

SDL



**Your Content
Their Language**

SDL Support Clinic

Lydia Simplicio
Support Engineer

1. What are the hardware & OS requirements?
2. Getting ready for SDL Trados Studio 2009 installation.
3. How do I license my software?
4. Is SDL MultiTerm 2009 backward compatible?
5. My real time preview does not always work, why?
6. Working with batch tasks and sequences.
7. Getting spell checker working for SDL Trados Studio 2009?
8. Why are segments that I confirm not found in my TM?
9. How to contact SDL Trados Support.
10. The SDL Trados Support Portal has changed!

● Recommended Hardware Requirements

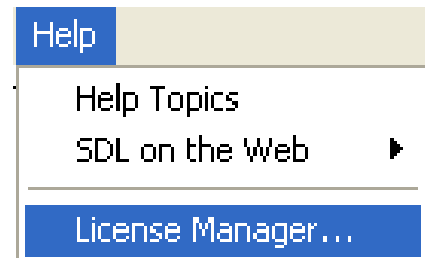
- Recent Pentium or compatible processor (using Dual Core technology)
- 2 GB RAM or more
- Graphics card screen resolution of 1280x1024 or higher
- For more information please see KB Article: 2553

● Operating System Requirements

- Windows XP SP2 or later - Home, Professional, Media Center Editions
- Windows Vista SP1 or later - Home Premium + Basic, Business, Enterprise, Ultimate Editions.
- Please note that we do not offer support for the Windows XP/Vista 64-bit operating system, but this is planned to be addressed in the near future
- For more information, please see KB Article: 2552

- Please uninstall any previously installed copies of SDL MultiTerm before installing SDL Trados Studio 2009
- SDL Trados Suite 2007 (build 863) is a required component of the installation
- If you are upgrading, return your previous SDL Trados 2007 product license. This is so we can give you a SDL Trados 2009 license as well as a new SDL Trados 2007 Suite license
 - Knowledge Base Article: 2772
- Please refer to the Release Notes, Installation Guide, Migration Guide and the following articles before starting
 - Knowledge Base Article: 2695
 - Knowledge Base Article: 2772

- Licensing information can be found in your SDL Account under “My licenses”
- Your software gets licensed through your license manager which can quickly be accessed by going to help – License Manager



- You typically get two types of licenses:
 - Activation codes, which you Activate online
 - License files and you define your file location via License Locations



- To ensure all your software is fully activated please ensure you've activated
 - SDL Trados 2007 Suite
 - SDL Trados 2009 Studio
 - SDL AutoSuggest

Is SDL MultiTerm 2009 backward compatible?

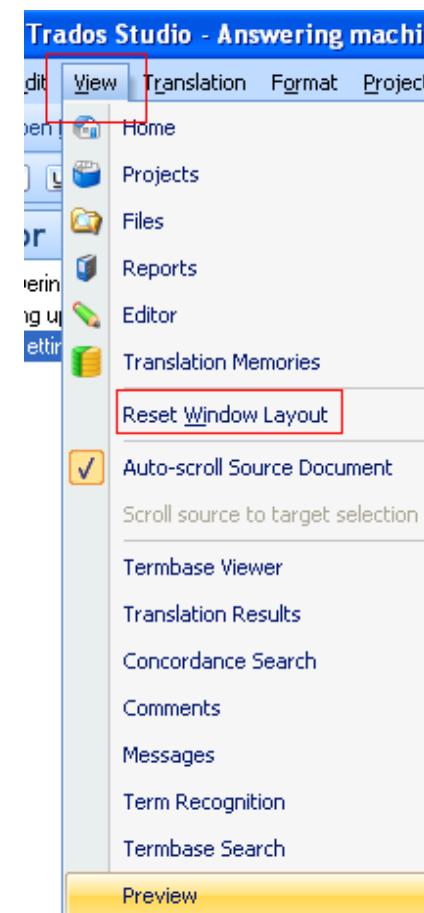
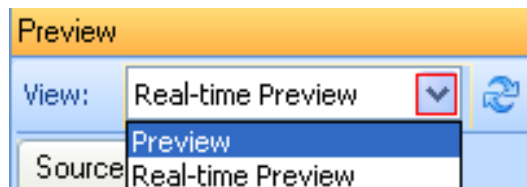
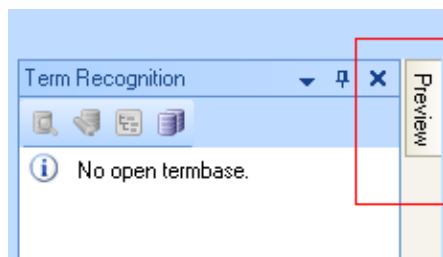
- **YES!** SDL Trados 2007 Suite which includes Workbench/TagEditor and SDLX is compatible with SDL Trados 2009 Studio and MultiTerm 2009
- This means you can continue to translate within Word or TagEditor/SDLX when it comes to term recognition, so long as it's the Suite version your using
- There is a hot fix available for SDLX users which you may wish to install
You can find this hot fix either via your SDL Account under “My Downloads”

