



# SPSS Installation Guide for Windows

The following guide is designed to walk you through the SPSS installation process for a Windows computer. If you have a Mac, please follow the other installation guide. This guide breaks down the installation process into several steps. The end of the guide outlines some frequently asked questions and problems. Please consult these and try the solutions before approaching your lecturer or IT support.

## Step One: Access the SPSS Download Portal

When you click on the link, you will be asked to enter a username and password. This is a generic username and password to control who can access the portal. It is not your Arden University username and password. Enter the following:

- Username = student
- Password = 7yH3W5fg

To download SPSS, please browse to <https://spssdownloads.arden.ac.uk/>

If you successfully access the download portal, you should see the following screen:

A screenshot of the Arden University Student Software Downloads page. The page features the Arden University logo at the top, followed by the title 'Arden University Student Software Downloads'. Below the title, there is a prompt: 'Please Select The Product That You Wish To Download Below:' and 'Please click on the link to download.' A section titled 'SPSS Version 27' lists six download links with their respective file sizes and formats.

SPSS Version 27	
<a href="#">SPSS_Statistics_Client_27_Mac.pkg</a>	pkg 594.4 MB
<a href="#">SPSS_Statistics_Client_27.0.1_Mac.pkg</a>	pkg 647.4 MB
<a href="#">SPSS_Statistics_Client_27_Linux.bin</a>	bin 755.1 MB
<a href="#">SPSS_Statistics_Client_27_Linux_FP001.bin</a>	bin 590.7 MB
<a href="#">SPSS_Statistics_Client_27_Win_64bit.exe</a>	exe 529.0 MB
<a href="#">SPSS_Statistics_Client_27_Win64_FP001.exe</a>	exe 590.7 MB



There are currently three versions of SPSS available to download: 27, 25, and 23. Try and install the most recent version (27). Older versions are available in case you have an older computer that does not have the system requirements. Always try to install the most recent version and then try older ones if you are having problems. So, if 27 does not work, try 25, and if 25 does not work, try 23.

## Step Two: Download and Install the Main File

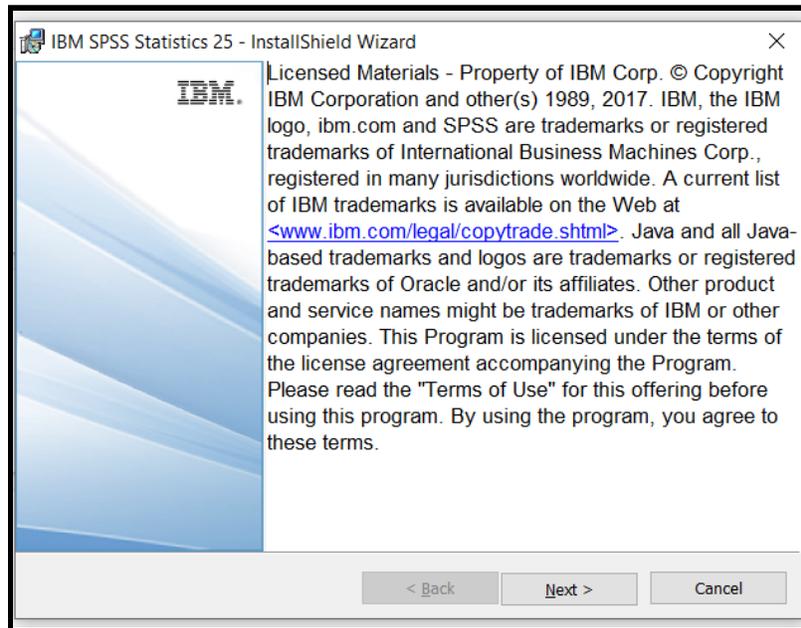
If you are using a Windows computer, you will need the bottom two files to install SPSS:

<a href="#">SPSS_Statistics_Client_27_Win_64bit.exe</a>	exe	529.0 MB
<a href="#">SPSS_Statistics_Client_27_Win64_FP001.exe</a>	exe	590.7 MB

