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Last updated: 12/11/2018 10:58

1. MemoQ for Windows vs MemoQweb / ELM vs CAL licenses

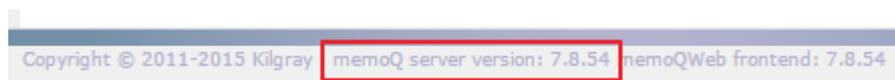
a. MemoQ for Windows vs MemoQweb

As you know, when you have been assigned a project in MemoQ you have 2 options: use [MemoQWeb](#) or the full local MemoQ client for Windows. We strongly recommend using the Windows version as it includes the full set of features like spellchecker, QA...etc.

This guide describes how to install, set up and basic workflow with the MemoQ client for Windows.

The first thing you should be aware of is that Kilgray maintains several versions of MemoQ at the same time, for example: 8.4, 8.5, etc. It is recommended you use the same MemoQ client as the Codex server; if you are unsure, check with your PM.

Alternatively, you can see this information at the bottom of the MemoQWeb page when you log in: <http://memoq.codexglobal.net/memoqweb/>



b. ELM vs CAL licenses

In 1st November 2018 we migrated from ELM to CAL licenses. This means that you will no longer need to run the Activation Wizard every time you check out a project. However you need to make sure:

1. Your MemoQ edition is either Free or TPro (you can check in **MyMemoQ** menu)
 - a. If your MemoQ shows edition *None*, then you need to activate it.
2. You have cleared the CAL server details in **MyMemoQ/Activation/CAL**

The details about these steps are described in the [section below 9.c.](#)

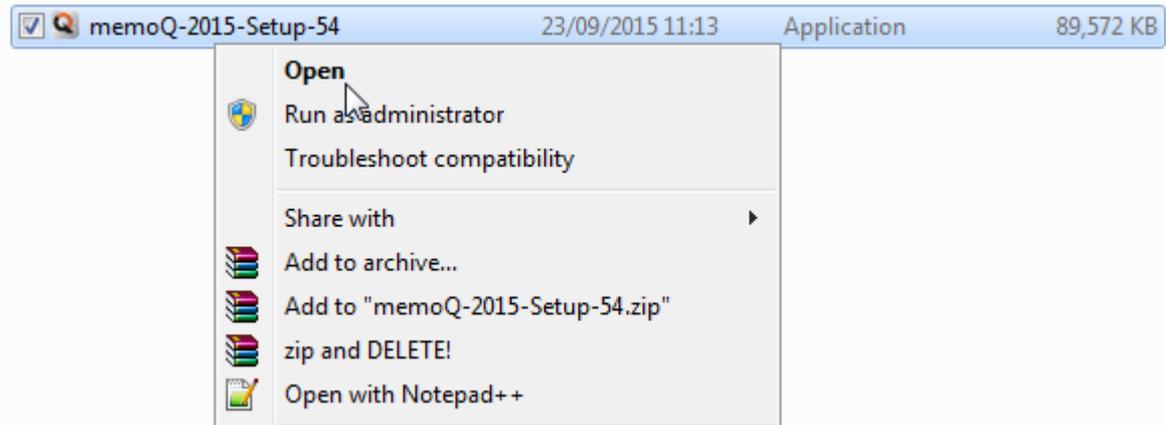
IMPORTANT INFORMACION ABOUT OFFLINE WORK:

Whether you work from MemoQ client or MemoQweb, you will always need a stable internet connection. If you do not own a MemoQ license you will be borrowing one from our servers, this means that if your internet connection drops you will lose that license -unless you have your own.

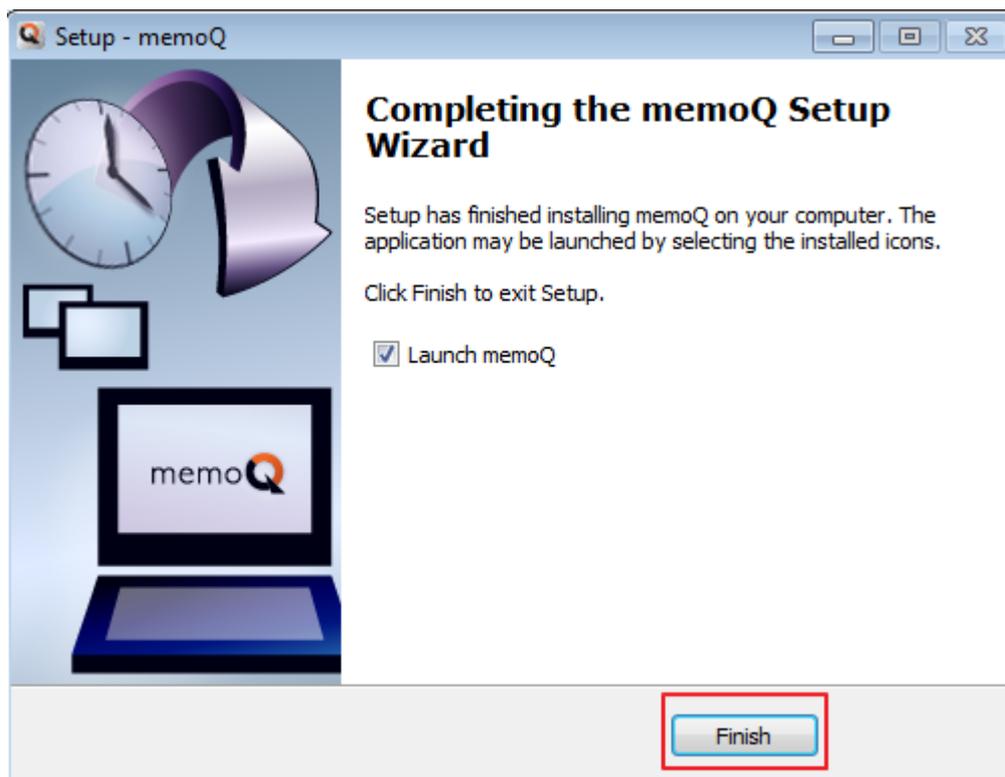
For efficiency and productivity purposes, all our projects use cloud Translation Memories, for that reason you will always need to be connected to the internet to confirm each segment, and search in the TM. Therefore, this requirement stands regardless of the type of license you use (borrowed or your own).

2. Download and Installation

Download the correct version from <https://www.memoq.com/downloads> and open the Installer, i.e.: **memoQ-8-4-Setup-12.exe**



Go through the installer until you complete the set up and click on **Finish**.



3. How to buy MemoQ (20% discount and 30 EUR cashback)

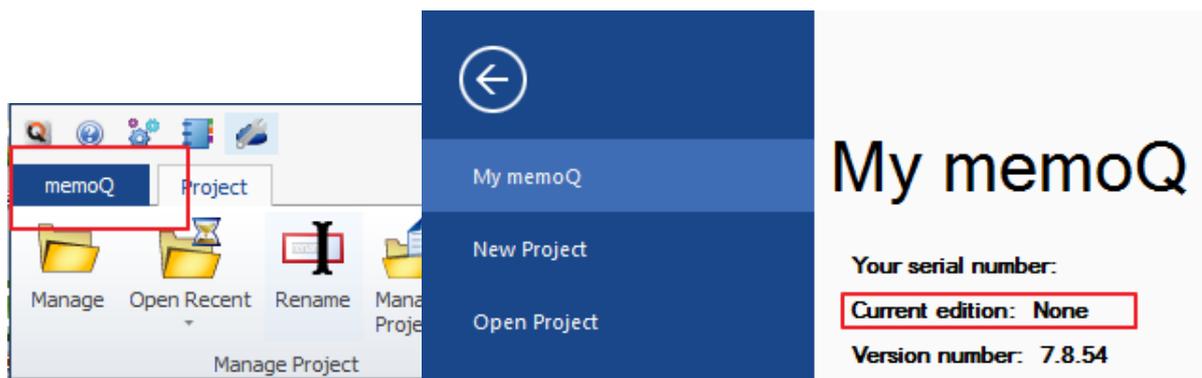
You can buy memoQ Translator Pro at 20% discounted price by using this link:
<https://www.memoq.com/Referral/Claim/?RefCode=r4llvign>

Once you have bought it you may request a 30 EUR cashback on your next job for Codex. Please contact your Project Manager.

