



# Release Notes

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***SDL Trados Studio 2019***

**July 2018**

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# Product Overview

SDL Trados Studio is a Computer Aided Translation (CAT) tool and translation memory software that helps you translate and manage translation projects faster and easier.

Trados Studio offers a complete environment for professional translators to edit and review projects, use agreed terminology and leverage machine translation results. As a project manager, you can use Trados Studio to effectively manage all aspects of translation projects.

See <https://docs.sdl.com/SDLTradosStudio2019> for information on using Trados Studio.

### SDL AppStore

You can extend and enhance the default functionality of your Trados Studio version through AppStore plug-ins. In the SDL AppStore you can:

- download apps which extend the Trados Studio functionality
- join the SDL AppStore Developer Program, if you are a developer interested in creating new Trados Studio apps.

### Freelancer and Starter versions

The **Freelance** and **Starter** versions of Trados Studio cannot run on a domain-based network. This is the intended behavior for these two versions. If you want to run Trados Studio on a domain-based network, use the **Express**, **Professional** or the **Studio Workgroup** version instead.

See the [Studio comparison table](#) for more information on the differences between the Trados Studio editions.

### Product names

For better readability, this document uses the short names for the following SDL products:

- SDL Trados Studio - Trados Studio
- SDL Trados GroupShare - Trados GroupShare
- SDL MultiTerm - MultiTerm

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## **SDL Trados Studio changes**

This section provides an overview of the new features, enhancements and other changes introduced in SDL Trados Studio including service releases.

## Changes introduced in Trados Studio 2019

This section contains a list of new features and functionality that were introduced with the SDL Trados Studio 2019 release.

### Guidance on-demand

#### Get guidance on-demand inside Trados Studio user interface

New users can now benefit from better onboarding with the guidance on-demand tutorials.

Users that are just starting with SDL Trados Studio can now go through the guidance on-demand tutorial which presents the main features and how to use them.

The guidance on-demand tutorial displays when Trados Studio is opened for the first time, but existing users can also access the useful tips collection at any time from the notification area.

#### Get to know Trados Studio in the Useful Tips area

We have introduced a new **Useful Tips** tab in the Trados Studio interface so that you can have centralized access to videos, tips and tricks and other useful content that helps you learn how to use new or old features.

Select the **Useful Tips** tab on the right-hand side of the interface and you will be presented with tips relevant to the Trados Studio view that you are currently in.

All tips are also accessible by going to the **Help** tab and selecting **Useful Tips Collection**.

### Streamlined user documentation

We have restructured the SDL Trados Studio help and grouped the topics in three main user scenarios: translating, reviewing and project management.

We chose to organize the help content this way so that users better identify themselves with the intended audience for the information in the online help. The [SDL Trados Studio 2019 Help](#) contains more advanced instructions than our quick start guides do and can be a great resource for developing proficiency in using Trados Studio at its full potential.

As part of the restructuring process, we've also moved away from descriptive concepts and made the instructions more action-oriented.



## Access Trados Studio features with Tell Me

### New way to access Trados Studio features, commands and settings

Get things done more quickly with the new Tell Me feature. You can now simply use the Tell Me text box situated above the ribbon to type something related to the feature or action you need to perform.

Trados Studio will point you right to the commands you need or offer help resources to you.

## Improved project creation

### New user experience for the project wizard

We enhanced the user experience for the **Create a New Project** wizard. As we now give prominence to the use of project templates, it is easier to create a translation project. You can actually create a project in only one step.

If you base your project on a previously created project template or on an older project, creating a new project will only require you to go through one page of the wizard. After that, you can start translating.

If you wish to go more in-depth with the settings, you still have the option to tweak project settings in the rest of the wizard's steps. But you'll have less steps to go through and the options are now be easier to understand.

We have also tweaked usability in various steps:

- you can easily add target languages on the one step page.
- there is a new way of working with custom batch task sequences.

### Import changes to source files into your project files

Update project files with their latest changes in SDL Trados Studio without disrupting current work.

It might happen that you have created a project, started to work on the project files and then you receive an updated source file with some changes from your customer. Trados Studio can now import the updated source file, apply all currently performed work and replace the outdated version in the project files list. All of this is done automatically behind the scenes using batch tasks and PerfectMatch.