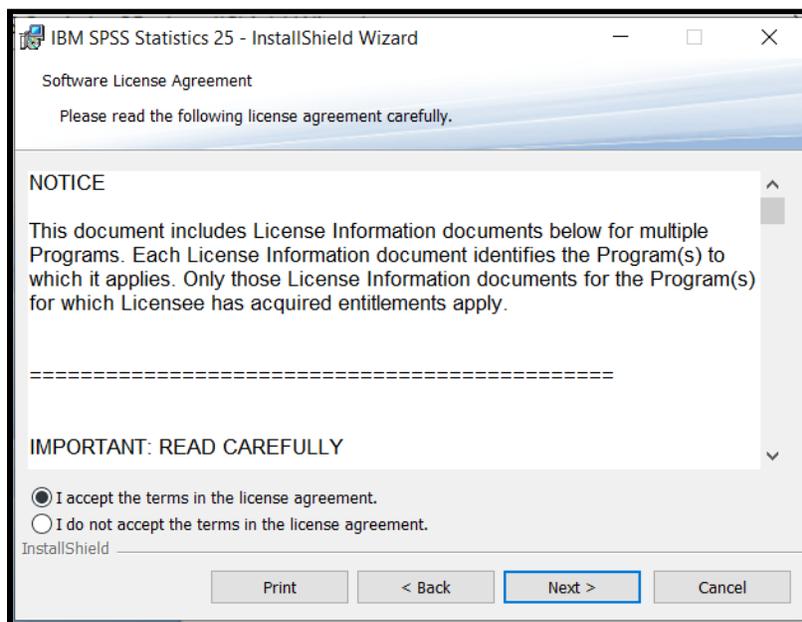
The first file to install is called `SPSS_Statistics_Client_27_Win_64bit.exe`. This is the main install file which will install the majority of the software. Click on the link to download the file. Once downloaded, open it to start the installation process. You will notice the screenshots below are for version 25 of SPSS, but the installation process is the same for both of these versions.

**Older versions:** For version 27, there is only one version of the installation files. However, if you need version 25 or 23, you need to select the 64 or 32 bit version. This means you would need either “`SPSS_Statistics_25_win64.exe`” or “`SPSS_Statistics_25_win32.exe`” depending on your computer. If you do not know what software your computer is compatible with, see [this section](#) of the FAQs below.

The first window will start the installation process. Click next:

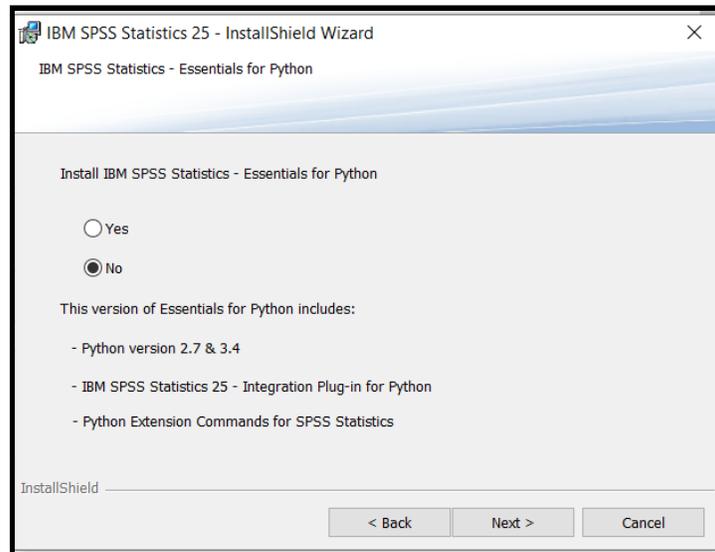


The next window will ask whether you accept the licence agreement. If you approve, tick accept and next:

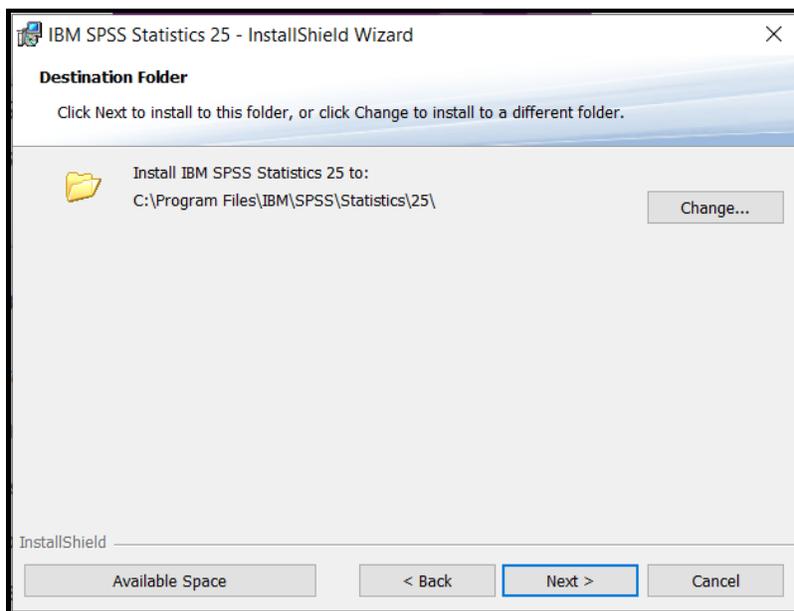




The next option will ask if you want an additional piece of software installed. This is a programming language called Python and some optional extras to integrate it with SPSS. Unless you have been told to install this by your lecturer, just click No and next:

