

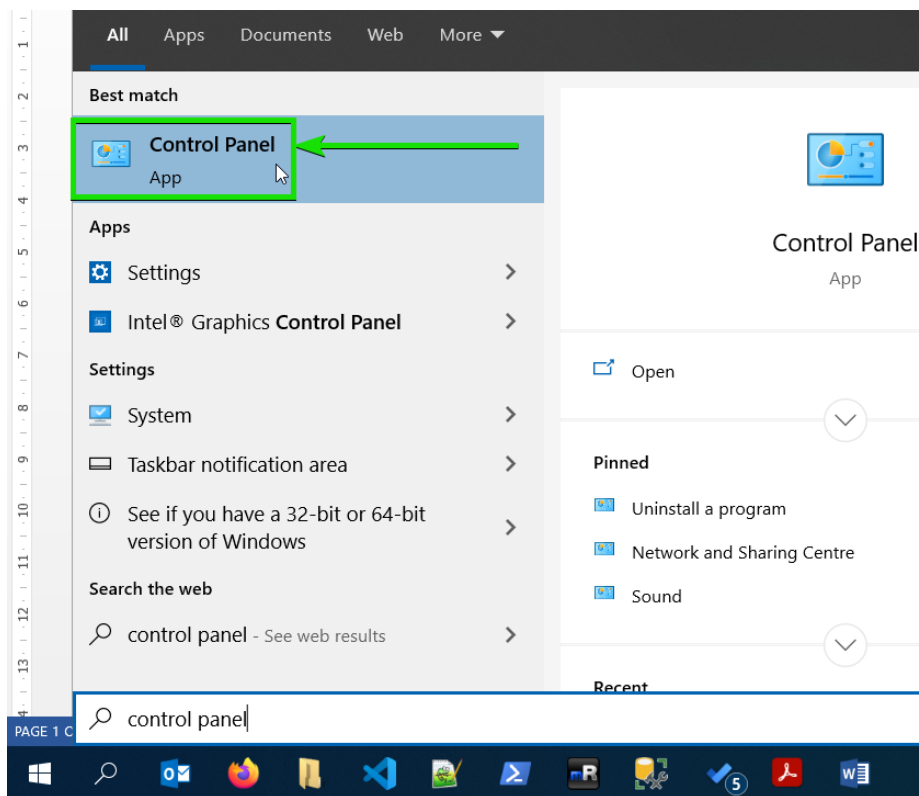
How to re-install the MultiTrans Client

Before proceeding, please close all programs including the MultiTrans Client itself and refer to the following documentation to back up any local resources on your computer:

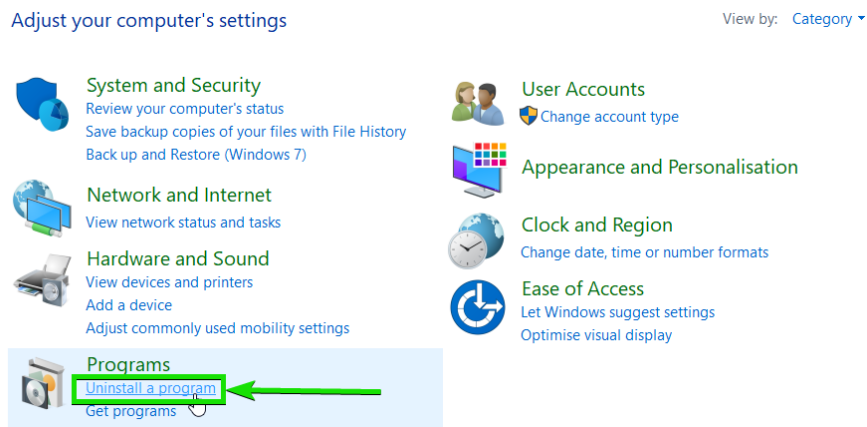
<https://docs.sdl.com/785465/787543/sdl-multitrans/checklist--before-installing-workstation-software>

Step 1 – Uninstall MultiTrans

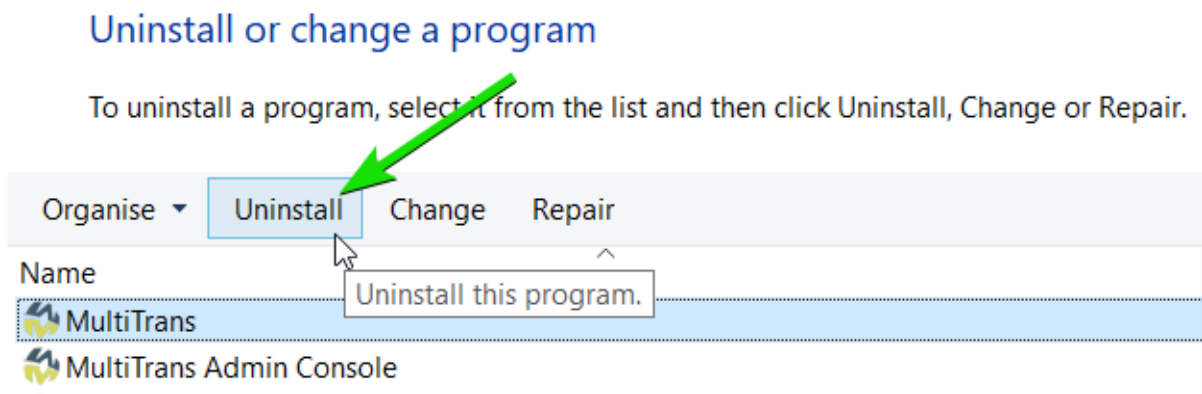
Click the Start Menu and open the **Control Panel**:



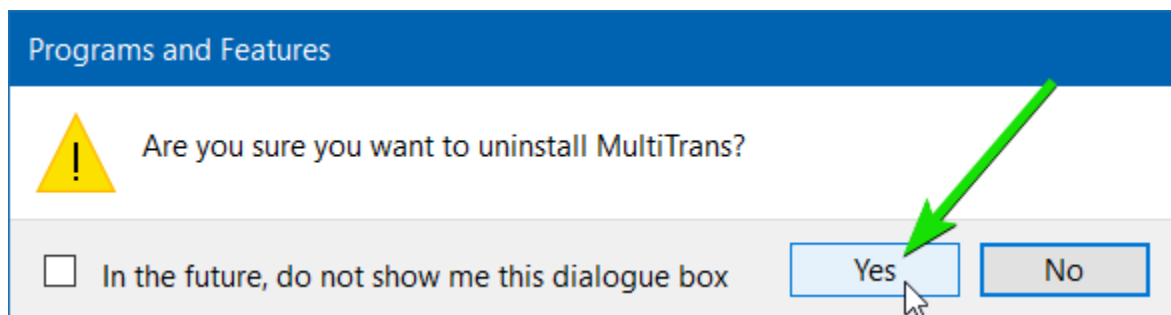
Click **Uninstall a program**:



