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Technical Help

How do I upgrade from one version of Bookends to another?

That depends on which version of Bookends you are upgrading from. In most cases you simply download Bookends and replace the old Bookends folder with the new Bookends 11 folder. When upgrading from versions 10.1.2 or earlier, there are some things to watch out for. A complete list of possible upgrade avenues, with step-by-step instructions, is provided in the Read Me file in the Bookends 11 folder.

Why am I having problems displaying and/or downloading pdfs?

You may have AdobePDFViewer.plugin installed. AdobePDFViewer.plugin interferes with Bookends' WebKit-based display of pdfs. It will also prevent you from importing pdfs by drag and drop of the pdf proxy icon in Bookends Browser. Depending on which version of AdobePDFViewer.plugin and Mac OS X you are using, you may even experience crashes.

You can tell that AdobePDFViewer.plugin is installed if the Bookends pdf display is solid black or contains icons for functions such as printing. To disable the plugin, launch Adobe Reader (or other Adobe products such as Acrobat) and open Preferences. Select "Internet" from the panel on the left, then *uncheck* "Display PDF in browser using: ". Then quit and relaunch Bookends.

There is a known bug in Acrobat X that disables this preference setting so you can't uncheck it (see this link for details): http://kb2.adobe.com/cps/870/cpsid_87060.html

If you encounter this problem, delete the AdobePDFViewer.plugin from /Library/Internet Plug-ins/ (note that this is the System Library, not your User Library).

Where is the User Guide? Where are the tutorials?

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The User Guide, tutorials (pdf and video), and Read Me (version release notes) are available from the Bookends Help menu.

Can I scan Word files that have EndNote citations?

Usually. Follow these steps:

- 1) The key is to make sure that the EndNote record number in the citation matches the Bookends unique ID for that reference. To do this, export your EndNote library as XML (requires EndNote 7 or later). Import this into a fresh Bookends library and the EndNote record numbers will now be Bookends unique ID numbers.
 - 2) Open your document in Microsoft Word and use the EndNote unformat command if the citations were entered with Cite While You Write. All citations should now be visible in their temporary form (for example, surrounded by curly brackets).
 - 3) Scan the document with Bookends (make sure that the citation delimiters, such as curly brackets, as set in Bookends Preferences are the same as those used by EndNote).
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Bookends isn't working properly. What do I do?

Damage to your Bookends library can have unpredictable results. If you are having problems that cannot be reproduced in a fresh Bookends library, it is likely that this is the cause. In this case, the first thing you should do is to rebuild the library (File -> Library Maintenance -> Rebuild). If the problem persists, try to repair your database (File -> Library Maintenance > Repair). If the problem has still not been resolved, contact us for technical support.

Bookends is crashing even after I create a new database.

A damaged format may be the culprit. If so, changing your default format to one that we supply should fix the problem. If it does, and the damaged format is one of ours, you can download a fresh copy from our ftp server (<ftp://www.sonnysoftware.com/pub>).

Another possibility is that the problem is with Bookends preferences. If it is, this will help: go to the folder ~/Library/Application Support/Bookends/ and find the file called "Bookends 11 Preferences". Move that file to the desktop, and relaunch Bookends. You will be asked for your registration number. Note: you will have to reset any preferences that you changed from the defaults.

Lion users: The user Library is not directly accessible from the Finder in Mac OS X 10.7. To access it, hold down the Option key and use the menu Go -> Library in the Finder.

I'm running Lion and can't find the user Library folder. Where is it?

In Mac OS X 10.7 (Lion) the user Library folder is hidden by default. To access it, hold down the Option key and use the Finder menu Go -> Library.

This will allow you access to various Bookends support files if you ever need them, such as ~/Library/Application Support/Bookends/Bookends 11 Preferences.

Why isn't scanning/inserting a citation in a Word document working?

Bookends exchanges information with Word via AppleEvents. There is a bug in Word that sometimes causes it to stop responding to the "paste" AppleEvent, and after a scan or Copy Citation Word comes to the front but the document is unchanged. The immediate solution is to

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simply perform the Paste yourself (Command-V). The longer term solution is to either relaunch Word (which sometimes works) or reboot your Mac (which always works).

How do I merge two libraries?

There are two ways to do this: (1) Mark all your references, use File -> Export References (Hits) to export them as a "Bookends" file, and then import this file into the destination library, or (2) drag the references from one library window and drop them on another.

How do I get a format or import filter to show up in the corresponding pop-up menus?

You must enable the format or import filter by checking it in either the Formats Manager or the Import Filters Manager, respectively.

Where can I get a format for a particular source?

You can create your own formats by selecting one in the Formats Manager that is similar to the one you want and clicking on the Add button (use Biblio -> Create Format Catalog to see examples of all the formats shipped with Bookends). Create an appropriate name for the new format and make whatever changes are necessary. Details on format design are available in the User Guide. Alternatively, you can ask other Bookends users if they have created such a format and will share it on the Bookends User Forum. If you have altered a format we supply and want to obtain the original, you can download it from our ftp site: <ftp://www.sonnysoftware.com/pub>

License/Purchase Information

Should I buy Bookends from Sonny Software or the Mac App Store?

Buying from Sonny Software has these advantages: (1) you may be eligible for discount pricing, (2) updates will be available sooner, (3) fixes for small bugs that may affect you can be made available immediately in silent updates, (4) some features may be modified or removed in the Mac App Store version due to restrictions enforced by Apple, and (5) Bookends will automatically notify you when updates are available (an example of a feature that was removed from the Mac App Store version).

Buying from the Mac App Store has this advantage: the initial download and future updates require only one click, and you may prefer obtaining updates for many or all of your apps from a single source.

Who is eligible for student pricing?

The student price is available to individuals enrolled as full-time students at accredited universities in the US or abroad. It is not available to medical residents, postdoctoral fellows, or faculty members. Some graduate students without student ids point us to a university web site that lists their name.

I'd like to buy a license for the people in my group/department/institution. How much will it cost?

Licenses are available for groups of 5 (\$250) and 10 (\$350) users. The license belongs to the group and not the individuals therein, so if anyone leaves the group they must buy their own license if they want to continue using Bookends. If you need a license for more than 10 users, or a renewable site license for large groups (50+), please contact Sales for pricing.

I own Bookends—where can I find my registration (serial) number so I can upgrade at the

discounted price?

Your registration number was provided in the e-mail you received when you bought Bookends. If you bought it from Sonny Software, the e-mail was sent from sales@sonnysoftware.com. If you bought the Bookends/Mellel bundle, the e-mail was sent from redlex@redlers.com. If you can't find the e-mail, contact sales@sonnysoftware.com with the name and address you used when you made the purchase and we'll look it up for you.

What methods of payment are accepted?

Payment may be made by credit card (MasterCard or Visa), PayPal, check, or bank wire transfer. There is no charge for the first three options, but there is a bank fee for a wire transfer that would be added to the cost. You may use the order form on the Sonny Software web site for payment by credit card or PayPal. Contact Sales for details on payment by check or bank wire transfer.

We can also prepare an invoice for organizations that must use a purchase order process. Contact Sales for questions about purchase orders.

Can I install Bookends on both my desktop and laptop computers with one license?

Probably. Individual licenses are per user not per computer. That means if you are the only person using a license, you can install it on more than one computer for your own use. If more than one person is using Bookends, you need one license for each person (or a group license).
