

**STN Express<sup>®</sup>**  
**Version 8.5 for Windows<sup>®</sup>**

**Getting Started**

**August 2011**

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## Introduction

This document contains information on:

- Installing STN Express
- Upgrading to Version 8.5 of STN Express
- Creating an STN<sup>®</sup> logon setup with the STN Setup Wizard
- Accessing STN and CAS Registry<sup>SM</sup> BLAST<sup>®</sup> for a single-user installation
- Detailed information on STN Express architecture and installers
- Help resources and contact information

For additional information about connectivity and answers to frequent questions, visit STN Express Technical Support at [www.cas.org](http://www.cas.org).

## Hardware and Software Minimum Requirements

Computer	<ul style="list-style-type: none"> <li>• Microsoft® Windows® compatible PC</li> <li>• Minimum: Pentium® 4 (2.4 GHz)</li> <li>• Recommended: Intel compatible multi-core processor (2.0+ GHz preferred)</li> </ul>
Memory	<p>Minimum:</p> <ul style="list-style-type: none"> <li>• 512 MB RAM</li> <li>• 768 MB RAM recommended to use CAS Registry BLAST, Analyze Plus, or post-processing tools</li> </ul> <p>Recommended: 2+ GB RAM</p>
Available Hard Disk Space	<p>160+ MB</p> <ul style="list-style-type: none"> <li>• 146 MB required when installation includes CAS Registry BLAST and Merged Markush Service (MMS)</li> <li>• 14+ MB recommended for transcripts, tables, reports, etc.</li> </ul>
Connection to STN	<ul style="list-style-type: none"> <li>• Internet connection that supports either the telnet protocol through port 23 (standard Winsock connection) or the HTTPS protocol through port 443 (SSL/VPN connection)</li> <li>• Automatic updating of support files and access to CAS Full Text Options, STN® Viewer™, and online Help on the CAS server requires an HTTP application-level connection through port 80.</li> <li>• CAS Registry BLAST, CAS Full Text Options, and the SSL-VPN connection option require an HTTPS application-level connection through port 443</li> </ul>
Operating System and Web Browser	<ul style="list-style-type: none"> <li>• Microsoft Windows XP™ SP3, Vista™ or Windows 7™ (Windows 7 Starter version is not supported)</li> <li>• Microsoft Internet Explorer®, Version 6.0 or higher, or Mozilla® Firefox®, Version 3.6 or higher</li> <li>• ActiveX®, Java™, and JavaScript™ must be enabled</li> </ul>
Additional Software	<ul style="list-style-type: none"> <li>• Microsoft Excel® 97, 2000, 2002, 2003, 2007 or 2010 for the Analyze Plus Wizard or CAS Registry Number® and Role Report Wizard</li> <li>• QuickTime 7 for viewing images in STN Express transcripts</li> <li>• Adobe Reader for viewing PDF outputs for tables, reports, and transcripts</li> </ul>

## Installing STN Express

### Choosing an Installer – MSI or EXE [Scripted]:

	Currently Installed Version of STN Express		
	None (New Installation)	STN Express Version 8.3 or 8.4	STN Express Version 8.2 or earlier
<b>MSI (v8_5msi.exe [MSI Installer]</b>	✓	✓	✗
<b>EXE (v8_5.exe [Scripted Installer]</b>	✓	✓	✓

### There are two options for installing STN Express:

- Download from your respective STN Service Center License and Download website (**preferred and fastest method**)
- Request an STN Express CD-ROM from your respective STN Service Center

**Note:** For detailed information on the Windows architecture and installers, see the section titled STN Express, Versions 8.3 and Later Windows Architecture and Installers in this Getting Started Guide.

### Download from your respective STN Service Center License and Download website:

The license and download sites offer a choice of two types of installer.

- MSI – Microsoft Windows Installer (Recommended for new installations and upgrading from STN Express 8.3 or later)
- Scripted installer “setup.exe” – the installer used for all prior versions (Recommended for updating STN Express, Version 8.2 or earlier)

Follow the system prompts to complete the STN Express download. Download to your Desktop or download folder and then double-click or use File Open to start the installation. The following sections have more installation information.

**Note:** See the last page of this document for the Service Center internet sites.

## Installing from the CD-ROM:

Insert the STN Express CD-ROM into the CD-ROM drive to start the STN Express setup program. If AutoRun is not enabled, navigate to the drive letter for your CD-ROM to run **launcher.exe**.

The setup program will provide a choice of installers

- MSI – Microsoft Windows Installer (Recommended for new installations and upgrading from STN Express 8.3 or later)
- Scripted installer “setup.exe” – the installer used for all prior versions (Recommended for updating STN Express, Version 8.2 or earlier)

### A. Windows MSI Installer:

1. Exit running programs, especially STN Express and Excel, if installed.
2. A welcome screen is displayed. Click **Next**.
3. You must accept the license agreement to proceed.
4. Select the target installation path. ***It is strongly recommended that you accept the Default path.***
5. Select the type of installation
  - **Complete** – Recommended
  - **Custom** – For experienced MSI users
    - Select or de-select components
      - Basic Local Alignment Search Tool (BLAST) Java plug-in
      - MMS (Merged Markush Service) from Questel-Orbit
    - Change the installation path
    - Examine available disk space on multiple hard drives
    - Deselect automatic file update
6. Follow the prompts to complete the installation
7. Finish – A reboot of your computer is recommended but not mandatory.