All linguists with their MemoQ Translator Pro license have **higher priority on our supplier selection process**. Our Vendor Management department keeps track of all MemoQ owners and in some instances, we might assign some projects with these translators first when our pool of licenses is limited. In addition, purchasing MemoQ will give you access to Kilgray support and allow you to use it for any of your projects and clients.

4. MemoQ Activation & Serial number

Before you start working with MemoQ you will need to activate it (Free or Translator Pro), simply click on **MemoQ/My memoQ** to check the **current edition**:



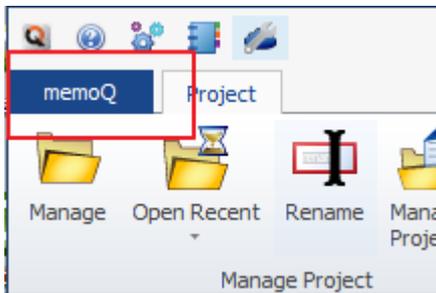
In order to be able **to translate in MemoQ** you will need a **Translator Pro license**, so either you have your own or you borrow one from our server.

Editions available:

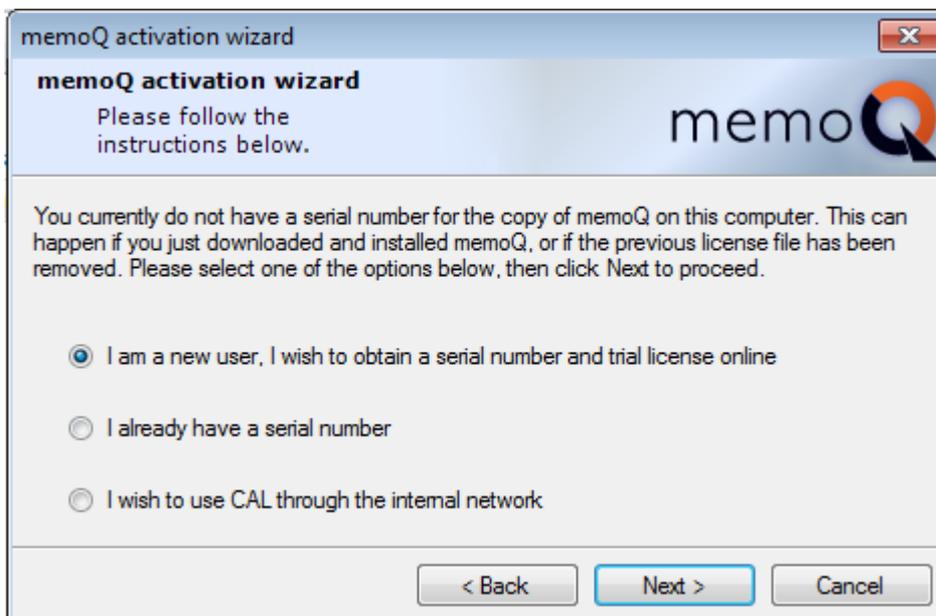
- ✓ **Translator Pro:** You can go ahead and check out a project from our servers, congratulations!
- ✓ **Free:** Your memoQ is activated but you will need a TPro license if you want to check out a project from our servers.
 - *If your license is one of these two then you can keep reading on [#8 How to Open/Check out a project](#) or [troubleshooting](#).*
- ✓ **None:** Your memoQ is not activated so you will need either a TPro or Free license.

5. MemoQ activation: different scenarios

The first time you install and run MemoQ you should see the Activation Wizard. Otherwise, you can open it from **MemoQ/Activation Wizard**:



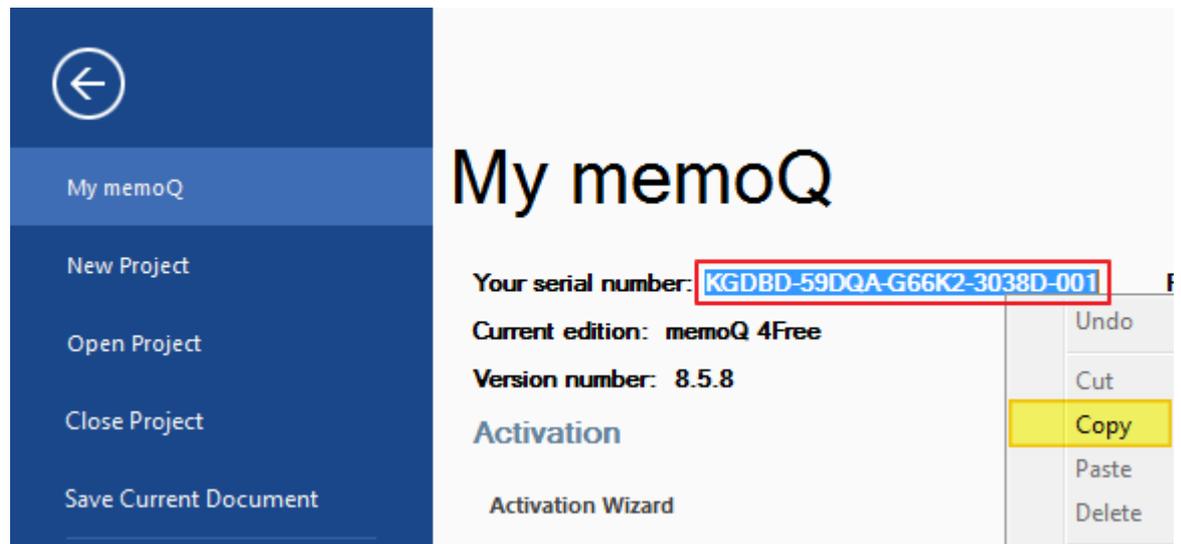
This is how the activation wizard window looks like:



Depending on your situation, there are different ways of activating your copy:

- a. If you have bought MemoQ, then Kilgray will have provided you with a valid serial number. In this case, proceed with **I already have a serial number** (see [7. Activating MemoQ II: I already have a serial number.](#))
- b. If you have installed MemoQ before in your computer:
 - i. You have installed MemoQ in your PC at some point, but you don't have a copy of the serial number saved. In this case you have to contact Kilgray on support@kilgray.com to ask them to generate a new serial number for you. Alternatively, you can contact your PM to ask for a spare free serial number. Then proceed with **I already have a serial number** (see [7. Activating MemoQ II: I already have a serial number.](#))

- ii. You have another version of MemoQ already installed in your PC or in another PC/laptop. In this case you can open it and retrieve your serial number from the **MemoQ/My memoQ**: Copy that number and proceed with **I already have a serial number** in the correct version of MemoQ for working with Codex. (see [7. Activating MemoQ II: I already have a serial number](#))

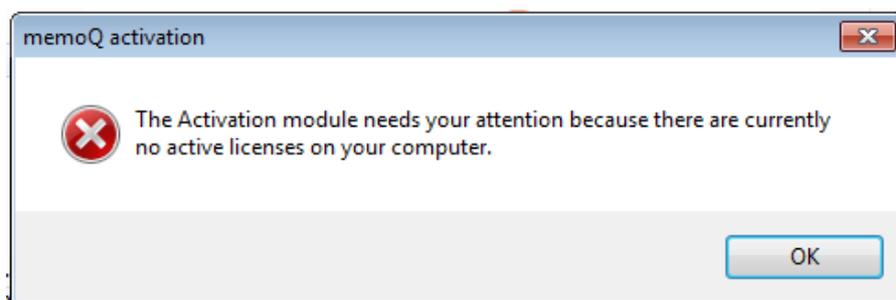


IMPORTANT: Never share your serial number with anyone!

