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Installation Guide

SDL MultiTerm 2014

Section 1: SDL MultiTerm 2014 SP2

Installation Guide

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SDL MULTITERM 2014 SP2 INSTALLATION GUIDE

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This guide ships with SDL MultiTerm 2014 SP2
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ABOUT SDL MULTITERM

This chapter provides an introduction to SDL MultiTerm and an overview of the installation process. It contains the following sections:

- About This Guide
- About SDL MultiTerm
- MultiTerm Desktop Components

Chapter

1

ABOUT THIS GUIDE

Welcome to the *SDL MultiTerm 2014 Installation Guide*. This guide provides instructions for installing and configuring SDL MultiTerm 2014 Desktop.

Intended audience

This guide contains information for whoever is responsible for installing and maintaining SDL MultiTerm Desktop edition (usually the SDL MultiTerm administrator).

You are assumed to be familiar with standard Windows administration practices, such as managing a Windows user account.

Related documentation

- *SDL Studio GroupShare Installation Guide* – for those installing SDL MultiTerm in a multi-user environment.
- *SDL MultiTerm Extract Tools Guide* – A user guide for the terminology extraction tool; MultiTerm Extract.

Accessing SDL documentation

You can check the online Help for all SDL Language products at http://producthelp.sdl.com

ABOUT SDL MULTITERM

Local and remote termbases

MultiTerm is a scalable solution that can be used in single-user or multi-user setups. In a single-user setup, termbases are stored on the local computer. In a multi-user setup, termbases are stored on a remote database server and accessed over the network.

Data storage

MultiTerm uses Microsoft Jet to store termbase data locally, and Microsoft SQL Server (or SQL Server Express) to store termbase data remotely.

MultiTerm XML data format

MultiTerm termbase data is stored in an XML format, MultiTerm XML (MTF.XML). Other termbase elements, such as the termbase definition and objects are also XML compliant. The use of XML enables quick and easy exchange of data between users.

Language support

SDL MultiTerm is Unicode-compliant and therefore supports a wide range of languages, including bi-directional and double-byte character set languages. For example, termbase fields can include a mixture of languages.

Note that to use non-Western languages, the relevant language support must be installed on your computer.

NOTE

- If you want compatibility across different language, enter the names of termbase definitions and termbase objects in ASCII.

SDL MultiTerm Interface with SDL Trados Studio

SDL Trados Studio includes its own MultiTerm interface, so you can use MultiTerm termbases from SDL Trados Studio without installing SDL MultiTerm.

Editions of SDL MultiTerm

SDL MultiTerm is shipped in three editions:

- SDL MultiTerm Desktop
- SDL MultiTerm Widget
- SDL MultiTerm Server

SDL MultiTerm Desktop

MultiTerm Desktop is the MultiTerm edition that is installed on the desktop. It can use local termbases and can also use remote termbases that are managed by SDL Server.

MultiTerm Desktop includes MultiTerm Convert and MultiTerm Word Integration.

This guide describes the installation of the SDL MultiTerm Desktop.

SDL MultiTerm Widget

SDL MultiTerm Widget is a simple application that captures text from your screen and finds definitions in MultiTerm termbases, or by using Internet search engines.

SDL MultiTerm Server

MultiTerm Server is the server component for corporate and enterprise customers. Termbases and associated data are usually stored in a Microsoft SQL Server, but you can use Microsoft SQL Server Express.

MULTITERM DESKTOP COMPONENTS

SDL MultiTerm Desktop

You can use MultiTerm Desktop to access termbase data stored on the local computer, and also as a client to access termbases managed by SDL MultiTerm Server.

Access to termbases stored on MultiTerm Server can be restricted by the SDL MultiTerm Server administrator.

SDL MultiTerm Desktop also includes the following components:

SDL MultiTerm Word Integration

SDL MultiTerm Interface with Microsoft Word enables you to access termbase data from within Microsoft Word.

SDL MultiTerm 2014 SP2 ships with support for Microsoft Word 2007, 2010 and 2013. Word 2010 and 2013 come in 32-bit and 64-bit formats. SDL MultiTerm 2014 SP2 only works with the 32-bit versions.