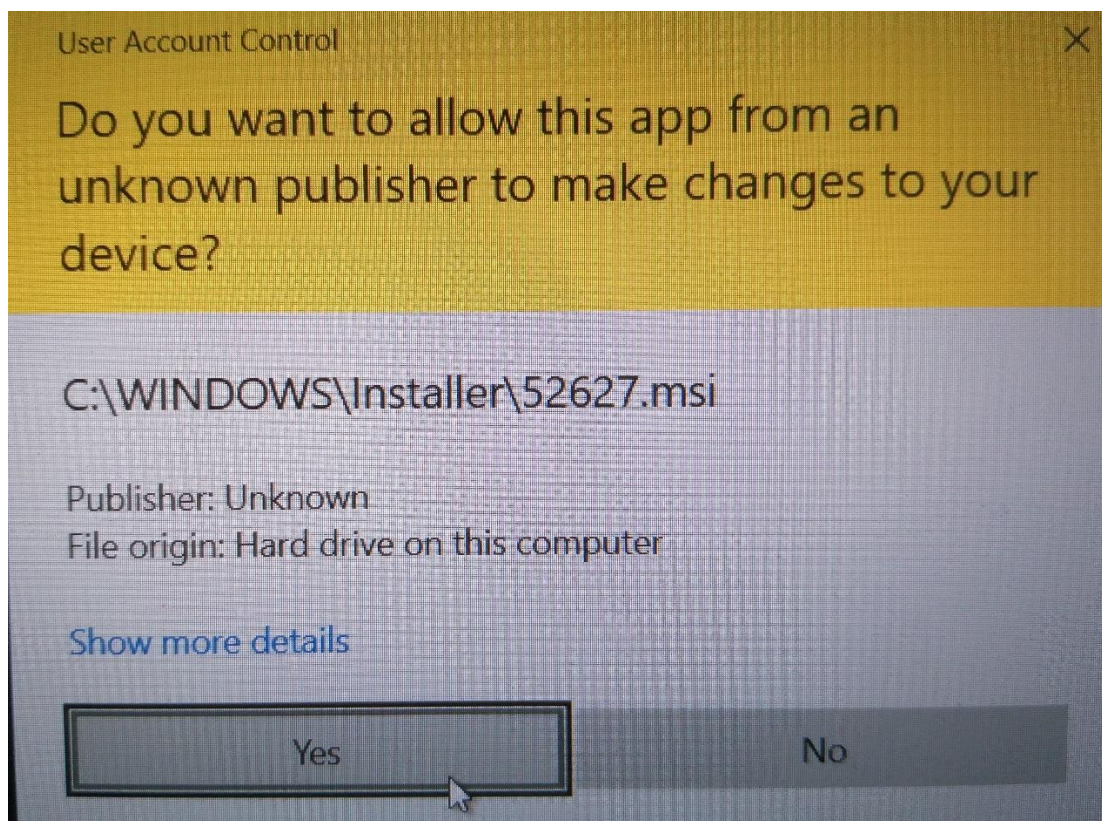
Scroll down the list and click on **MultiTrans**, then click **Uninstall**:



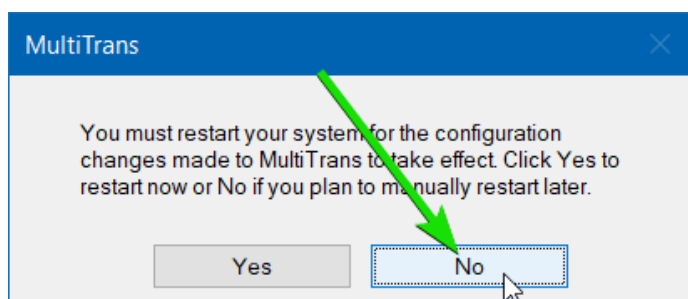
Click **Yes** to confirm that you want to uninstall MultiTrans:



If this message appears on your screen, click **Yes**:



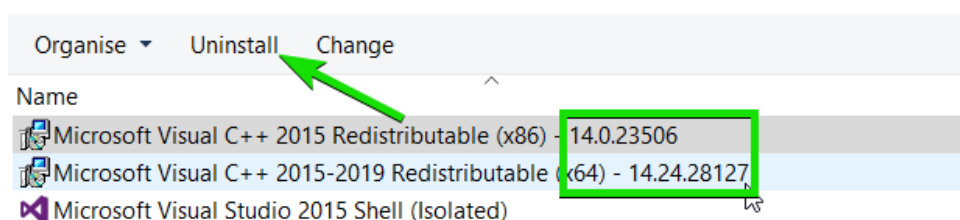
When you are prompted to restart your computer, you may select **No**:



In the list of installed programs, look for **Microsoft Visual C++ Redistributable**. There are likely to be multiple occurrences of this with a different version number next to each one. **Uninstall each one that is version 14.0.23506 and above:**

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change or Repair.



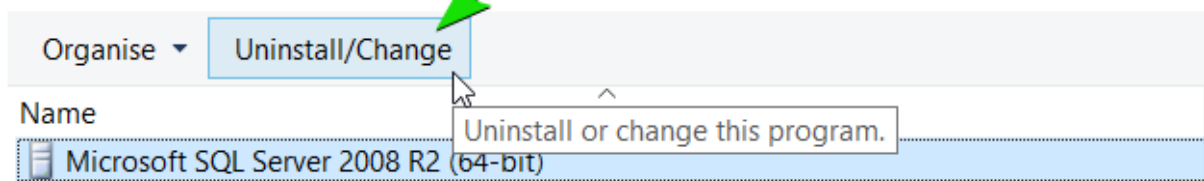
Step 2 – Uninstall Microsoft SQL Server

Please note that this step is not required if Microsoft SQL Server is not installed on your computer.

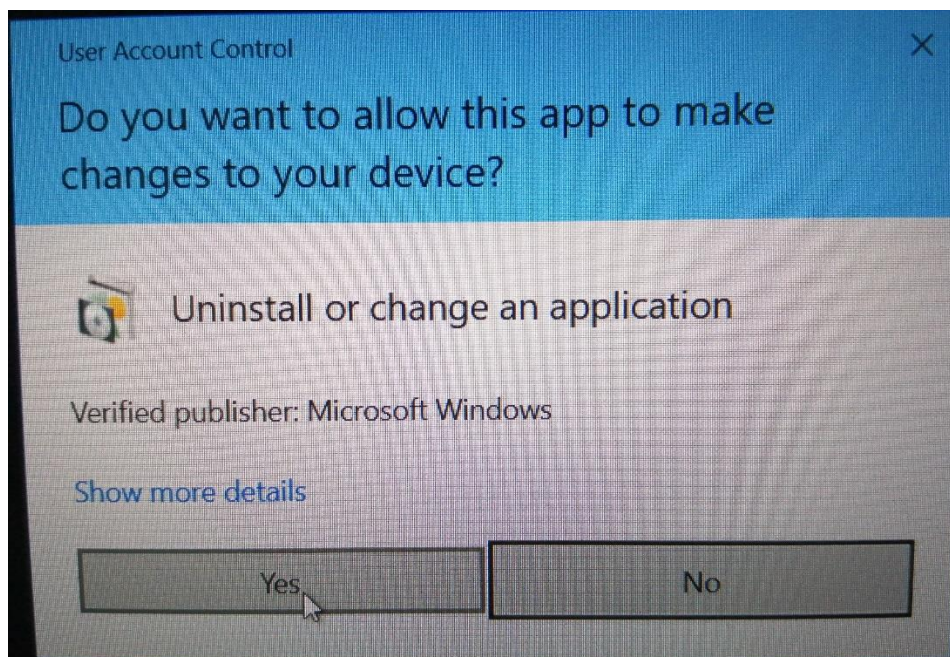
Look at the list of installed programs and look for **Microsoft SQL Sever 2008 R2**. If it is not installed, skip to Step 3, otherwise select it then click **Uninstall**:

Uninstall or change a program

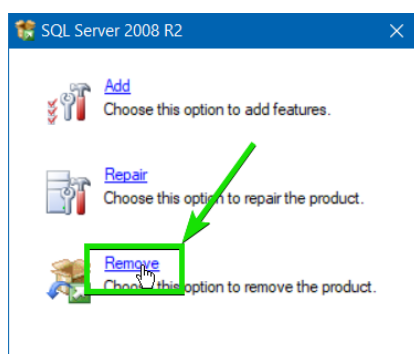
To uninstall a program, select it from the list and then click Uninstall, Change or Repair.