## B. The STN Express Scripted Installer:

1. Exit running programs, especially STN Express and Excel, if installed.
2. A welcome screen is displayed. Click **Next**.
3. You must accept the license agreement to proceed.
4. In the **Setup Options** of the Install STN Express dialog box, select or deselect any or all of the following:
  - **Software for BLAST and MMS** - to install the Basic Local Alignment Search Tool (BLAST) Java plug-in and the MMS (Merged Markush Service) from Questel-Orbit
  - **Start Menu Item** - to create a Windows **Start** menu item for STN Express
  - **Enable automatic updating** – enables updating of support filesClick **Next**.
5. Select target installation path. ***It is strongly recommended that you accept the default Program Files path.***
6. Respond to the prompts to complete installation.
7. Finish – A reboot of your computer is recommended but not mandatory.

## Upgrading to Version 8.5 of STN Express

1. Download from your respective STN Service Center License and Download website (**preferred and fastest method**)
2. Choose the type of installer:
  - a. MSI [recommended]
  - b. Scripted
3. Respond to the prompts to complete installation.

**Note:** Because STN Express, Version 8.5, like the preceding STN Express, Versions 8.3 and 8.4, complies with Microsoft Windows software design standards, the program software is installed to C:\Program Files and must be installed using a login with administrator permissions. User specific files are installed to My Documents in each user profile when STN Express 8.5 is run the first time.

### **Upgrading from STN Express 8.2 or earlier versions:**

The STN Express, Version 8.5 **Scripted installer** is **strongly recommended** for this task. It will **preserve and copy user files and folders** from Version 8.2 or older versions to new locations in:

- Windows 2000 and XP:  
C:\Documents and Settings\Username\My Documents\STN Express 8.5\
- Vista:  
C:\Users\Username\Documents\STN Express 8.5\
- Windows 7:  
C:\Users\Username\My Documents\STN Express 8.5\

The **Scripted installer** will uninstall STN Express, Version 8.2 or earlier, and remove the STN Express related \*.ini files from C:\Windows.

The **MSI installer** will not uninstall prior version software and is **not recommended** for upgrading STN Express 8.2 or prior versions. You may manually uninstall after the STN Express, Version 8.5 installation is completed.

### **Upgrading from STN Express Version 8.3 or 8.4:**

If your User Files (Transcripts, Queries, Uscripts, AnaVist) for STN Express 8.3 or 8.4 are in the default folder (\STN Express 8.x in My Document), Version 8.5 will copy those files to a new folder, \STN Express 8.5\ in My Documents.

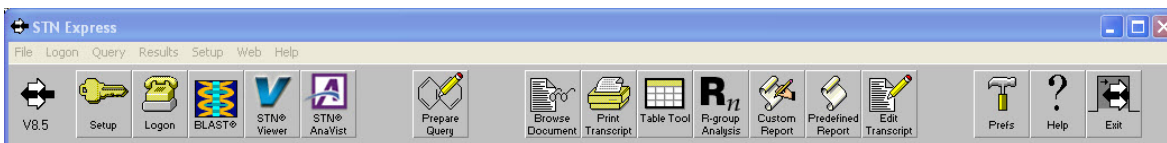
If you specified a custom folder for your User files in STN Express 8.3 or 8.4, Version 8.5 will use that custom folder for those files.

Any setups from Version 8.3 or 8.4 will be copied into Version 8.5. There is no automatic uninstall of version 8.3 or 8.4 by either installer. Once the 8.5 version installation completes, you may uninstall Version 8.3 or 8.4, if desired.

Multiple versions, STN Express 8.3 and newer, may remain installed; however, running more than one version simultaneously may produce unpredictable results.

## Opening STN Express

1. Launch STN Express from the Windows **Start** menu. By default, a shortcut has been created in Programs>STN Express 8.5.
2. When STN Express is open, the STN Express Main Menu and Toolbar are displayed.

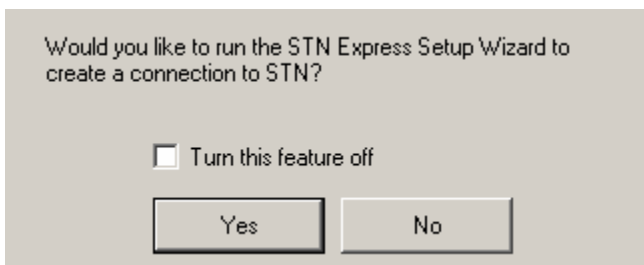


## Logon Setup with STN Setup Wizard

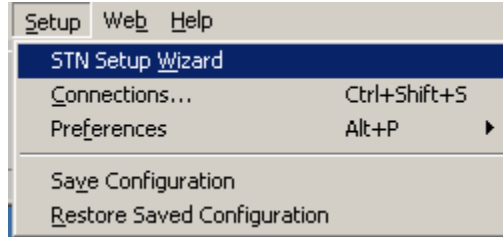
Your online connection and logon information are required each time you connect to STN, CAS Registry BLAST, or another online host. This information is stored in a logon setup. This documentation provides an example of creating an Internet logon setup with the STN Setup Wizard.

For the latest logon setup information, visit STN Express at [www.cas.org](http://www.cas.org).

If you do not have any logon setups, the following prompt is displayed when you launch STN Express.