## Quickly add new files to a project

Doing mid-project updates is now easier, as you now have the option to quickly add new files to a project.

In the **Files** view, go to the **Home** tab and expand the **Add files** option to find a new command: **Quick Add Files**. The files added this way are automatically converted to translatable format and you do not have to take the time and apply batch tasks on them.

## Better quality assurance

### Enhanced QA Checker

Because different languages require different kinds of checks, the relevant options of the QA Checker are now available at language pair level under the **Verification** settings so that you can perform language specific QA checks.

For multilingual projects, this change brings gives you more control over the quality of your translations, it provides better usability and it is more flexible.

### Improved importing of TUs to server-based TMs

To enhance speed and to make the process more robust, we changed the way Trados Studio imports TMX file into server-based translation memories (TMs).

Until now, Trados Studio used to send translation units (TUs) in batches of 25 to the Trados GroupShare server. Starting with Trados Studio 2019, the TMX file is sent to the server and the importing happens in Trados GroupShare, as a background process. This way there is no down time for the user until the importing is finished.

### Improved RegEx handling

We added filtering of regular expressions so that finding an expression can be easier for users with a large number of them.

Users can now filter regular expressions by: Description, RegEx source, RegEx target.

### Source and target text are now displayed in verification reports

There is now more relevant information in all verification reports (QA Checker, Term Verifier, Tag Verifier) as these now display both source and target segment.

This means that you can easily identify issues and not have to go to the segment for diagnosis.

## Other improvements

### Added Microsoft Visio file type support

There is now a new file type that we added to Trados Studio 2019: Microsoft Visio.

You can set it up by going to:

- **File > Options > File Types > Microsoft Visio** for global settings.
- **Home > Project Settings > Options > File Types > Microsoft Visio** for project settings.

### Enhanced navigation in TM maintenance editor

You can navigate translation memories (TMs) by using several enhancements: increased number of TUs displayed, *Last Page* navigation and *Go To* navigation.

As your TMs grow in size, it is important for you to access relevant information at the right time. Trados Studio 2019 enables you:

- To modify the number of TUs displayed in the **Translation Memories** view, by adjusting the number directly from the ribbon.
- To go directly to the *Last Page* of your TM.
- To go directly to a specific page in your TM.

### Commit changes to TMs without further automatic search

When you commit changes to TMs, you can choose to have your new TM content saved with or without a subsequent, automatic search of the item you last edited.

Sometimes a re-applied search will not find anything anymore as you just changed the TM so that the search term is no longer found. In the past that meant waiting for a long time as there was no option to clear the search. You can now commit the changes you make to the TM without further automatic searching.

The **Commit Changes** option of the **Translation Memories** view enables you to:

- **Commit Changes and Re-Apply Search**, to have the last item you edited automatically searched, after you commit your changes to the TM.
- **Commit Changes and Clear Search**, to commit your changes to the TM, without having the last item you edited automatically searched again.

## Disable using termbases for upLIFT Match Repair

There is now a new option for disabling the use of termbases as a source for upLIFT Match Repair

To choose if you want termbases as source for upLIFT Match Repair, in the Options or Project Settings, go to **Language Pairs > [language pair] > Match repair** and select or deselect **Use termbases to repair matches**.

## Changed some default options

Some of the default options in SDL Trados Studio have changed to make it easier for users in more complex scenarios.

### Automation options

Some of the default settings from **Editor > Automation** have changed:

<b>Apply automated translation when no TM match is found</b>	This is now enabled by default.
<b>Perform automated translation lookup on confirmed segments</b>	This is now disabled by default.
<b>Apply better match if found in TM after merging segments</b>	This is now enabled by default.

### New Project Wizard

In the **General** page of the Create a New Project wizard:

When <b>Allow source editing</b> is selected	<b>Enable merging across paragraphs</b> is now disabled by default.
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### Microsoft Word 2000-2003 file type

Under the **Common** options node:

<b>Process documents with not accepted or rejected changes</b>	This is now enabled by default.
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### Microsoft Word 2007-2016 (ML v2) file type

Under the **Common** options node:

<b>Extract contents of embedded Excel charts and sheets</b>	This is now enabled by default.
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## Microsoft PowerPoint 2007-2016 (ML v1) file type

Under the **Common** options node:

<b>Notes</b>	This is now disabled by default.
<b>Embedded Excel charts and sheets</b>	This is now enabled by default.

