

## SPSS 25.0.0.0 repair

How to upgrade to SPSS 25.0.0.2 and get rid of those pesky errors. Check first the current installed version of SPSS 25: Windows. Use the Help, About menu to verify what is the installed version. Mac: Use the About Statistics 25 menu to verify what is the installed version. This check will also inform you about the OS (platform) that is running: Windows 32 bit, Windows 64 bit, Mac OS, etc.

1. Go to [www.ibm.com/mysupport/s/language](http://www.ibm.com/mysupport/s/language) to create your personal IBM account
  - a) click on the person icon in the right upper corner
  - b) select the **Sign in** option. Then opt for *Don't have an account? Create an IBMid*
  - c) Stay logged in
2. Go back to IBM support page and select the Download items
  - (a) click on the **Fix Central**
  - (b) Type SPSS in the Product selector. This displays a list of items: select **IBM SPSS Statistics**
  - (c) Installed Version: if you bought SPSS from Surfspot that would be **SPSS 25.0.0.0**
  - (d) Platform: Select your platform from the list
  - (e) this results in a Continue button. Opt for **Browse for fixes** and Continue
  - (f) this results in a list of fix packages. Opt for the words **client**, the correct OS and **FP001** in the description / name, select this item and press Continue
  - (g) Now you are offered several options for downloading. It probably depends on whether you have Java installed or not. Again click continue
  - (h) After some more preparation you can press the **Download now** button. Note the file is over .5 Gb so this may take a while.
  - (i) After the download is completed, return to the list of fix packages and select the companion packet **FP002** and download this as well.
3. Now you have the two files to upgrade your SPSS 25. Note that in some instances the system may automatically run the fixpacks directly after downloading. In that case you can proceed with the final item: checking the current SPSS version.
  - (a) In order to install you are supposed to be logged in as local administrator. Also SPSS should not be running during the upgrade.
  - (b) Run Statistics 25.0.0.1 Fix Pack executable. NB Windows: do this via "Run as Administrator", by clicking with the right mouse button on the program file. Mac: Run the .dmg file
  - (c) Run Statistics 25.0.0.2 Fix Pack executable. NB Windows: do this via "Run as Administrator", by clicking with the right mouse button on the program file. Mac: Run the .dmg file
  - (d) Check that it is done correctly: Windows. Use the Help, About menu to verify that 25.0.0.2 is now the installed version. Mac: Use the About Statistics 25 menu to verify that 25.0.0.2 is the installed version.