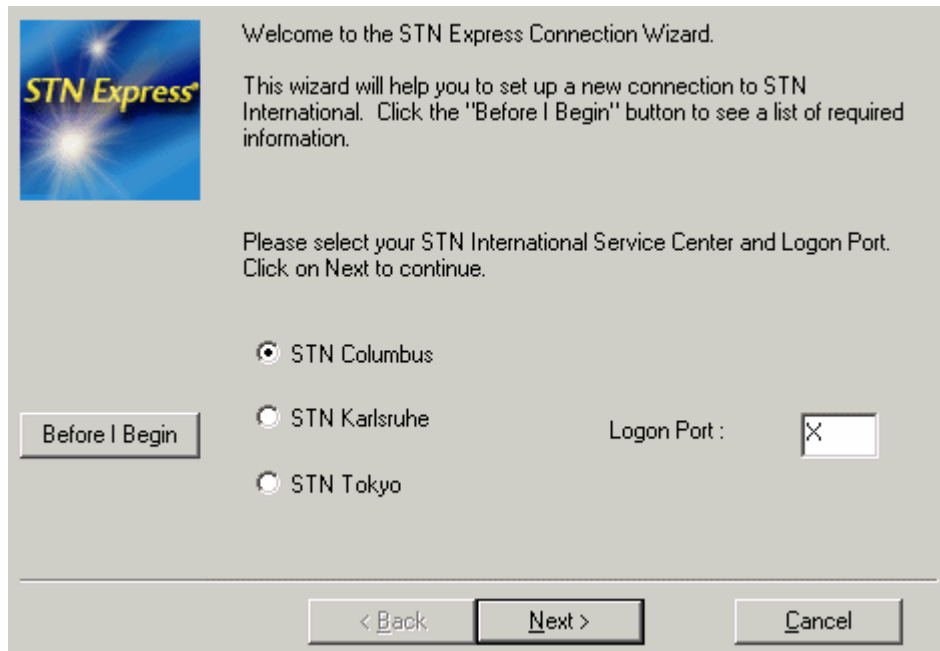


You may also access the wizard from the **Setup** menu.

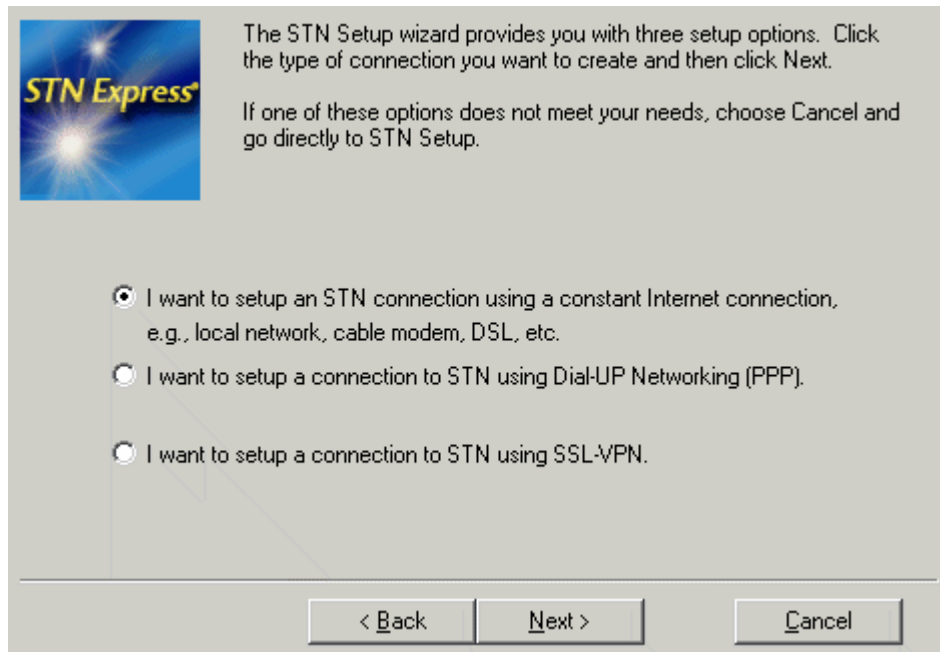


Follow these steps:

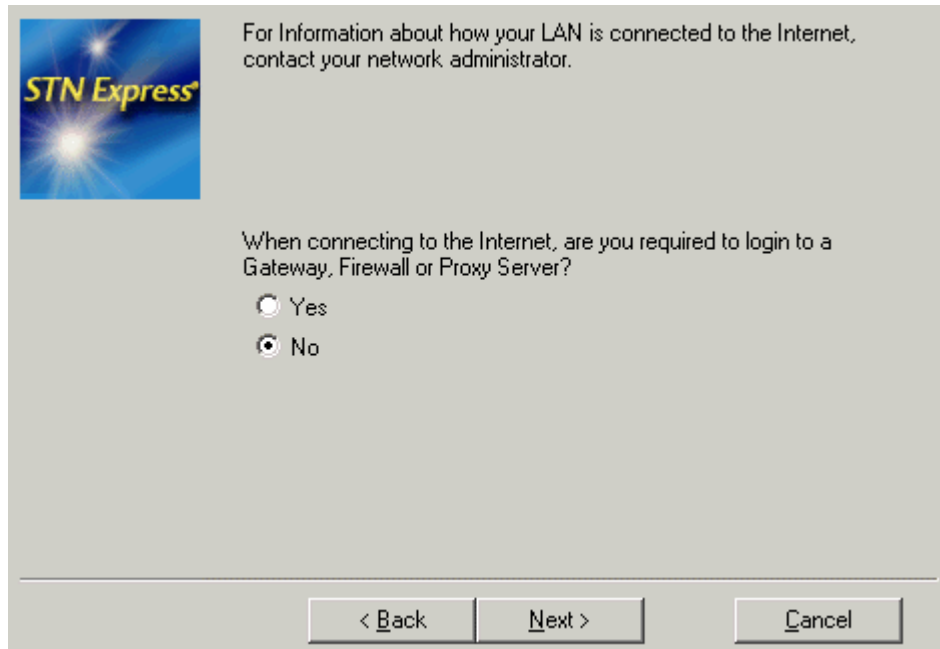
1. Click the **Before I Begin** button on the opening page for details about how to use the wizard.
2. Select the STN Service Center for your account and confirm your STN Logon Port. For commercial accounts, X is usually correct. For other accounts, consult the materials supplied with your STN login ID. Click **Next**.