## Microsoft PowerPoint 2007-2013 file type

Under the **Notes and shapes** options node:

<b>Notes</b>	<b>Exclude Notes</b> is default.
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## New option for PerfectMatch in regulatory flows

In some regulatory flows, inconsistent translations in duplicate content has to be preserved, so we added an option for this.

Go to global or project settings and select **Language Pairs > All Language Pairs > Batch Processing > Perfect Match**, then select **Regulatory industry-compliant handling of duplicate content** so that PerfectMatch ignores inconsistent translations for regulatory documents.



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**Resolved issues**

SDL Trados Studio 2019 contains all previous cumulative updates for Trados Studio.

## Issues resolved in Trados Studio 2019

A list of issues that were resolved in SDL Trados Studio 2019.

### Main application issues

#### **Fixed error when creating a package using server-based TM**

When creating a project package from a project that includes a server-based TM, the *Unable to find specified file* error is thrown. This is now fixed.

#### **The prompt to upgrade the TM for upLIFT support applies to target languages also**

You will now be prompted to upgrade TMs that have Japanese or Chinese as source or target languages, not just as source.

#### **Fixed issue with retaining language resource template values (CRQ-8195)**

Unlinking a language resource template from a Trados GroupShare 2017 TM in Trados Studio, would delete all data from the language resource template. This is now fixed.

#### **Default performance TM tuning setting changed for server-based TMs (CRQ-7965)**

Creating a server-based TM in SDL Trados Studio used to set the performance TM tuning to *Accuracy*. It now defaults to *Speed*.

#### **Fixed search issue in TM view (CRQ-4012)**

When running a search in the Translation Memory view in large TMs, the **TM may contain invalid Translation Units** error was thrown. This is now fixed and works with all versions above CU8 for Trados GroupShare 2017 SR1.





## **Known issues**

This section lists the limitations associated with the 2019 release of SDL Trados Studio.

These are the issues that SDL considers important to resolve and that have top priority for the development team to fix in a future Trados Studio release.

**Limited searching in localized online help from Tell Me**

Because the Trados Studio help is not translated in Italian, Korean or Russian, Tell Me will return data from the English version of the help when the user interface language is set to Italian, Korean or Russian.

**Limited Trados Studio editions on domain-based networks**

When you try to run the Freelance or Starter version of Trados Studio on a domain-based network, Trados Studio informs you that you cannot run these versions on such a network. This is by design and does not occur on workgroup-based networks or stand-alone computers.

**Limited interchange between the SDL Language Cloud providers (2015 vs. 2019) used in projects**

When you open projects and project templates which contain an SDL Language Cloud MT provider with an SDL Trados Studio version that is earlier or later than the version used to create the project and project template, the Language Cloud provider is disabled. Due to supporting Adaptive MT, projects that use the new Language Cloud provider (available since 2017) are not compatible with earlier versions of the Language Cloud provider (prior to 2017). The Language Cloud providers are very different and projects cannot be freely interchanged.

To bypass this limitation, you must remove the Language Cloud provider from the **Translation Memory and Automated Translation** list and then add it again.

**Tell Me search does not return useful results with Japanese or Chinese language input**

Using the Tell Me search mechanism when in Trados Studio 2019 with the user interface set to one of the two character-based languages has the following limitations:

- searching for partial words is not possible; only terms that begin with the input text or terms that follow a set of alpha characters are matched.
- to search for UI terms that contain spaces used, you must fill in those spaces precisely so that the desired term is returned. This only applies for searching commands and features with Tell Me.

Searching for terms in the online help works with no issues. See more information at:

<https://gateway.sdl.com/apex/communityknowledge?articleName=Tell-Me-search-for-JA-ZH>.

**Importing QA checker profiles from language pair level**

You can upload a QA Checker profile file created in the general QA Checker settings to the QA Checker settings from the language pair level and the five settings categories from the QA Checker at language pair level will be changed.

If you upload a QA Checker profile file created at language pair level to the general QA Checker settings, only the settings available at language pair level will be changed.

