

ChemDraw v17 and later

PerkinElmer, the software vendor, changed the download and licensing system starting with ChemDraw v17 (about Spring 2018).

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- [ChemDraw, restricted info](#)

License and Version history

- July 2018: Cornell Library committed to a 3 year license
- Apr 4, 2018: ChemDraw Professional v17.1 announced

Installing and using ChemDraw requires both the software and a license key

- <http://it.chem.cornell.edu/chemdraw/>

Sometimes ChemDraw 17 (Mac) will not save changes to an existing file (as of 8/23/2018)

Our history with this issue:

- INC000002317420 Teaching - Jane's ChemDraw (8/23/2018)
- Initial crude work-around: Copy the data from an existing file into a new file. That new file could then be saved, even with subsequent changes, at least until it was closed. When reopened, that new file could also not save changes, alas.

Solution found here, and we've copied below the excerpted key components:

- <https://www.cambridgesoft.com/support/DesktopSupport/KnowledgeBase/FAQ/details/Default.aspx?TechNote=3529>

We (PerkinElmer) have found this issue in some user machine and the workaround for this issue is to reset the launch services database.

To reset the launch services database, open Terminal by going to Applications - Utilities - Terminal in your mac machine and paste the command below:

```
/System/Library/Frameworks/CoreServices.framework/Frameworks/LaunchServices.framework/Support/lsregister -kill -r -domain local -domain system -domain user ; killall Dock
```

This may take a while if you have lots of apps (20-30 minutes or more).

Registration problems and related documentation (as of 8/23/2018)

Our history with this issue:

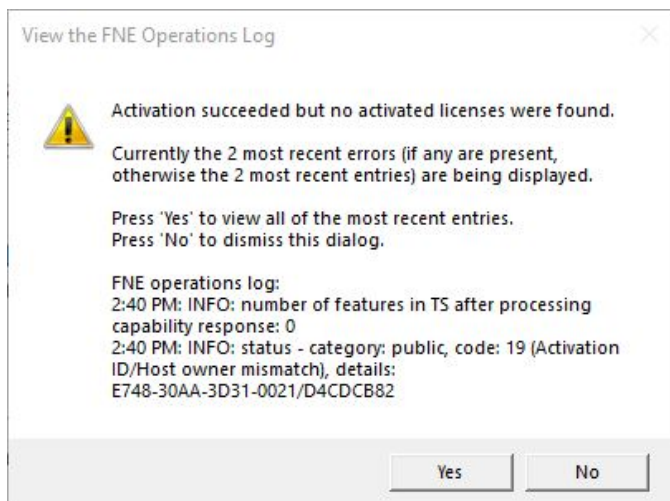
- INC000002322674 SLin - ChemDraw 17 Installation (8/23/2018)

Problem: Error on activating Windows ChemDraw 17.1 installation

- I don't know if Macs can have this same problem.

Message dialog box is titled, "View the FNE Operations Log"

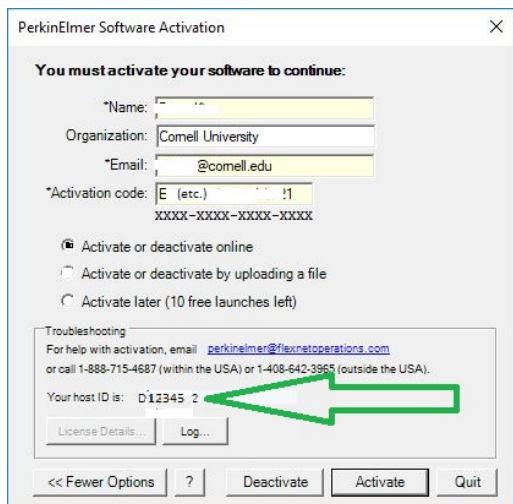
- Error in box starts with: Activation succeeded but no activation licenses were found.
- Further down within message, you will also see, "Activation ID/Host owner mismatch error".



Solution: PerkinElmer support states, "The only way to fix this is by providing the host id number to our support team so we can take care of the problem."

Detailed solution, including two main steps required:

Get "host ID" of the computer having issues:



1) With "host ID" of the computer having issues, MUST call to have PerkinElmer purge that system's attempt from their registration server. Phone number to call is the same one that is on the Activation screen:

- 1-888-715-4687

Once they collect some info, they pass you to Customer Support:

- 1-781-663-5740

Q:Perhaps can bypass first, "public" phone number?!

2)Also, they had us remove all files from within this folder within the (hidden) ProgramData folder:

- C:\ProgramData\PerkinElmerInformatics\FNE\17.0
- Tip: Under View menu, select, "Show Hidden Files" to see the ProgramData folder. Or, paste above path in Windows Explorer.

The following is the support thread which pointed me in the right direction:

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<http://forums.cambridgesoft.com/messageview.aspx?catid=12&threadid=3669>

Topic Title: chemoffice pro 2017

Topic Summary: cannot activate the software with site license

Created On: 2/27/2018

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Hi there,

When try to active the chemdraw 17, I always get this unreasonable error. It looks like your support need active our site license on your license server every time for each installation. I have to call your support to active it each time. This needs to be fixed so I don't have to call the number (call 1-888-715-4687 (within the USA)) for every install.

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2/27/2018

Response from PerkinElmer support

Hello,

[...]

You will always receive a Activation ID/Host owner mismatch error when the computer that you want to activate was previously registered under an activation code for a different account.

This happens a lot with users who install and activate a free trial copy of the software.

The only way to fix this is by providing the host id number to our support team so we can take care of the problem.

[...]

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FYI: I also had tried "**Upload Capability Request**" within our PerkinElmer FlexNet licensing Admin console. I created, from the computer, the offline request file. The console, within the browser, is then supposed to prompt one to save the response file. However, it instead responded with this error:

The enterprise ID in the request does not match the expected value.