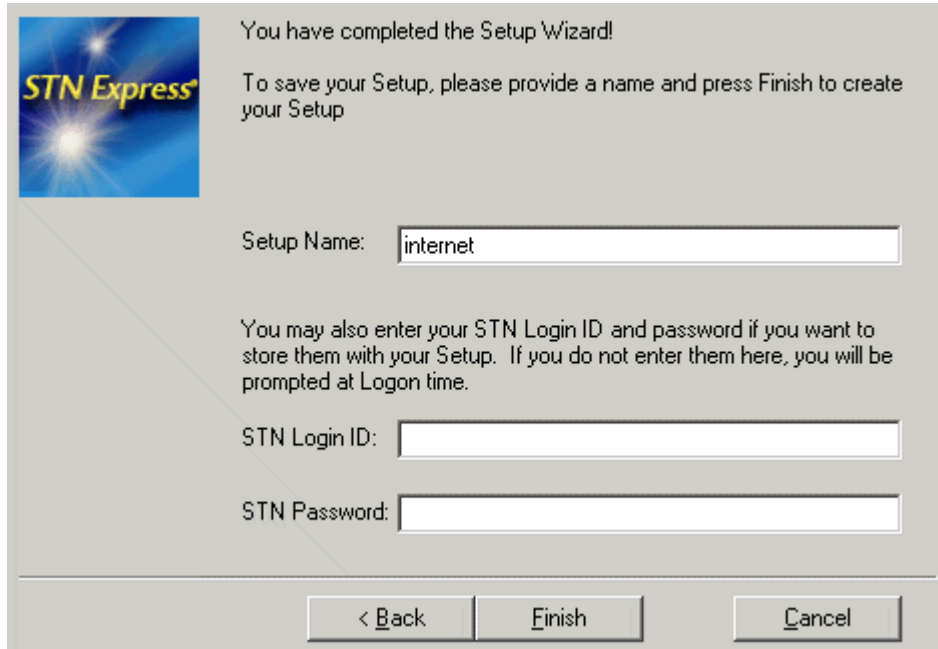
3. The most frequently used type of connection is selected by default. This connection will use the 'Encryption provided by RSA' option. Select **Next**.



4. If you do not have to log on to a firewall or gateway before establishing an Internet connection to STN, accept the default "No" and click **Next**.



5. Enter a name that is meaningful to you for your new logon setup. In this example, 'internet' was used as the Setup Name. Type your STN login ID and password if you want to save them in the setup. Click **Finish**.

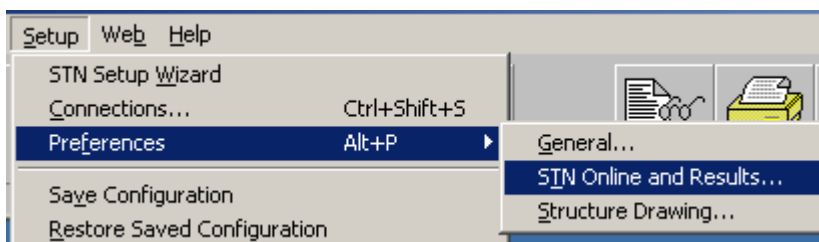


The screenshot shows a dialog box titled "STN Express" with a blue and yellow logo. The text inside reads: "You have completed the Setup Wizard! To save your Setup, please provide a name and press Finish to create your Setup". Below this is a text input field labeled "Setup Name:" containing the word "internet". Further down, it says: "You may also enter your STN Login ID and password if you want to store them with your Setup. If you do not enter them here, you will be prompted at Logon time." There are two more text input fields: "STN Login ID:" and "STN Password:". At the bottom, there are three buttons: "< Back", "Finish", and "Cancel".