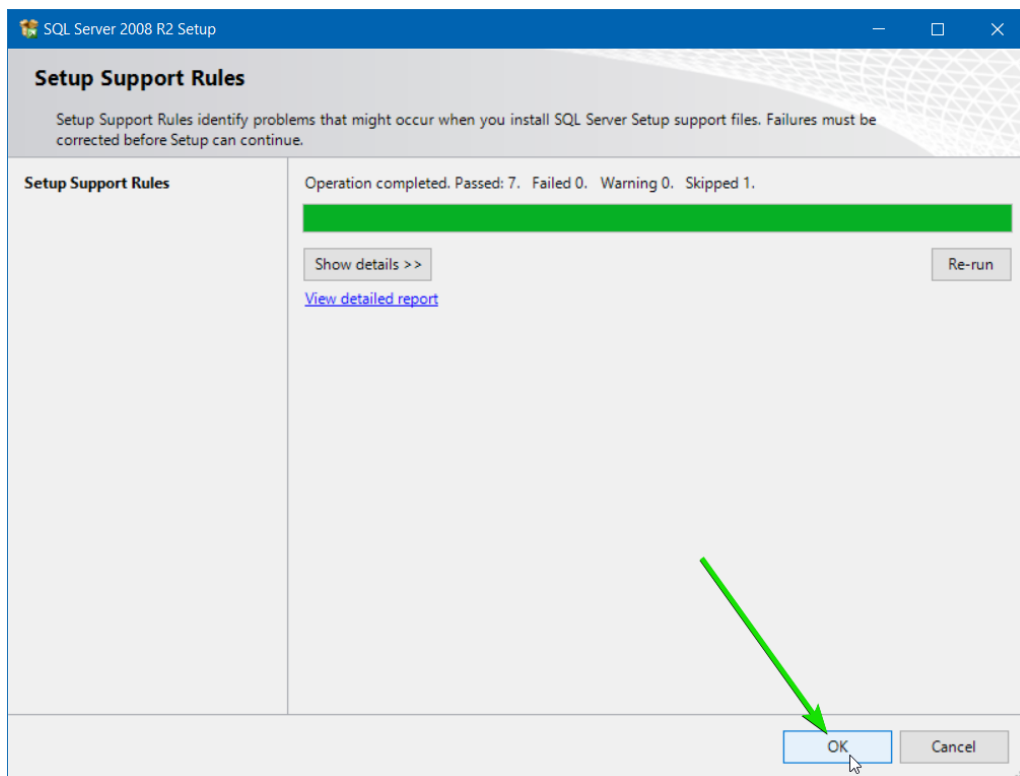
If this message appears on your screen, click **Yes**:



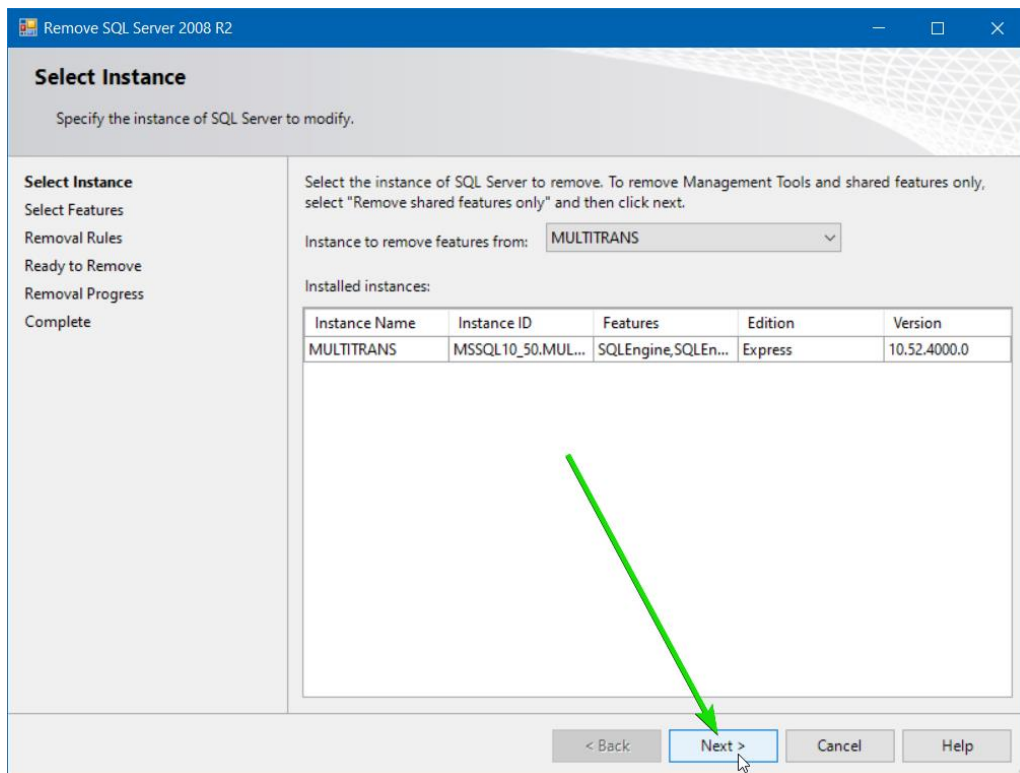
Click **Remove**:



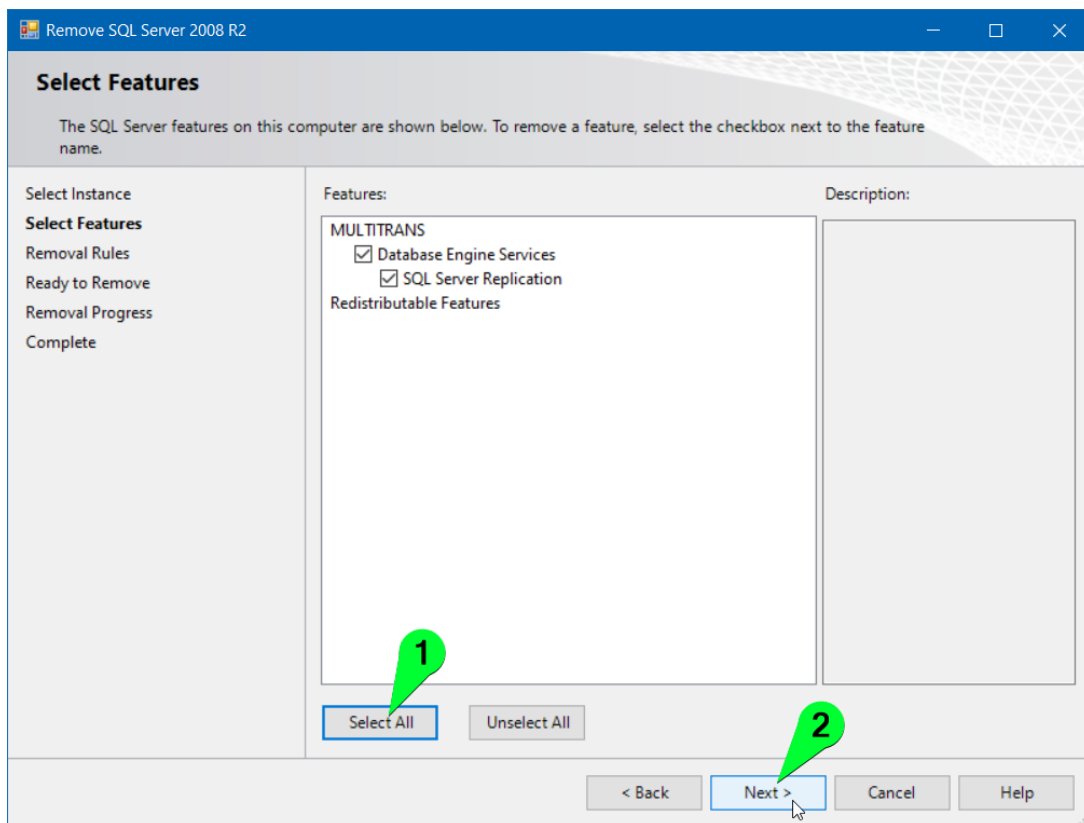
Click **OK**:



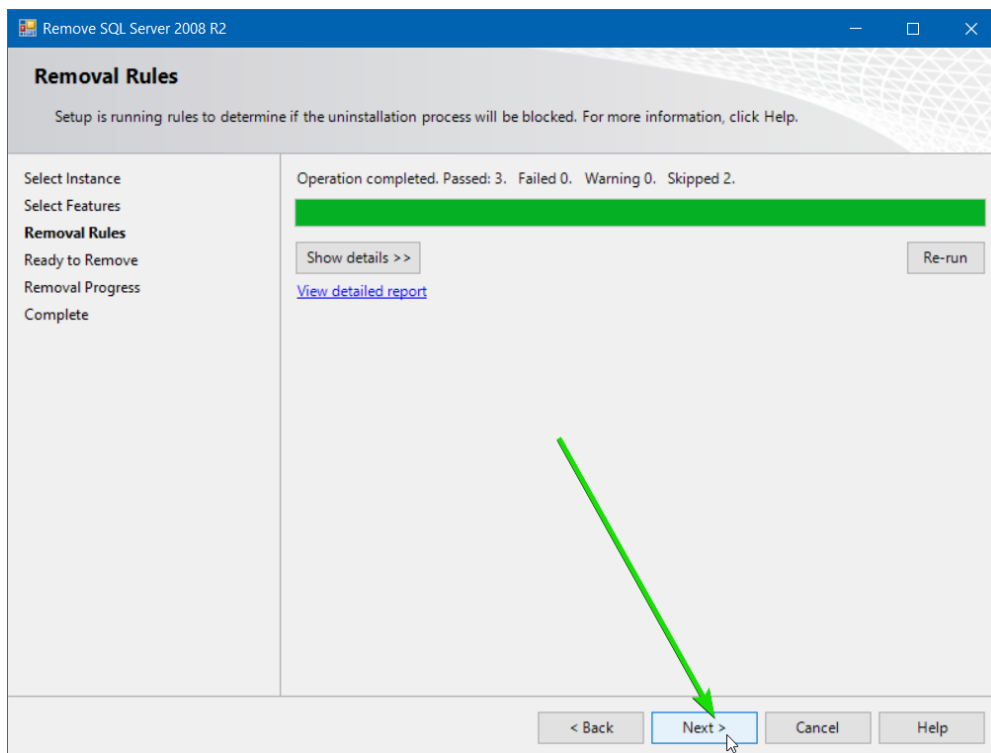
Click **Next**:



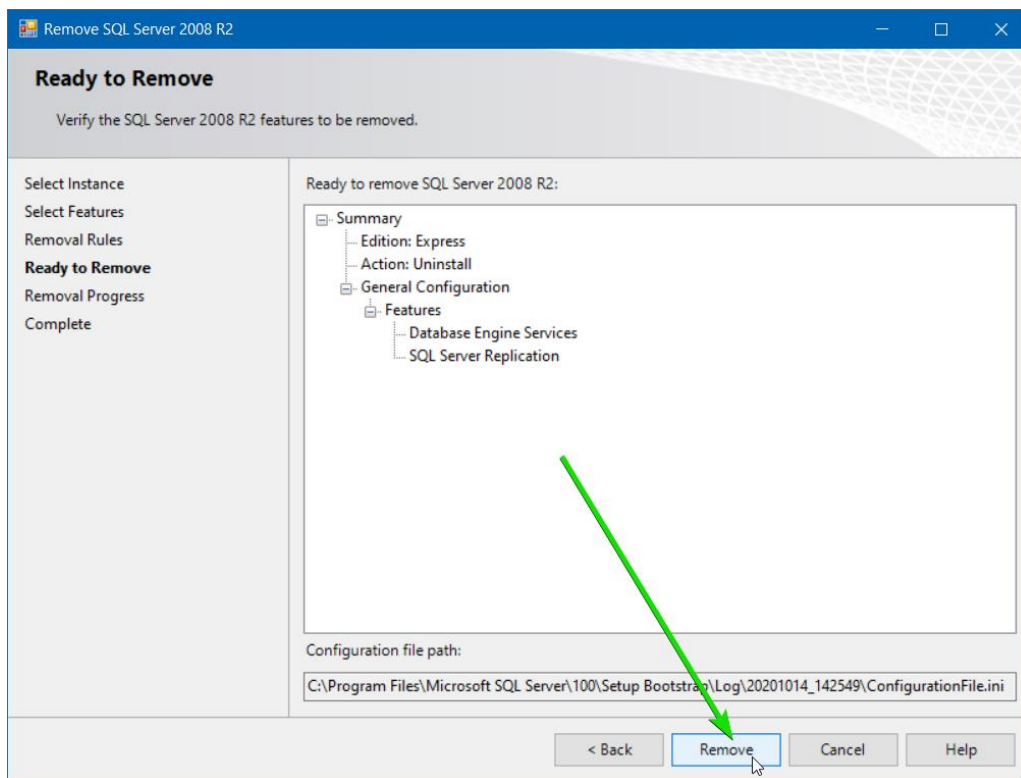
Click **Select All** then click **Next**:



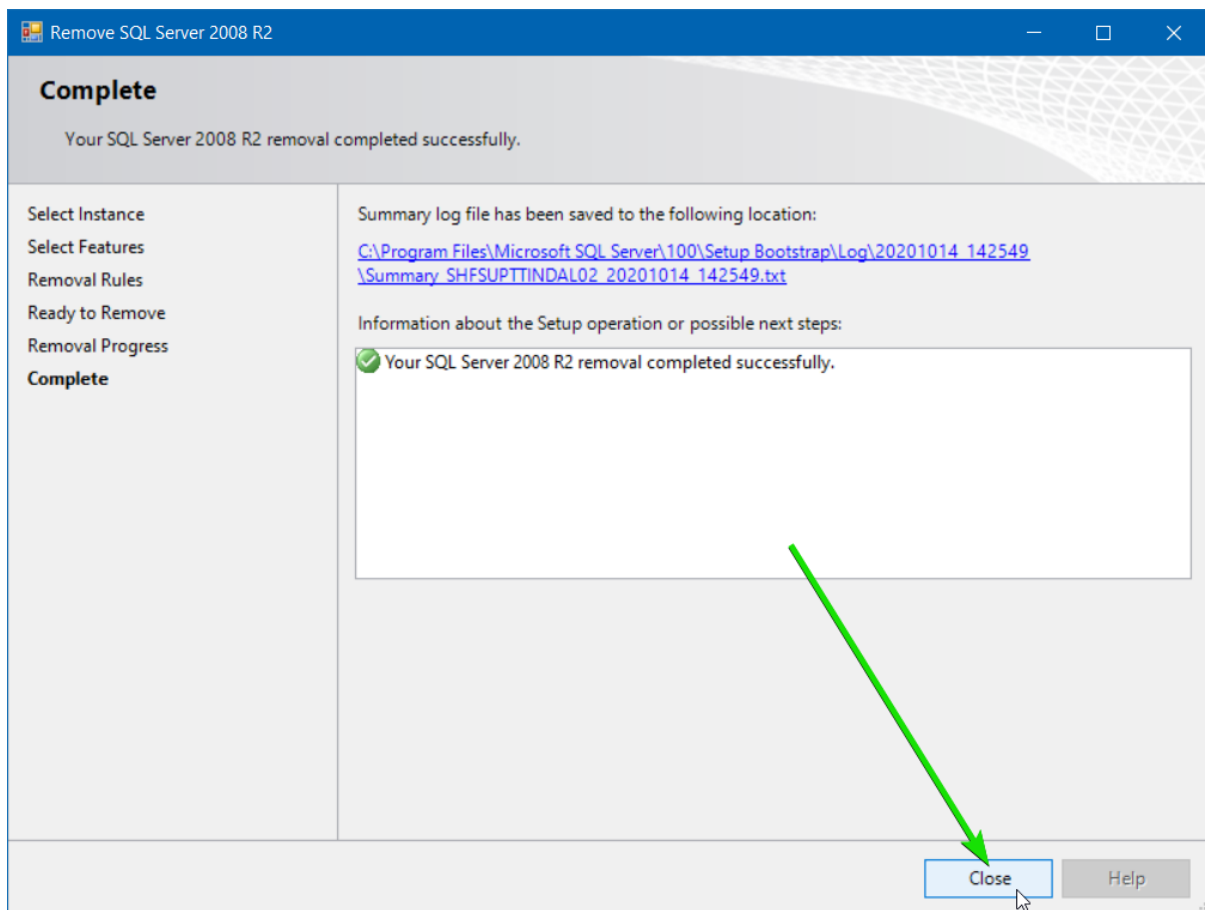
Click **Next**:



Click **Remove**. This part may take a few minutes to complete:



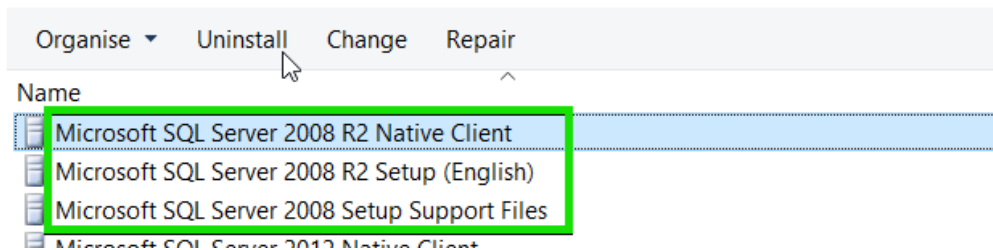
Once this has completed, click **Close**:



From the list of installed programs, select each item with **Microsoft SQL Server 2008** in its name and **uninstall** them:

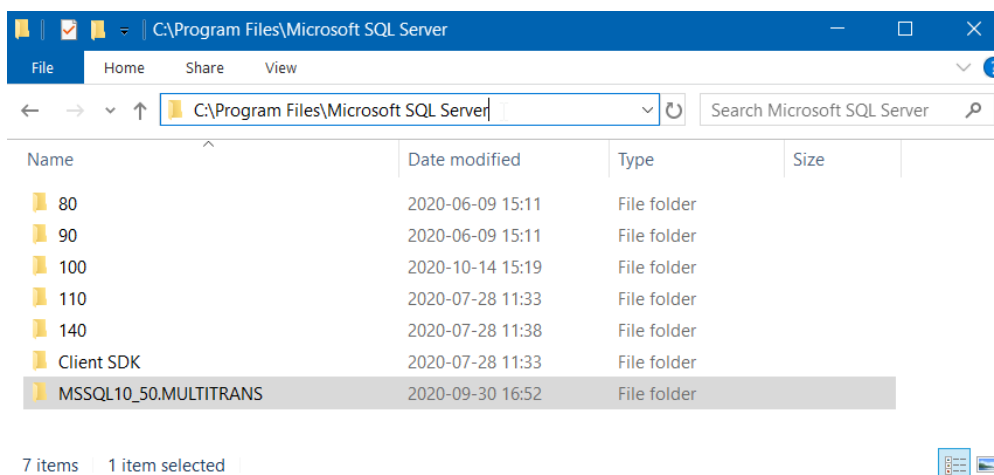
Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change or Repair.

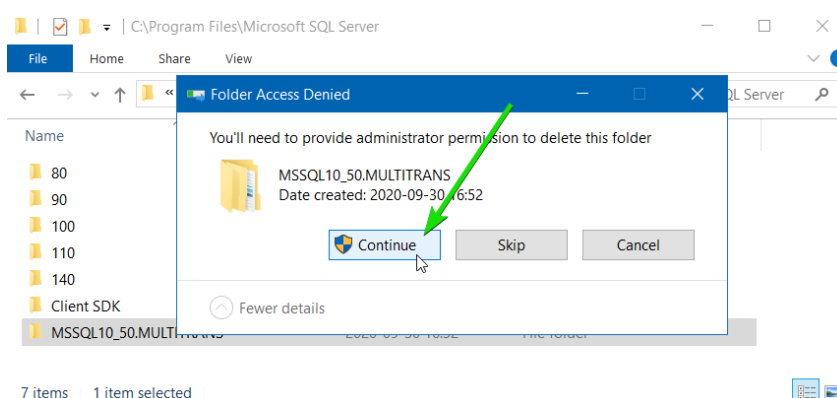


Once you've uninstalled the above programs, go to the following folder:

C:\Program Files\Microsoft SQL Server



Click on the folder named **MSSQL10_50.MULTITRANS** then delete it. If you're prompted to provide administrator permissions, click **Continue**:

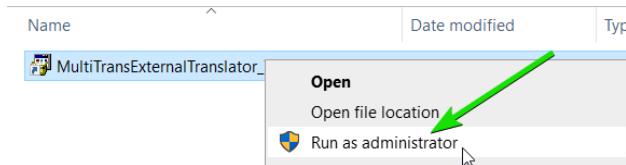


Now **restart your computer**.