- c. If you have never installed any MemoQ version in your computer, then proceed with **I am a new user, I wish to obtain a serial number and trial license online** (see [6. Activating MemoQ I: I am a new user](#))

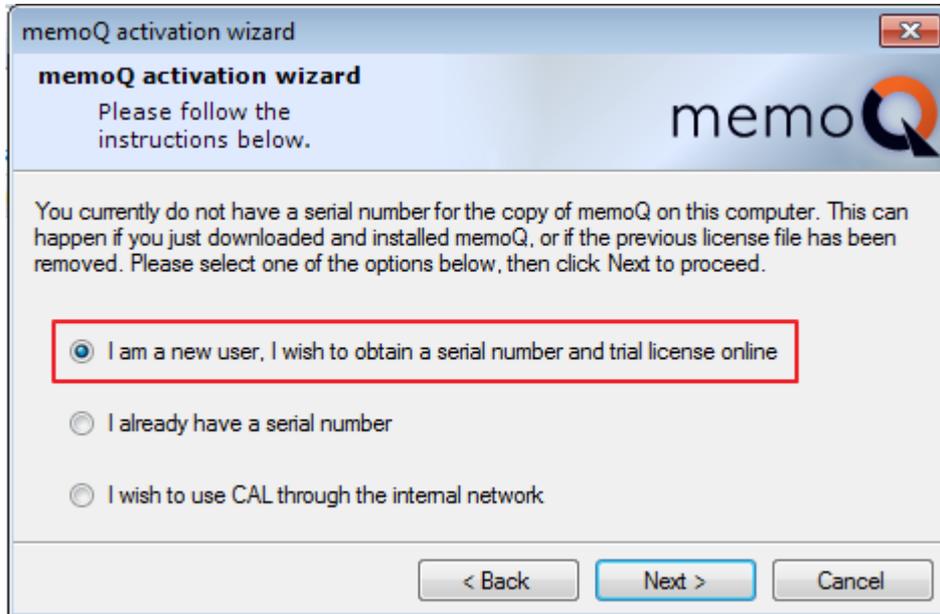


If your MemoQ shows that you do not have a license (“**Current edition: none**”), it means that your copy is not activated. You will not be able to use it until you do so.



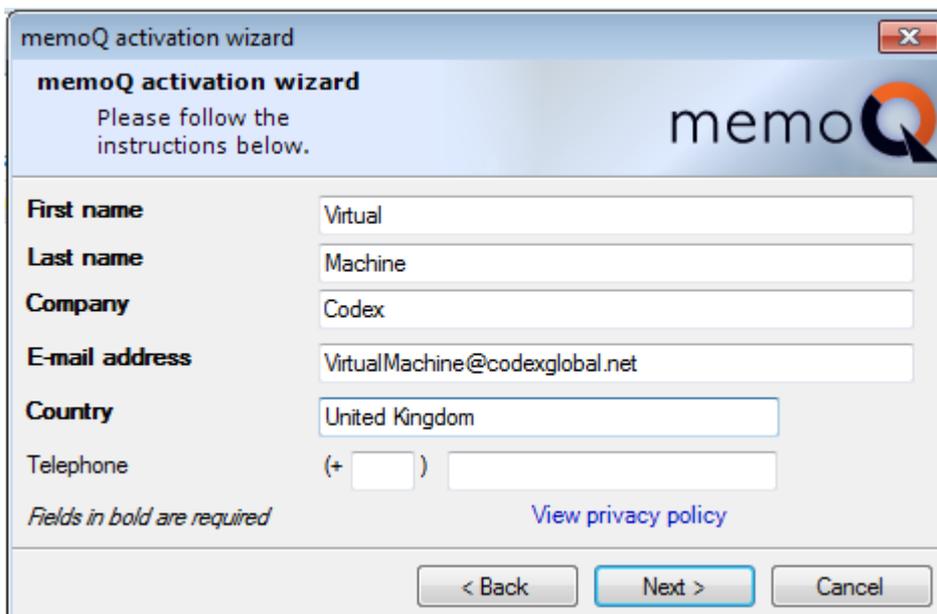
6. Activating MemoQ I: I am a new user...

If your case is the one described in 5.c, then select **I am a new user, I wish to obtain a serial number and trial license online**.



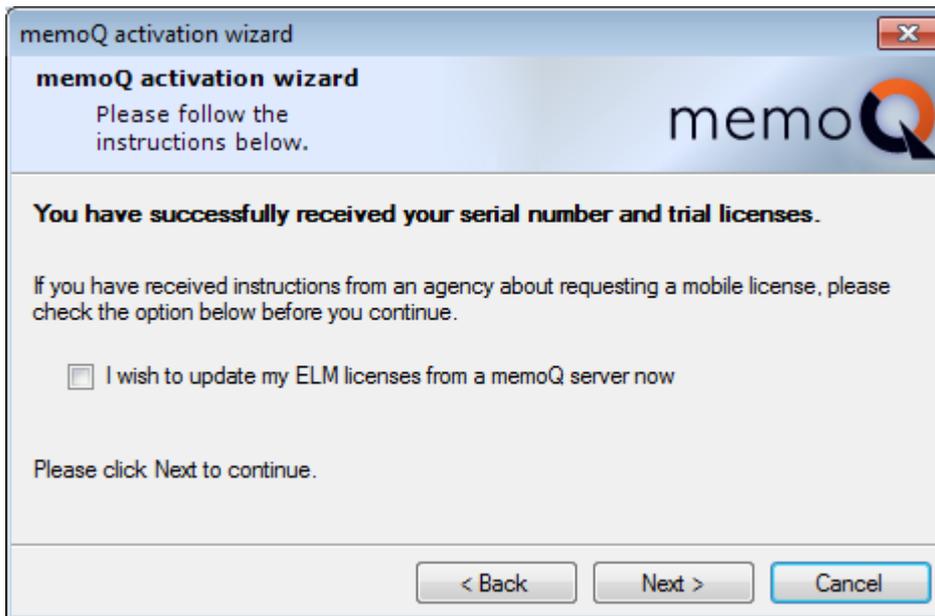
The screenshot shows the 'memoQ activation wizard' dialog box. The title bar reads 'memoQ activation wizard'. The main header contains the text 'memoQ activation wizard' and 'Please follow the instructions below.' with the memoQ logo. The main text area states: 'You currently do not have a serial number for the copy of memoQ on this computer. This can happen if you just downloaded and installed memoQ, or if the previous license file has been removed. Please select one of the options below, then click Next to proceed.' Below this text are three radio button options: 'I am a new user, I wish to obtain a serial number and trial license online' (which is selected and highlighted with a red box), 'I already have a serial number', and 'I wish to use CAL through the internal network'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

Insert all the details in **bold**. It's important you insert the real information in case you need to retrieve the details at some point.