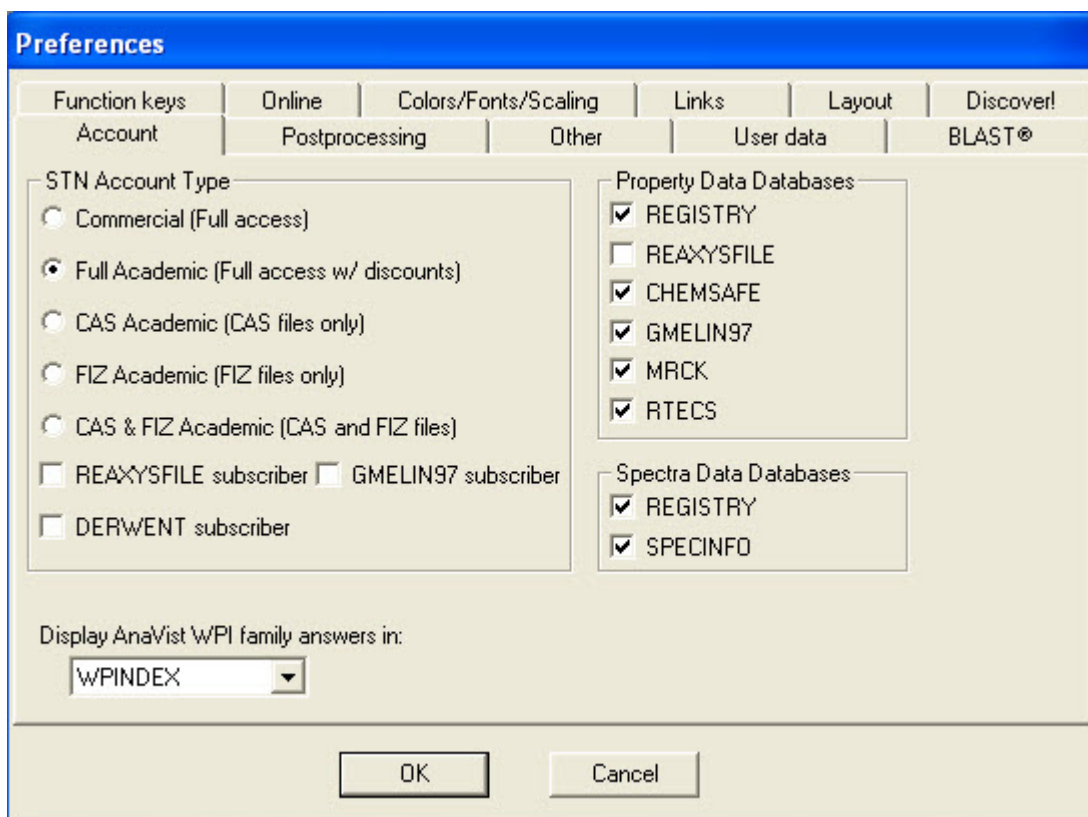
## Changing Account Preferences for Academic Accounts

If you have an academic account, you will need to change your Account Preferences in STN Express.

1. Click **Setup** from the Main Menu. Select **Preferences** and then **STN Online and Results**.



2. Click the **Account** tab to display the STN Account Type box. Select the type of academic account you have. Under **Property Data Databases**, select the property databases that you are authorized to access. Click **OK**.



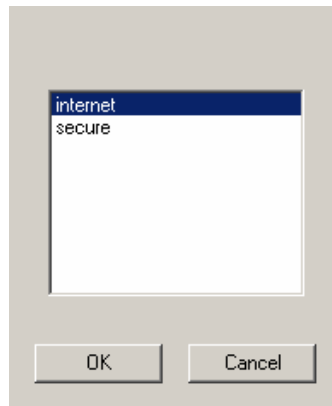
## Connecting to STN

Click the **Logon** button

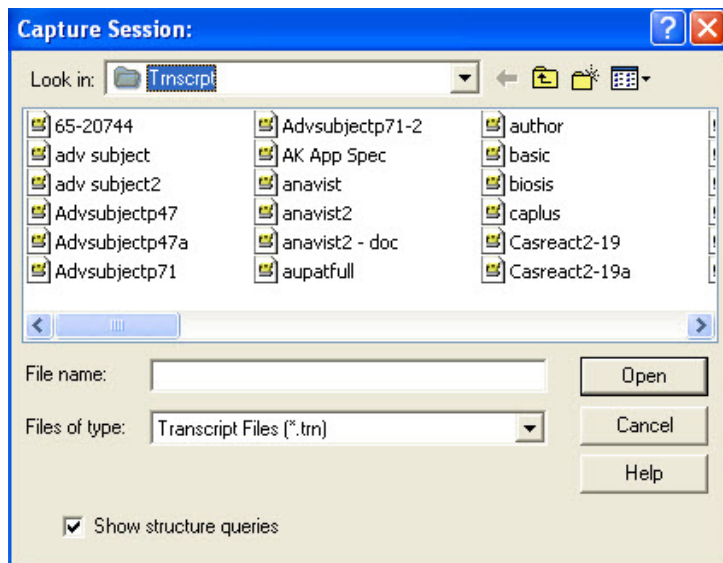


from the toolbar.

1. The Select Logon Settings box is displayed if you have more than one setup.  
This dialog box is not displayed if you have created only one setup.  
Select a setup name and click **OK**.



2. The Capture Session dialog box is displayed.



Type a name in the **File name** box to store your online session in a transcript. Click **Open** to capture a transcript. Click **Cancel** to continue the logon process with no transcript.

3. After STN Express makes the connection and logs you on, the STN arrow prompt (=>) is displayed in the STN Online and Results window.

