



Administrator Manual
Across Personal Edition v5.0 SP1
(Last update March 1, 2012)

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1 About this Documentation

In this chapter:

- Introduction (see below)
- Icons (page below)
- Conventions (see below)
- Additional information (page 3)




1.1 Introduction

This manual has been written for users of Across who wish to install and administrate the Across Personal Edition.

Instructions for working with the Across Personal Edition (translating, etc.) are not included in this administrator manual. For these instructions, please consult the Across user manuals and the Across Online Help.

1.2 Icons

This manual makes use of icons and conventions to facilitate orientation.

Icon	Description
	Attention This icon indicates information that is essential for the correct use of Across.
	Tip This icon indicates tips and useful recommendations that facilitate the work with Across.
	Pointer This icon points to more detailed information in other chapters or documents.

1.3 Conventions

For improved legibility and clarity, this manual makes use of the following spelling conventions:

- Key labels, names of menus, and commands are presented in **bold and spaced** typeset.
- Technical terms are printed in *italics*.

1.4 Additional Information

The Across product line is constantly being developed and improved. In turn, the documentation is also being expanded and updated. For the latest version of the documentation and further Across-related information, go to www.across.net.

1.4.1 Feedback

Our objective is to provide all Across users with optimum working conditions. For this reason, we always appreciate any feedback you send us. All information, texts, and illustrations have been prepared with utmost care. Nevertheless, errors may occur. If necessary, please contact documentation@across.net.

1.4.2 Document Versions

Across version	Document version	Date	Changes
5.0	1.0	2009-07-29	Content update and extension
5.0 SP1	2.0	2010-08-25	Content update and extension
5.0 SP1 Patch C	2.1	2010-10-27	Minor adjustments
5.0 SP1 Patch D	2.2	2010-12-07	Content update and extension
5.0 SP1 Patch E	2.4	2011-03-30	Minor adjustments
5.0 SP1 Patch F	2.5	2011-06-09	Minor adjustments
5.0 SP1 Patch F	2.5.1	2011-10-14	Minor adjustments
5.0 SP1 Patch H	2.6	2012-02-27	Content update and extension

2 Across Personal Edition

In this chapter:

Introduction (see below)

2.1 Introduction

The Across Personal Edition is the standalone version of Across. It includes the complete range of Across translation features and is designed for all users who, e.g. work freelance or are solely responsible for localization tasks within a company.

Freelance translators can work either in the standalone mode or as remote client on the server of a customer, depending on the circumstances (also see the chapter "Logging in" starting on page 15).

3 System Requirements

In this chapter:

Hardware (see below)
Software (see below)
MS SQL Server 2008 R2 Express database (page 7)
Arial Unicode MS Font (page 8)

Requirements for PCs running the Personal Edition

For computers on which the Across Personal Edition is to be installed, hardware and software requirements must be checked in advance. If necessary, install any missing components prior to installation.

3.1 Hardware

The workstation should be equipped with a processor (Multicore-CPU recommended) with 1.5 GHz clock speed (2 GHz recommended) and a minimum of 1 MB RAM (min. 2 GB recommended). At least 5 GB of hard drive space should also be available.

3.2 Software

The minimum required operating system is Windows XP, Windows Vista or Windows 7 with the latest service packs. MS Internet Explorer 7.0, 8.0 or 9.0 should be installed. A minimum screen resolution of 1,024 x 768 pixels is required (1,280 x 1,028 pixels recommended).

For the deployment of the MS SQL Server 2008 R2 Express (see page 7), Microsoft .NET Framework 3.5 SP1 is required. This software is included in the Across package and is installed automatically during the installation of the Across Personal Edition, if needed.



To process the supported document formats, Across does not require the corresponding programs to be installed.

However, the programs need to be installed for the following functions and processes:

Installation of MS Office 2000, XP or 2003 (Word, PowerPoint, Excel):

- Checking in Office documents
- Checking out Office documents
- Creating previews of Office documents
- Using MS Office spell-checker
- Editing/translating RTF and TXT documents

Installation of MS Office 2007 and MS Office 2010 (Word, PowerPoint, Excel):

- Creating previews of Office documents
- Using MS Office spell-checker
- Editing/translating RTF and TXT documents



Please note that only the 32-bit editions of MS Office 2010 are supported. At present, the 64-bit editions cannot be used.

Installation of Adobe FrameMaker:

- Creating previews of MIF documents

Installation of Adobe InDesign:

- Creating previews of INX documents

3.2.1 Windows XP Service Pack 2

As of Windows XP with Service Pack 2, an enabled firewall is implemented by default.

During the course of installing Across, Across-related notifications are issued by the

Windows firewall. Please confirm these notifications by clicking **Do not block**.

Please note that in the Microsoft firewall settings under >>**Start** >>**Settings**

>>**Network connections** >>**LAN connection** >>**General** >>**Properties**

>>**Advanced** >>**Settings** >>**Exceptions** the option "Inform if program blocked by

Windows firewall" must be enabled. If this option is disabled, please enable it before

installing Across. Contact your system administrator if you have any questions.



3.2.2 Norton AntiVirus

If you use Norton AntiVirus, the so-called "script blocking" must be disabled in order to check Office documents in and out of Across and to be able to create previews of them!

3.3 MS SQL Server 2008 R2 Express Database

By default, the Across Personal Edition operates on the basis of the "Microsoft SQL Server 2008 R2 Express" database which is installed along with the installation of Across onto your computer. Across will install its own instance with its own resources and its own database.



SQL Server 2008 R2 Express has been introduced with Patch H of Across version 5.0 SP1. In the previous versions, SQL Server 2005 Express was used by default, which was installed while installing the Client.



If the SQL Server 2008 R2 Express is already installed on your computer, you can easily install an additional instance alongside your existing SQL Server Express 2008 R2 instance!



Please note that the SQL databases that Across creates during the installation for the purpose of storing data must not be compressed. Windows enables the compression of individual files, folders, or entire hard-disk drives in order to save storage space. However, the SQL databases do not support this compression (see also page 25).



