

Nvivo 1 (1.71 after update – March 2023)

FY23 authorization code is: NVT20-JZ000-UHA20-KR68K-POC8B

When upgrading from Nvivo 12 to Nvivo 1.7.x on a PC:

- uninstall Nvivo 12 and all related programs (NCAPTURE for IE and for Chrome)
- for each computer user who has used and / or installed the software:
- open folder C:\Users\username\AppData
- look inside EACH underlying folder and delete each folder named "QSR International"
- reboot computer
- proceed with Nvivo 1.6.x installation
- run Nvivo update to download and install current update

How to update existing Nvivo license code (PC):

1. Open NVivo, but do not open any projects. When the application opens Select File in upper right corner
2. Select Help.
3. In the Help window select Manage License listed under Product Information.
4. Under Manage License select Deactivate License. This will deactivate the old license. NVivo will close after deactivating the license.
5. When you open Nvivo and you should be prompted to enter the new License Key. Enter the new Key and select Activate.

Upgrading /installing Nvivo 1.7.x on a Mac (courtesy the Nvivo support channel):

1. Download the attached file (CloudTabs.db) to your Desktop.
2. Close NVivo and remove Full Disk Access permissions in System Preferences > Security and Privacy > Privacy tab
3. Restart the computer and then add Full Disk Access permissions again for NVivo. Do not launch NVivo.
4. Open Finder.
5. Go to the Desktop and copy CloudTabs.db.
6. Open another Finder window and click on Go from the Finder menu option.

7. Press the Option key on the keyboard. The Library option should now show under the Go menu.
8. Click on Library.
9. Navigate to the Safari folder then paste CloudTabs.db in the Safari folder.
10. Close Finder and launch NVivo.
11. Run Nvivo update to download and install current update