## Connecting to CAS Registry BLAST

Select the BLAST button



from the Main Toolbar, or click **Logon**

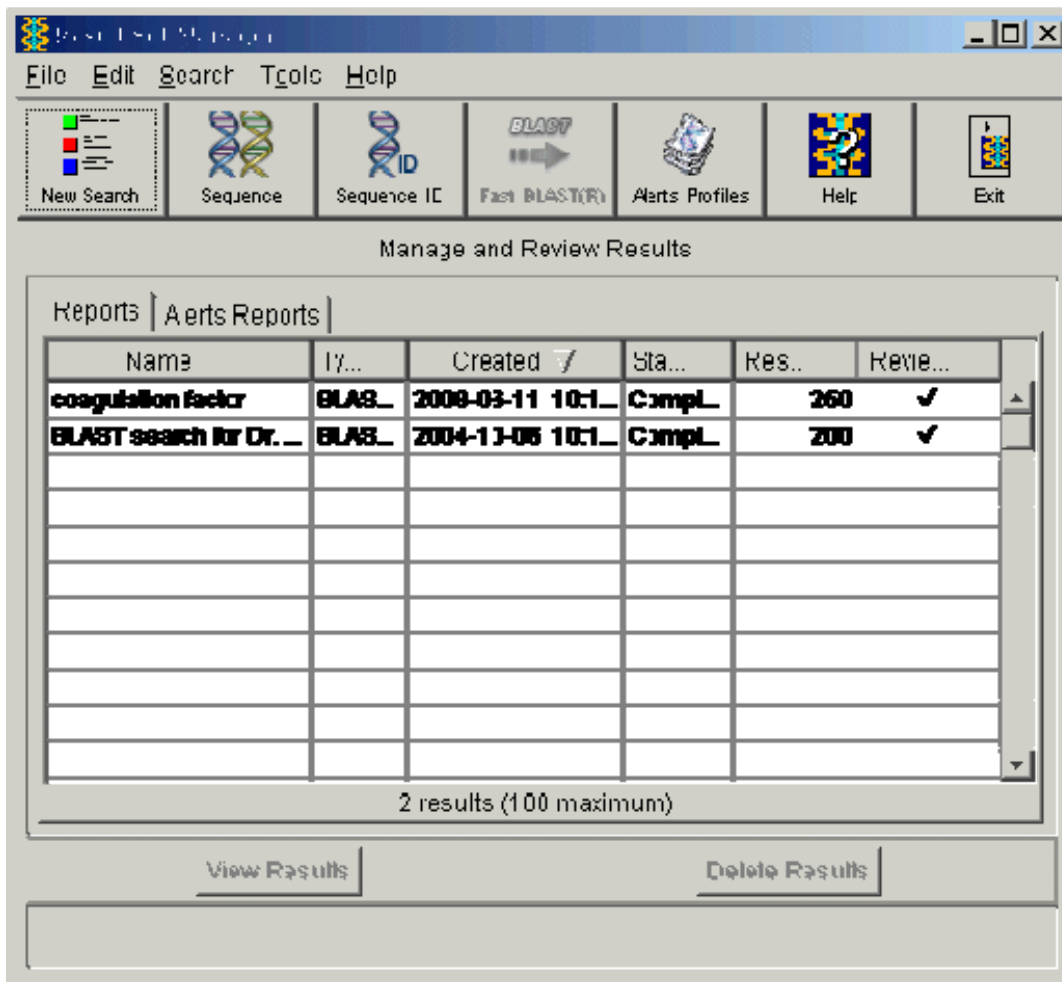
on the Main Menu and select **CAS Registry BLAST**. The Select BLAST Logon Settings dialog box is displayed.

1. Select the setup containing the login ID and password that you wish to use for BLAST login.

If your setup does not contain your login ID and password, you will be prompted to enter them for BLAST login.

The CAS Registry BLAST splash screen is displayed, and the Result Set Manager should then appear.

2. Click **New Search**, or open an existing report.

The screenshot shows the "Result Set Manager" application window. The title bar reads "Result Set Manager". The menu bar includes "File", "Edit", "Search", "Tools", and "Help". The toolbar contains icons for "New Search", "Sequence", "Sequence ID", "Fast BLAST(R)", "Alerts Profiles", "Help", and "Exit". The main area is titled "Manage and Review Results" and has tabs for "Reports" and "Alerts Reports". A table displays search results with columns for Name, ID, Created, Status, Results, and Review. Two results are shown: "coagulation factor" and "BLAST search for Dr...".

Name	ID	Created	Status	Results	Review
coagulation factor	BLAS...	2008-03-11 10:1...	Compl	260	✓
BLAST search for Dr...	BLAS...	2004-11-06 10:1...	Compl	200	✓

2 results (100 maximum)

View Results      Delete Results

## STN Express, Versions 8.3 and Later Windows Architecture and Installers

### [LINK TO TECHNICAL SUPPORT ON THE WEB](#)

The software architecture of STN Express was changed in STN Express 8.3. The changes were made in order to follow Microsoft suggested software practices for current Windows operating systems.

STN Express offers a choice of installers:

- **Windows Microsoft Installer™ (v8\_xmsi.exe)**  
Note: the MSI installer will be delivered in an executable shell file, v8\_xmsi.exe, which enables several pre-install options and starts the MSI.
- **The classic scripted installer (v8\_x.exe).**

The installers are Microsoft Windows XP, Windows Vista, and Windows 7 operating system compliant and the default installed locations of the STN Express, Version 8.3+ files and folders comply with Microsoft Windows software design “best practices”.

### STN Express, Version 8.3+ Software Architecture

- **Program Files are located in C:\Program Files\STN Express 8.x\**
  - Files that are essential to run the STN Express program are located in C:\Program Files\STN Express 8.x\ [Program Files (x86)\ in Vista and newer] Multiple versions of STN Express (8.3 or newer) may be installed on one computer using separate version folders. For example:
    - C:\Program Files\STN Express 8.5\
    - C:\Program Files\STN Express 8.4\
    - C:\Program Files\STN Express 8.3\
  - Sub-Folders of C:\Program Files\STN Express 8.x\ are:
    - Jre: Contains all of the required Java Runtime Environment files.
    - Scripts: STN Express script files that, generally, are read only.
    - Template: Contains predefined template files.
- **Master Template files are created in:**
  - Windows XP:  
C:\Documents and Settings\All Users\Application Data\STN Express 8.x\
  - Windows Vista and Windows 7:  
C:\Program Data\STN Express 8.x\
  - The STN Express 8.x folder contains one file, uninstal.inf and one folder \DefaultUser.
  - Master Template Files allow for multiple users on a single computer to have individually customized user files in their own user profiles.

