

# HSC Chemistry Installation Guide

## 1. System Requirements

### Hardware:

MS Windows:	Windows 8 or newer (64 bit)
Processor:	Intel or AMD x64 processor with AVX2 instruction set support
RAM:	8 GB or more (16 GB or above recommended)
SSD:	At least 10 GB of free space
Display:	Full HD or higher resolution
Other:	Mouse recommended

**Please note:** The software product(s) is/are not compatible with ARM systems, such as Qualcomm Snapdragon-powered laptops or Mac computers with Apple silicon (M-series SoC).

### Third-Party application interfaces:

Excel Add-in:	Requires 64-bit Excel.
Sim LCA Tool:	Compatible with Open LCA 2.1.

**Please note:** We reserve the right to modify our product specifications and prices at any time without prior notice.

## 2. HSC Chemistry on MacOS

HSC Chemistry is specifically designed and built for Microsoft Windows, which means that it does not run natively on macOS. However, with a special **HSC server license**, you can run it within an x64 Windows virtual machine on Apple device having an Intel SoC.

- **Parallels:** <http://www.parallels.com/eu/products/desktop/>.

**Please note:** HSC Sim may not run on Oracle VirtualBox due to the lack of AVX2 support and we cannot guarantee the compatibility with any specific desktop virtualization software.

For additional information, please email to [hsc@metso.com](mailto:hsc@metso.com).

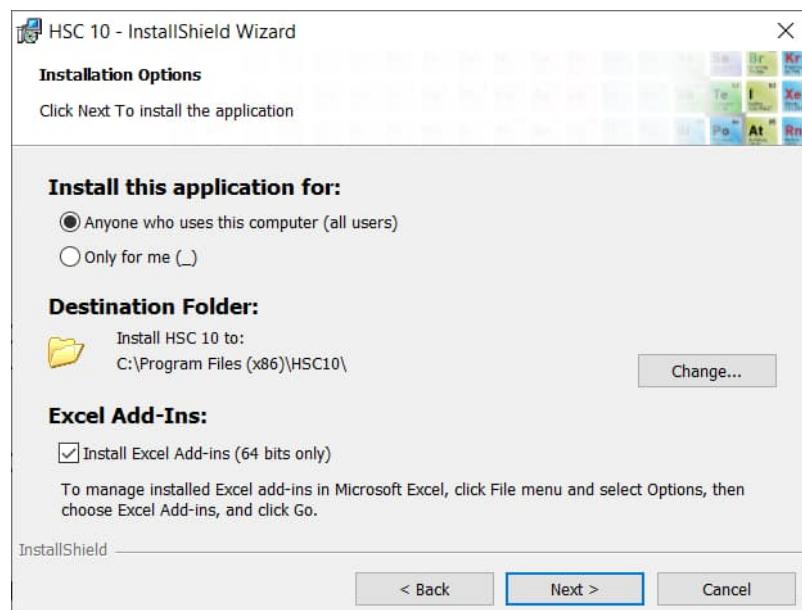
## 3. Installation

1. Purchase a license.
2. Download an installer from [www.hsc-chemistry.com/download](http://www.hsc-chemistry.com/download).
3. Close any other Windows programs before proceeding with the installation.
4. Double-click the downloaded installer file.
5. The installer will prompt you to grant administrator privileges.
6. Follow the instructions:

- i. Upgrading to new HSC 10 will automatically remove older **HSC 10** versions.



- ii. Accepting the license agreement is necessary for HSC installation. (You can print a copy of the agreement by clicking the “Print” button)
- iii. If you wish to keep older versions (HSC 1.0 – 9.9), you can install HSC 10 in a different directory (e.g., C:\Program Files (X86)\HSC10\).
- iv. If you have **64-bit Excel** installed on your computer, the ‘*Install Excel Add-Ins*’ checkbox will be selected by default. To activate the installed add-in, please access Excel settings (Microsoft Excel -> File -> Options -> Add-Ins -> Go to).

