

Support & FAQs



Our specialized technical support in NMR laboratories puts at your disposal all the help you need



JASON



JASON Manual (PDF).

Windows & Mac/English



Please download our JASON manual

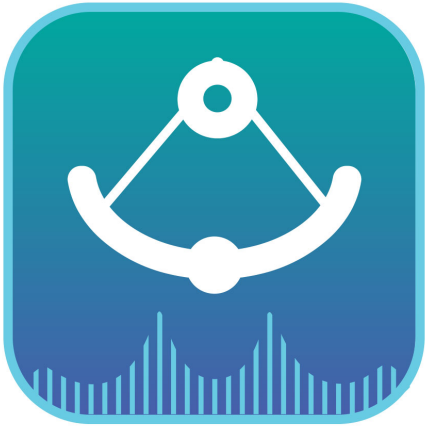
Japanese version



JASON keyboard shortcuts



JASON cheat sheets



smileq



Please download our SMILEQ manual

English version

Support for NMR labs

Request contact, and in less than 24 hours, our expert technicians will guide you in everything you need.



Name *

Email address *

Telephone

Brief description of the issue *

Thank you for your message. It has been sent.

×

There was an error trying to send your message. Please try again later.

×

CONTACT YOUR EXPERT

And for your greater comfort, here we leave you with FAQs that will help you to know everything that JASON can do for your NMR laboratory.

General information

[What is JASON?](#)

JASON is a modern NMR data reprocessing tool, made affordable to anyone and with focus on automation.

[What are OS requirements for JASON?](#)

JASON runs on Windows 8.1+, Windows 11 and Mac OS X

[What version of the Mac OS does JASON require?](#)

JASON runs on Catalina (10.15) and above (including Big Sur, Monterey)

[Does JASON run on the new M1/M2 chip?](#)

Yes.

Does JASON run on Virtual Machines?

No, but it may in the future.

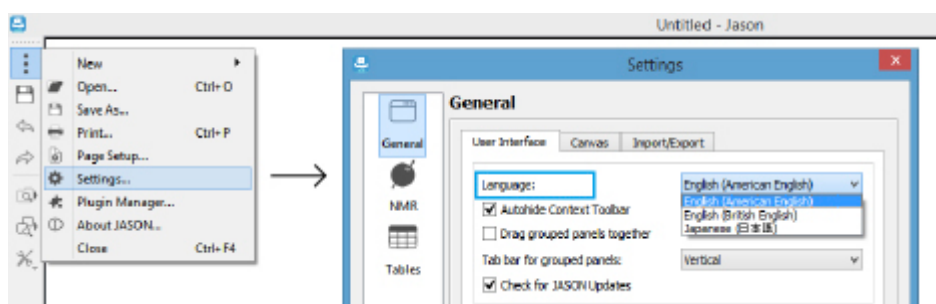
Does JASON run on Linux?

No, but it may in the future.

Where can I get JASON documentations?

Find a PDF manual for JASON on the JASON webpage (available in English and Japanese):

<https://www.jeoljason.com/support/>



Data format

What vendors' formats, other than JEOL, does JASON support?

- JEOL Delta (JDF)
- JEOL Alice 2
- Varian/Agilent VnmrJ
- Bruker TopSpin: raw (fid/ser) and processed (1r, 2rr) data
- Bruker WinNMR: raw and processed data
- JCAMP-DX, including vendor-specific data:
 - Oxford Instruments (benchtop NMR: Pulsar , X-Pulse)
 - Nanalysis
- Magritek
- RS²D SPINit

- Chemagnetics/Varian Spinsight
- SIMPSON (free plugin)
- CCP-NC MAGRES (free plugin) compatible with the files created by:
 - CASTEP
 - Quantum ESPRESSO

If you have an NMR file format which is not currently supported by JASON, contact us at support@jeoljason.com

What format is used to store data in JASON?

HDF5 is a hierarchical storage format for heterogeneous data types which allows JASON to store all data and objects, including raw data, processed data, and all display options for a document, in one place. It has been developed by the HDF group: <https://www.hdfgroup.org/>

To see an HDF5 file outside JASON, there is a viewer for HDF5 datasets which you can find here: <https://www.hdfgroup.org/downloads/hdfview/#download>

Can JASON read 3D datasets?

Currently, JASON supports 1D and 2D only.

Licensing and Activation

How do I find my computer ID after activating my trial?