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**Note:** If you upload a QA Checker profile file created at language pair level to the general QA Checker settings of a version older than Trados Studio 2019, the settings available at language pair level will be changed and all other settings will revert to default.

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**Different translation results after upgrading a TM with Japanese or Chinese source or target language**

With SDL Trados Studio SR1 introducing upLIFT for Japanese and Chinese TMs, some changes required for this enhancement affected the way Trados Studio handles these TMs. Context matches from TMs used in a previous Trados Studio version will become 100% matches in Trados Studio 2017 SR1. You can

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read more about the changes at

<https://gateway.sdl.com/CommunityKnowledge?articleName=000005842>

The SDL Development Team is looking for solution for preserving context matches, but until then, you can use the workaround described at

<https://gateway.sdl.com/apex/communityknowledge?articleName=000006009>.



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## **Installing Studio**

This section contains general information on installing SDL Trados Studio 2019 and the technical requirements for the installation.

For step-by-step instructions on how to install and maintain Trados Studio, see the [Trados Studio Installation guide](#).

## Installation requirements

### Hardware requirements

- A Microsoft Windows-based PC or an Intel-based Apple Mac computer running Windows as an operating system
- Up to 2.5 GB of available disk space to run the Trados Studio installer
- 2 GB of available disk space to run Trados Studio
- A 32-bit (x86) or 64-bit (x64) processor
  - **32-bit (x86) OS**
    - 1 gigahertz (GHz) or faster processor
    - 4 GB RAM
    - A screen resolution of 1280x1024 pixels and 256 colors or higher
  - **64-bit (x64) OS**
    - A recent processor with dual or multi-core technology
    - 8 GB RAM
    - A screen resolution of 1280x1024 pixels and 256 colors or higher

For optimum performance, SDL recommends using 64-bit operating systems, a recent processor with dual or multi-core technology, 16 GB of RAM and SSD storage.

### Operating Systems

#### Supported OS

- Trados Studio 2019 runs on the latest build of Windows 10, the latest updated version of Windows 8.1 and the latest service-packed version of Windows 7.
- Trados Studio also supports Windows Server 2016, Windows Server 2012 R2 and Windows Server 2008 R2 to facilitate certain scenarios, for example, where Citrix or Remote Desktop Services are used.

#### Unsupported OS

- Trados Studio does not support earlier operating systems such as Windows 8, Windows Vista, Windows XP and Windows 2003 Server.

#### Recommended OS

SDL recommends that you use Windows 10 as being the current and best supported OS from Microsoft.

## Software

Trados Studio 2019 requires Microsoft Office 2016, 2013, 2010 or 2007 for previewing documents and Microsoft Word for spell checking. Trados Studio 2019 fully supports all Microsoft Office 2007 - 2016 and 2000 - 2003 file formats.

The new file types for Microsoft Office files types do not require Microsoft Office to be installed. However, if you use the legacy file types:

- For processing RTF and PDF files, Trados Studio requires Microsoft Word 2003 or higher. If you are using the real-time preview feature, SDL recommends that you use Microsoft 2013, 2010 or 2007 as Word 2003 may cause certain issues. You can find potential workarounds in the [SDL Gateway](#).
- For Microsoft Excel 2000-2003, Trados Studio uses a processor to convert to Excel 2007 and back. For this to work correctly, install the Microsoft 2007 compatibility pack from the [Microsoft Download Centre](#).

## Browsers

- The **Welcome** tab with drag-and-drop capabilities is only available on PCs with Microsoft Internet Explorer 10 or later.
- On PCs with Microsoft Internet Explorer 9 or earlier, the old **Welcome** tab content is displayed.
- The SDL Language Cloud dashboard and the SDL Language Cloud terminology viewer require Internet Explorer 11 or later to work.

## Trados Studio Help

The Trados Studio Help buttons are context sensitive and redirect to the online deliverable on the SDL Documentation Center. This means that to get access to the latest updated help for Trados Studio you need an Internet connection and one of the following Internet browsers installed:

- Microsoft Edge
- Microsoft Internet Explorer 10 and later
- Google Chrome (latest version)
- Mozilla Firefox (latest version)
- Safari 7 and later

If you need to consult the full product documentation in a location with no Internet access, you can download the WebHelp documentation deliverable, a ZIP file containing all the documentation as static Web pages.

