

WinLexic. Frequently Asked Questions

1. WinLexic License Key

- **I have lost my license key. Can you, please, help me?**

There are two ways how to restore lost License Key for WinLexic:

1. Visit <http://clients.aithelp.com/> and log in using e-mail, which you have indicated for sending the license key, when ordering WinLexic.

On this web site you can always find all your licenses and restore any lost license key.

2. Send us your Purchase ID or you registration name and e-mail, which you have indicated for sending the license key, when ordering WinLexic at support@winlexic.com and we will send you your license key.

- **What happens if I have to reinstall your program say if my PC crashes? Do I have to request new license key?**

No, license key is not tied to any particular installation of WinLexic on physical PC.

- **Can I install WinLexic on my second computer using the same license?**

You can legally install WinLexic on another PC (or laptop) using the same license key, provided that you will be the only user of the program.

Please note that WinLexic licensed for one computer will not run on two or more machines in one network.

2. Other (not Microsoft) glossaries

- **I would like to know whether I might use WinLexic to manage not only Microsoft glossaries, but also other ones I have made myself or downloaded from the Internet. Perhaps it might be possible if I saved them exactly in the same format as Microsoft glossaries.**

As WinLexic was designed to work with Microsoft glossaries, we cannot guarantee it will work correctly with any other glossaries. But you can try to manage them. There are important conditions: source should be in the first column and target in the third column.

3. WinLexic on a virtual machine

- **Can I run WinLexic on a virtual machine?**

Unfortunately WinLexic cannot be run on a virtual machine because of the built-in protection, it goes to both evaluation and licensed versions.

4. Updated Microsoft glossaries

- **Are the glossaries updated by Microsoft? And if they are, will WinLexic take those changes or updates into account?**

Microsoft updates glossaries. Updated glossary can be downloaded and integrated to WinLexic. You just need to download a new glossary and integrate it. The old file will be overwritten.

5. Displayed in question marks

- **I tried to integrate a Russian glossary, but this language is only displayed by question marks.**

Please, try the following: open Regional and Language Options, switch to Advanced tab and select "Russian" as "language to match the language version of the non-Unicode programs you want to use".

6. Remove glossaries

- **How can I delete the glossary, which I don't need anymore?**

If you need to remove glossaries from WinLexic, please, do the following:

1. Launch WinLexic.
2. Click Manage Glossaries button.
3. Select Open WinLexic Downloads and WinLexic Glossaries option.
4. Click Next button.
5. You will see window with WinLexic Downloads and WinLexic Glossaries. Select glossary folder you want to delete from the WinLexic Glossaries and press delete button on your keyboard.

7. I need German - Polish glossary. Could you offer me this product?

- **I need German - Polish glossary. Could you offer me this product?**

WinLexic is an interface, displaying glossaries in a nice convenient way and simplifying downloading of them. So we do not sell or provide the glossaries themselves.

8. System requirements

WinLexic System Requirements	
Operating System	Windows 98 SE or higher
CPU	300 MHz or higher
Memory	256 Mb or more
Hard Disc Space	at least 10 Mb



Quick troubleshooter

If you have some problems with CatCount, we recommend you to download and install the latest build of the program. Many problems disappear after installing of latest build.

You can download the latest build of CatCount at:
<http://www.winlexic.com/download.html>