My Downloads

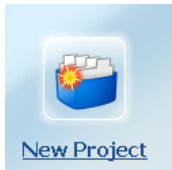
☐ Latest Patches			
Expand this section to see the latest patches for your products.			
Description	Date Released	Size	Download
<p>SDLX 2007 Build 7080 - Compatability release for SDL MultiTerm 2009</p> <p>This release of SDLX is for customers who use SDLX as part of SDL Trados 2007 or SDL Trados 2007 Suite, and wish to use SDL MultiTerm 2009 termbases in SDLX. Please see this knowledge base article for more information.</p> <p>Filename: SDLX_2007_3_7080_SOFTLOCK_EN.exe</p>	12-Aug-2009	60MB	<p>Download</p> <p>Alternative download via FTP ?</p>

Why does my real time preview does not always work?

- SDL Trados 2009 Studio provides a new **Real Time Preview** when translating documents with the following file types: *.doc *.docx *.rtf *.pdf *.xml *.html
- Real-time preview for *.doc , *.docx and *.pdf only works if you have Office (2003 or 2007) installed.

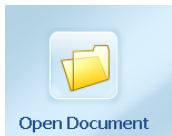
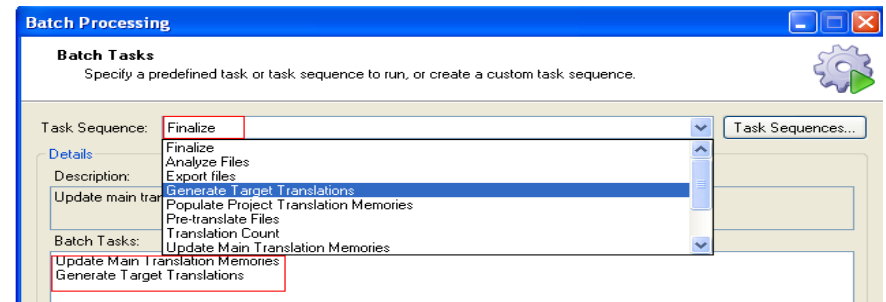


Working with batch tasks

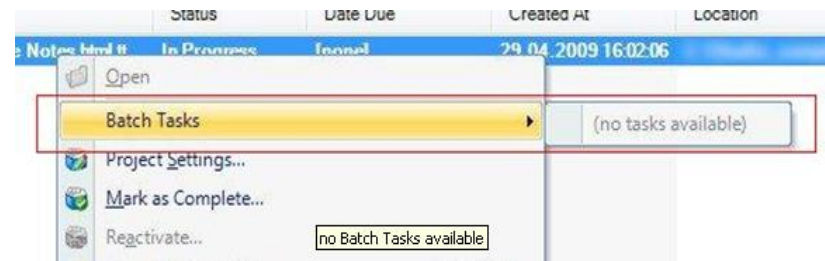
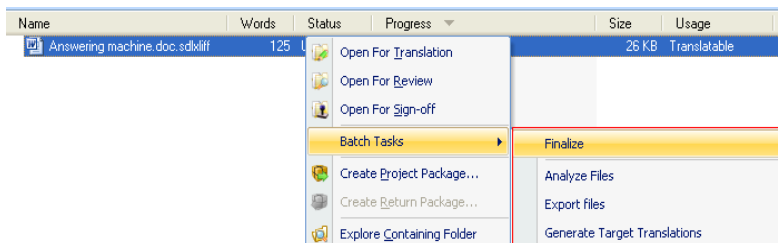


