

## Technical Help

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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.

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### **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 quite and relaunch Bookends.

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### **Bookends is asking me to enter my registration number each time I use it. How can I make this stop?**

This means that the Bookends Preferences file is damaged and not recording the serial number properly. To cure this, go to the folder ~/Library/Preferences and find the file called Bookends 10 Preferences. Move that file (and Bookends 9 Preferences too, if present) to the desktop, and relaunch Bookends. You will be asked for your registration number and it should now stick. Note: you will have to reset any preferences that you changed from the defaults.

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

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### **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/Preferences` and find the file called Bookends 10 Preferences. Move that file (and Bookends 9 Preferences too, if present) 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.

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### **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.

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### **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. 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>

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## License/Purchase Information

### **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.

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### **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.

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### **What methods of payment are accepted?**

Payment may be made by credit card, check, or bank wire transfer. There is no charge for the first two 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. Contact Sales for details on payment by check or bank wire transfer.

We can also prepare an invoice for organizations that must use a

FAQ

purchase order process. Contact Sales for questions about purchase orders.

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**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).

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