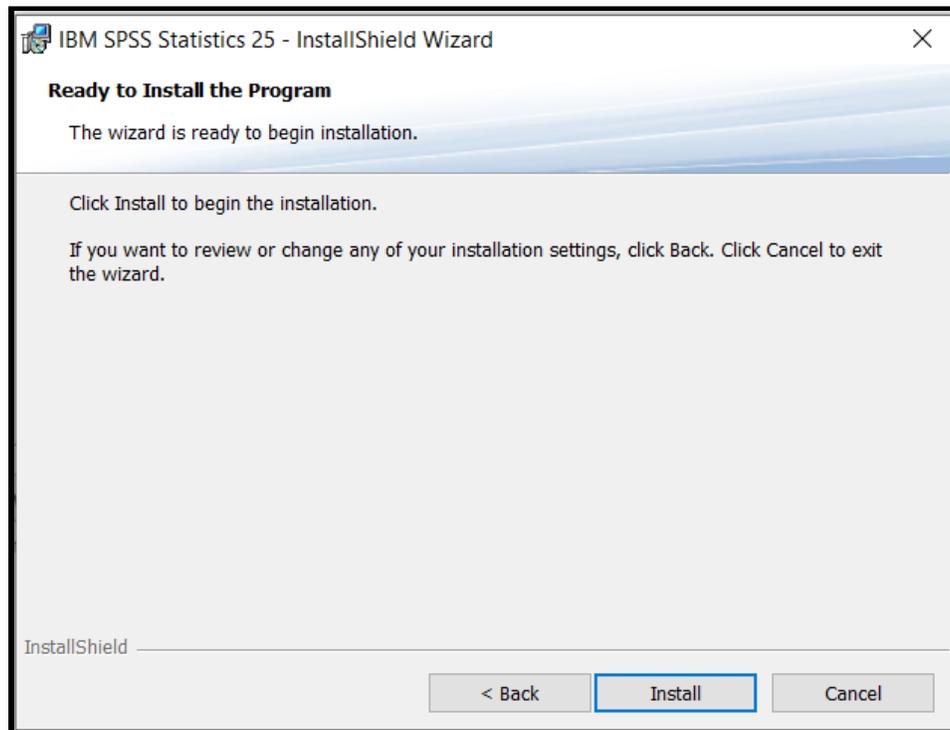


The next option informs you what file path SPSS is creating on your computer to save the programme files. This should be fine as default, so just next:

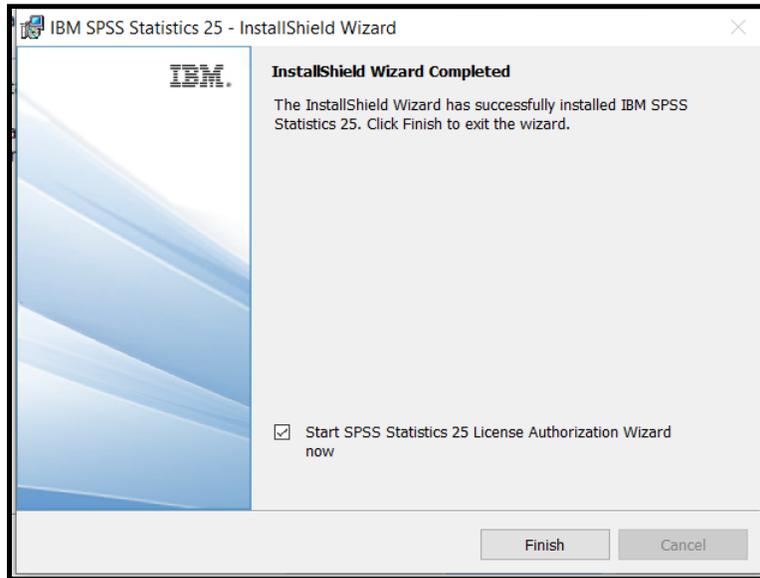




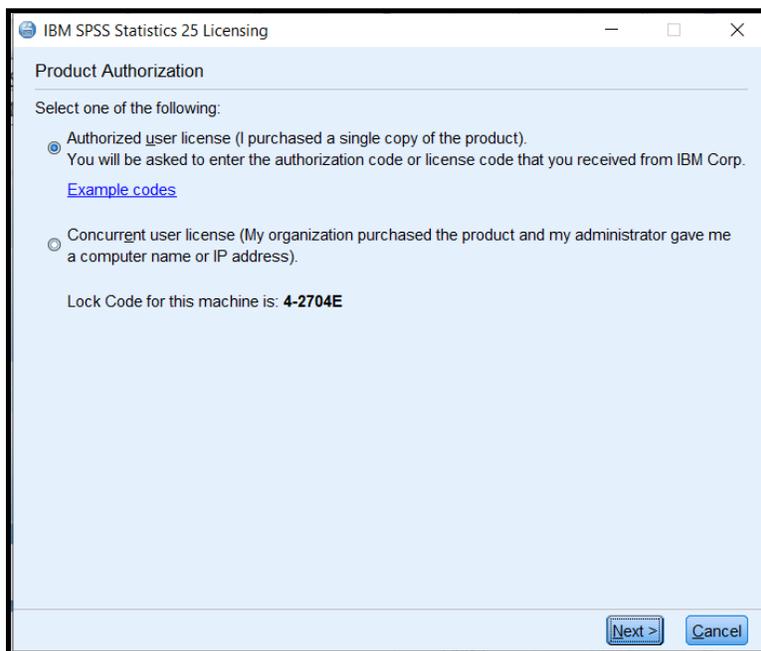
This will be the final option to select here, so click install and it will take a few minutes to install the files on your computer:



Once SPSS has finished installing, you will receive the following window. It is important to tick start licence authorization as you must enter a licence code for SPSS to work on your computer. If you do not complete the licence authorization, SPSS will not work and it will say you do not have a [valid licence](#):



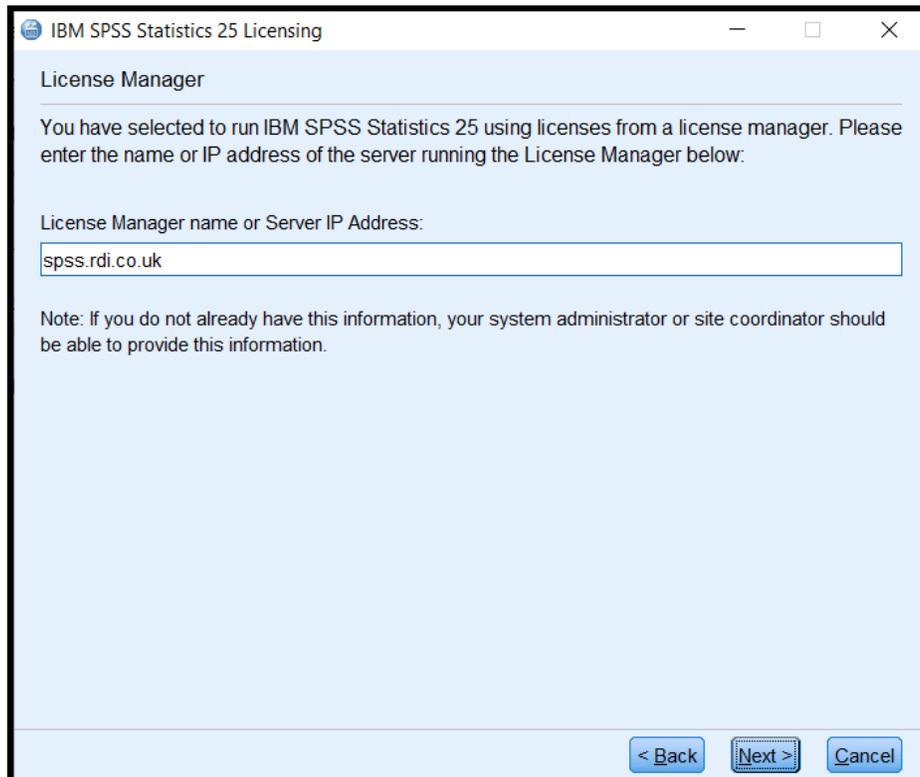
When the licence authorization wizard opens, you need to tick the second option: concurrent user licence. This is when your university or workplace provides you with an IP address to validate the licence. If you select authorized user licence, it will ask for a longer code and will not work. Tick concurrent user licence and next:



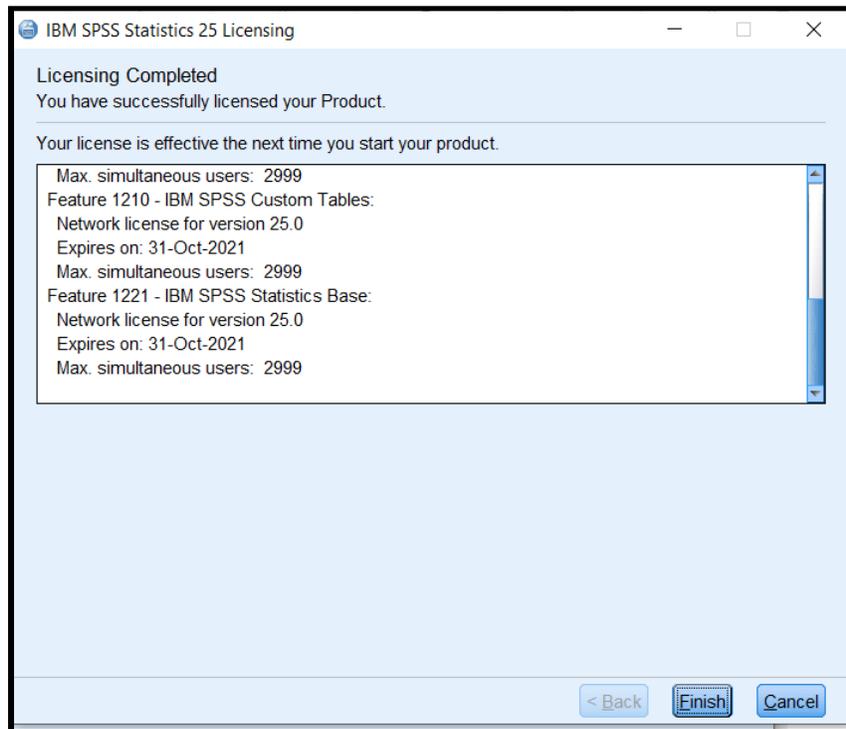


The next page will ask you to enter a server IP address. This part is very important as a typo will mean the licence is not authorized. Enter: spss.rdi.co.uk

Once you have typed the IP address, click next:



If you have successfully licenced SPSS, you will receive the following window. It will say you have successfully licenced your product and you can click finish. If it does not say you have successfully licenced the product, you may have entered the IP address incorrectly. If you do not get the option to go back and try again, see [this section](#) of the FAQs. If it was successful, click finish to start the next step:



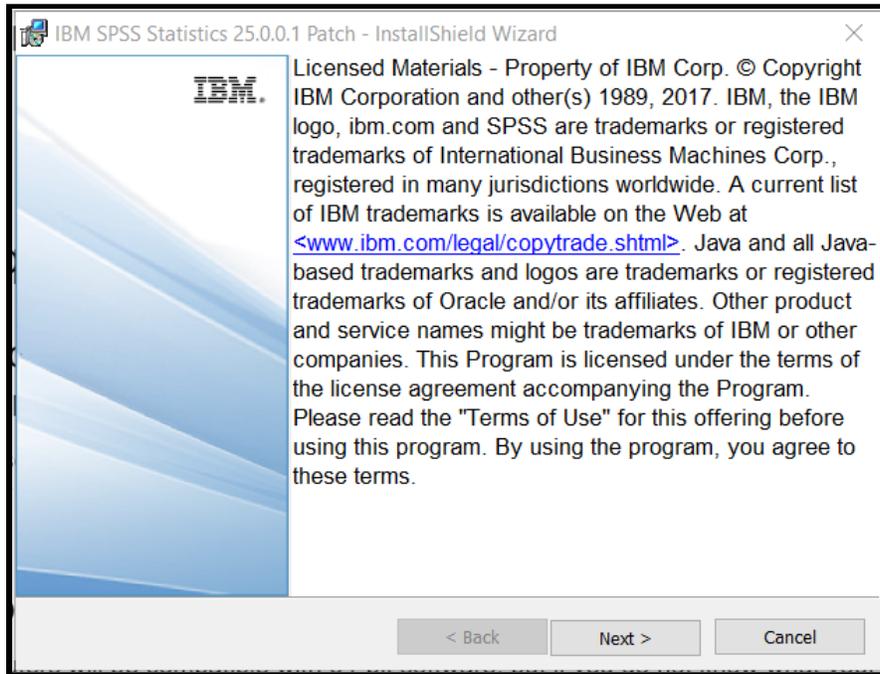
## Step Three: Download and Install the Fixpatch File