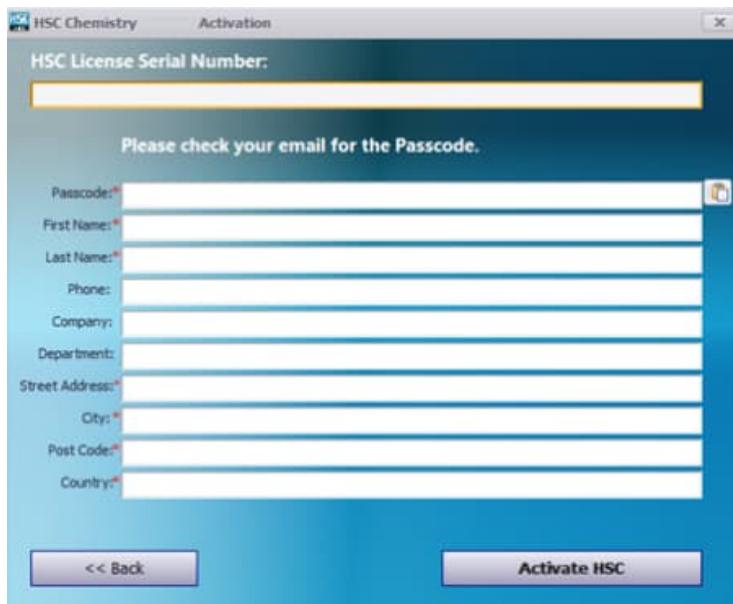


## 4. Online Activation

HSC must be activated when starting the software for the first time after installation. An Internet connection is required for email confirmation. Please begin activation by entering a serial number:



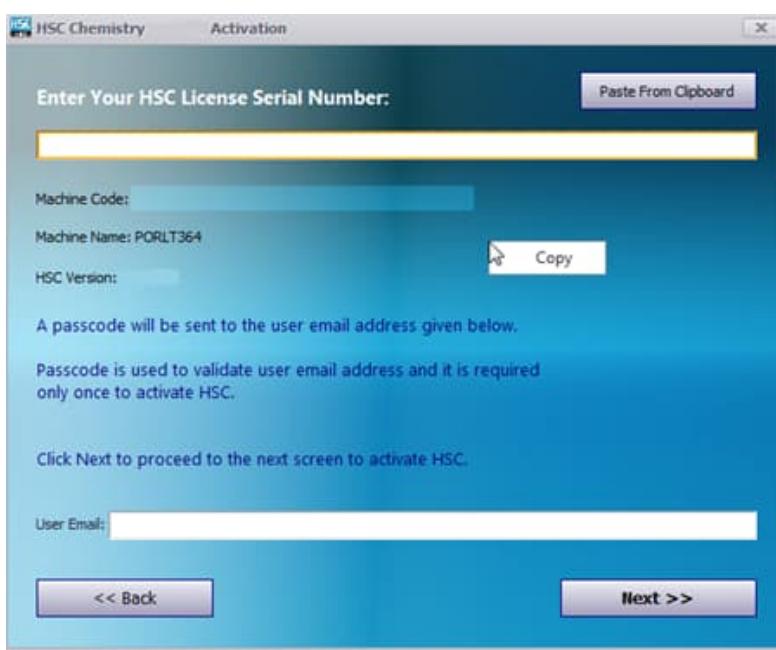
After entering the valid serial number (please do not mix the number “0” with the letter “O”), a passcode will be sent to the provided email address. This procedure validates your email address and secures your license. Please note that license activations may be restricted in certain areas due to sanctions, and fields marked by a red asterisk are mandatory:



## 5. Offline Activation (Advanced)

Offline activation is required in scenarios where Internet connectivity is unavailable, but it is important to note that this feature is not supported by all license types. Please avoid using this option if you have Internet access, as it may result in additional work.

1. After installation of HSC, start the program. The HSC Activation dialog shown below will appear. Click on “Enter Serial Number”.
2. After clicking the “Enter Serial Number” button, the HSC Serial Number dialog shown below will appear. Right click on the screen as shown in the picture and click the copy option:



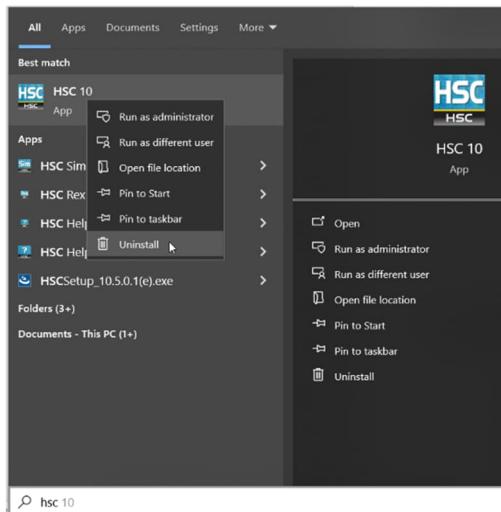
3. Open Notepad or any text editor and paste the copied information there (Machine code, Machine Name and HSC version). In addition, First Name, Last Name, Email, Company, Department, Street address, City, Post code and Country of the user (user of HSC) is required.
4. Email the information to [hsc@metso.com](mailto:hsc@metso.com), and we will generate and send you two license files by email to the address provided in step 3. You are required to copy these files to C:\ProgramData\HSC10. If this folder is missing, please create it and copy the license files there.