- Version specific folders are used so that multiple versions of STN Express may be installed on individual computers.
- The DefaultUser folder contains a template file for express.ini, the file that will contain paths to your User Folders and Files and your host setup files and stnterm.ini, a file that will contain your customizations of your online experience.
- Folders that will be sub-folders of \STN Express 8.x\DefaultUser\ are:
  - AnaVist: A placeholder for files to and from STN AnaVist.
  - Data: Data files that may be updated automatically by STN Express.
  - MMS: Merged Markush files.
  - Queries: Default save location for your structure query files.
  - Trnscript: Default save location for your transcript and report files.
  - Uscripts: For any user created or modified scripts.

Note: some of the above folders are pre-populated with STN Express system related files that should not be deleted.
- **User file locations:**

For each individual user on the PC, copies of the master folders and files will be placed in each **User Profile** location during the first use of STN Express 8.x. For example, with the login “Oliver”:

  - Windows XP:
    - C:\Documents and Settings\Oliver\My Documents\STN Express 8.x\
  - Windows Vista:
    - C:\Users\Oliver\Documents\STN Express 8.x\
  - Windows 7:
    - C:\Users\Oliver\My Documents\STN Express 8.x
- No files are placed into the C:\Windows or C:\WINNT folders.

## Updating from prior STN Express versions

### STN Express, Versions 8.2 or earlier:

STN Express 8.3+ architecture is a significant change from STN Express 8.2 and earlier versions. STN Express Versions 8.2 and earlier placed almost all files in the STN Express application folder (typically C:\stnexp\) except for a few critical system files placed in C:\Windows\, e.g. express.ini and stnterm.ini.

Please note that the MSI and the scripted installers have different behaviors when encountering STN Express 8.2 or older versions. Both will move prior version *user files* into the *user file* locations in STN Express 8.x.

- The MSI installer will **not** uninstall the prior version or remove files from C:\Windows\. The STN Express uninstall shortcut may be used to remove prior versions, after STN Express 8.3+ has been installed and after you have launched STN Express 8.3+ once to create your user files.

- The scripted installer will uninstall the program files of STN Express 8.2 or earlier and remove STN Express related \*.ini files from C:\Windows.

Details are in the STN Express, Version 8.3+ Installers section.

### **STN Express, Version 8.3+:**

STN Express versions 8.3 and later share the same architecture. All follow Microsoft suggested software practices for current Windows operating systems and security.

Beginning with STN Express 8.3, parallel installations are possible. For example, you may have STN Express 8.3 and any or all later versions installed “side-by-side” on your computer. In that case, *User Files* and *setups* from STN Express 8.3 will be copied into the STN Express 8.4, or later, user file locations (a different “My Documents” folder unique to each version is the default behavior).

Normally, only the most recent version should be retained on a system; however, support staff may wish to have multiple versions available. Actively running different versions simultaneously is not recommended and results may be unpredictable.

## **STN Express, Version 8.3+ Installers**

### **MSI INSTALLER: (v8\_ xmsi.exe)**

[Recommended for new installations or updating versions 8.3 or newer]

#### **Single User Install:**

The executable wrapper file and the MSI installer for STN Express 8.x, contained within, are digitally signed using a VeriSign<sup>®</sup> code signing certificate registered to The American Chemical Society, STN International operating unit. The executable program files are also digitally signed.

The installation end results are identical to the classic scripted installer provided with this and prior releases. Primarily, an MSI installer appeals to companies that “repackage” installers or publish them to Active Directory; however, individuals may use the MSI installer. You might be more familiar with the MSI installer screens and interactions since this installer type is widely used with software for Windows systems.

- The installer will not over-install prior versions.
- The installer does not perform any uninstall of prior versions.
  - The Windows MSI installer must be run under a domain administrator login, a local administrator login or a login that is part of the local Administrators group.

- Windows XP: If you are in a Domain, group policy may block running an MSI installer under a User Login. On privately owned computers, that is not usually an issue. RunAs may be used to start the executable shell file and the elevated permissions will be passed to the contained MSI installer.
- Windows Vista and Windows 7 operating systems may allow the MSI installer to start under a USER login, but it will not complete without an administrator login in the UAC pop-up. Run As may be used to start the executable shell file and the elevated permissions will be passed to the contained MSI installer.
- If you do not have administrator level permissions, a warning dialog will display and the installation will terminate (roll-back) before making any system changes. This feature should prevent incomplete installs.
- We very strongly recommend that you accept “C:\Program Files\STN Express 8.x\” for your installation path.
- Selecting the Custom installation type will give you several options, including the option to block automatic file updates. An automatic file update will run after installation completes. More information is in the **Automatic File Updates** section.
- The first time that you run STN Express 8.x after the installation,
  - Any existing connection setups will be copied to your new express.ini file.
  - Transcripts, Queries and other **User Files** will be copied into your \My Documents\STN Express 8.x\ folder.

### **Networked Install:**

STN Express 8.5 provides limited support for Networked Installations. Please contact CAS Customer Center Option 4 (see last page for Technical Support) for additional technical assistance and information.

## SCRIPTED INSTALLER: (v8\_x.exe)

### Single User Install:

The scripted installers for STN Express 8.3+ are digitally signed using a VeriSign code signing certificate registered to The American Chemical Society. The executable program files are also digitally signed.

The graphical user interface of the installer has not significantly changed from prior versions.