If you have followed all the steps until now, you should have installed the main set of files for SPSS. However, there is one step remaining. In the download portal, there is a second file to download and install:

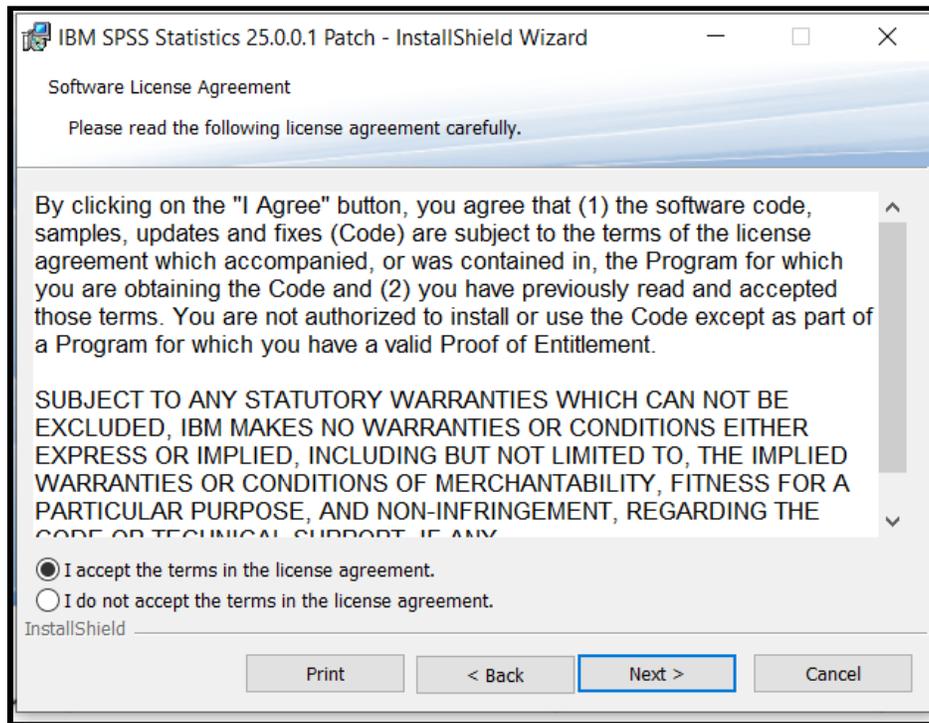
<a href="#">SPSS_Statistics_Client_27_Win_64bit.exe</a>	exe	529.0 MB
<a href="#">SPSS_Statistics_Client_27_Win64_FP001.exe</a>	exe	590.7 MB

This is a fixpatch which addresses problems the developers have found in the original files. Common problems include not showing the menu options within SPSS.

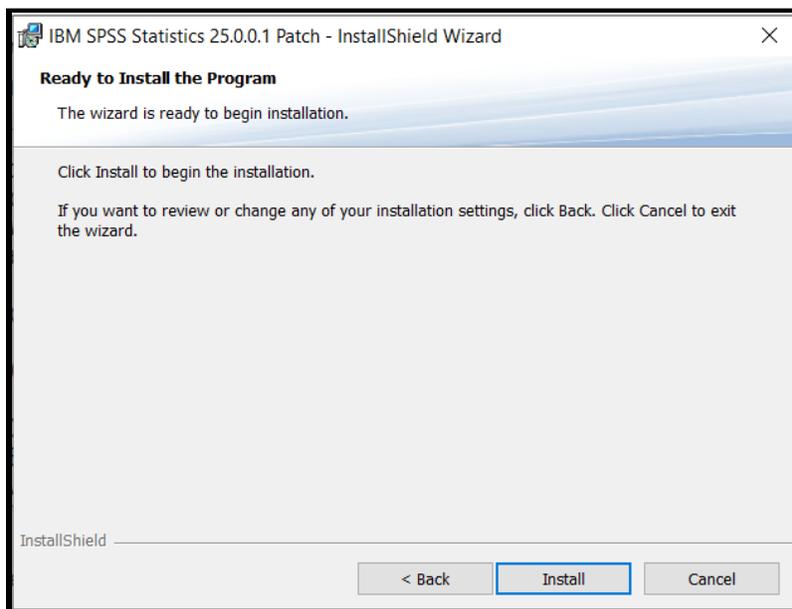
If you did not download it at the start, return to the download portal and open `SPSS_Statistics_Client_27_Win64_FP001.exe`. Once opened, you will receive the following window. Click next to move through the installation process:



If you agree to the licence agreement, tick I accept and next:

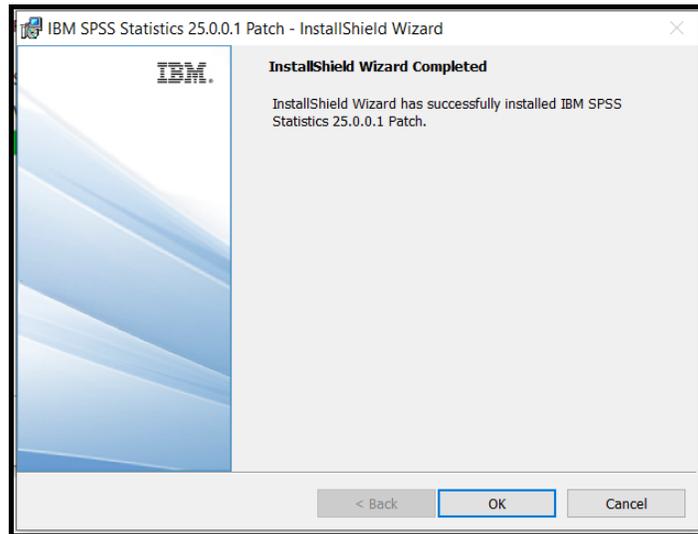


In contrast to the main installation file, the fix patch has fewer options to select. Once you see this window, click install and it will take a few minutes:





Once it has finished, you will see the next window. If it says you have successfully installed the file, click OK to finish. It will ask you to restart your computer to complete the process. If you are not doing anything else, click yes to restart immediately. If you want to wait until later, click no. Just note for SPSS to open and work properly you will need to restart first:





## Frequently Asked Questions and Problems

We are more than happy to help you if you are experiencing problems installing SPSS. However, there are a series of frequently asked questions and problems we encounter all the time. Before you ask for help, please read through these pieces of advice to rule out these explanations.

### I cannot access the download portal. My username and password are not working.

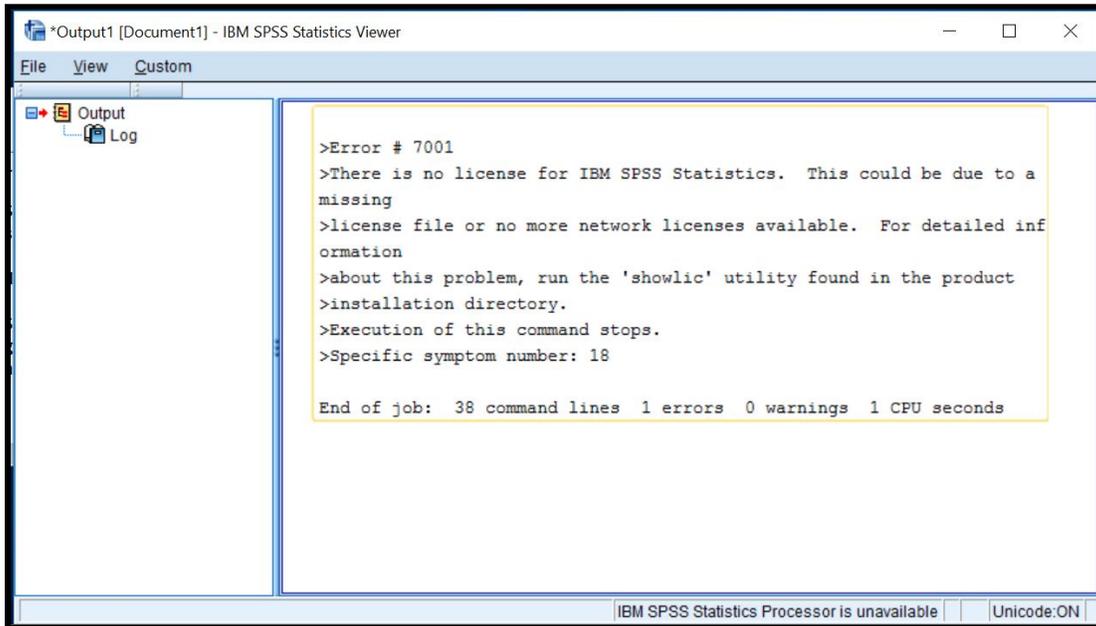
Remember to use the username and password provided at the start of the guide. It is not your Arden University username and password. Copy and paste the password if that helps as the upper and lower case letters can be awkward.