To download the ZIP file, access the following link: [SDL Trados Studio 2019 full documentation as WebHelp deliverable](#). Unpack this ZIP file in a location of your choosing and open `index.html` in an Internet browser.

Please note that the documentation may be subject to change after the product has been released. The live documentation resource at <https://docs.sdl.com/SDLTradosStudio2019> is always the most up-to-date resource.

# Installing and upgrading

## Trados Studio 2019 installation

You can download the Trados Studio installer from your [SDL Account](#).

When installing Trados Studio, make sure that you have administrator rights and that no other software is running.

Trados Studio 2019 installs side-by-side with previous major versions of Trados Studio.

You can find a full list of the software, including third-party software installed with Trados Studio in the [SDL Trados Studio 2019 Installation Guide](#).

## Trados Studio 2019 upgrade

When you upgrade from Trados Studio 2017, you can use the [Studio Migration Utility](#) to move all your configurations to Trados Studio 2019.

If you plan to install and use Trados Studio 2017 and Trados Studio 2019 side-by-side, install Trados Studio 2017 first.

If you are using a license server, after upgrading, you need to connect to a license server with SDL License Server Manager 2019 installed.

Visit <https://gateway.sdl.com> for the latest information on installation and upgrade issues.



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## Licensing Trados Studio

This section contains information on special requirements for licensing certain SDL Trados Studio versions.

For detailed instructions on how to activate single and network Trados Studio licenses, see the [SDL Licensing Help](#).

For any licensing or installation issues, contact support here: <https://gateway.sdl.com/liveagentlicensing>

## Upgrading from SDL Trados Studio 2017

After upgrading from SDL Trados Studio 2017 to Trados Studio 2019, your original license will be automatically removed from your account.

If you want to use Trados Studio 2019 side-by-side with SDL Trados Studio 2017, you can use both on the same machine using the Trados Studio 2019 license. This is only possible for single-user licenses.

## Upgrading from SDL Trados Studio 2015

After upgrading from SDL Trados Studio 2015 to Trados Studio 2019, your original license will be automatically removed from your account. To continue using an older version, you should consider purchasing a full license instead of an upgrade.

If you want to try Trados Studio 2019 side-by-side with SDL Trados Studio 2015, you can use the 30-day trial that is available in Trados Studio 2019.

## Upgrading from SDL Trados Studio 2014

Trados Studio 2019 uses a different type of activation code than SDL Trados Studio 2014. After upgrading from SDL Trados Studio 2014 to Trados Studio 2019, your original license will be automatically removed from your account. To continue using an older version, you should consider purchasing a full license instead of an upgrade.

If you have a Trados Studio Freelance edition, you can continue to use SDL Trados Studio 2014 alongside Trados Studio 2019 on the same machine until you deactivate the older product's license.

If you want to try Trados Studio 2019 side-by-side with SDL Trados Studio 2014, you can use the 30-day trial that is available in Trados Studio 2019.

## Using Trados Studio 2019 with a network license

SDL Trados Studio 2019 uses licensing technology based on SafeNet network licensing. To activate Trados Studio 2019 network licenses you need the latest version of SDL License Server Manager.

### Multiple product editions on a license server

In Trados Studio 2019, you can connect to a network license server that has multiple product licenses active and choose what Trados Studio edition to use. For more information on how to connect to a license server, see the [SDL Licensing Help](#).

### Remote Desktop connections

When using a Remote Desktop Connection, you can run more than one instance of Trados Studio on the remote workstation; however, each instance will consume a network seat.

When using Remote Desktop Services or Citrix XenDesktop, you can only activate Trados Studio with a network license. Each user session consumes one network seat until all available seats are exhausted.

## Network licensing when upgrading from a previous version

### Upgrading from Trados Studio 2011 and 2014 pre-SP2

If you are a Trados Studio 2011 or 2014 pre-SP2 user upgrading to Trados Studio 2019 in a network-licensing scenario, install the new SDL License Server Manager to activate the Trados Studio license. You can continue to use Trados Studio 2011 or 2014 pre-SP2 with network licensing using the legacy License Server Toolkit.