You will receive the latest approved version of the SQL Server 2008 R2 Express with the delivery or download of Across. Please check for updates, patches or service packs for the SQL Server 2008 R2 Express at regular intervals. You can download it on the Microsoft website. If you have any queries about updating the SQL Server 2008 R2 Express, please contact our support at www.across.net/en/form-supportrequest.aspx.

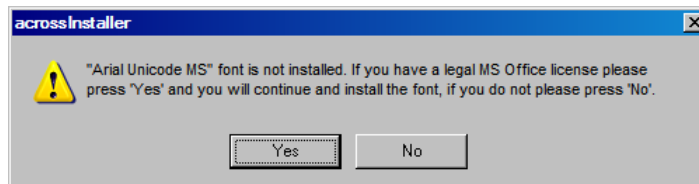
3.4 Arial Unicode MS Font

The font "Arial Unicode MS" is required for working with Across, otherwise the Across desktop cannot be adequately displayed.



"Arial Unicode MS (Standard)" contains the characters of nearly all character sets used throughout the world. This guarantees that in addition to the Across interface, documents can be displayed correctly in nearly any language (including documents in Arabic or Asian languages).

If the font "Arial Unicode MS (Standard)" has not been previously installed, Across will indicate this in a corresponding dialog after installation.



Click **Yes**, if you have the needed Microsoft Office license. The required font will then be automatically installed.

4 Installation

Standalone version

The following instructions will lead you through the installation of the Across Personal Edition.



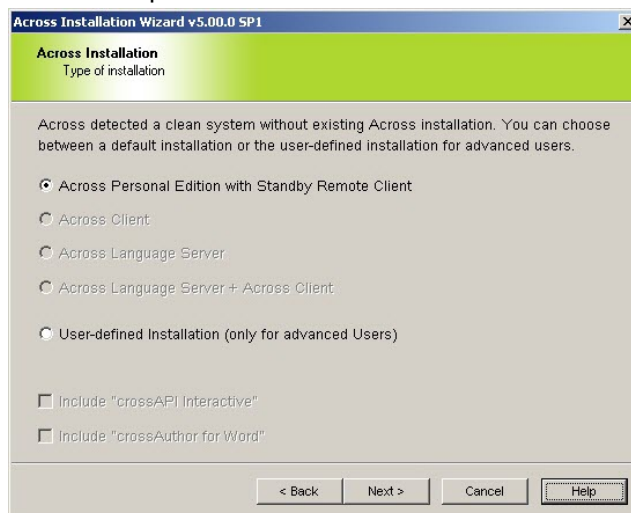
Hardware and software requirements should be reviewed in advance before installing the Across Personal Edition on your computer. If necessary, install any missing components prior to installation. Further information on the system requirements is available in the chapter starting on page 6.



Please note that a divided installation of the Across Personal Edition and the SQL Server 2008 R2 Express on two different computers is not possible!

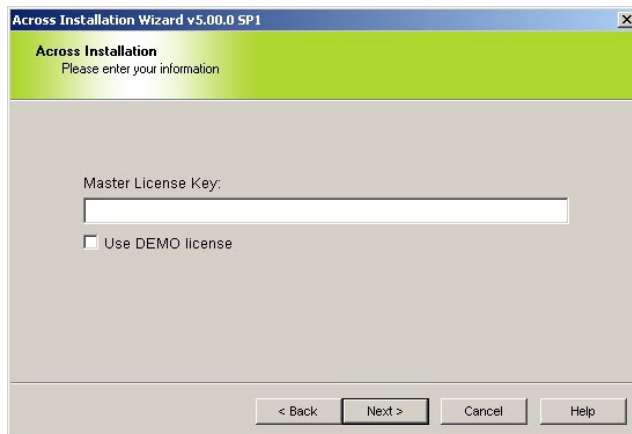


1. Log in to your PC as a user with administrator rights.
2. If necessary, unpack the file **Across_v5.0_SP1_en_PE_SQLX.zip** (this may be necessary, for instance if you received your Across installation files via download) and save the files contained to your hard drive.
3. Double-click **setup.exe**.
To install the software under Windows Vista or Window 7, be sure to run the file **setup.exe** with administrator permissions. To do this, right-click the file and select the command **Run as administrator** from the context menu.
4. Once the Installation Wizard has launched, click **Next >**.
5. Enable the checkbox to confirm that you have read the information and wish to continue with the installation of Across. Then click **Next >**.
6. Mark the checkbox to confirm that you have read the license agreement (EULA) and accept it. Then click **Next >**.
7. Select the option for the installation of the Across Personal Edition and click **Next >**.

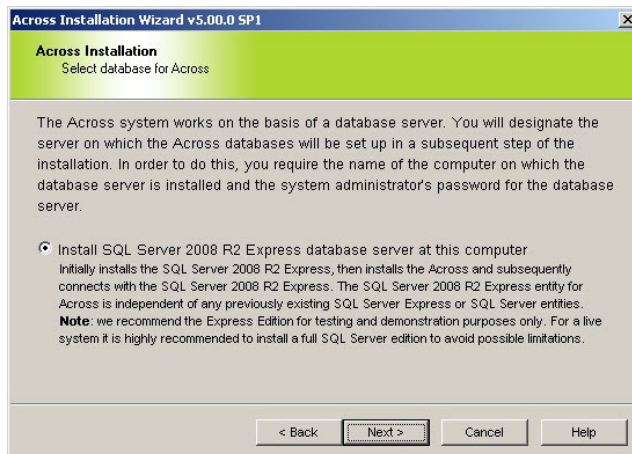


8. Now enter your license key.
 - **Entering a regular license key:**
As a rule, you receive a regular license key from Across Systems by e-mail. Copy the license key (e.g. using **Ctrl+C**) to clipboard and then paste it (e.g. using **Ctrl+V**) into the license key input field.
 - **Installation of a trial version:**
To install a trial version of the Across Personal Edition, enable a corresponding checkbox. The license key for the trial version will be created automatically and valid

