

# How to install IBM SPSS Statistics

## Download

Follow these steps to download the latest version of SPSS:

1. Browse to SISC ownCloud: <https://owncloud.vub.ac.be/index.php/s/QDc05WNWzHfIR2q>
2. Enter the following password: **numerous-milord-glee**

### Windows:

You have the choice between a 32 or 64-bit version of the program. This choice depends on the bit version of your Windows OS. Please read here for more information in case of doubt: <https://support.microsoft.com/en-gb/help/15056/windows-7-32-64-bit-faq>

### Mac OS:

SPSS v25 is supported on Mac OS X 10.11 (Sierra) and higher.  
SPSS v24 is supported on Mac OS X 10.10 (Yosemite) and higher.  
Please read here for the full compatibility list: <https://www-304.ibm.com/support/docview.wss?uid=swg21507587>

## Installation

To install SPSS double click the file and follow the instructions that appear on the screen. During the installation, you will be asked for the license type. Make sure to select 'Authorized User'.

Once the main part of the installation is complete, click **OK** to launch the License Authorization Wizard. The License Authorization Wizard allows you to obtain a license for IBM SPSS Statistics. Should SPSS end the installation without starting the tool, you can still add the authorization code manually by following the instructions provided in this link <https://www-01.ibm.com/support/docview.wss?uid=swg21968434>

## IBM SPSS support & contact info

### **SPSS Patches**

Always apply the latest patches before requesting support. Patches solve most of the known problems. You can download them here.

### **SPSS Knowledge Base**

You can use the knowledge database to search for an elaborate meaning of error codes. E.g. Error 106 - Maximum number of installations for this authorisation code has been reached.

### **Contact info**

For purchasing information, problems regarding installation, and authorization codes (e.g. after crashed or replaced PC), please contact [softweb@vub.ac.be](mailto:softweb@vub.ac.be) and we will be glad to help you out.

Students & staff on campus Jette can also benefit from on-campus support every Wednesday. Please call (02/4774483) or ask it at the Medical library desk.

## F.A.Q.

### **Q: Can I reinstall software with my license code?**

A: Yes, as long as you reinstall SPSS on the same computer. Licenses are tied to your computer with a lock code. If you replace your computer or its hardware, you will have a new lock code and will need to repeat the authorization process with a new key.

### **Q: I had an issue with my computer and had to re-image or buy a new one. Do I need to buy a new license code?**

A: No, in case of a hardware failure we will provide you with a replacement code. You need to send us an email with your current license code and the reason for the replacement. To prevent abuse, you can only request this once.

### **Q: There is a new version of SPSS/Amos available. How can I upgrade my current version and how much does it cost?**

A: Whenever IBM releases a new version of SPSS or Amos we provide a free upgrade to students and staff members. You need to send us your current license code and we will send you a new code that is valid for the new version. You still need to download the new version.

## Troubleshooting

### **'Server Login: Local computer' dialog window appearing when starting IBM SPSS Statistics 22 on Mac 10.6.8 or 10.5.8.**

IBM SPSS Statistics 22 is not supported on Mac 10.6.8 or 10.5.8. Please install it on a supported platform, e.g. Mac 10.8, Windows 7 and so on. For more information on which platform SPSS 22 is supported: : <https://www-304.ibm.com/support/docview.wss?uid=swg21507587>

### **Blank box with OK button when installing SPSS Statistics on Mac OS X.**

There is an issue with Java on Mac OS X that causes a defect with installers. Apple has applied a fix and you should receive this automatically through Software Update / App Store.

Greetings,  
The SoftWeb Service.