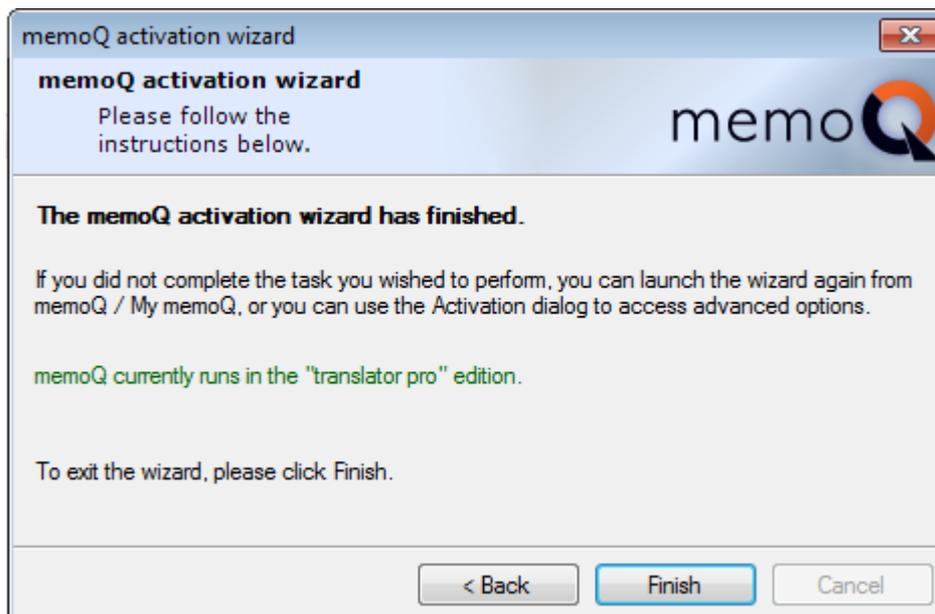


The screenshot shows the 'memoQ activation wizard' dialog box with form fields. The title bar reads 'memoQ activation wizard'. The main header contains the text 'memoQ activation wizard' and 'Please follow the instructions below.' with the memoQ logo. The form fields are: 'First name' (Virtual), 'Last name' (Machine), 'Company' (Codex), 'E-mail address' (VirtualMachine@codexglobal.net), 'Country' (United Kingdom), and 'Telephone' (+ []). Below the form fields is the text 'Fields in bold are required' and a link 'View privacy policy'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

Click on **Next** and you should see the following message:



Just click on **Next** and you will see a confirmation that your version is **Translator Pro**. This version will last for 45 days, after that period it will become a **free** version.



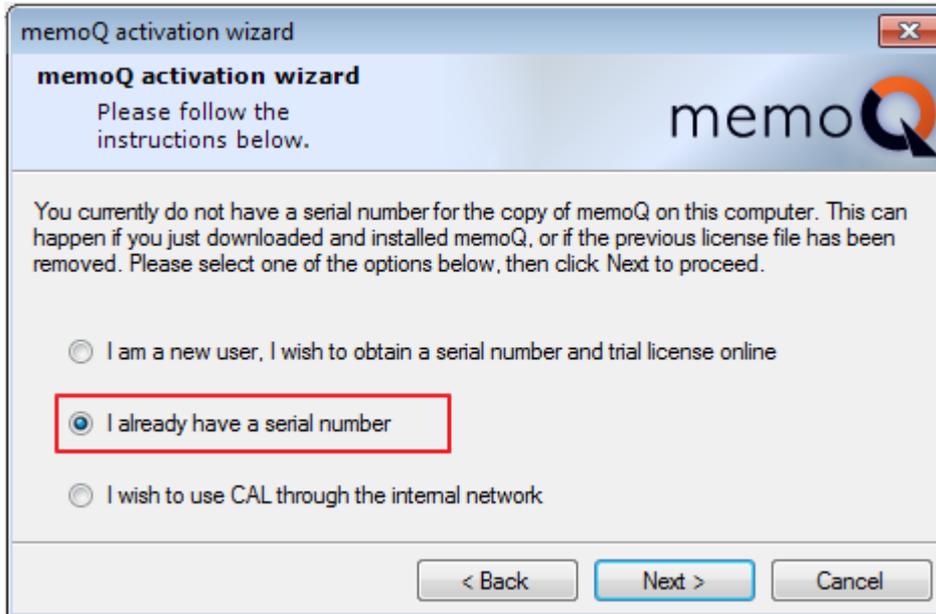
Now that you have your activated version, you should write down your serial number. This will be valid even after those 45 days of trial, but it will be activated as a **free** version instead.

You can check the license number from **MemoQ/Activation**.

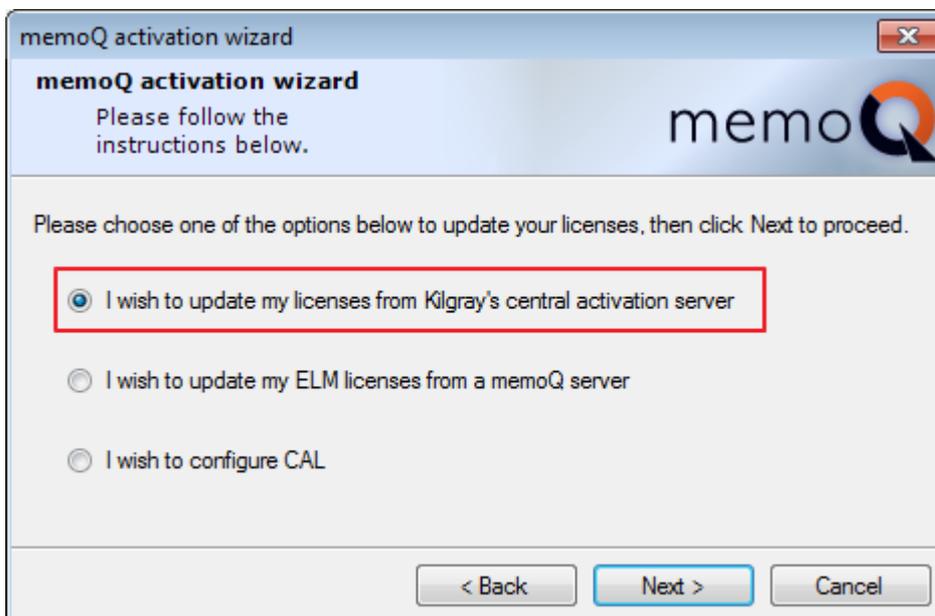
You can now continue reading [8. How to open/check out a project.](#)

7. Activating MemoQ II: I already have a serial number

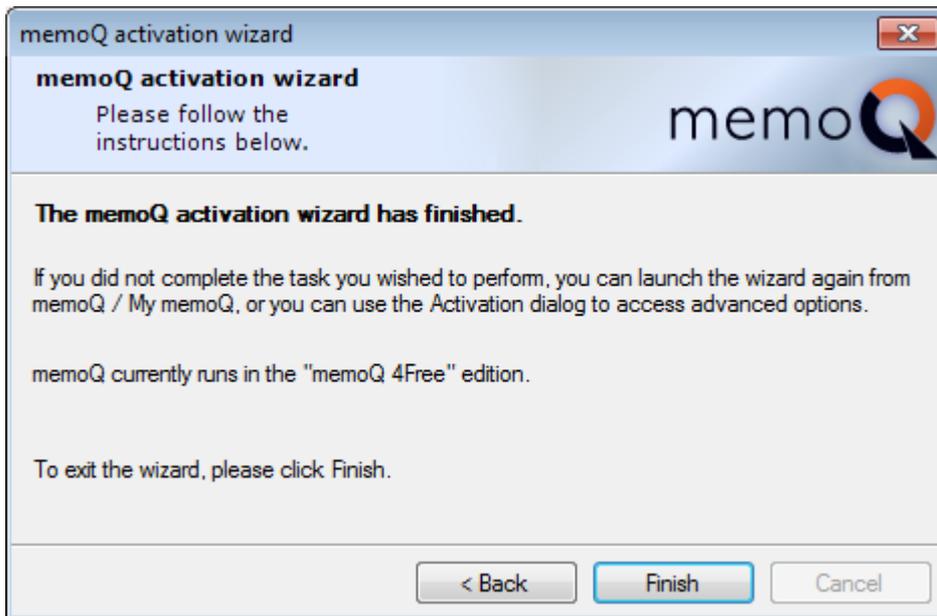
If your case is the one described in 5.a or 5b, then select **I already have a serial number**.