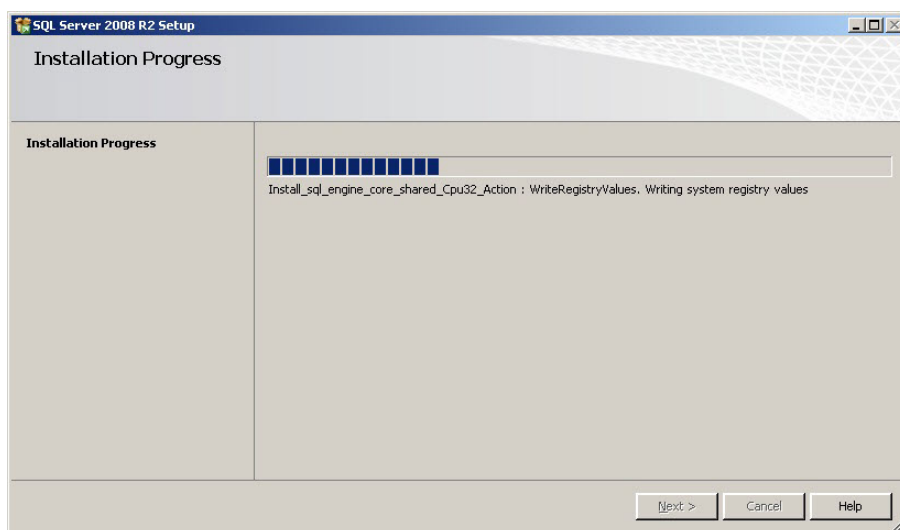
until the end of the month following the month of installation. Apart from the time limit, the trial version does not have any functional limitations compared to a regular version. Then click **Next >**.




9. Select the option for installing Microsoft SQL Server 2008 R2 Express Edition as database on your PC. Then click **Next >** to begin installing the database.

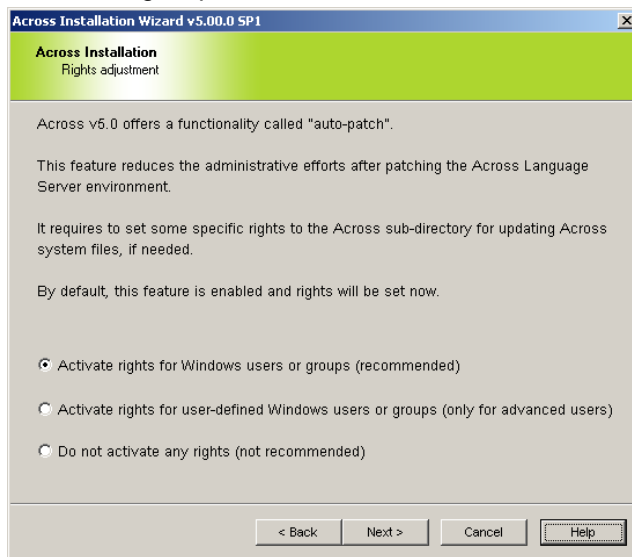


10. In case Microsoft Framework .NET 3.5 SP1 has not been installed on the computer yet, it will now be installed. The installation process may take several minutes.
11. The SQL Server 2008 R2 Express will now be installed. This process may take several minutes.

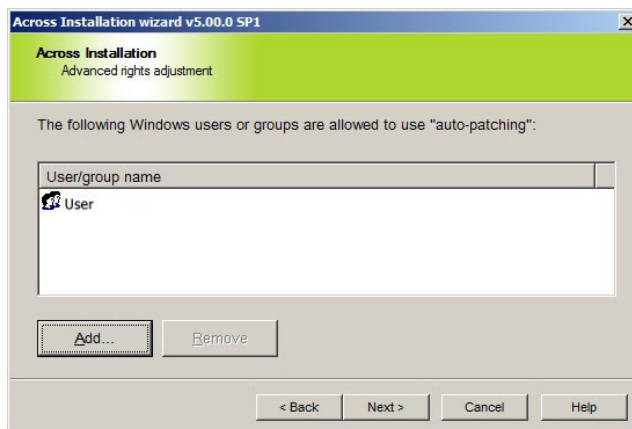


12. After the installation of SQL Server 2008 R2 Express, you may be asked to reboot your computer. This is, however, not necessary. Therefore, click **No** to continue installing the Across Personal Edition.
13. Select whether you wish to adjust the rights for autopatching, and if so, for which user(s). The auto-patching function will only work if you (also) use the Across Personal Edition for translations from a customer who has an Across Language Server. The auto-patching function compares the Across version on your computer with the version of your customer's server and automatically installs any available patches. Select the corresponding setting and click **Next >**.

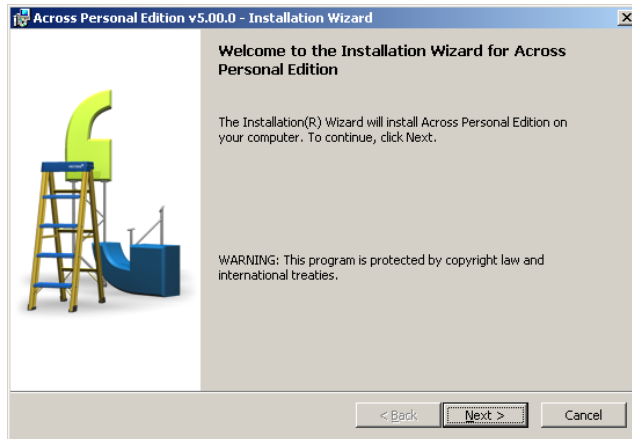
 If you selected the rights customization for Windows users or Windows groups or if you selected not to customize the rights, continue with step 15! Otherwise, continue with the following step!



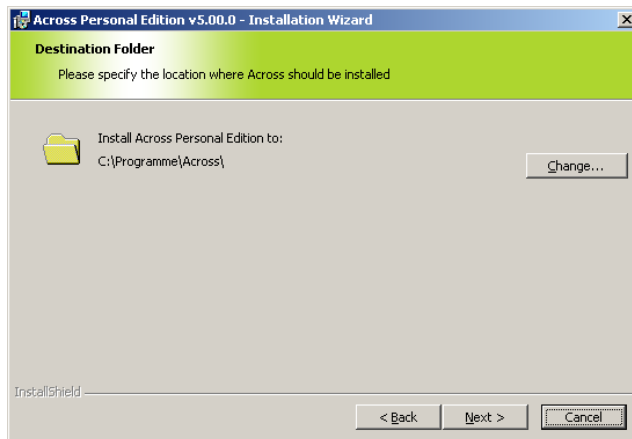
14. Select the users or groups from the list for which you wish to adjust the autopatching rights. Click **Add...** to add further users or groups. Then click **Next >**.



