

## **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 <u>not</u> your Arden University username and password. Enter the following:

- Username = student
- Password = 7yH3W5fg

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

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





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:



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 <u>this</u> <u>section</u> 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:

🕼 IBM SPSS Statistics 25 - InstallShield V	Vizard		×
IBM SPSS Statistics - Essentials for Python			
Install IBM SPSS Statistics - Essentials for	r Python		
⊖Yes			
No No			
This version of Essentials for Python inclu	des:		
- Python version 2.7 & 3.4			
- IBM SPSS Statistics 25 - Integration Plug-in for Python			
- Python Extension Commands for SPSS	5 Statistics		
InstallShield			
	< Back	Next >	Cancel

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:

ill IBM SPSS Statistics 25 - InstallShield Wizard	×	
Ready to Install the Program		
The wizard is ready to begin installation.		
Click Install to begin the installation.		
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.		
InstallShield		
< Back Install Cancel		

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 <u>will not</u> work and it will say you do not have a <u>valid licence</u>:



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 <u>will not</u> work. Tick concurrent user licence and next:

IBM SPSS Statistics 25 Licensing	_		$\times$
Product Authorization			
Select one of the following:			
Authorized user license (I purchased a single copy of the product). You will be asked to enter the authorization code or license code that you re	eceived f	rom IBM	Corp.
Example codes			
© Concurr <u>e</u> nt user license (My organization purchased the product and my ac a computer name or IP address).	dministra	tor gave	me
Lock Code for this machine is: 4-2704E			
	Next	> _	ancel



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:

IBM SPSS Statistics 25 Licensing	_		×
License Manager			
You have selected to run IBM SPSS Statistics 25 using licenses from a license fro	ense mar elow:	nager. F	lease
License Manager name or Server IP Address:			
spss.rdi.co.uk			
Note: If you do not arready have this information, your system administrator or be able to provide this information.	site Cooru	nator su	ouia
< <u>B</u> ack	Next	> C	ancel

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 licensed the product, you may have entered the IP address incorrectly. If you do not get the option to go back and try again, see <u>this section</u> 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:



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:

SOCIAL SCIENCES	
🕼 IBM SPSS Statistics 25.0.0.1 Patch - InstallShield Wizard — 🗌 🗡	<
Software License Agreement	
Please read the following license agreement carefully.	
By clicking on the "I Agree" button, you agree that (1) the software code, samples, updates and fixes (Code) are subject to the terms of the license agreement which accompanied, or was contained in, the Program for which you are obtaining the Code and (2) you have previously read and accepted those terms. You are not authorized to install or use the Code except as part of a Program for which you have a valid Proof of Entitlement. SUBJECT TO ANY STATUTORY WARRANTIES WHICH CAN NOT BE EXCLUDED, IBM MAKES NO WARRANTIES OR CONDITIONS EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT, REGARDING THE	~
<ul> <li>I accept the terms in the license agreement.</li> <li>I do not accept the terms in the license agreement.</li> <li>InstallShield</li> </ul>	
Print < Back Next > Cancel	

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:

🕼 IBM SPSS Statistics 25.0.0.1 Patch - InstallShield Wizard	×		
Ready to Install the Program			
The wizard is ready to begin installation.	_		
Click Install to begin the installation.			
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.			
InstallShield			
< Back Install Cancel			



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:

BM SPSS Statistics 25.0.0.	1 Patch - InstallShield Wizard	$\times$
IBM.	InstallShield Wizard Completed	
	InstallShield Wizard has successfully installed IBM SPSS Statistics 25.0.0.1 Patch.	
	< Back OK Cance	



## 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 <u>not</u> 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 <u>support page</u>.

### 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 <u>Step</u> <u>Two</u> 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:



🔚 *Output1 [Document1] - IBM SP	SS Statistics Viewer – 🗌 🗌	×
<u>F</u> ile <u>V</u> iew <u>C</u> ustom		
Goutput Goutput Goutput Goutput Log	<pre>&gt;Error # 7001 &gt;There is no license for IBM SPSS Statistics. This could be due to a missing &gt;license file or no more network licenses available. For detailed inf ormation &gt;about this problem, run the 'showlic' utility found in the product &gt;installation directory. &gt;Execution of this command stops. &gt;Specific symptom number: 18 End of job: 38 command lines 1 errors 0 warnings 1 CPU seconds</pre>	
	IBM SPSS Statistics Processor is unavailable Unicode:O	)N

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 <u>Step Two</u> 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 <u>once</u> 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:

IBM SPSS Statistics 25 Licensing	_	×
Licensing Completed You have successfully licensed your Product.		
Your license is effective the next time you start your product.		
Max. simultaneous users: 2999 Feature 1210 - IBM SPSS Custom Tables: Network license for version 25.0 Expires on: 31-Oct-2021 Max. simultaneous users: 2999 Feature 1221 - IBM SPSS Statistics Base: Network license for version 25.0 Expires on: 31-Oct-2021 Max. simultaneous users: 2999		4

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.