When you install SDL MultiTerm Word Integration on your computer, the installation process creates a Microsoft Word template called **MultiTerm11.dotm** and a configuration file called **WINWORD.EXE.config**. When added to the Microsoft startup and installation folders, these two files enable the MultiTerm add-in on the Word ribbon which allows you to access MultiTerm termbases from within Word.

To complete the installation of the Word Integration for MultiTerm 2014 SP2, manually add the two files to the Microsoft startup and installation folders on your computer. For detailed instructions and specific locations of these files and folders, read the **Installing the SDL MultiTerm Template for Microsoft Word 2007-2013** file available under *%programfiles(x86)% \SDL\SDL MultiTerm\MultiTerm11\Templates*. For 32-bit operating systems, the file is located at *%programfiles%\SDL\SDL MultiTerm\MultiTerm11\Templates*.

SDL MultiTerm Convert

MultiTerm Convert is a stand-alone tool that converts terminology data to MultiTerm XML format. It can convert data that is in the following formats:

File type	File name extension
Trados MultiTerm 5	`.mtw`
SDL Termbase Desktop	`.tdb`
SDL Termbase Online	`.mdb`
OLIF (Open Lexicon Interchange Format)	`.xml`
Microsoft Excel	`.xls` `.xlsx`
Spreadsheet and Database Exchange	`.txt` `.csv`
Termbase Exchange (Termbase eXchange Format)	`.tbx` `.xml`

You can also purchase separately two extra MultiTerm components:

SDL MultiTerm Widget

SDL MultiTerm Widget can be installed as a component of SDL MultiTerm Desktop. It can also be installed on its own.

SDL MultiTerm Widget captures text from your screen and finds definitions in MultiTerm termbases or by using Internet search engines.

SDL MultiTerm Extract

The SDL MultiTerm Extract tool extracts terminology data from other documents and puts it into MultiTerm termbases. MultiTerm Extract is described in the *MultiTerm Extract Tools Guide*.

SDL MultiTerm Extract is an optional module that is available for users of the MultiTerm Desktop. Contact your SDL sales representative for details.

INSTALLING SDL MULTITERM DESKTOP

This chapter describes how to install SDL MultiTerm Desktop. It has the following sections:

- System Requirements
- Installing SDL MultiTerm Desktop
- Installing and Uninstalling Silently
- Upgrading from Previous MultiTerm Installations
- Uninstalling MultiTerm Desktop
- Software Updates
- Digital Certificate Requirements

Chapter

2

SYSTEM REQUIREMENTS

Hardware

SDL MultiTerm 2014 SP2 requires:

- A PC with a 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor and 1 GB RAM (32-bit) or 2 GB RAM (64-bit)
- 2 GB of hard disk space
- Display settings of at least 1024 by 768 pixels,and 256 colours.

Supported Operating Systems (OS)

- SDL MultiTerm 2014 SP2 runs on the latest service-packed versions of Windows Vista, Windows 7, Windows 8. SDL MultiTerm 2014 SP2 also supports Windows 2003 Server, Windows 2008 Server and Windows 2012 Server.
- MultiTerm 2014 SP2 does not support earlier operating systems such as Windows 2000, Windows NT, Windows 98 and Windows 2003 Server pre-SP2.
- Microsoft has recently stopped support for Windows XP. As a result, we are no longer testing or supporting MultiTerm on Microsoft Windows XP.

  We recommend that you upgrade to a newer version of Windows, or continue using the original MultiTerm 2014 release (non-SP1). If you no longer have the MultiTerm 2014 installer, you can find it under **Archived Product Updates** in your SDL Account.

INSTALLING SDL MULTITERM DESKTOP

Before you start

If you intend to use termbases that have been created in previous versions of MultiTerm, review Upgrading from Previous MultiTerm Installations 1-9.

Ensure that you have administrator rights.

Third-party software

MultiTerm needs Microsoft Internet Explorer and the following third party applications. It will install them if they are not already installed:

- Microsoft .NET Framework version 4. In some cases, installing this requires a reboot.
  This is usually installed by the bootstrapper that runs prior to the MultiTerm client installer. It is also available from the Microsoft website.