### Upgrading from Trados Studio 2014 SP2, 2015 or 2017

If you are a Trados Studio 2014 SP2, 2015 or 2017 user upgrading to Trados Studio 2019 in a network-licensing scenario, upgrade to the latest version of SDL License Server Manager to activate the Trados Studio license.





## **Compatibility**

This section lists the previous SDL Trados Studio versions that Trados Studio 2019 is compatible with. It also offers information on special compatibility with other important software.

## Compatibility with previous Trados Studio versions

SDL Trados Studio 2019 can run alongside previous versions of Trados Studio.

### SDL Trados Studio 2015 or SDL Trados Studio 2017

Trados Studio 2019 and SDL Trados Studio 2015 or SDL Trados Studio 2017 have the same project and package format.

### SDL Trados 2007

You can also install Trados Studio 2019 alongside SDL Trados 2007.

Trados Studio 2019 also contains its own version of the SDL Trados 2007 infrastructure so all use cases that require SDL Trados 2007 still work even if you do not have SDL Trados 2007 installed.

#### ***Backward compatibility***

Trados Studio 2019 supports the following:

- S-Tagger
- ITD
- TTX
- Upgrading TMW
- Upgrading MDB

For extensive information on backward compatibility and upgrading TMs, see the [SDL Trados Studio 2019 Help](#) and the [SDL Trados Studio 2019 Migration Guide](#).

## Compatibility with other software

### **SDL Passolo**

SDL Trados Studio 2019 is compatible with the latest CUs available for SDL Passolo 2018 and Passolo 2016.

### **MultiTerm Desktop**

You can use SDL MultiTerm 2019 and SDL MultiTerm 2017 on the same computer as Trados Studio 2019.

### **Trados GroupShare**

Trados Studio 2019 is compatible with Trados GroupShare 2017 and Trados GroupShare 2015.

Trados Studio 2019 cannot work with Trados GroupShare 2014 and below.

### SDL enterprise software

Trados Studio 2019 is compatible with all bilingual files and packages created in any version of:

- SDL WorldServer 11.x and 10.x
- SDL TMS 12.x, 11.x and SDL TMS 2011 SP6 CU1

### SDL TMS and Trados Studio extraction settings

SDL guarantees that within two months of a Trados Studio release (major version or service release), SDL TMS will update its Filters to synchronize with Trados Studio. Currently, SDL TMS does not include an auto-update feature to immediately match the changes that Trados Studio makes to its File Types via Cumulative Updates. This means that sometimes you may find differences between file content extracted as translatable text in Trados Studio and in SDL TMS. To ensure full compatibility between Trados Studio and SDL TMS, SDL recommends that you use the version of Trados Studio that contains the same set of File Types as your SDL TMS. You can also manually configure the SDL TMS Content Types settings to synchronize the content extraction logic.

For more information on which version of Trados Studio is in line with SDL TMS, contact [SDL Support](#) or check the SDL TMS release notes.

### Adobe InDesign and InCopy

Trados Studio supports the CC and earlier versions of Adobe InDesign and InCopy. CC is the current version of Adobe InDesign and InCopy at the time of the 2019 release of Trados Studio.

If Adobe releases new versions of InDesign and InCopy following the Trados Studio 2019 release, SDL may implement support for these through another service release or through a cumulative update. Until then, you can use the **Process unsupported file versions** option in Trados Studio to open any IDML and ICML files. This option enables compatibility for files created in higher Adobe versions than the one available at the time of the last Trados Studio update.

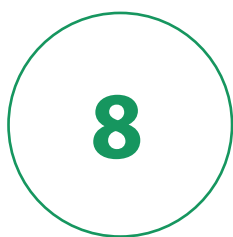
This option is available on the **Common** page of these two **File Types** settings.

### Adobe FrameMaker

Trados Studio 2019 supports Adobe FrameMaker 2017, 13.x (released as FrameMaker 2015), 12.x, 11.x, 10.x, 9.x and 8.x.







## **Supported releases**

SDL Trados Studio 2019 is the **fully supported** release of Trados Studio. SDL continues to support Trados Studio 2017 as the **limited support** release.

Following the release of Trados Studio 2019, SDL has moved Trados Studio 2015 to an **extended support** period that lasts until the 31 December 2018, before moving to the **retired** state.