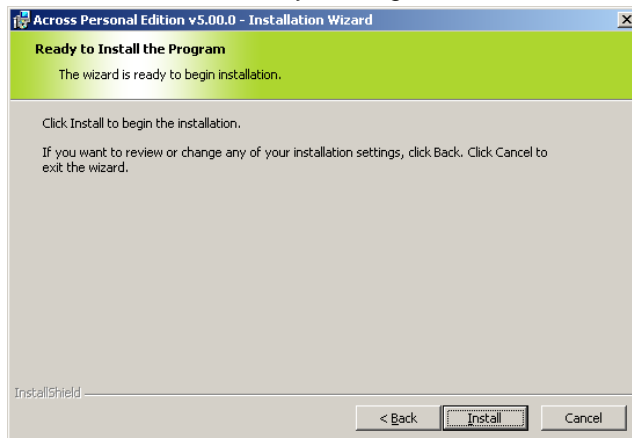
15. Click **Next >** to proceed with the installation of the Across Personal Edition.



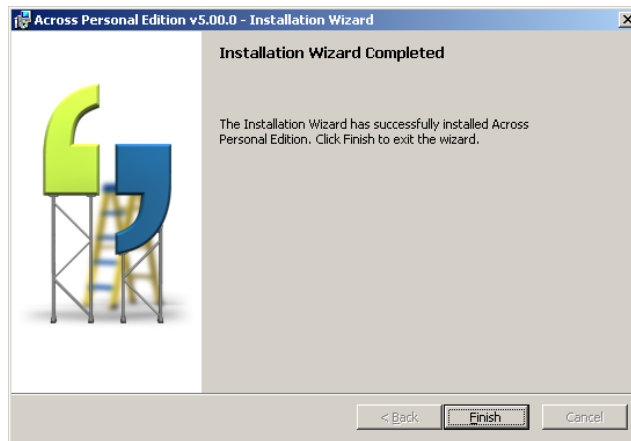
16. Across will now suggest a location at which to install the software. To change this location, click **Change...** and select a different location for the installation. Click **Next >**.



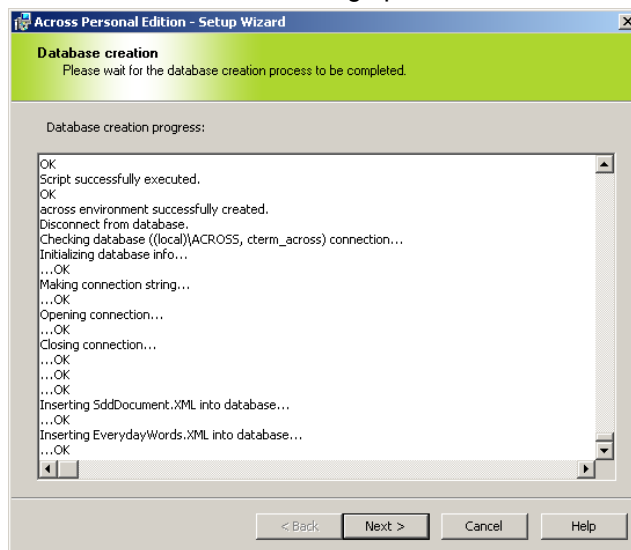
17. Launch the installation by clicking **Install**.



18. Click **Finish** to conclude the first part of the installation.

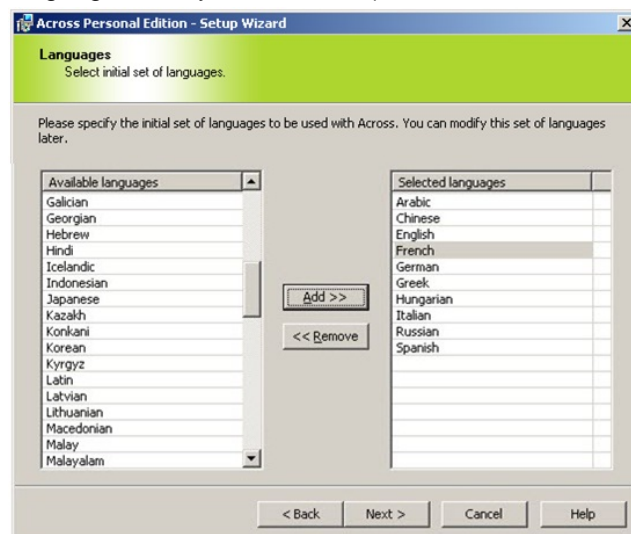


19. The database with its corresponding tables and table fields will now be set up. Click **Next >** after the setting up of the database has been completed.



To set up a database, Across should have access to the SQL Server 2008 R2 Express. If the access is not possible e.g. due to the wrong access data, Across will indicate this in a corresponding dialog. In this case, click **OK** and enter correct access data for the SQL Server. Then click **Next >** to start setting up the database.

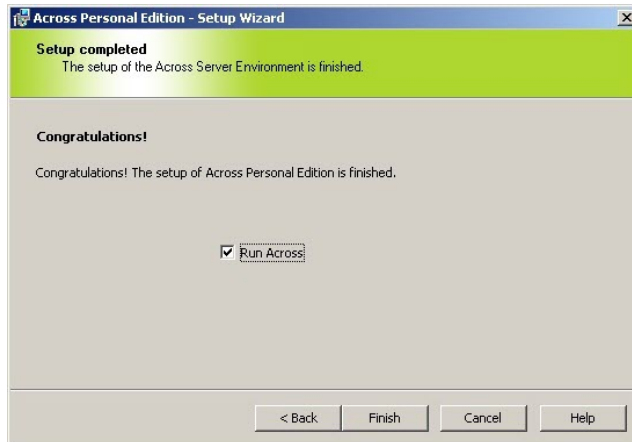
20. Now select the languages you are going to work with in Across. (You can add further languages at any time later on.)