- Microsoft Visual C++ 2008 Redistributable SP1
  This is usually installed by the MultiTerm client installer. When running the MultiTerm client installer, it is unpacked to `%ProgramData%\Package Cache\SDL\Dependencies\2008_SP1_vcredist_x86.exe`

  This is also available for download from:
  http://www.microsoft.com/technet/security/bulletins/ms11-025.mspx. If a previous version of this C++ runtime is installed, Windows update will install the new version automatically.

- Microsoft Visual C++ 2010 Redistributable
  This is usually installed by the MultiTerm client installer. When running the MultiTerm client installer, it is unpacked to `%ProgramData%\Package Cache\SDL\Dependencies\2010_vcredist_x86.exe`
  This is also available for download from
  http://www.microsoft.com/technet/security/bulletins/ms11-025.mspx. If a previous version of this C++ runtime is installed, Windows update will install the new version automatically.

Installation locations

The installation working files are extracted to the folder:
%ALLUSERSPROFILE%\Package Cache\SDL\SDLMultiTermDesktop2014_SP2

By default, the installer installs SDL MultiTerm Desktop under:

- For 32-bit Windows - *%programfiles%\SDL\SDL MultiTerm\Multiterm11*
- For 64-bit Windows - *%programfiles(x86)%\SDL\SDL MultiTerm\MultiTerm11*

The Program Files folder on your computer may have a different name if you are using a non-English operating system.

MultiTerm 2014 SP2 does not uninstall any previous versions of MultiTerm. However, as a service pack for 2014, MultiTerm 2014 SP2 installs on top of MultiTerm 2014 and cannot run alongside it.

Installation log files

The installer logs significant actions to a log file.

- The log file for Windows 2003 is in: *%ALLUSERSPROFILE%\Application Data\SDL\Chainer\Logs*.
- The log file for Windows Vista and later is in: *%ALLUSERSPROFILE%\SDL\Chainer\Logs*.

NOTE

By default, Windows sets the *%ALLUSERSPROFILE%* folder to be hidden, so you may need to change the Windows Explorer settings to find it.

To install MultiTerm Desktop

1. Go to the **Downloads** section of the SDL Account website. Click the **Download** button next to **SDL MultiTerm 2014 SP2 Desktop Installer**. Run the installer to unpack the installation files and start the installation.
2. The **SDL MultiTerm Desktop Installer** displays the End-User License Agreement. If you accept the terms, click **Next**.
3. On the next screen, choose the components to install and click **Next**.
   When you click the component, a description is displayed.
4. Choose an installation location. We recommend that you install to the default location. Avoid installing to the same directory used for any previous versions of MultiTerm. Click **Next**.

5 Review your selection of components. Click **Back** to change any options. Click **Next** to proceed with the installation.

6 The MultiTerm installer now installs the MultiTerm Desktop components.

7 If you are upgrading from a version of MultiTerm older than MultiTerm 2009, the old termbases are moved to another folder, and a screen displays this fact. Click **OK**.

8 When the components are installed, the final screen is displayed. Click **OK**.

SDL MultiTerm 2014 SP2 is now available from **Start** > **All Programs** > **SDL** > **SDL MultiTerm 2014**.

If you installed the SDL MultiTerm Applications for Microsoft Word, the SDL MultiTerm tab is added to the Word ribbon the next time you run Word. You can use the SDL MultiTerm tab to access termbases and work with termbases data from Word.

INSTALLING AND UNINSTALLING SILENTLY

Preparing for silent installation - extract product installers

Extract the installation files for the SDL products and the third- party software. To do this, run the installer until the compressed files are all decompressed and extracted, and then before the installation takes place, stop the installer. The package containing the files is a self-extracting executable and can be decompressed with any decompressing utility that works with the .rar compression format.
The unpack location is:
`%ALLUSERSPROFILE%\Package Cache\SDL\SDLMultiTermDesktop2014_SP2`

About msiexec command-line options

Where the **msiexec** command is mentioned in the procedures described below, it is usually with command line options such as **/q** or **/l*x**. You can use different options. For more information about the command-line options for the **msiexec** command, see the website msdn.microsoft.com.