Then select the first option:



Your serial will be validated, and your activated edition will switch to either **Pro** or **Free**.



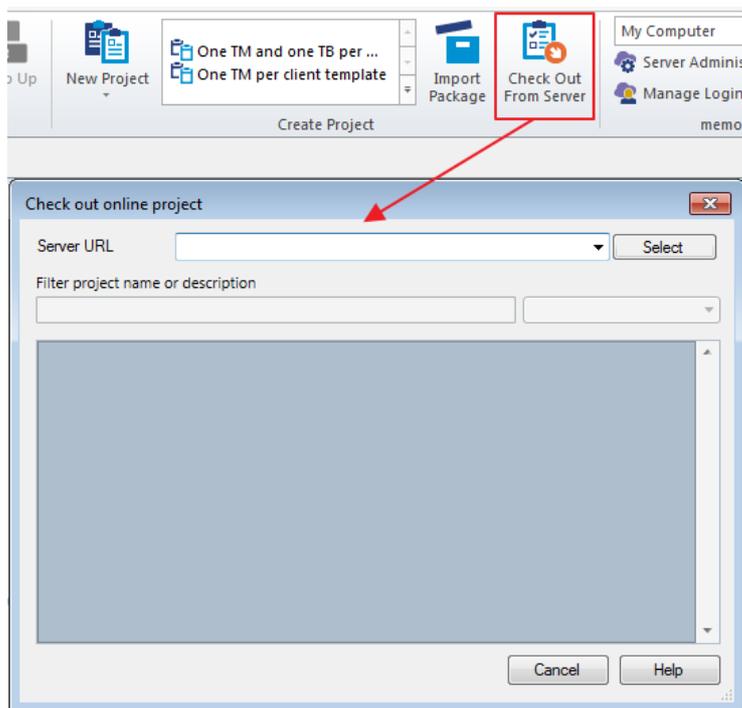
You can now continue reading [8. How to open/check out a project.](#)

If for some reason you get an error while activating MemoQ the serial you have might have expired and it is no longer valid. If you have purchased MemoQ contact them at support@kilgray.com, if you require a Free serial number, please refer to [section 9.c.2 below](#).

8. How to open/check out a project

You will only be able to open/check out a project if you have a *Pro* or *Free* license, if your memoQ says *none* instead, you will need to [activate](#) it first.

Click on **Check Out From Server** in the toolbar.

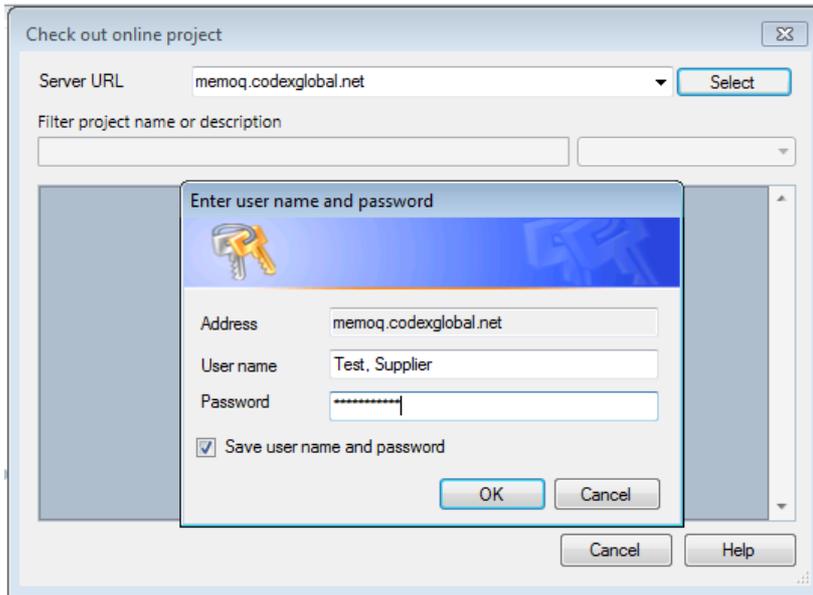


Select or type **memoq.codexglobal.net** in the **Server URL** field, then click on **Select**.

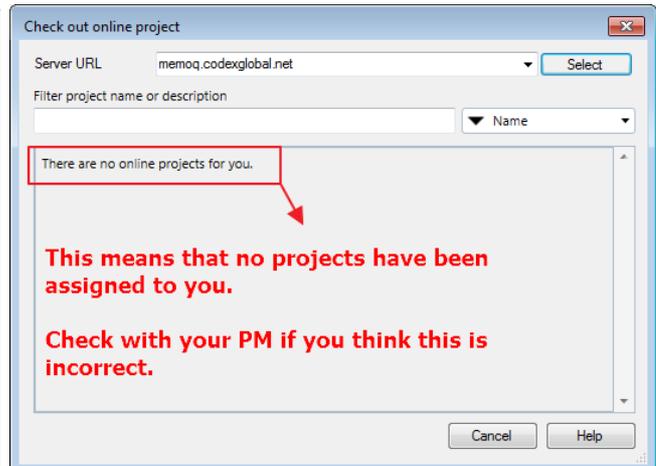
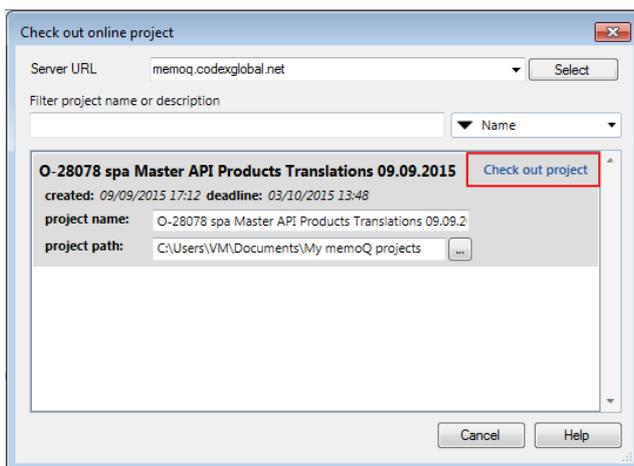
The first time you try to check out an online project you will need to insert your **username and password**. These should be provided by your PM and they are different from the ones you use to access [Codex Portal](#).

Your username is typically in the following format:

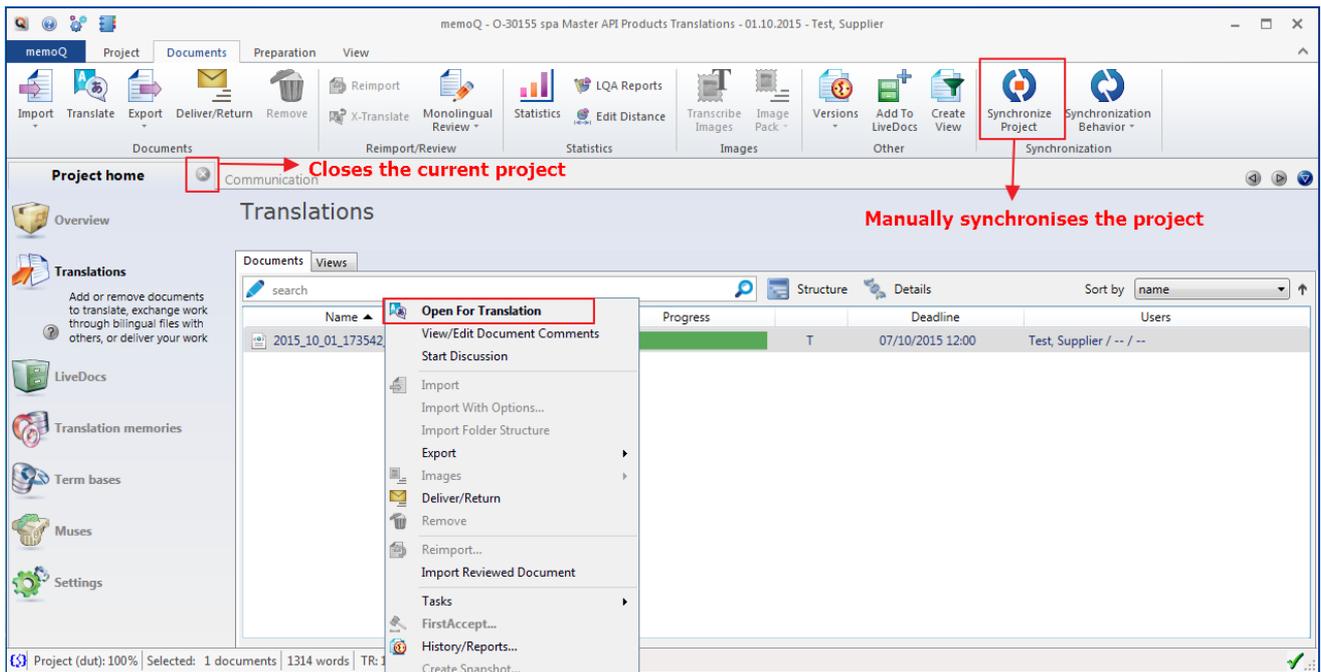
Lastname, Firstname



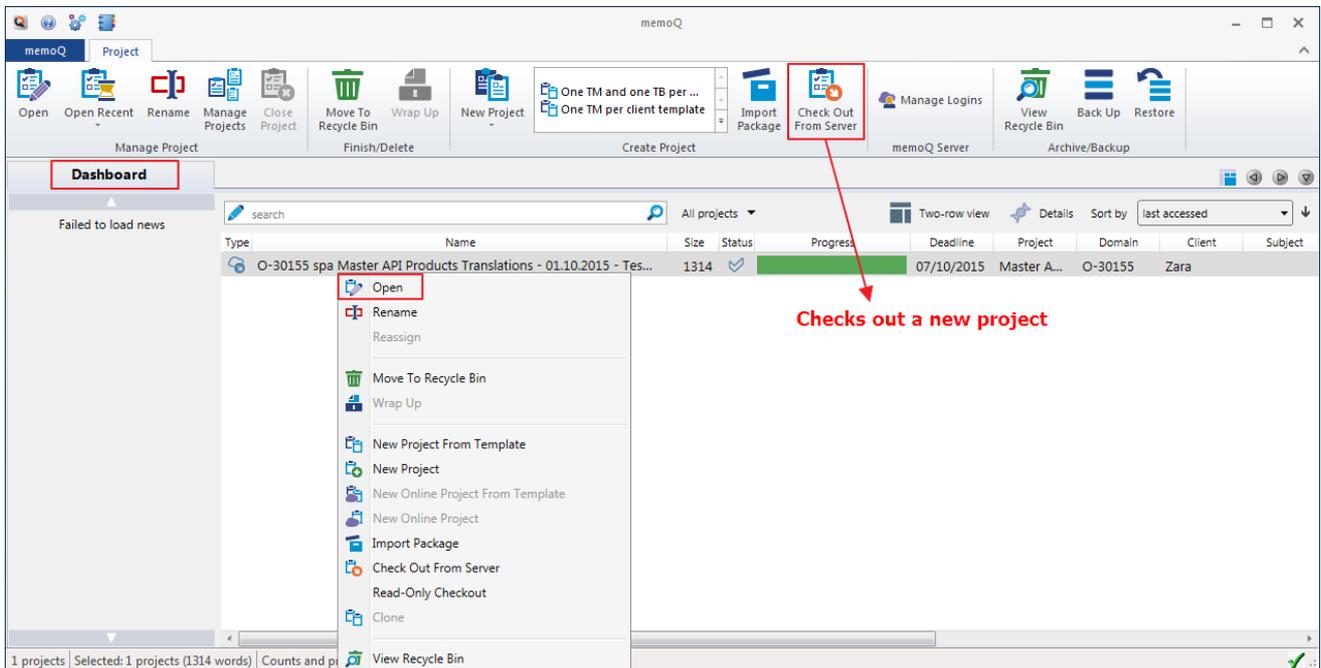
The projects you have been assigned to (if any) will appear in window, you can now check it out to your PC by clicking on **Check out project**



To open the file for translation, simply right click on the file and select **Open for Translation**.



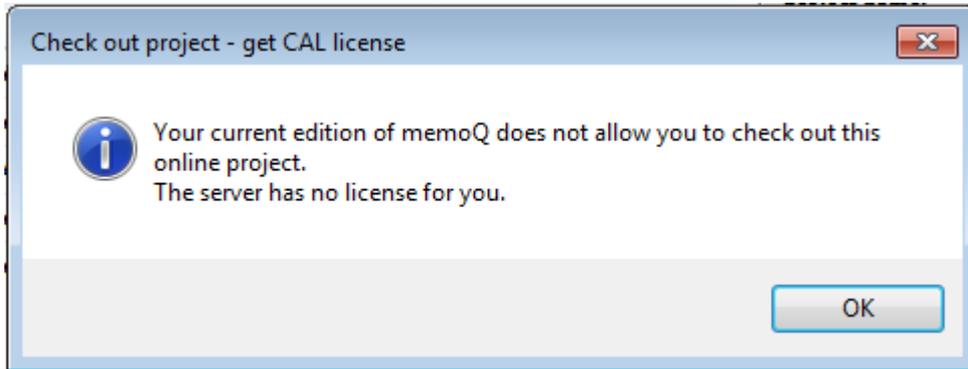
After you close the project, you can open it again from the **Dashboard**.



9. Troubleshooting

This section covers the most common error messages you might get while translating. If you need help activating MemoQ, please check the [activation section](#).

a. The Server has no license for you

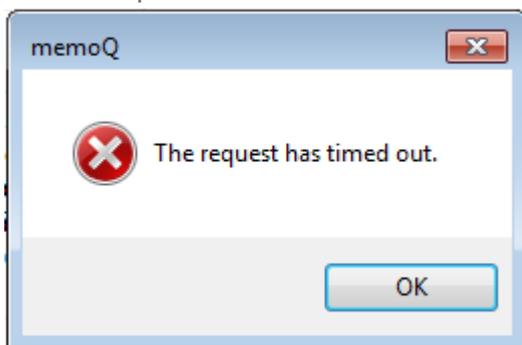


You might see this message when you are trying to check out a project. This means that you are in the list of a project, but you are either not assigned to a file or your deadline has passed, therefore your license has been revoked.

Firstly, check your connection is active, close memoQ and open it again, then try to check out your project one more time.

Alternatively, please follow the steps below to [check out a fresh new copy of the project](#). If this does not solve your problem, please contact your Project Manager ([#9](#)).

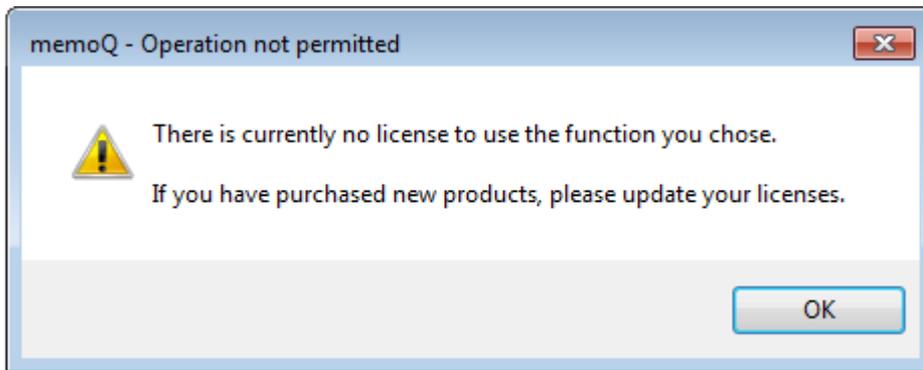
b. The request has timed out



This usually happens when your internet connectivity drops. Check you are connected and that MemoQ is connected to the server (see point E. *MemoQ was unable to connect to the server*).