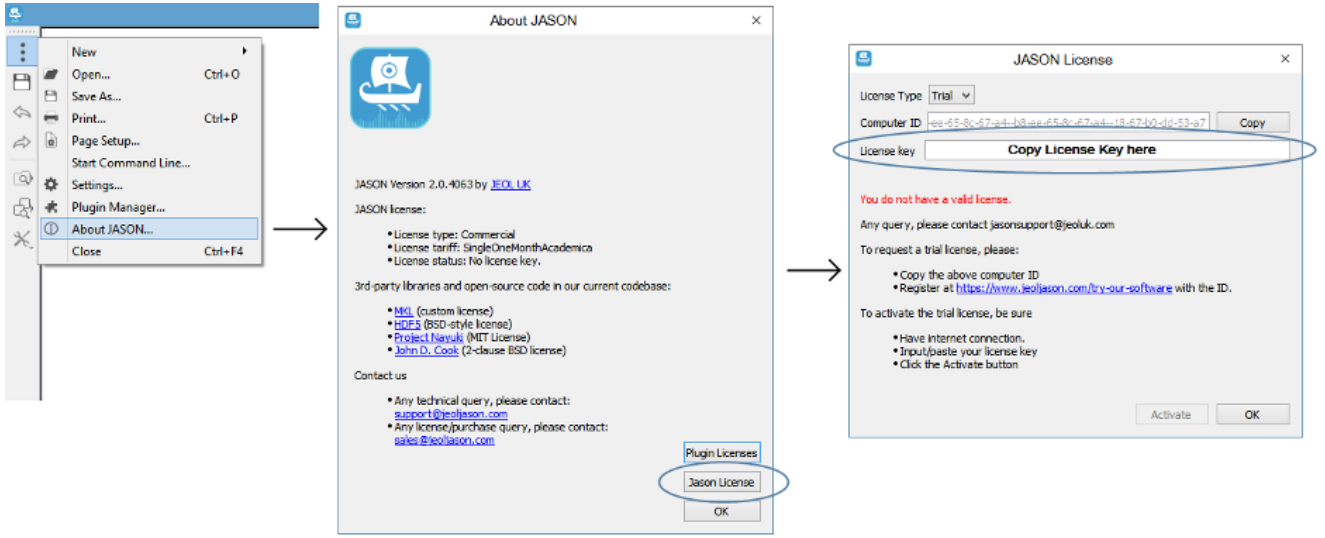
You can always obtain your Computer ID after you have activated your trial license by choosing the “Commercial” type of license in the JASON license dialog

Is it possible to get a free trial of JASON?

Download the software and register for a free trial on the JASON download webpage: <https://www.jeoljason.com/try-our-software/>

How do I activate my JASON license?

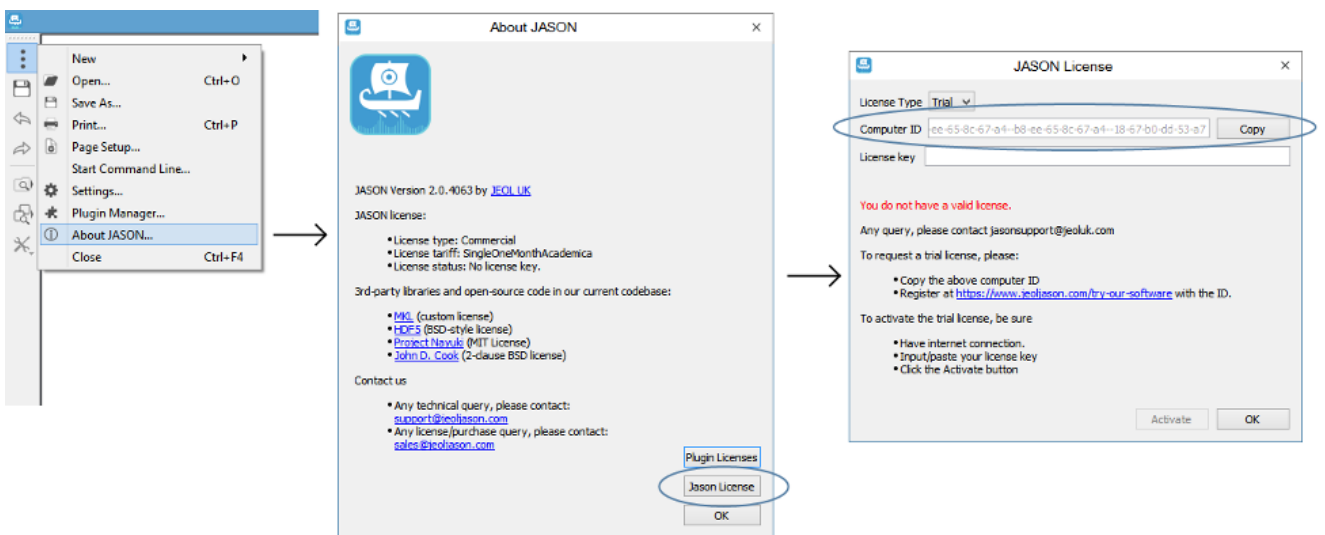
After validating your email address, you'll get an email from us with your license key. Paste it into the License key field as follows:



What does the Computer ID mean and how can I get it on my machine?

JASON Computer ID is a unique sequence of symbols that JASON generates for each PC individually.

It can be found in the JASON license dialog:



What kinds of licenses do you offer?

We offer standard node-locked licenses and floating licenses with/without a license server rental.

Node-locked licenses are tied each to one computer, and are also known as individual license

Floating licenses, instead, are not locked to a specific machine and can be shared by a larger number of users on a first come, first served base. Say, a license pool of 25 licenses can be shared among 50 employees.