- WinZip® Pro self-extractor, a 32-bit program continues to be the first part of the installer. Running the v8\_x.exe file will extract files to a temporary folder and then start the main installer, setup.exe.
- The STN Express 8.x installation program will check to see if your system login grants you local or domain administrator permissions on Windows operating systems. (Note: Windows Vista and Windows 7 operating system UAC [User Account Control] does not permit program installation by non-administrators) If you do not have administrator level permissions, a warning dialog will display and the installation will terminate before making any system changes. This feature should prevent incomplete installs.
- We very strongly recommend that you accept “C:\Program Files\STN Express 8.x\” for your installation path.
- There is an option to disable automatic file update upon completion of the installation. More information is in the **Automatic File Updates** section.
- The installer will **not** over-write a prior STN Express 8.3+. Rather, a new “parallel” STN Express 8.x installation will be created. Program files from the earlier version of STN Express 8.3+ will not be erased until you uninstall that version. User data files in My Documents\STN Express 8.x\ are not erased.
- If you are upgrading from STN Express 8.2 or earlier, the program will detect STN Express 8.2 or older installations. If detected, User Files, such as transcripts, queries, etc will be backed up in the STN Express application folder and copied into new locations in My Documents for STN Express 8.3+.
  - **Windows 2000 and XP:**  
C:\Documents and Settings\username\My Documents\STN Express 8.x\
  - **Windows Vista:**  
C:\Users\username\Documents\STN Express 8.x\
  - **Windows 7:**  
C:\Users\username\My Documents\STN Express 8.x\
  - After completion of the STN Express 8.3+ install, the older version program files (STN Express 8.2 or earlier) will be uninstalled and any STN Express related \*.ini files located in C:\Windows will be removed.

### Networked Install:

STN Express 8.5 provides limited support for Networked Installations. Please contact CAS Customer Center Option 4 (see last page for Technical Support) for additional technical assistance and information.

## **STN Express, Version 8.3+ - Automatic File Updates:**

The STN database files may be updated several times between STN Express software releases. To add value to your STN International searches, new files may be added to STN, existing files may have new data fields, the STN thesaurus may be improved, and, occasionally, a file may be retired. All of those types of change are communicated to STN Express 8.3+ via **Automatic File Updates**.

Automatic File Update is enabled by default. At the end of the installation process, and when STN Express 8.3+ starts, a standard Microsoft application is used to send a query to: <http://www.cas.org/support/stnexp/tsupp/autoupdate/>, using the standard HTTP port 80. If newer support files are available, then the automatic update process starts. Depending on the speed of the computer, the bandwidth (speed) of your Internet connection, and the size of the files to be updated, the process may take from 15 seconds to several minutes.

Automatic update might be blocked by your company firewall or proxy servers. In that case, STN Express 8.3+ will present an information window. Some companies use Internet bandwidth allocation servers that could make the auto-update slower than other web processes, or other factors might make the process unacceptably slow for you. If you encountered problems with auto-update in STN Express 8.3 or later versions, you may wish to turn off auto-update within the current installation. If auto-update is disabled during installation, then it will be disabled within the STN Express 8.3+ program preferences. Auto-update may be enabled or disabled after installation using the Preferences tool.

### **Disabling auto-update during the install process:**

- MSI installer: (v8\_xmsi.exe) [recommended installer]
  - Start the installer.
  - Choose the Custom installation type in the **Setup Type** screen.
  - Uncheck the box labeled “Enable Automatic Updating”
  - Note that there is an information icon – the blue **i** – that provides information to help make the choice.
  - Complete the installation.
- Scripted installer: (v8\_x.exe)
  - Start the installer.
  - Proceed to the **Setup Option** window.
  - Uncheck the box labeled “Enable Automatic Updating”
  - Note that there is an information icon – the blue **i** – that provides information to help make the choice.
  - Complete the installation.

### **Enabling auto-update in STN Express, Version 8.3+:**

- Start STN Express 8.3+.
- Click on the **Prefs** button in the main toolbar.
- Choose **STN Online and Results** from the drop-down menu.
- Choose the **Other** tab.
- **Uncheck** the option “Shut off automatic updating of support files”.

### **Manual updating of STN Express system data files:**

- If you have disabled automatic file updates, you can manually download and install the system data files to bring your STN Express up to date with database changes.
- Each of the STN Centers provides downloads for update files on their respective License and Download page.

## Help

You have the following options for STN Express help:

- Select an option from the **Help** menu on the Main Menu
- Press **F1** or click the **Help** button

## Technical Support

### In North America

CAS Customer Center:

Hours:	8 a.m. – 8 p.m. Eastern Time (Monday-Friday)
Phone:	800-753-4227 (North America) Option 2: General information or account-related questions Option 3: Assistance with search strategies, database content, or using a product Option 4: Technical assistance with software setup, installation, and configuration 614-447-3700 (worldwide)
Fax:	614-447-3751
E-mail:	help@cas.org
Internet:	www.cas.org

### In Europe

FIZ Karlsruhe:

Hours:	8 a.m. – 6 p.m. Central European Time (Monday-Friday)
Phone:	+49-7247-808-555
Fax:	+49-7247-808-259
E-mail:	helpdesk@fiz-karlsruhe.de
Internet:	www.stn-international.com

### In Japan

JAICI (Japan Association for International Chemical Information):

Hours:	9 a.m. – 5:30 p.m. Standard Time (Monday-Friday)
Phone:	+81-3-5978-3601 (Technical Service) +81-3-5978-3621 (Customer Service)
Fax:	+81-3-5978-4090
E-mail:	support@jaici.or.jp (Technical Service) customer@jaici.or.jp (Customer Service)
Internet:	www.jaici.or.jp