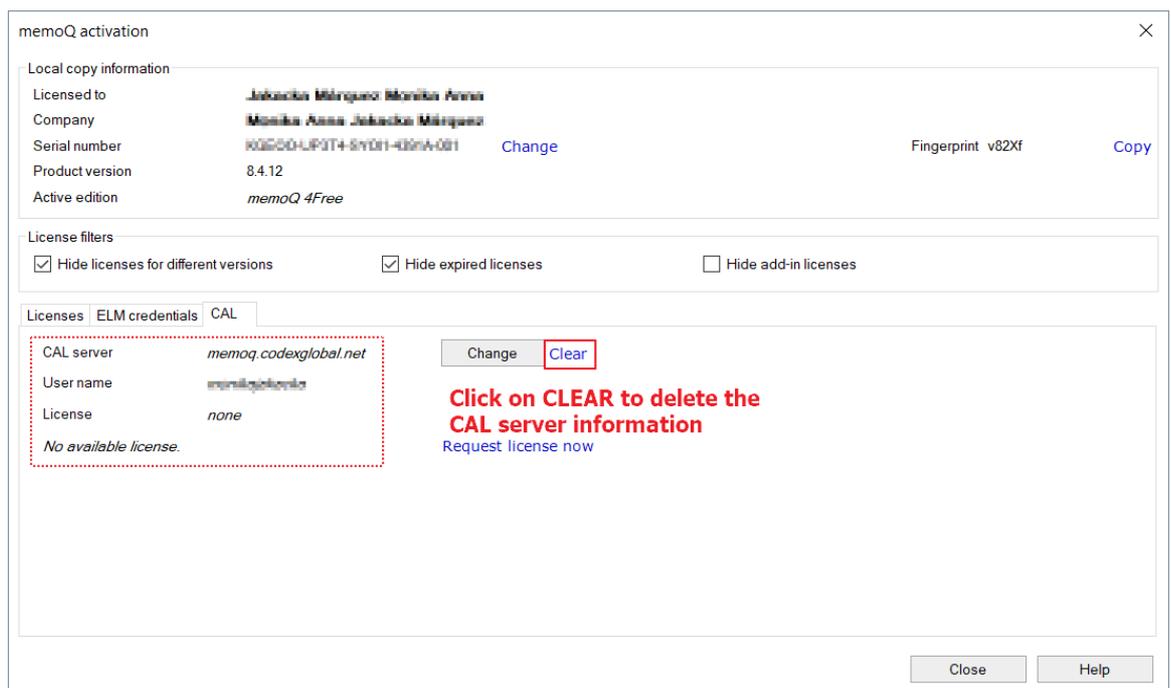
If you get this message often and still MemoQ is connected to the server () , your internet connection, firewall or antivirus might not be working properly.

c. There is currently no license to use the function you chose



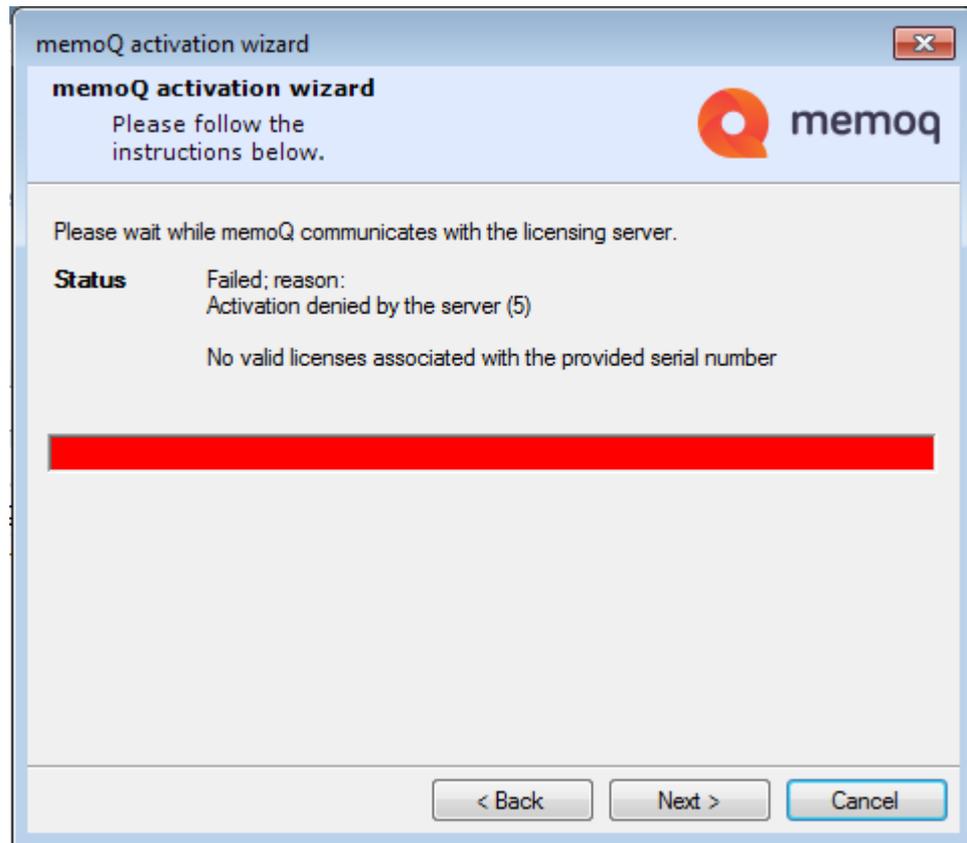
This means your license has either expired or it has somehow been revoked. There are several reasons why this can happen:

- You do not have a Free or TPro version of MemoQ:
 1. If you have a *TPro* or *Free* edition simply restart MemoQ and try again.
 - Make sure the CAL server information is cleared in **MyMemoQ/Activation/CAL**:



2. If your edition is None you will need to activate MemoQ. Go to **MyMemoQ/Activation Wizard** and try to activate using the option “*I wish to up my licenses from MemoQ’s central activation centre*”.