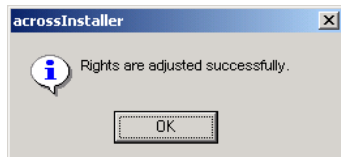
21. The second part of the installation has now been completed and the Across Personal Edition is fully installed.

Click **Finish** to complete the installation and to start Across.

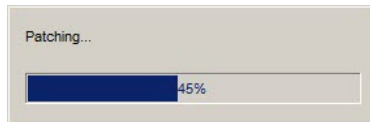
Installing a test version: If you now wish to upgrade your test version to a full version, click **Buy now...** in the following dialog. Otherwise click **Continue test**.



22. If you selected the option for adjusting the autopatching rights in step 13, you will receive a message confirming that the rights have been adjusted. Click **OK**.



23. If the installation package contains a new patch, this patch will automatically be extracted and installed.



24. Subsequently, the login dialog will open up, allowing you to log in as a user.



Further information on login in Across is available in the following chapter.

5 Logging In

In this chapter:

- Introduction to logging in (see below)
- Login to the Standalone Personal Edition (page below)
- Login to the Standby Remote Client (page 16)

5.1 Introduction to Logging in

Each time you start Across, you can decide how you wish to work with it. You have two operating modes to choose from:

- Across Standalone Personal Edition

Use the Standalone Personal Edition if you wish to use Across as a standalone work station. The data will be stored in a database on your local computer.

- Across Standby Remote Client

Using the Standby Remote Client, you can access your customers' Across Server. You can log in to the Across Server by means of a softkey that is made available to you either by the customer or by your network administrator. You can either download the data to your computer (crossWAN load) or import them from a data storage medium such as a USB stick (crossWAN classic). After completing the task, you can either upload the data to the Across Server or export them by means of a suitable data storage medium.



Information on working with Across as a Standby Remote Client is available in the user manuals and in the Across Online Help in the chapter "Working Offline via the Internet".

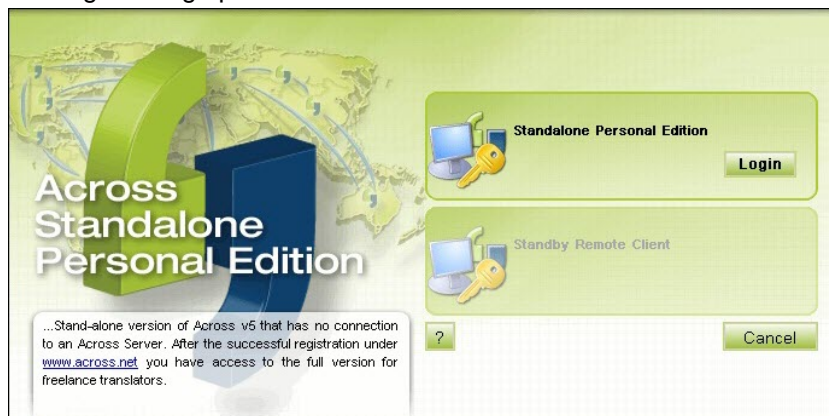
Across in the standalone mode

5.2 Logging In to the Standalone Personal Edition

You do not need any access data to work with Across in the standalone mode.

Proceed as follows to start the Standalone Personal Edition:

1. Start Across via >>**Start** >>**All Programs** >>**Across** >>**Across**.
2. The login dialog opens.



3. Click the "Standalone Personal Edition" section and then **Login**.
4. Across will be started in standalone mode.

5.3 Logging In to the Standby Remote Client

To use Across as a Standby Remote Client you need:

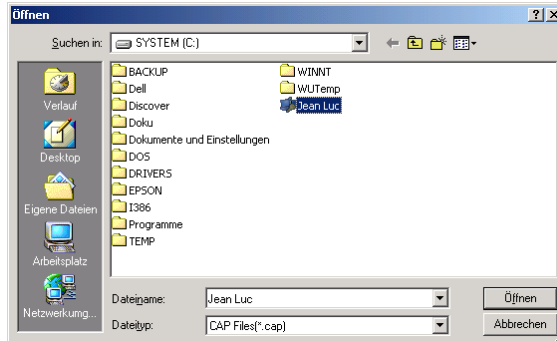
- The softkey you received from your customer. Softkeys provide an easy connection of Across Clients to the Across Server to authenticate the users at the Server.
- Your Across user name and, if required, your Across password, which have both been sent to you by your customer.

To start Across as a Standby Remote Client, proceed as follows:

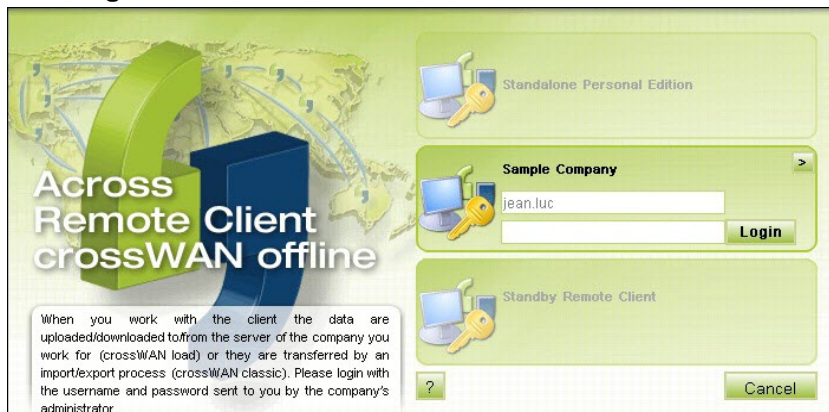
1. Start Across via >>**Start** >>**All Programs** >>**Across** >>**Across**.
2. The login dialog opens.



3. Click the **Standalone Remote Client** section and then **Import...**
4. Select the folder in which you saved your softkey, select the softkey, and click **Open**.