How to install the third party software products

See also section *Third-party software*, above.

- Microsoft Windows Installer 3.1
  This is not included in the Studio distribution package. The command line to silently install is:
  <path to package> /quiet /norestart /log:<path to log file>

- Microsoft .NET Framework version 4
  See the .NET Framework 4 Deployment Guide for Administrators. This can be found on the Microsoft web site at: http://msdn.microsoft.com/en-us/library/ee942965(v=vs.100).aspx

- Microsoft Visual C++ 2008 Redistributable SP1 with MFC update
  Command line to silently install:
  "<Path to dir>\2008_SP1_vcredist_x86.exe" /q

- Microsoft Visual C++ 2010 Redistributable with MFC update
  Command line to silently install:
  <Path to dir>\2010_vcredist_x86.exe" /q /norestart /log "<path to log file>"
  This command may return an MSI error code if Visual C++ 2010 Redistributable is already installed.

- MicroSoft Office Primary Interop Assemblies (PIAs)
  To use MultiTerm with Office you need the Office Primary Interop Assemblies(PIAs). Office 2010 includes the rquiredPIAs. Install other PIAs as required, as follows:

  Office 2003
  msiexec /i "<Path to dir>\02003PIA.msi" /qn /l*v "<path to log file>"

  Office 2007
  msiexec /i "<Path to dir>\02007PIA.msi" /qn /l*v "<path to log file>"

- Open XML SDK 2.0 For MS Office
  msiexec /i "<Path to dir>\OpenXMLSDKv2.msi" /qn /l*v "<path to log file>"

- Microsoft Web Services Enhancements 2.0 SP3
  msiexec /i "<Path to dir>\Microsoft WSE 2.0 SP3 runtime.msi" /qn /l*v "<path to log file>"

Installing SDL products

1. Locate the .msi files. These are unpacked into the following location:
   `%ALLUSERSPROFILE%\Package Cache\SDL\SDLMultiTermDesktop2014_SP2\modules`

   The file names are:
   MTCore11.msi (required)
   MTConvert11.msi (optional)
   MTExtract11.msi (optional)
   MTStudio11.msi (optional)
   MTWidget11.msi (optional)
   MTWordIntegration11.msi (optional)

2. Typically a silent installation will run automatically. If not, for each component: Select **Start** > **Run** and enter the following command: **msiexec.exe /i "<path to msi file>" /qn /l*v "<path to log file>.**

Example set of commands to install a number of SDL products

Command line properties used in the msiexec command

INSTALLDIR. You can change the installation path for any of the SDL products by changing the value of INSTALLDIR, but this is not recommended.

CLIENTINSTALL. Set this to 1 for the MTCore11.msi. If you set this to zero (0) the product will have no start menu entry and no working autoupdate.

The commands

set INSTALL_DIRECTORY=%ProgramFiles%\SDL\SDL MultiTerm\MultiTerm11
set LOG_DIRECTORY=%ALLUSERSPROFILE%\SDL\Chainer\Logs (For Windows Vista, Windows 7 and Windows 8)
set LOG_DIRECTORY=%ALLUSERSPROFILE%\Application Data\SDL\Chainer\Logs (For Windows 2003)
msiexec /i MTConvert11.msi /qn /l*v "%LOG_DIRECTORY%\ConvertInstall.log"
msiexec /i MTCore11.msi /qn /l*v "%LOG_DIRECTORY%\CoreInstall.log" CLIENTINSTALL=1
msiexec /i MTExtract11.msi /qn /l*v "%LOG_DIRECTORY%\ExtractInstall.log"
msiexec /i MTStudio11.msi /qn /l*v "%LOG_DIRECTORY%\StudioInstall.log"
msiexec /i MTWidget11.msi /qn /l*v "%LOG_DIRECTORY%\WidgetInstall.log"
msiexec /i MTWordIntegration11.msi /qn /l*v "%LOG_DIRECTORY%\WordInstall.log"

Uninstalling

To silently remove an MSI, use the following command:

msiexec /x "<path to msi file>"/qn

NOTE

Do not silently remove all msi modules that have been installed by the installer. Otherwise you will not be able to use the **Remove suite of products** entry from the Control Panel programs list.