**Please Note:** Your license will be machine locked and will only work on the machine from which the information was copied in activation step 2.

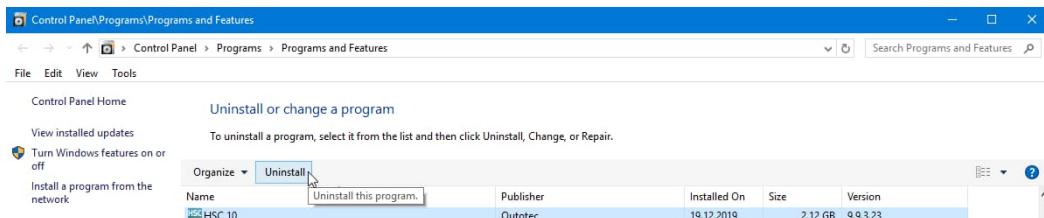
## 6. Uninstallation

HSC is uninstalled in the same way as most other Windows programs. Just make sure you have administrator privileges, and then simply follow the standard uninstallation process to remove it from your system.

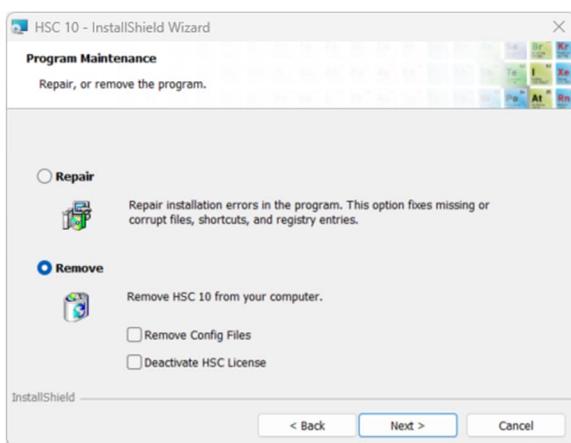
1. Select the Uninstall option in start-menu:



2. Select HSC 10 from the list and click "Uninstall":



3. Select "Remove" and follow the instructions.

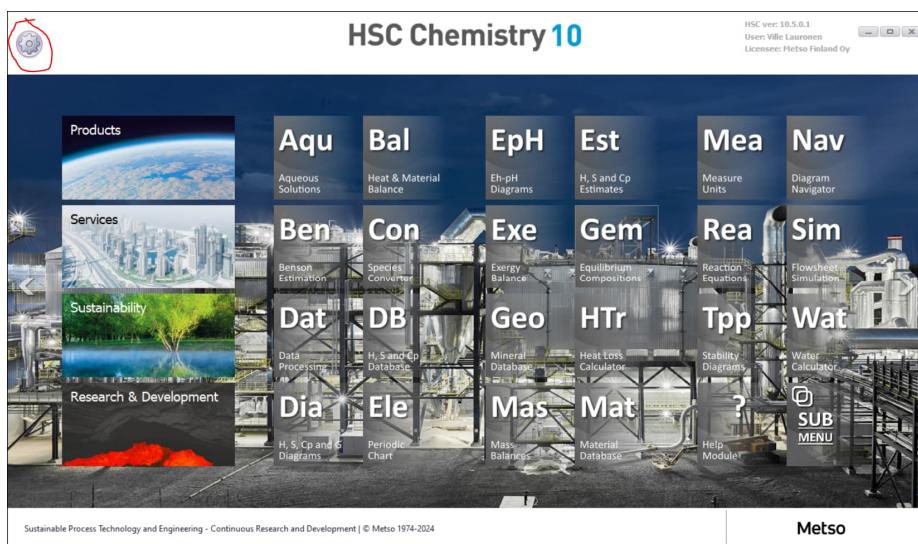


4. Additionally, if you've used HSC Excel Add-Ins, you can remove them in Microsoft Excel (File -> Options -> Add-Ins -> Go to).

## 7. License Deactivation

To transfer HSC activation from one computer to another, the old license needs to be deactivated. Please note that with a non-floating license, this can be done only once per month, and it's necessary to have administrator privileges along with an active internet connection. If you can't access your computer, then please contact our support team at [hsc@metso.com](mailto:hsc@metso.com).