Trados Studio 2014, 2011 and 2009 are in **retired** state and are no longer supported.

SDL does not provide technical assistance, issue service packs or hotfixes for retired releases. For Trados Studio 2019 and Trados Studio 2017 SDL will issue service releases and cumulative updates as and when required.

## Limited support

The following file types benefit from limited support (no new feature development):

- Word binary \*.doc
- PowerPoint \*.ppt

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## Localization

The user interface and the Help for SDL Trados Studio 2019 are available in the following languages:

- German
- French
- Spanish
- Japanese
- Simplified Chinese
- Italian (user interface only)
- Russian (user interface only)
- Korean (user interface only)

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## **Further information**

This section lists the resources available for getting more help and information on **SDL Trados Studio**.

## Help

### SDL Trados Studio Help

The Help for Trados Studio 2019 is available by selecting **Help tab > Help Topics** in Trados Studio. You can also go to <https://docs.sdl.com/SDLTradosStudio2019> to access the Trados Studio Help. Here you can find links to:

- Information on installing and upgrading to Trados Studio 2019
- Videos and information on how to get started with SDL Trados Studio
- Help topics about working with SDL Trados Studio and Trados GroupShare projects.

### Trados GroupShare Help

If you are working with Trados GroupShare projects, you may also find the [SDL Trados GroupShare Help](#) useful. Here you can find links to:

- Information on installing and upgrading Trados GroupShare
- Help topics describing how to work with Trados GroupShare

### MultiTerm Help

See the [SDL MultiTerm Help](#) for more information on working with termbases.

## Customer support

To contact Technical Support, connect to the Customer Support Web Portal at <https://gateway.sdl.com> and log a case for your SDL product. You need an account to log a case. If you do not have an account, contact your company's SDL Support Account Administrator.

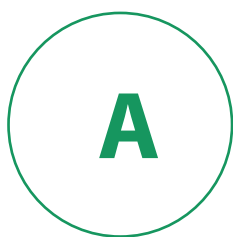
## Creating a Support and Maintenance contract

You need valid Support and Maintenance contract to log a support case. If you do not have a valid Support and Maintenance contract to see your Support options go to your SDL Account:

### Procedure

1. Go to [www.sdl.com](http://www.sdl.com).
2. Select **Account login** and log in with your email and password.
3. Select your profile name and then **Support**
4. Complete registration by filling in your details.

If you have any other issues regarding Trados Studio, go to [SDL Trados Translation Productivity Community](#).



# Acknowledgments

SDL Trados Studio includes open source or similar third-party software.

#### **#ziplib**

#ziplib (SharpZipLib, formerly NZipLib) is a Zip, GZip, Tar and BZip2 library written entirely in C# for the .NET platform. It is implemented as an assembly (installable in the GAC), and thus can easily be incorporated into other projects (in any .NET language).

#### **Apache log4net**

The Apache log4net library is a tool to help the programmer output log statements to a variety of output targets. log4net is a port of the Apache log4j™ framework to the Microsoft® .NET runtime.

#### **Hunspell**

Hunspell is the spell checker of LibreOffice, OpenOffice.org, Mozilla Firefox 3 & Thunderbird, Google Chrome, and it is also used by proprietary software packages, like Mac OS X, InDesign, MemoQ, Opera and SDL Trados Studio.

#### **ICU (International Components for Unicode)**

ICU is a mature, widely used set of C/C++ and Java libraries providing Unicode and Globalization support for software applications. ICU is widely portable and gives applications the same results on all platforms and between C/C++ and Java software.

#### **SafeNet Sentinel**

SafeNet's Sentinel software licensing products and software protection solutions provides software publishers control and visibility into how their applications are deployed and used.

#### **Spring.NET**

Spring.NET is an application framework that provides comprehensive infrastructural support for developing enterprise .NET applications. It allows you to remove incidental complexity when using the base class libraries makes best practices, such as test driven development, easy practices.

#### **WiX**

The WiX toolset builds Windows installation packages from XML source code. The tool-set integrates seamlessly into build processes.

#### **Xerces-C++**

Xerces-C++ is a validating XML parser written in a portable subset of C++.