UPGRADING FROM PREVIOUS MULTITERM INSTALLATIONS

Overview of the Upgrade Process

Before you upgrade, take a copy of all termbases and termbase objects.

Install SDL MultiTerm 2014 SP2 as described in Installing SDL MultiTerm Desktop 1-3.

Software compatibility: MultiTerm 2014 and previous versions

You can install MultiTerm 2014 SP2 alongside MultiTerm 2011 and run them simultaneously.

As a service pack for 2014, MultiTerm 2014 SP2 installs on top of MultiTerm 2014 and cannot run alongside it.

Note that you can install any version of SDL MultiTerm Widget 2011 and 2014 on the same computer. Both entries will appear on the Start menu, with the 2014 version as the default version. However, if you wish to use the 2011 version, close the 2014 version and call the older version up manually from the Start menu. SDL strongly recommends that you use the latest version.

MultiTerm 2014 SP2 Desktop can work with MultiTerm 2014 Server and MultiTerm 2011 Server.

Termbase and termbase object compatibility

Local termbases

MultiTerm 2007, MultiTerm 2009 and iX termbases are upgraded automatically when you open them in SDL MultiTerm 2014 SP2. MultiTerm 2011 termbases can be used without conversion.

However, you can continue to use older termbases in MultiTerm Desktop 2014 SP2. To do this, convert them to MultiTerm XML format using MultiTerm Convert.

MultiTerm 2014 SP2 does not allow you to add terms which are longer than 1023 characters. Terms imported from MultiTerm '95 or MultiTerm 5 which are longer than 1023 characters may give faulty search results.

If you have a termbase created in MultiTerm version 5.5 or earlier, run MultiTerm Convert. MultiTerm Convert produces a termbase definition (XDT) file, which describes the structure of the terminology data. Use this XDT file to create an empty termbase, and import the converted data into that termbase.

Termbase objects

Termbase objects include filters, layouts, input models, export and import definitions.

Termbase objects cannot be migrated from MultiTerm '95 Plus or MultiTerm 5.x to MultiTerm 2014 SP2. After you have migrated the terminological data to MultiTerm 2014 SP2, create the termbase objects manually.

File-based termbases created in MultiTerm 6.x to MultiTerm 2007 can be opened directly in MultiTerm Desktop 2014. Server-based termbases created in MultiTerm 6.x to MultiTerm 2007 have to be upgraded. The upgrade process is described in the SDL Studio GroupShare Installation Guide. For more information see the topic "Using SDL MultiTerm 2007 Termbases" in the MultiTerm online Help.

To save termbase objects from later versions of MultiTerm, click **Save** (in the **Catalog** view), and then load them into MultiTerm 2014 SP2.

Default locations for previous MultiTerm installations

The default installation locations for previous versions of MultiTerm are as follows.

MultiTerm Desktop version 9:
%ProgramFiles%\SDL\SDL MultiTerm\MultiTerm9

MultiTerm Desktop version 8:
%*ProgramFiles*%*SDL**SDL MultiTerm**8*

MultiTerm Desktop version 7.5:
%*ProgramFiles*%*SDL International**SDL MultiTerm 2007*

MultiTerm Desktop version 7.0 and 7.1:
%*ProgramFiles*%*TRADOS*\\

MultiTerm Workstation version 6.2:
%*ProgramFiles*%*TRADOS**MTiX*\\

MultiTerm Workstation version 6.0:
%*ProgramFiles*%*TRADOS**Corporate Language*\\

UNINSTALLING MULTITERM DESKTOP

Uninstalling SDL MultiTerm removes all the MultiTerm program files, folders and registry entries but retains all the data files and folders, including the termbase files, associated termbase data, and saved object definitions.