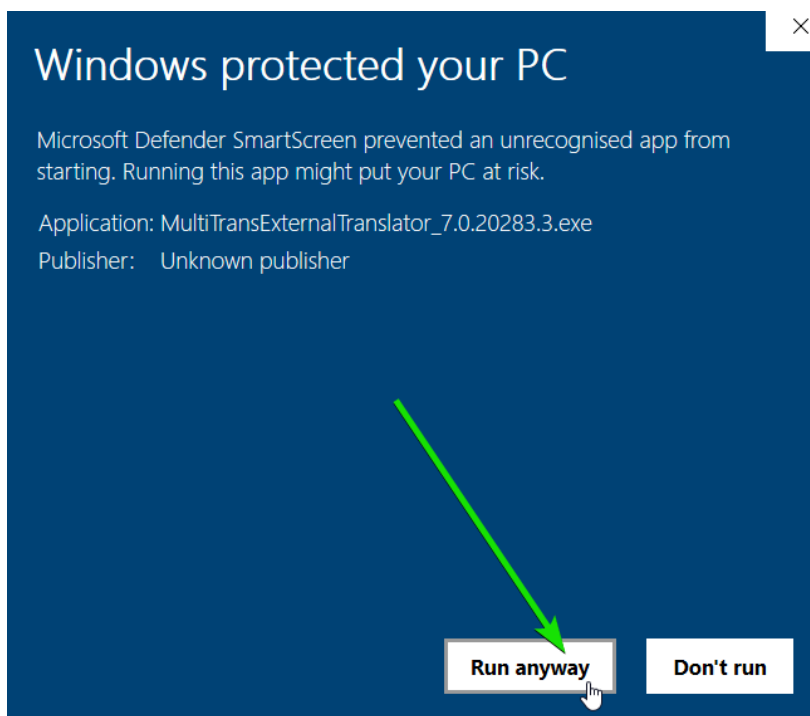
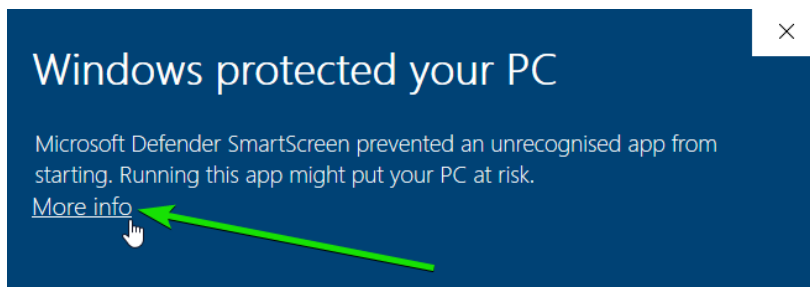
Step 3 – Install MultiTrans

Before proceeding, please make sure that you have restarted your computer and closed all other programs.

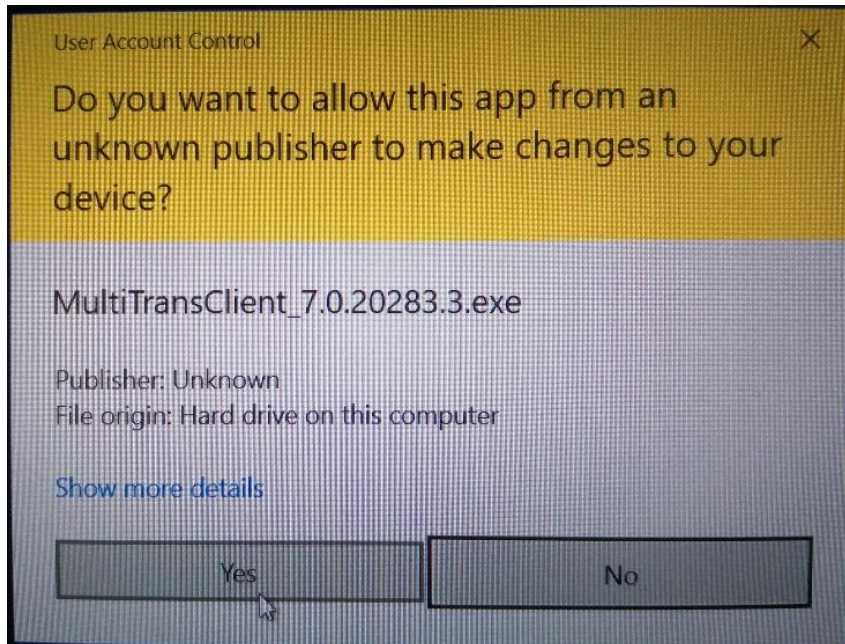
Right-click on the MultiTrans installer and select **Run as administrator**:



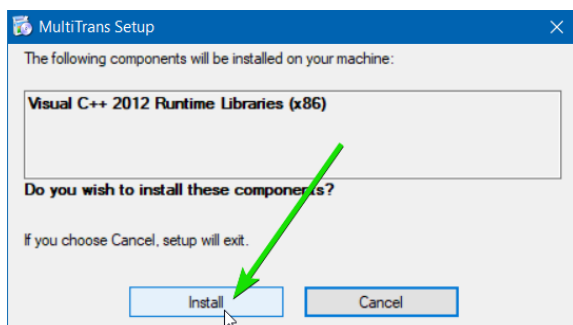
If this message appears on your screen, click **More info** then click **Run Anyway**:



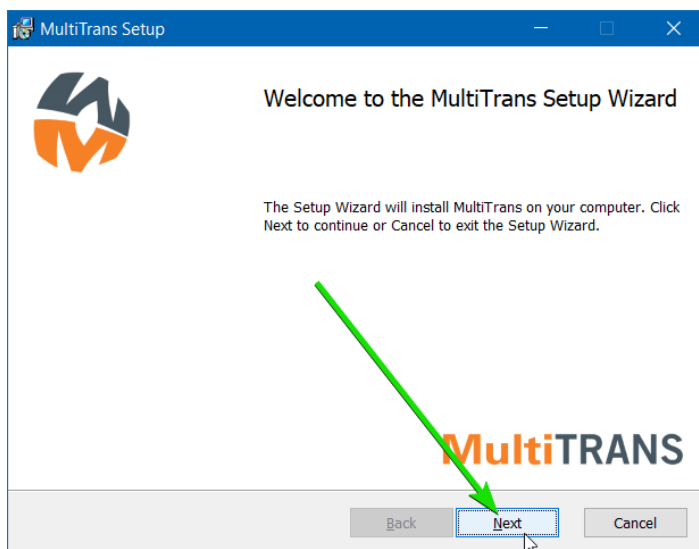
If this message appears on your screen, click **Yes**:



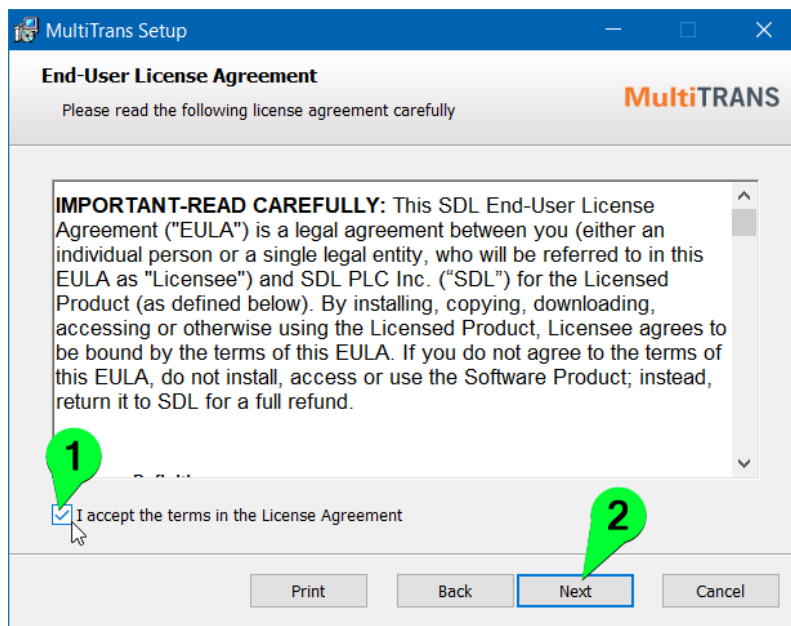
Click **Install**:



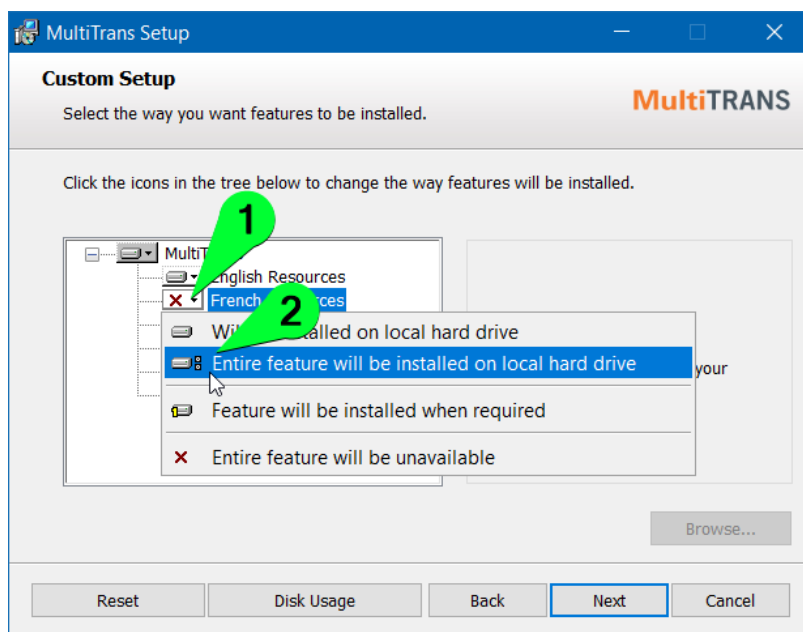
Click **Next**:



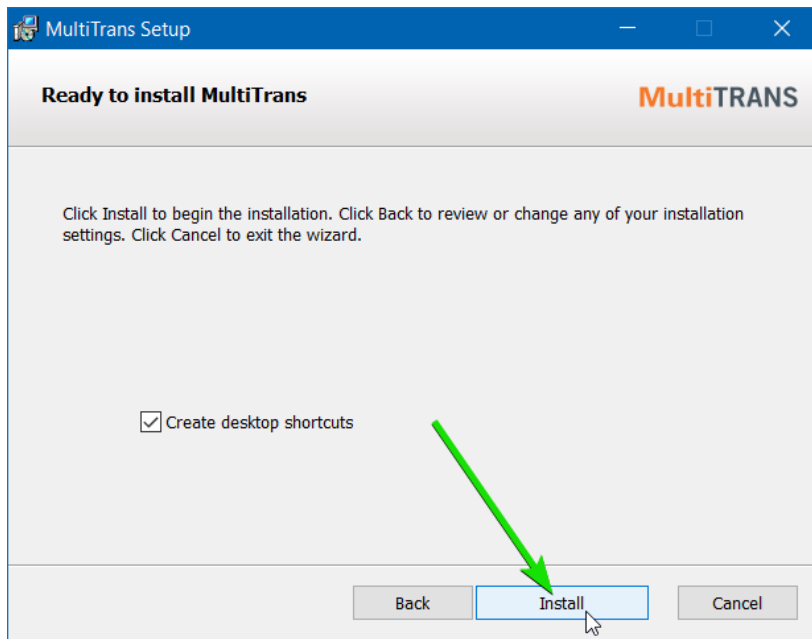
Click the checkbox to accept the License Agreement, then click **Next**:



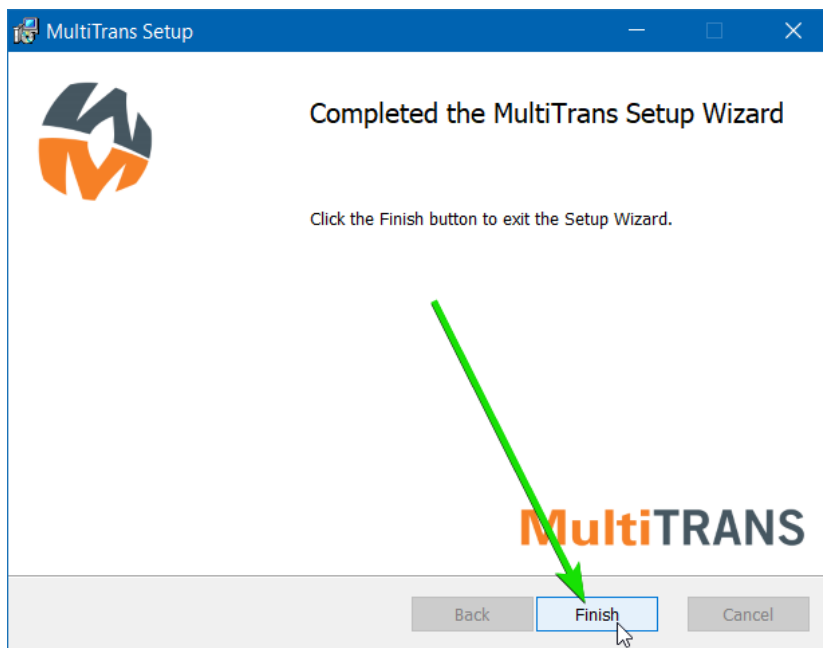
If you want the MultiTRANS interface to be displayed in a language other than English, click the red cross **X** icon next to the name of the language, then select **Entire feature will be installed**. Then click **Next**:



Click **Install**. This may take a few minutes to complete:



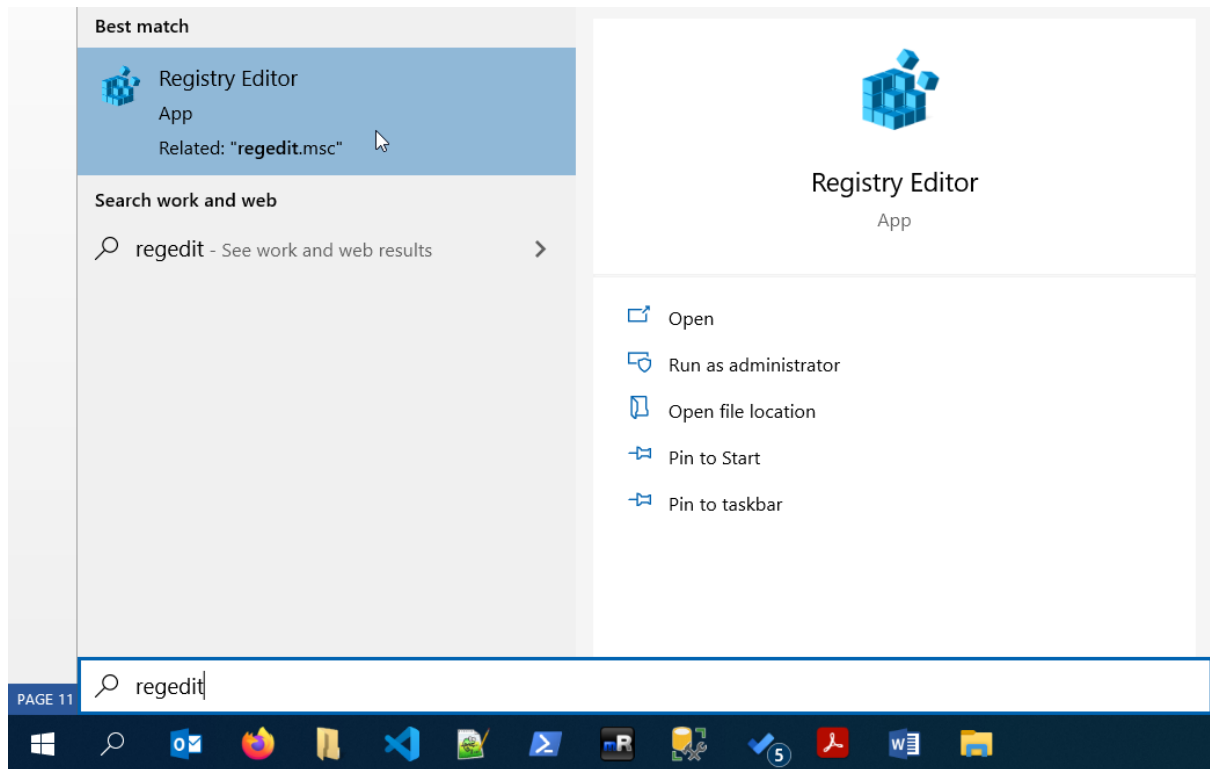
Click **Finish**:



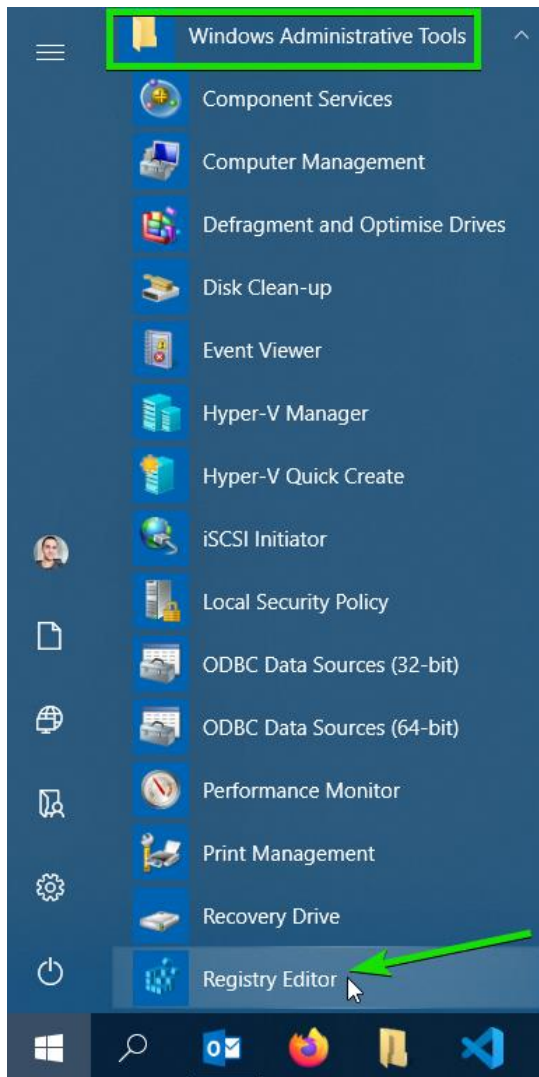
If you're running the **MultiTRANSExternalTranslator** version of the installer, click **No** when prompted to restart your computer and **proceed to the next step**, otherwise click **Yes** to restart your computer and **ignore the next step**.

Step 4 (ExternalTranslator only) – Modify the Windows Registry

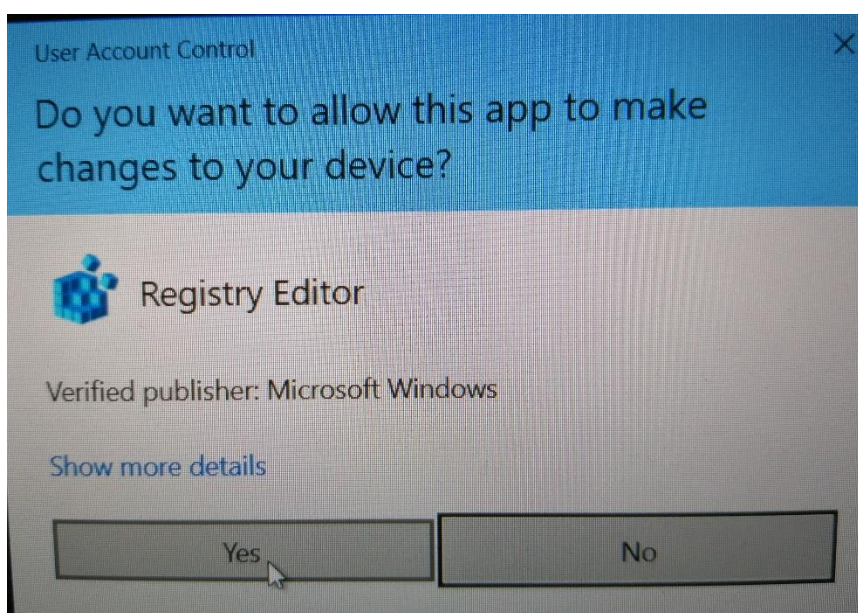
Now click the Start Menu and search for **regedit**, then click to open the **Registry Editor** program:



Alternatively, you can find this under **Start > Windows Administrative Tools > Registry Editor**:

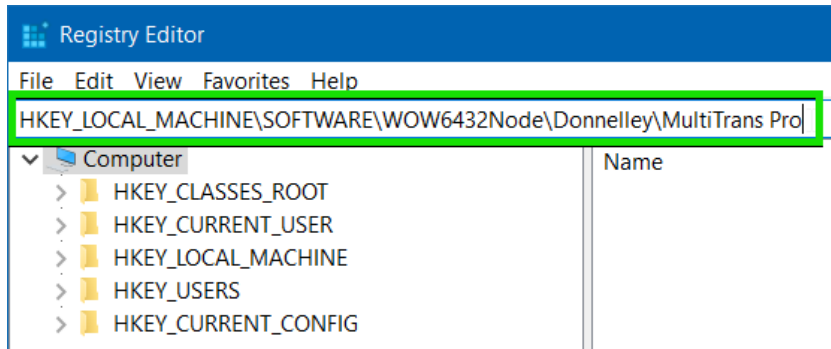


If you see this message appear on your screen, click **Yes**:

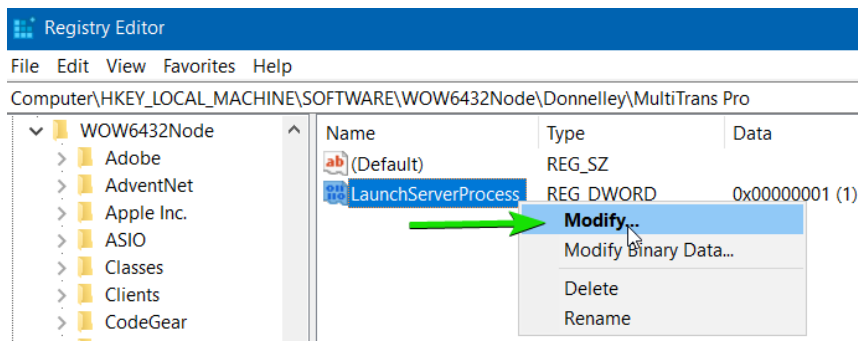


Copy and paste the following into the text box at the top of the window, then press **Enter**:

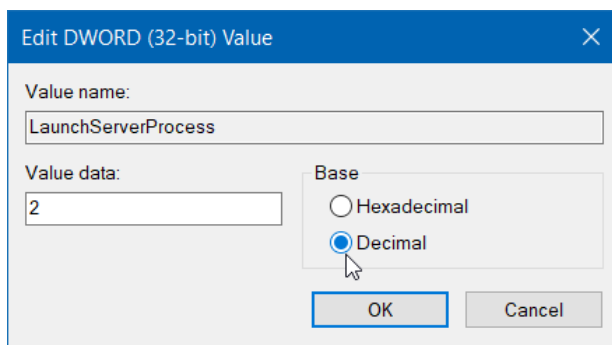
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Donnelley\MultiTrans Pro



Right-click on **LaunchServerProcess** then click **Modify...**:



Select the **Decimal** option, then type the number **2** in the Value data field and click **OK**:



Now **restart your computer**.