### Is my computer compatible with 64 or 32 bit software?

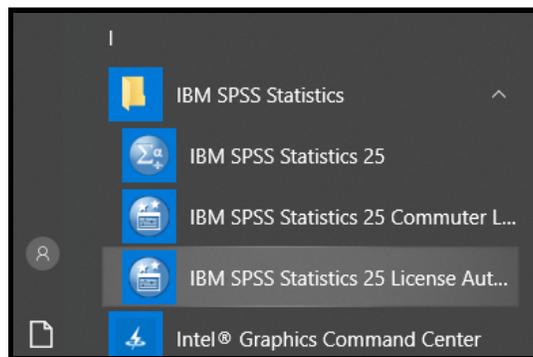
Most new computers now will be compatible with 64-bit software, but if you do not know what your computer is consistent with, see this Microsoft [support page](#).

### I have installed SPSS but it says the licence is not authorized

Make sure you follow the instructions on choosing a concurrent user licence at the end of [Step Two](#) of the installation process. If you open SPSS and you get something like the following error in the output window, you might need to rerun the licence authorization process:



If you already have SPSS installed, you do not need to reinstall it to try the licence again. SPSS installs a separate programme called the licence authorization wizard. If you look in your start menu, you should see a folder called IBM with SPSS and two other programmes:

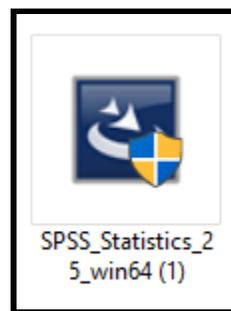


Opening the licence authorization wizard will allow you to rerun the licencing process. Please follow the instructions from the end of [Step Two](#) to select the concurrent user licence and enter the university IP address.

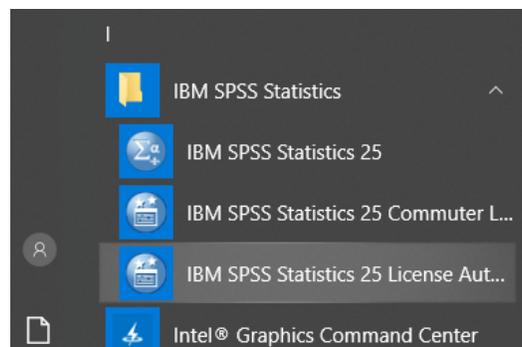


## I am trying to open SPSS but it just wants to reinstall it

A common problem is mistaking the install file for the icon you need to click to open the programme once you installed it. In your downloads folder, you will see an icon like this to install SPSS:



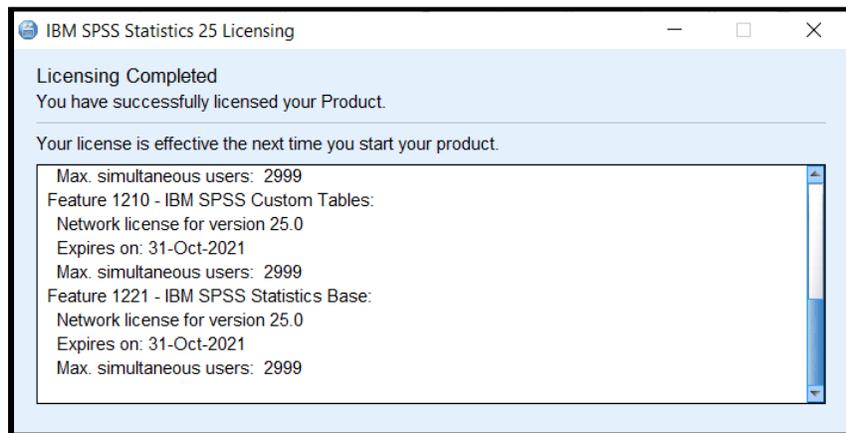
You only use this icon once to install SPSS. Once you have installed SPSS and the fixpatch you will see a folder in your start menu called IBM SPSS Statistics. Click here and you will need to click on the first option IBM SPSS Statistics 25 (or 27 if you have version 27). Clicking on this icon will open the programme:





## My SPSS licence is about to run out

When you successfully licenced your SPSS, you might have noticed an expiration date:



This is set to renew every year and the department pays for a new licence. As we use a concurrent user licence, it will update automatically after the expiration date passes.

Please note, you will start to receive messages about the licence expiring when you open SPSS around a month prior to the expiration date. Please ignore these and your licence will automatically update once our renewal has gone through.