Deactivation can be done by selecting the 'Deactivate HSC License' checkbox when uninstalling the software, or this functionality can be accessed directly through the **Gear** icon in the **HSC main menu**:



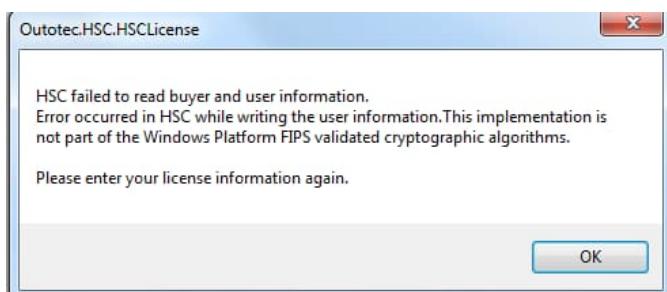
## 8. Common Installation Issues

### Missing Files

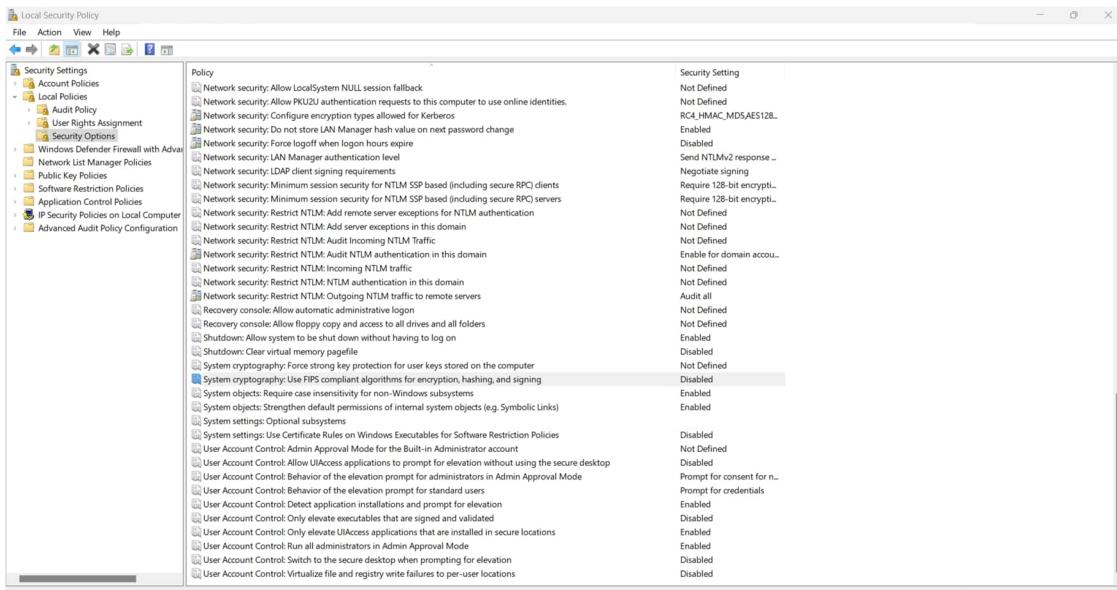
If HSC does not start correctly, then please run the installer again and select “Repair”. Additionally, in the case of corrupted user settings, it may be necessary to reset all user settings. You can do this by selecting the “**Clear User Settings**” checkbox.

