributes, select **Account_Domains** and specify the approved email domains.
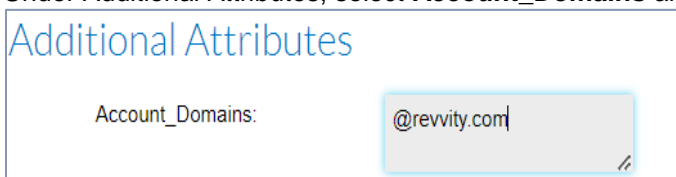
4. You can add more than one domain separated by a comma (",").
5. Click the **Save** button to finish.

Note: *Here you can also update the contact information for the account.*

7. Support

Our customer support organization is dedicated to helping you with any problems you may be having in downloading, activating, and using the software.

If you are part of a site license, the Quick Start Guide can help your user base to get registered, downloading and accessing the software: ChemDraw_QUICK_START_Activation_Guide.pdf

For any other issues, you can contact Revvity Signals Software Support via any of the methods listed on our Contact Page: https://support.revvitysignals.com/.

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