5. The field already contains your user name. Enter your password if necessary and then click **Login**.



6. Across will start as a Standby Remote Client.

6 Backup

Data backup

As part of crossGoodies, Across provides the tool **PEBackupRestoreTool** for backing up your data. You will find the tool in the **\crossGoodies\Backup&Restore_PE** directory of the Across folder (e.g. **C:\Program Files\Across**).

If you use the Personal Edition as a Standby Client (for connecting with an Across Server), you can use this tool for backing up these data, too.



Further information on this topic is available in the documentation contained in the sub-directory.



Please note that crossGoodies are not delivered as part of the Across package and as such, are not covered by a warranty on the part of Across Systems GmbH, nor are they a constituent of the update and support agreements. The crossGoodies are based on a specific Across version; forward and backward compatibility with other versions may need to be tested.

For a manual backup of Across and your Across data, back up the following files and directories:

- The Across installation directory, usually **C:\Program Files\Across**.
- The Across directory in the Common Files, usually **C:\Program Files\Common Files\Across**.
- The Across databases in the corresponding directory of the MS SQL Server, usually **C:\Program Files\MS SQL Server\MSSQL.1\MSSQL\Data**.
- Additionally, you should back up the registry.



Please note that the backup should only be performed by a qualified person. Across Systems GmbH does not assume any liability in the event data loss.

Restoring Data

To restore Across backups, the Across version of the backup data must be identical with the currently installed Across version: for example, if you backed up the data under version 4.0 and now work with version 5.0, the data **cannot** be restored. This is only possible if both versions are identical, e.g. version 5.0 in **both** instances.

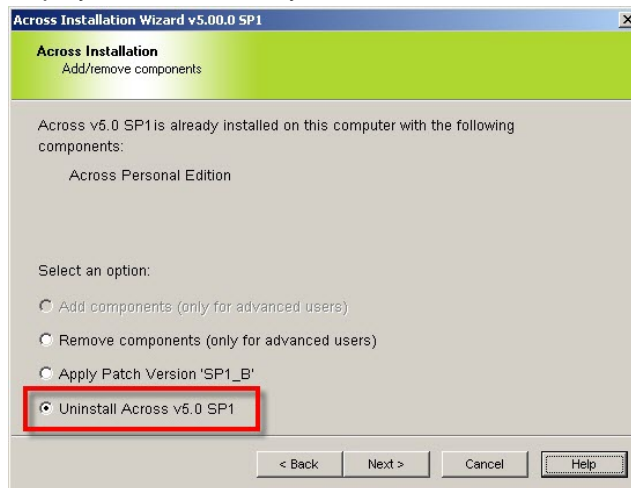
Removing Across from your PC

7 Uninstalling Across

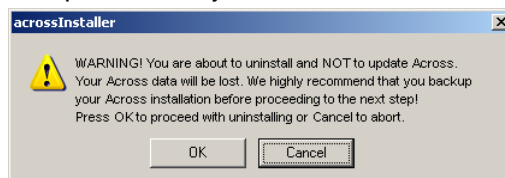
If you wish to uninstall Across, e.g. in order to completely reinstall Across, it is necessary to completely uninstall both the Across Personal Edition and the MS SQL Server 2008 R2 Express:

Uninstalling the Across Personal Edition

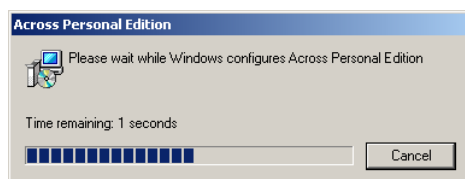
1. Uninstall the Across Personal Edition first.
The best way of doing this is to restart the application **setup.exe**, which you already used to install Across.
2. Once the wizard has started, click **Next >**.
3. Enable the checkbox to confirm that you have read the information and wish to continue with uninstalling. Then click **Next >**.
4. Mark the checkbox to confirm that you have read the license agreement (EULA) and accept it. Then click **Next >**.
5. The installation of the Across Personal Edition is recognized automatically and displayed. Confirm that you wish to uninstall Across. Then click **Next >**.



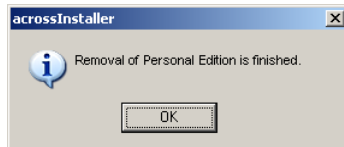
6. Click **OK** to confirm the following notification.
Please note that after you uninstall Across and delete all Across-related data, the data that have been stored in Across will be lost. If you need the data, we urgently recommend you to back up your data prior to deinstallation. Across Systems GmbH accepts no liability for loss of data.



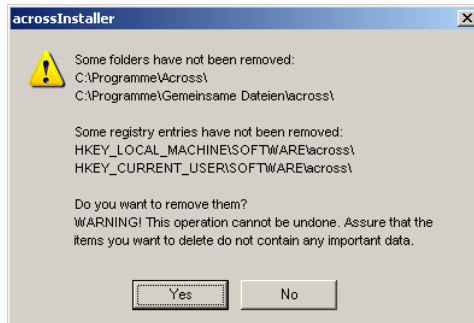
7. The Across Personal Edition will now be removed from your system. This process may take several minutes.



8. Upon completion of the uninstall process, click **OK**.



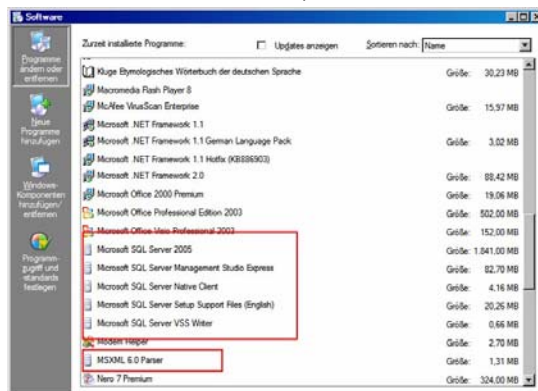
9. Finally, you can proceed to delete Across-related files that are still on your computer. You should only remove them if you are sure not to need them any longer! If you wish to remove the files, confirm the message with **Yes**. Otherwise click **No**.