When you create a project you have the option of automatically applying batch tasks as part of the create new project wizard

Restoring default task sequences in SDL Trados Studio 2009 can be fixed by following Knowledge Base Article: 2780



If you choose to “Open Document” you will need to save the file within the Editor view first before having access to all the batch tasks



Knowledge Base Article: 2589

- Spell checking in SDL Trados Studio is based on the Hunspell engine, an open-source development that is also used in other applications such as OpenOffice and StarOffice.

- You can download spell-checking dictionaries from public sites and edit the spell checking configuration file in SDL Trados Studio, thereby extending the spell checking support for more languages than shipping with the product out of the box.

- The process of finding and applying additional language dictionaries consists of two steps:
 - Download additional dictionaries for use with the Hunspell engine.
 - Edit the SDL Trados Studio spell-checking configuration file (spellcheckmanager_config.xml by default) to add the corresponding language

You will need to review your work methods by checking the following:

- Under *Tools-Options –Editor – Automation*, is “Update translation memory” ticked?
- Do you have a global main memory specified under *Tools-Options – Language Pairs* or have you defined a specific permanent Project TM while creating a project via the project wizard?
- During the create project wizard and under the task sequence for Project Preparation, have you selected “Prepare without project TM” or “Prepare” which populates a temporary Project TM as part of its automatic batch tasks?
 - This “*Populated project TM*” is a TM which is tied to a specific project and gets updated when you confirm a segment. It contains all your translation units until you decide to run further update batch tasks.
- Under your Batch Tasks, have you specified “Update Main Translation Memories” or “Update Project Translation Memories”?

- All supported PSMA users you can log a case via the support portal

- There is free assistance for all licensing & installation queries via the *Solution Finder*

- Alternatively you can make use of our extensive *Knowledge Base* for all our products via <http://talisma.sdl.com>

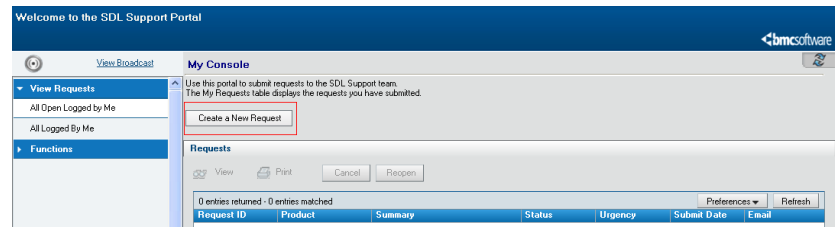
- A *forum* specifically for suggestions or any new functional or additional feature requests at <http://ideas.sdltrados.com>:

- *User query forums*:
 - ProZ – SDL Trados Technical Support Forum www.proz.com/forum/65
 - Yahoo - user forum <http://tech.groups.yahoo.com/group/>

The SDL Support Portal has changed!



If you have a PSMA, you can contact Support through your SDL Account



Once your case is logged you can either simply reply to our emails directly or locate your case within your account and “add new work info”

If you have any problems and you wish to escalate your case, supported customers can do so by following the *SDL Trados Support Escalation Process*

My Support

SDL Trados Knowledge Base

Find help with common issues with SDL Trados products.

[Go »](#)

SDL Trados Support

Use our web portal to submit a technical query with the SDL Support team. Once your case has been submitted Support contact telephone numbers will be displayed.

[Go »](#)

SDL Trados Support Escalation Process

If you have logged a case with SDL Trados Support and are not happy with the response from support or we have failed to meet the SLA (Service Level Agreement) times as specified in your contract and you would like to escalate your case to the next level - please follow the process outlined in the document.

[Go »](#)