On a user's request, the license server checks if there is a license available. If so, it is removed from the license pool and the software is allowed to run on the user's machine. If no license is available, the software can't be accessed.

When a user exits the software or when the allowed license period expires, the license is returned to the license pool and it's made available to other authorized users.

Company policy does not allow for activation via the web. Is it possible to activate JASON offline?

Online activation is automatic and easy procedure that is recommended, but we can provide offline activation if needed – please contact us with your JASON license key at support@jeoljason.com

For commercial license users, they can logon to our license server to activate their license offline.

I have purchased JASON to use it on my personal computer. Do I need to buy an additional license for my laptop?

No, but please contact us with your JASON license key at support@jeoljason.com to discuss your case.

How can I transfer JASON to my new computer?

We do that for you, please contact us with your JASON license key at support@jeoljason.com

Is it possible for the staff of the laboratory to transfer the JASON license from one computer to another?

For the trial license, we recommend the user to register a new license for another computer.

To move a paid commercial license, please contact us at support@jeoljason.com with your JASON license key.

For the new users wanting to share licenses between computers, we recommend to choose our floating license services, either floating to our server, or to buy a license server in case of a large amount of users.

How does the license work for students who would be installing it on their laptops and then leaving the laboratory due to graduation, etc.?

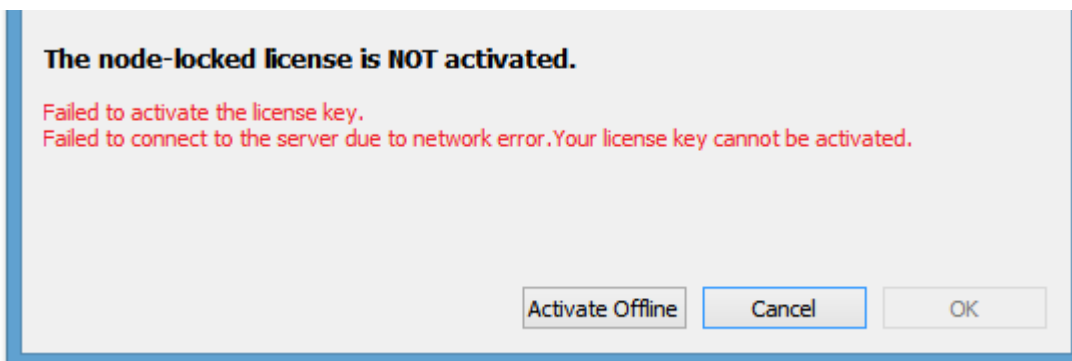
For universities, we recommend to purchase floating licenses with/without a server rental.

The floating license is valid during a time period call lease duration, it is normally set to be 1 hour by default, but can be changed to any time period on the floating server. For students who install floating license on their laptops, when they leave laboratory, their licenses are freed automatically when their lease times are due.

Some settings such as allowed countries, allowed IP range, allowed/disallowed IP addresses on the floating server can be used to prevent the leaving students using the floating licenses.

[Company policy does not allow for activation via the web. What can I do to activate JASON online?](#)

Online activation is automatic and easy procedure that is recommended. If you see the message that JASON failed to connect to the server due to network error, contact your network administrator to grant the internet access to our license server “license.jeoljason.com” (see our “Security and Warranties” section dedicated to the JASON safety of use).



Security and Warranties

[Can JASON work offline?](#)

Yes. After activation, no network connection is required.

[How can I know that JASON is safe to use?](#)

Our software installer is signed by Microsoft and Apple and checked for malware; in offline license activation mode JASON doesn't connect externally to any services so network attacks are not possible.

Pricing and Payment

[Where can I purchase and how can I pay for my JASON commercial license?](#)

Please find the right type of license for you and the prices on the JASON products page:
<https://www.jeoljason.com/products/>

You can pay with a credit card, or by raising a purchase order.

Are there discounts for Academic use?

Yes. Our discount for Academic use is already included in the price: <https://www.jeoljason.com/products/>

If I would like to purchase multiple license for 30 people, is there any optimized payment procedure?

Yes. You can purchase multiple license at once, please see the possible options on the JASON products page: <https://www.jeoljason.com/products/>

If you want to acquire more than 49 licenses, please contact us at support@jeoljason.com for a volume discount

When obtaining a license, is it possible to get the invoice via email for our finance department?

Yes, the invoice is automatically generated by PayPal and formatted by the Webstore

Capabilities

Is it possible to assign a chemical structure to a spectrum in JASON?

Yes. JASON opens .mol and .sdf files, or you can draw a structure and then assign it to spectrum.

Does JASON allow for quantitative analysis?

Yes. Our SMILEQ plugin has been developed specifically for quantitative analysis: <https://www.jeoljason.com/products-smileq/>



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November 13, 2023|

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1110, 2023

Extending the power of JASON, part 3: Advanced External Processing, t1 noise reduction

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1009, 2023

Extending the power of JASON, part 2: External Command processing with MATLAB and R

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