Uninstall SDL MultiTerm

1. You uninstall via **Start > Control Panel > Programs > Uninstall a program** or **Programs and Features.** Choose **Uninstall** or **Remove**, as appropriate.
2. Select **SDL MultiTerm 2014 SP2 - Remove suite of products**.
3. Select the components you want to uninstall and click **Next**.
4. An information box is displayed. It is updated automatically as the removal proceeds.
5. When the selected components have been removed, a confirmation dialog box is displayed. Click **OK**.

SOFTWARE UPDATES

Temporary directory

Software updates are downloaded to the following temporary directory:

%temp%\multiterm11Updates

After the update is installed, you can delete this directory.

Software update log files

SDL MultiTerm creates a file that logs the checking for updates and the downloading of the installer for the update. This log file is in:

%ALLUSERSPROFILE%\SDL\SDL MultiTerm\MultiTerm11\Updates

Another log file is created during the update;. You can find it in:

%temp%\multiterm11Updates

Individual user software updates

By default, as a user of SDL, you can do the following:

- Specify that SDL MultiTerm checks for software updates when it starts. To do this, click **File > Options > Automatic Updates**.
- Manually check for updates. To do this, click **Help > Check for Updates**.
- Check for updates via **Start > SDL > SDL MultiTerm 2014 > Check for updates.**

The system administrator can enable or disable checking for software updates, so these options may not always be available.

Change the notification policy for updates

By default, SDL MultiTerm notifies users when a software update is available, and also gives users the option to install updates. As an administrator, you can change these settings.

To change these options, define a group policy, as follows:

1 Select **Start > Run** and enter the command: `gpedit.msc`
The **Group Policy** dialog box is displayed.

2 Right-click **Computer Configuration > Administrative Templates** and click **Add/Remove Templates** from the shortcut menu.
The **Add/Remove Templates** dialog box is displayed.

3 Click **Add** and browse to the `MultiTermAutoUpdate.adm` file.
The default location for this file is:
%ALLUSERSPROFILE%\Package Cache\SDL\SDLMultiTermDesktop2014_SP2

4 **Classic Administrative Templates (ADM) > SDL Applications > SDL MultiTerm v1** is added to the navigation tree. Select this to display its settings on the right.

5 Double-click **Enable Auto-update**.

6 The **Enable Autoupdate Properties** dialog box is displayed on the **Setting** tab. Choose one of the following options and click **OK**.

- **Not Configured** - The user can choose to enable or disable automatic checking for application updates and can also manually check for application updates.
- **Enabled** - SDL MultiTerm checks for updates automatically. The user cannot disable the automatic updates option. The user can also manually check for application updates.
- **Disabled** - Automatic and manual checks for updates are both disabled. The user cannot enable these options.

Remove your software update

1 In the Windows **Control Panel**, click **Add or Remove Programs** or **Programs and Features**.

2 To see the software updates, select **View Installed Updates**.

3 Select the software update and click **Remove/Uninstall**.

4 Follow the on screen instructions.

If you don't want to automatically check for updates in SDL, clear the check box **Automatically check for updates when the application starts** under **Options** > **Automatic Updates**.

DIGITAL CERTIFICATE REQUIREMENTS

All SDL MultiTerm code and installer files are digitally signed. Make sure your list of approved root certificates is up-to-date and includes the root certificate from the Certification Authority that generates SDL's code signing certificate.

- For computers with access to the Internet:
  - Windows Vista or later - Go to https://www.digicert.com and add the new root certificate to your **Trusted Root Certification Authorities** certificate store.
  - Windows Server 2003 and later- Go to http://catalog.update.microsoft.com/v7/site/Home.aspx and search for either `root update` or `KB931125` to find the correct cumulative Root Update package to install.
- For computers in a locked down corporate environment without access to the Internet:

  Follow the **Root update package installation on disconnected environments** instructions available at http://support.microsoft.com/kb/931125. The root certificate updates are available from http://catalog.update.microsoft.com/v7/site/Search.aspx?q=KB931125.

You can also download the specific root certificates directly from https://www.digicert.com/digicert-root-certificates.htm and apply the certificates to each locked down workstation manually or by group policy. At the time of writing, MultiTerm require DigiCert Assured ID Root CA and DigiCert Assured ID Code Signing CA-1.

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