### Problem with FIPS compliant algorithms for encryption, hashing, and signing

1. If you get this error message when you try to activate HSC:



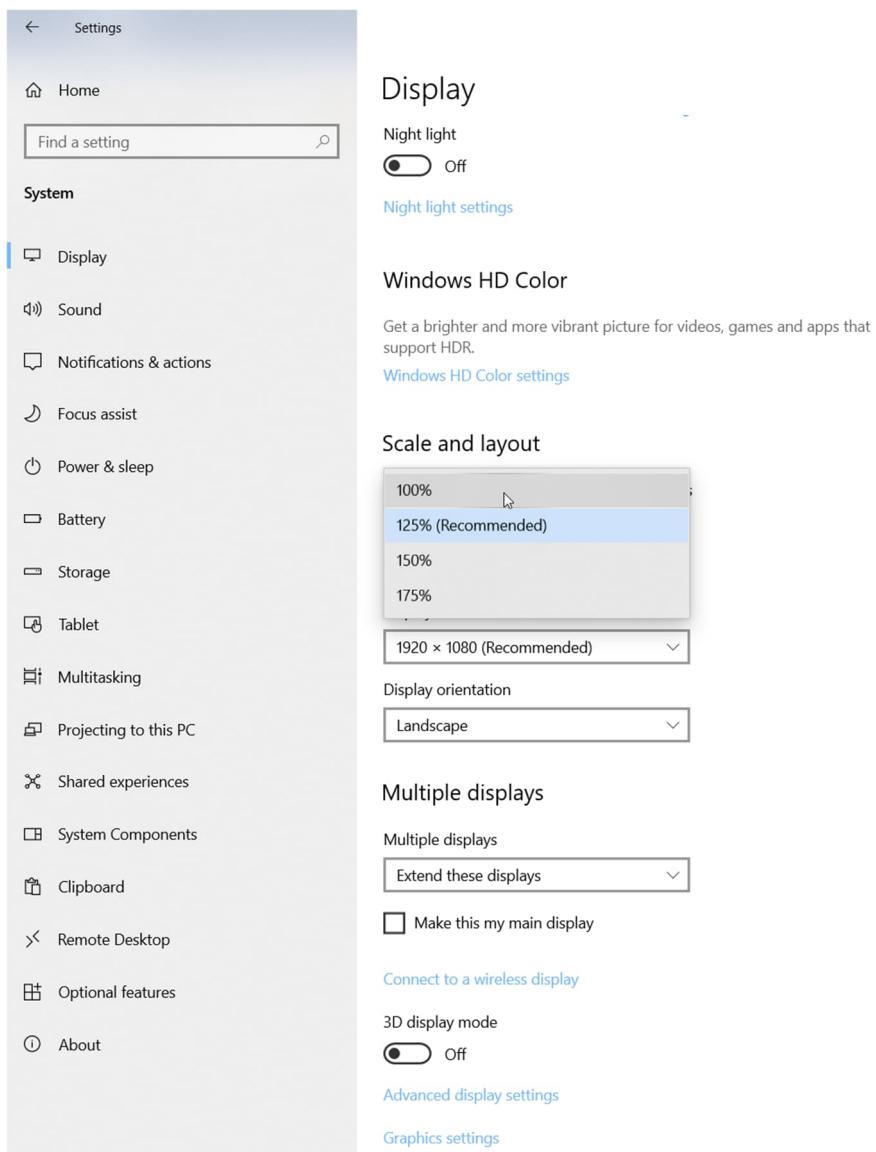
2. Then please check your **Local Security Policy settings** by running Command Prompt **as an administrator** and typing the command **secpol**.
  - After running this command, the following dialog should open:



3. Navigate to **Local Policies -> Security Options**.
4. Find and disable the option: **System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing**
5. Reboot your machine and open HSC again.
6. If it does not work, then please execute the script **DeactivateHSC.exe** as administrator at HSC installation folder: **C:\Program Files (x86)\HSC10\Programs\DeactivateHSC.exe**.
7. Run HSC with administrator privileges.

## 9. Scaling Issues

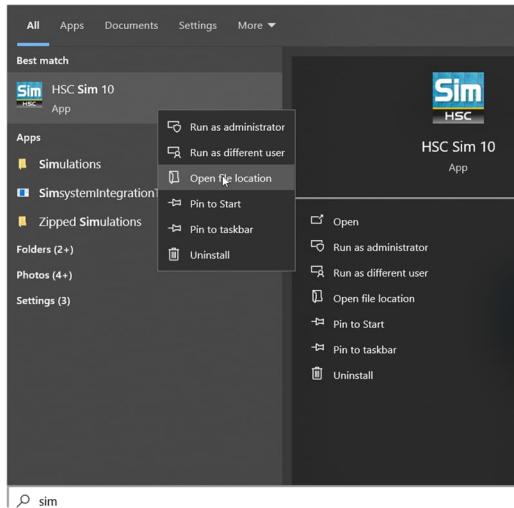
If the Windows font scaling is not set to 100%, HSC may not function correctly. For instance, fonts might not fit within the designated space. If you encounter such issues, then please adjust the Windows font scaling to **100%** in your **Display settings**:



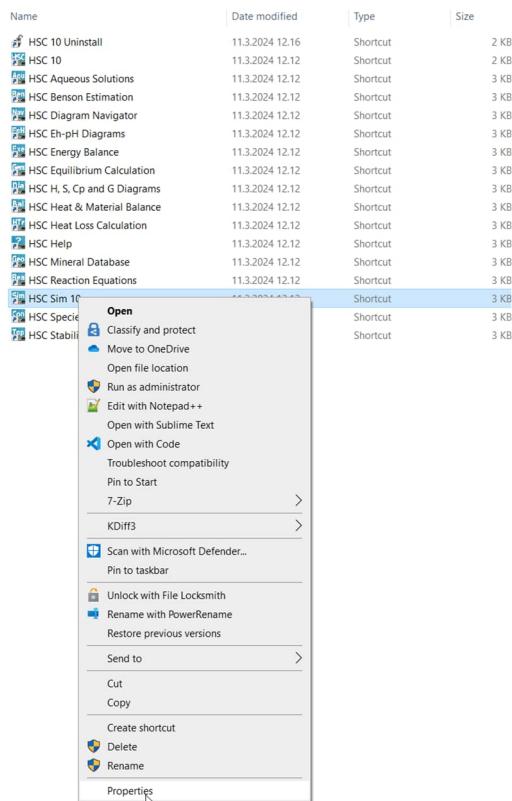
## 10. Issues in DPI Settings

On some computers, incorrect DPI settings may cause similar issues as unsupported Windows scaling settings. To check your DPI settings, please follow the actions below:

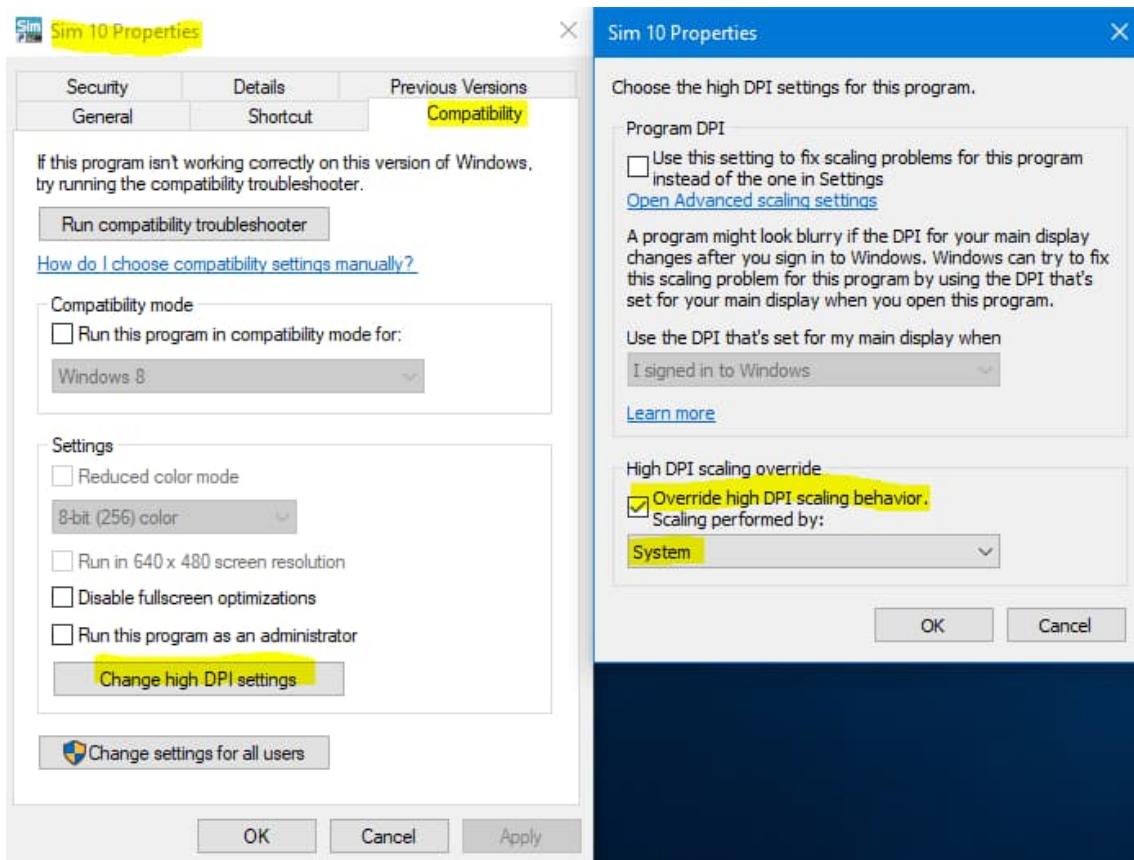
### 1. Locate Sim



### 2. Select Properties.



3. **Uncheck either “Disable display scaling on high DPI settings” or “Override high DPI scaling behaviour”.**



4. Finally, please **restart your computer**.