
I. If you are using ChemDraw Prime 15 ACA (L) Site Subscription on a PC:

You need to reactivate with your existing serial number. Reactivating will extend your current software's license until Saturday, January 21, 2017.

1. To reactivate, launch the ChemDraw application and click 'Activate' on the 'Help' menu then put in your serial number (it shows up automatically if you originally activated on the same machine).
2. Click on 'Activate over the Internet' to complete the activation. If that fails (because you don't have an Internet connection) then you can activate by phone, fax, or email to receive an activation code.
3. The software will display a warning message one month before the previous expiration date, and you can close that window then click 'Activate' on the 'Help' menu.
4. If your software has already expired, you will be immediately prompted to activate when you launch ChemDraw.

II. If you are using older version of ChemOffice/ChemDraw on a PC:

You may either upgrade to version 15 or 14, or may keep using your older version by reactivating with your existing serial number. Reactivating will extend your current software's license until Saturday, January 21, 2017.

1. To reactivate, launch the ChemOffice/ChemDraw application and click 'Activate' on the 'Help' menu then put in your serial number (it shows up automatically if you originally activated on the same machine).
2. Click on 'Activate over the Internet' to complete the activation. If that fails (because you don't have an Internet connection) then you can activate by phone, fax, or email to receive an activation code.
3. The software will display a warning message one month before the previous expiration date, and you can close that window then click 'Activate' on the 'Help' menu.
4. If your software has already expired, you will be immediately prompted to activate when you launch ChemDraw Prime 15 ACA (L) Site Subscription.
5. Alternatively, you may upgrade to version 15 or 14 now or anytime, by re-downloading (and getting a new serial number) via:
<http://sitesubscription.cambridgesoft.com/sitelicense.cfm?sid=1509>

IV. If you are using ChemDraw Prime 15 ACA (L) Site Subscription on a Mac

You need to get a new serial number and registration code.

1. To get your new codes, look for the link about renewed serial numbers on the following page:
<http://sitesubscription.cambridgesoft.com/sitelicense.cfm?sid=1509>
2. You will be emailed a new serial number and registration code which will be valid until Saturday, January 21, 2017. The Mac software and serial number are included on the same download page and same email message as PC users, but are marked as Mac.

V. If you wish to continue using an older version of ChemOffice/ChemDraw on a Mac

1. If you want to upgrade to the latest version, see instructions in item IV above. The following instructions are only if you prefer to continue using an older version on the Mac.
2. If you want to keep the older version, send an email from your institutional email address to informatics.customer_service@perkinelmer.com with the following information included:
 - 2a. The exact product name and version that you are using.
 - 2b. Your current serial number.
 - 2c. The institution name for your site subscription.
3. You'll receive an email back with a new registration code (you re-use the same serial number).
4. Enter that registration code on the popup message that indicates your site subscription is expiring.