

Update Guide Across Personal Edition v5.0

Karlsbad, August 2009

If you are [registered as a freelance translator](#) and have a free full version of the Across Personal Edition, you will also have free access to the updates for your Across Personal Edition.
If you are not registered as an Across freelance translator, you will need an [update agreement](#). The use of the updates for freelance translators by other users who are not freelance translators violates the license terms of Across Systems GmbH.

You are currently using an Across Personal Edition and would like to update to version 5.0.



Be sure to note the following:

- Carefully read all information in this document before starting the update!
- Your original license key will be updated automatically. You do not need a new license key for the update.
- In the case of **trial installations**, Across must be uninstalled and subsequently reinstalled. The links for downloading the new trial version are available at www.my-across.net.

1. Important Tips

Before you install the update, please review the changes and new features in the latest "What's New?" document and check the implications for your Across installation and the work with Across.

Administrator rights are required for the update.

1.1. Important Information for Users of Windows Vista



The update to Across version 5.0 must be installed with administrator rights.

To update via auto-patching (see below), start Across with administrator rights. To do this, keep the Shift button pressed, right-click the link with which you usually start Across, and select **Run as administrator...** from the context menu. Across will be started with administrator rights, and the auto-patching, too, will be performed with administrator rights.

To update Across manually, execute the file **setup.exe** with administrator rights. To do this, keep the Shift button pressed, right-click the file, and select **Run as administrator...** from the context menu.

1.2. Bibliographic Sources in crossTerm

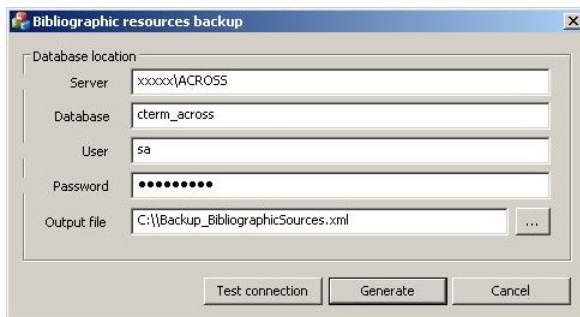
As of Across version 5.0, the management of bibliographic sources is no longer available in the previous form. Until version 4.0, the sources were created and managed in a separate section of the crossTerm settings. It was possible to add the sources to definitions at entry level. In version 5.0, bibliographic sources can, for example, be managed in a separate sublanguage.

If you used to work with bibliographic sources in Across before, you need to export these before updating to version 5.0, as the migration of these data to version 5.0 is not possible. This can be done with a special tool that enables the data to be exported in the TBX format and that is part of the update package. After the export of bibliographic sources and successful update to v5.0, the data can be re-imported to Across.

Proceed as follows to export the bibliographic sources:

Start the tool **BibliographicBackup.exe** and enter the following data:

- *Server*: the name of the server, which consists of the name of the host on which the Across Language Server is installed followed by the name of the Across database (e.g. PC-ACR\ACROSS)
- *Database*: the name of the crossTerm database (usually *cterm_across*)
- *User* and *Password*: the user name and password of the SQL server
- *Output file*: storage location and file name of the export file (click ... to select the storage location and enter the file name)



Click **Test connection** to check whether all details are correct. Then click **Generate** in order to start the export. Two XML files will be created: the first file contains the bibliographic sources, the second one contains the IDs of the entries in which the respective bibliographic sources were used.

For the import and integration of the bibliographic sources in version 5.0, please contact our support desk (support@across.net).

1.3. MS SQL Server 2000

Across v5.0 supports only MS SQL Server 2005 as well as MS SQL Server 2008 as a database server. If you currently use MS SQL Server 2000, please contact our support team before you install the update to version 5.0 (support@across.net).

Additional information is also available in a separate fact sheet on this topic:
ftp://ftp.across.net/fact_sheets/fact_sheet_compatibility_MS_SQL_Server_en.pdf.

2. Update

The following instructions will lead you step by step through the update process.

2.1. Downloading the Update Packages for the Across Personal Edition v5.0 (German/English/French)

Use the following links to download the packages:

German: ftp://ftp.across.net/across_5.0/Update_Across_v5.0_de_PE.zip (373 MB)

English: ftp://ftp.across.net/across_5.0/Update_Across_v5.0_en_PE.zip (373 MB)

French: ftp://ftp.across.net/across_5.0/Update_Across_v5.0_fr_PE.zip (373 MB)

Notes:

- We recommend that you use the same language version of your original Across installation.
- At www.my-across.net, you can also purchase an update DVD containing the data made available for download.
- The latest Across documentation is available at www.across.net/en/documentation-center.aspx.

2.2. System Requirements and New Features

Observe the system requirements for using Across version 5.0 at www.across.net/en/documentation-center.aspx.