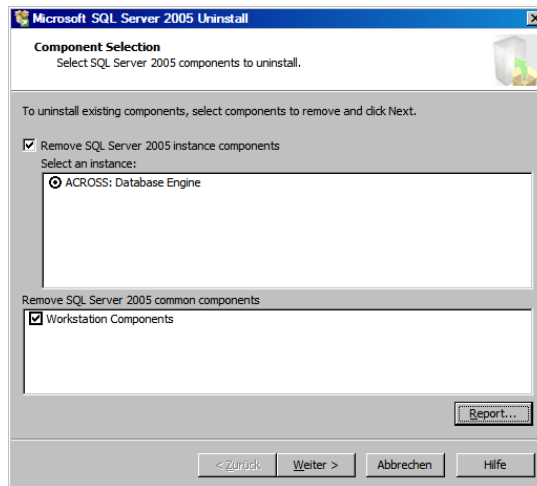
10. The Across Personal Edition has been completely removed from your system. Proceed with uninstalling the SQL Server Express.

Uninstalling the MS SQL Server Express

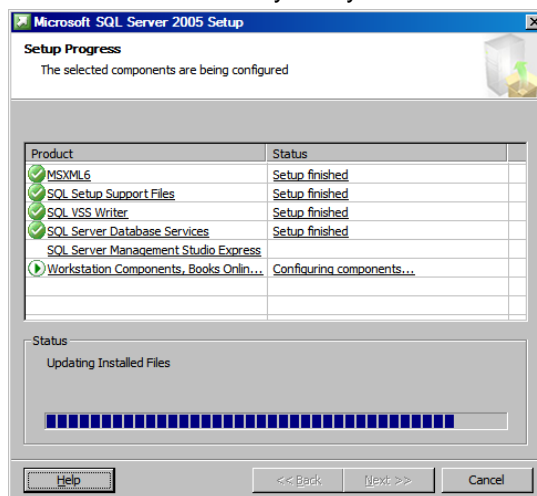
1. Uninstall the database via **>>Start >>Control Panel >>Programs and Features** or **>>Control Panel >>Add or Remove Programs**. To do this, select the entry "Microsoft SQL Server 2008 R2" (or "Microsoft SQL Server 2005" with older Across installations).



2. Click **Change/Remove** or **Uninstall/Change** and confirm the following message with **Yes**, if needed.
3. Confirm that you wish to uninstall the SQL Server and also the Across instance together with all workstation components. Click **Next >**.



4. Refresh the display of the installed programs by pressing **F5**. The MS SQL Server will now be removed from your system.



5. Refresh the display of the installed programs by pressing **F5**. Subsequently, select "Microsoft SQL Server Native Client".
6. Click **Remove** and confirm the following message with **Yes**.

Optional deinstallation of Microsoft .NET

1. If you are sure that you do not need Microsoft .NET 3.5 SP1 (or Microsoft .NET 2.0 with older Across installations) for other applications, you can uninstall this component as well. To do this, click **>>Start >>Control Panel >>Programs and Features** or **>>Control Panel >>Add or Remove Programs** and select the entry "Microsoft .NET Framework 3.5 SP1" or "Microsoft .NET Framework 2.0".
2. Click **Change/Remove** or **Uninstall/Change** and confirm the following message with **Yes**, if needed.

Uninstalling the Across Personal Edition via the control panel

Instead of uninstalling the Across Personal Edition via **setup.exe**, you can also remove it via the Control Panel (via **>>Start >>Control Panel >>Programs and Features** or **>>Control Panel >>Add or Remove Programs**). Uninstall the Across Personal Edition by selecting the entry "Across Personal Edition", clicking **Remove** and confirming the following message with **Yes**.

Deleting data completely or in the eventuality of problems

If you experience problems re-installing Across or if you are sure that you no longer need the Across data, you can carry out the following additional steps:

- Delete the Across-related files in the directory **C:\Program Files\Microsoft SQL Server**. Alternatively, you can move the files to another directory.
- Go to **C:\Program Files** and delete the **Across** folder, if one exists.

If you were interrupted while uninstalling Across, you need to remove the entries associated with Across in the Registry Editor in **HKeyLocalMachine/Software/Across** as well as in the individual user branches **HKeyUsers/xxx/Software/Across**. (xxx stands for the Windows users.)

In order to find the entries more quickly, you can use the Registry Editor's search function to search for the search term "Across".



Please note that using the Registry Editor incorrectly can have serious consequences for the installed application as well as for the entire operating system. For this reason, you should always make a backup copy of the Registry Editor before working with it. For example, this can be done via the menu item **>>Registry >>Export registry file...**



Important information

Please note that after you uninstall Across and delete the data associated with Across, all data that have been stored in Across will be lost. If you need the data, we urgently recommend you to back up your data prior to deinstallation. Across Systems GmbH accepts no liability for loss of data.



Information on securing data in Across is available in the chapter "Backup" on page 17.

8 Appendix

In this chapter:

FAQ (see below)

Frequently asked questions



8.1 FAQ

The following questions and answers should assist you to answer questions regarding installation, maintenance and usage of Across.

Additional FAQs are available on the Internet at www.across.net/en/faqs.aspx.

8.1.1 General Questions

- *Where can I get the latest documentation?*

The latest versions of the documentation are available at www.across.net/en/documentation-center.aspx.

- *How and where can I order Across?*

You can order the *Across Personal Edition* directly online at www.across.net/en/form-product-order.aspx.

- *I'd like to make a suggestion: There is something missing in Across that could be integrated.*

We are looking forward to receiving your feedback!

We are interested in hearing your ideas and including them in our plans for future product versions. Please send an e-mail to feedback@across.net!

8.1.2 Installation and Maintenance

8.1.2.1 Installation

- *Which password is used during the installation of a Personal Edition for installing the MS SQL Server Express? What is the "sa" password?*

During the installation of the Across Personal Edition, the administrator password of the SQL Server Express is set to the default value to **sa!123456** (from v4.00.0 SP2) and **sa123456** (prior to v4.00.0 SP2) respectively.

- *Does Across overwrite other existing databases?*

When installing Across you have the possibility to use existing SQL Server installations. In this case, Across will not overwrite existing databases, but merely create additional database. (When reinstalling Across, the existing Across databases can be used or deleted.)