On the same page, you will also find the document "What's New", which provides an overview of new features and changes in Across v5.0.

2.3. Current Microsoft Patch Level

Check whether the machine on which Across is installed has the latest Microsoft patch level and install the recommended updates if necessary (<http://update.microsoft.com>).

This process may have to be carried out repeatedly until all patches and updates are installed.

The Windows Installer 3.1 contained in the above-mentioned Microsoft updates is required for the installation.

2.4. Free Disk Space

A minimum of 500 MB of additional free disk space should be available on your installation drive.

2.5. Backing up the Data of Your Across Personal Edition



We recommend running a backup before updating. We recommend that you not only back up your Across data, but the entire computer (perhaps using imaging software such as Norton Ghost). In this way, the previous state can easily be restored in the event of an error during the update.

To ensure that the latest state of the Across data has been backed up, do not do any translation work in Across after the backup!

As when using other software, when working with Across, we recommend regular backups of the Across data.

2.6. Updating Your Across Personal Edition to v5.0

You are now ready to update Across to version 5.0.



Updating via Auto-Patching

If your customers assign you tasks for processing in Across via an Across Server and the server has already been updated to version 5, you can skip the following explanations and update via auto-patching, during which the client downloads all required update data from the server.

To do this, start Across and log in via the Standby Remote Client. Across will realize that a new version is available on the server. The file download will begin. After the successful download of the files, the files will be extracted and installed. Upon completion of the installation, click **OK**.

Please note that approximately 100 MB of data are transmitted during the update via auto-patching! Therefore, you need a suitable Internet connection for the update via auto-patching.

Important information:

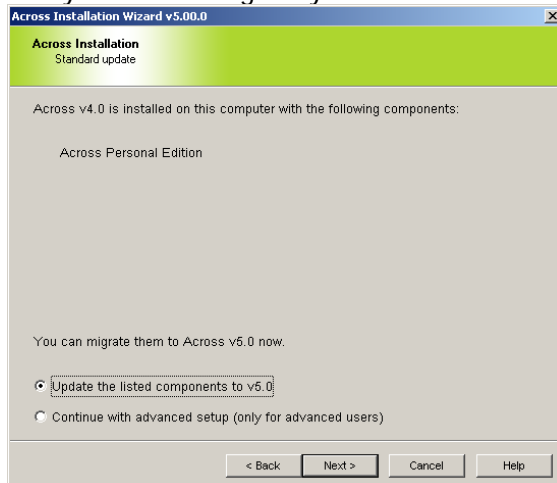
During the update, the Microsoft Installer may ask for old "msi" versions. Be prepared to provide the required installation files you used for the original installation of Across. If necessary, contact our support (support@across.net) to request them.

1. Log on to your computer with administrator rights.
2. Disable your antivirus and firewall software during the update process. (In case of a successful installation, please do not forget to enable both programs again!)
3. Unpack the zip archive **Update_Across_v5.0_de_PE.zip** (or **Update_Across_v5.0_en_PE.zip** or **Update_Across_v5.0_fr_PE.zip**) to your hard disk.
4. Start **setup.exe** in the unpacked update folder.
5. After the wizard starts, click **Next >**.



6. Read the instructions carefully and enable the respective checkbox. Then click **Next >**.
7. Enable the checkbox to confirm that you have read the license conditions (EULA) and accept them. Then click **Next >**.

8. Select the option that you want to continue with the update process and click **Next >**. Then confirm that you want to migrate your Across installation to version 5.0 and click **Yes**.



9. The update of the Personal Edition including the data migration is now being carried out. In case of large amount of data, the process can take up some time.
10. Upon completion of the update, click **Finish**.
11. Restart your computer and start Across.
12. Check whether your data have been migrated correctly.

What to Do If Unexpected Problems Occur During the Update?

The update has been prepared with utmost care. Nevertheless, errors or problems may occur in special configurations.

In order to be able to react in a quick and competent way in the event of problems, we need your help.

If you experience problems, send an e-mail containing the following information to support@across.net:

- A screenshot of the error (e.g., press **Alt+Print** to generate a screenshot and copy it to a Word document via **Ctrl+V**)
- A description of the previous steps leading to the problem
- Plus: all Across log files. You can get these with the SysReportTool. (The tool is included in the crossGoodies, which you can find in the corresponding subdirectory of the Across installation folder.) If you do not have this tool, you can access the log files under **C:\Program Files\Across\log** on an English operating system or under **C:\Programme\Across\log** on a German operating system. Please follow the path in the above mentioned directory to the user log directory and provide us these data.



In Across, you can access our support request tool under the menu item **>>Help >>Support Request**; the tool facilitates the collection of the needed information for transmission to our support desk.

We wish you a lot of fun with your new Across version!

Any feedback to feedback@across.net is appreciated!