8.1.2.2 Updates and Patches

- *What is a patch? What do I need a patch for?*

A patch corrects errors that were only found and corrected after a version was released. The patch replaces faulty files in your Across installation, thereby making sure that the system is always up to date.

Current patches are available at www.across.net/en/download-center.aspx.

A patch must always be executed under the administrator identity and while the Across application is stopped.

- How do I get the latest patches?

To get the latest patches, go to www.across.net/en/download-center.aspx or send an informal e-mail to info@across.net so that we can inform you by e-mail whenever new patches are released. If you have an update agreement, you are also entitled to update to a new version.

8.1.2.3 Data Backup

- How do I back up the data of my Across Personal Edition?

The crossGoodies feature the **PEBackupRestoreTool** for backing up and restoring data. To use the tool, please follow the instructions contained in the folder of the tool. You will find the tool in the **\crossGoodies\Backup+Restore_PE** directory of the Across folder (e.g. **C:\Programs\Across**).

If you use the Personal Edition as a Standby Client (for connecting with an Across Server), you can use this tool for backing up these data, too.



Further information on backing up the Across Personal Edition is available in the chapter on page 17.

8.1.2.4 Uninstalling Across

- How do I completely uninstall Across?

You can uninstall Across like any other Windows program via **>>Start >>Control Panel >>Programs and Features** or **>>Control Panel >>Add or Remove Programs**. However, we recommend uninstalling Across with the **setup.exe** utility that you already used for the installation. This utility removes the actual program as well as the program folders and registry entries. In order to uninstall Across completely, you should uninstall the Personal Edition and the database SQL Server 2008 R2 Express (or Microsoft SQL Server 2005 Express with older Across installations). You can uninstall the SQL Server via **>>Start >>Control Panel >>Programs and Features** or **>>Control Panel >>Add or Remove Programs**.

Please note that the data you have stored in Across are no longer available after this process has been carried out!



Further information on uninstalling Across is available in the chapter starting on page 18.

8.1.3 Technical Questions

- My login screen does not display everything.

The login screen consists of an active HTML window, i.e. a window in which scripts are run. Please check whether virus scanners or other programs are blocking the execution of these scripts. If this does not solve the problem, please check the version of your Internet Explorer. Across requires an Internet Explorer version 7.0, 8.0 or 9.0.

- Many of the dialogs seem to be too small for the font used. Some of the dialogs are not completely displayed and buttons are also missing. It all looks a bit strange. What is the reason for this?

The only font used in Across is "Arial Unicode MS". Please check your fonts folder to ensure that this font exists and that it is around 20 MB in size. If in doubt, please re-install this font. In addition to this, do not run Windows with the function "large fonts".

- What significance does the font „Arial Unicode MS“ have?

"Arial Unicode MS (Standard)" contains the characters of nearly all character sets used throughout the world. This guarantees that in addition to the Across interface, documents can be displayed correctly in nearly any language (including documents in Arabic or Asian languages). It is absolutely necessary that this font is correctly installed. Across also uses Arial Unicode MS (standard) as an alternative font whenever the document to be translated contains a font that is not installed on your operating system.

- What should I observe when running security programs on the Internet?

In order to display some of the areas in Across, technologies are employed which can be wrongly interpreted as "active Internet contents" by such programs and blocked correspondingly.

For this reason, disable the "script blocking" for Across in these programs if necessary (e.g. via the "learning function" of these programs).

- In Across, the status bar indicates that currently there is no connection to the Internet. Yet, I am connected to the Internet. Why is the status displayed incorrectly?

Across sends requests to check whether an Internet connection exists. However, the outgoing requests may be blocked by a firewall. In this case, the status will be displayed as offline even though a connection to the Internet actually exists.

You can hide the display of the Internet status by deactivating the corresponding option under **>>Tools >>Profile Settings... >>General >>Connection State**.



- Why are the shortcut keys (e.g., in the menu commands) displayed in a mixture of languages?

This behavior is controlled by the keyboard layout and by the language of the operating system. If you use an English operating system, a German Across desktop and select the Spanish keyboard layout, it is possible that the shortcut keys are displayed in a mixture of languages. The same applies if, in the case of server installations, the language of the Across Server is different from that of the language of the Across Client.

- Can I use OpenOffice applications instead of Microsoft applications?

OpenOffice cannot be used with Across. Word, Excel, or PowerPoint files can only be processed in Across if an MS Office version is installed (2000 or higher).

- When I want to export a processed task in the form of a CRU file in my function as external translator, I am requested to specify a package version. What does this mean? Which package version should I choose?

Among other things, the package version depends on the version of the Across database of the Across Server. In other words, it indicates the level of the database of the Across Server. By selecting the correct package version, you can ensure that all data of your Across version are compatible with the database of the Across Server. As there is no direct contact between your client and the Across Server when using crossWAN classic, the project manager on the

Across Server side must inform you (e.g. by e-mail) of the package version of the database of the Across Server. He can check the package version under >>**Help** >>**About Across....**

- When I start my Across Personal Edition, I get an error message about compressed databases. How can I solve this problem?

To save storage space, Windows enables the compression of individual files, folders or entire hard-disk drives. However, the SQL databases that Across uses for storing data do not support this compression. If your SQL databases are compressed (through compression of the hard disk containing the databases or of the files or the folder of the databases), you need to undo the compression in order to be able to use Across. To do this, deactivate the corresponding option in the properties of the compressed drives or in the advanced properties of the compressed files or folder.

- My Across Personal Edition currently uses MS SQL Server 2005 Express. Can I upgrade to SQL Server version 2008 R2 Express?

Besides MS SQL Server 2005 Express, the Across Personal Edition also supports MS SQL Server 2008 R2 Express. Therefore, you can upgrade to version 2008 R2 Express. Information on this subject is available on the Microsoft website (e.g. <http://msdn.microsoft.com/en-us/library/ms144267.aspx>) and elsewhere.



Please note that the SQL Server upgrade is not covered by the warranty or support of Across Systems GmbH. Please contact the Microsoft support if you have any questions or problems in connection with the SQL Server upgrade.

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