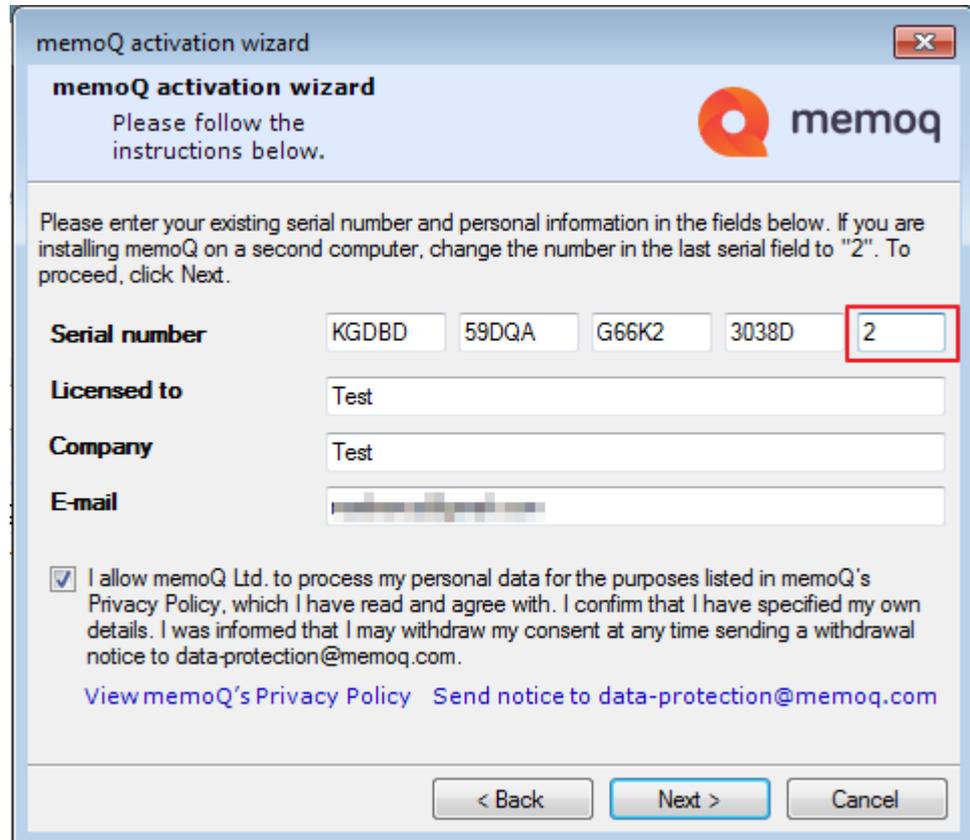
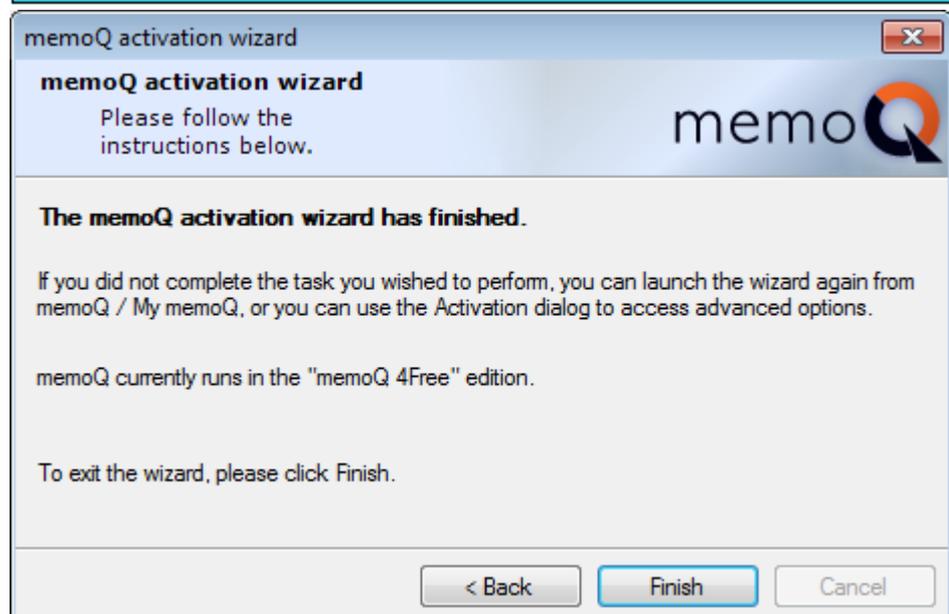
If the activation is successful you will have a *Free* edition or higher. Otherwise your serial will throw an error:



If this happens follow the next steps.

- a. Go to **MyMemoQ/Change Serial** and type the following serial number: KGDBD-59DQA-G66K2-3038D-xxx and fill the rest of the details.

- b. Where **xxx** you can try with 002, 003, 004, etc. until you do not get an error but a MemoQ Free edition.

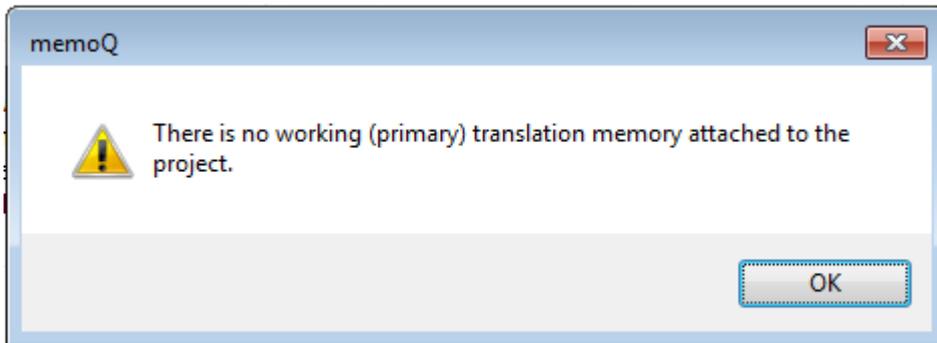
Another reason why you are getting is error might be:

- Your deadline has expired.
- Your internet connection has dropped; therefore, you have lost your license.
- Your license has been revoked.

If this happens simply close the project and open it again making sure your internet connection is active and working.

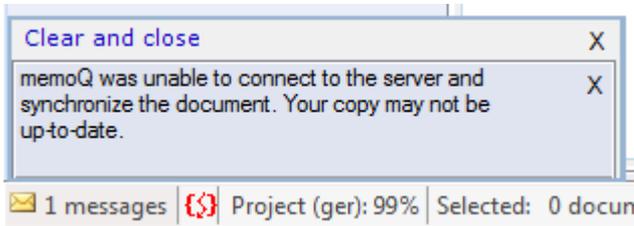
If the problem persists, contact your Project Manager ([#9](#)).

- d. There is no working (primary) translation memory attached to the project.



Go to **Project Home/Translation Memories** and check that the TM is selected. If the list is empty and you do not see any TM, please follow the steps below to [check out a fresh new copy of the project](#). If this does not solve your problem, please contact your Project Manager ([#9](#)).

- e. MemoQ was unable to connect to the server



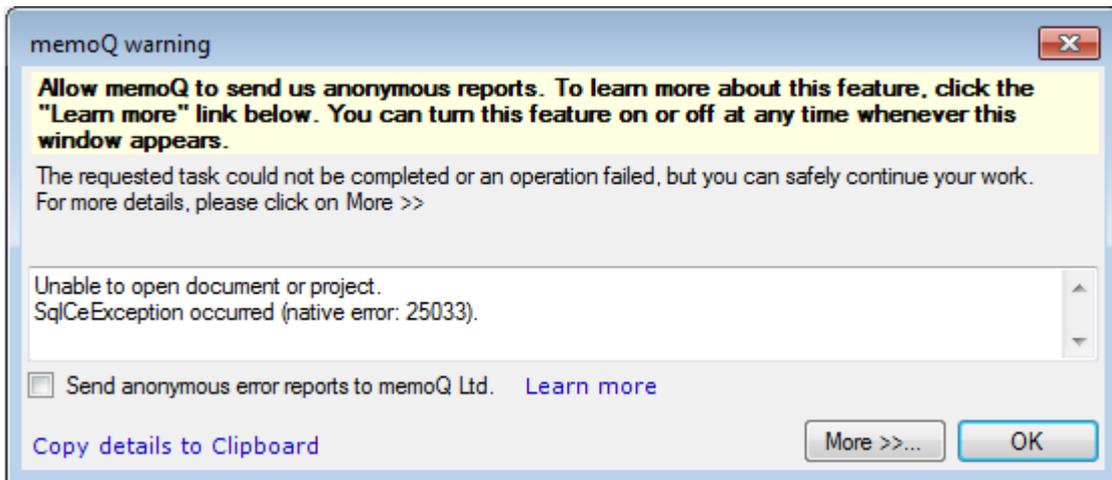
MemoQ cannot connect to the server (memoq.codexglobal.net). The server or your connection might be temporarily down. Make sure that your internet connection and Codex MemoQ server are working and try to reconnect by clicking the red icon. It should turn blue if MemoQ successfully connects to the server:



You can check the status of the Codex MemoQ server here: <https://status.codexglobal.net/>

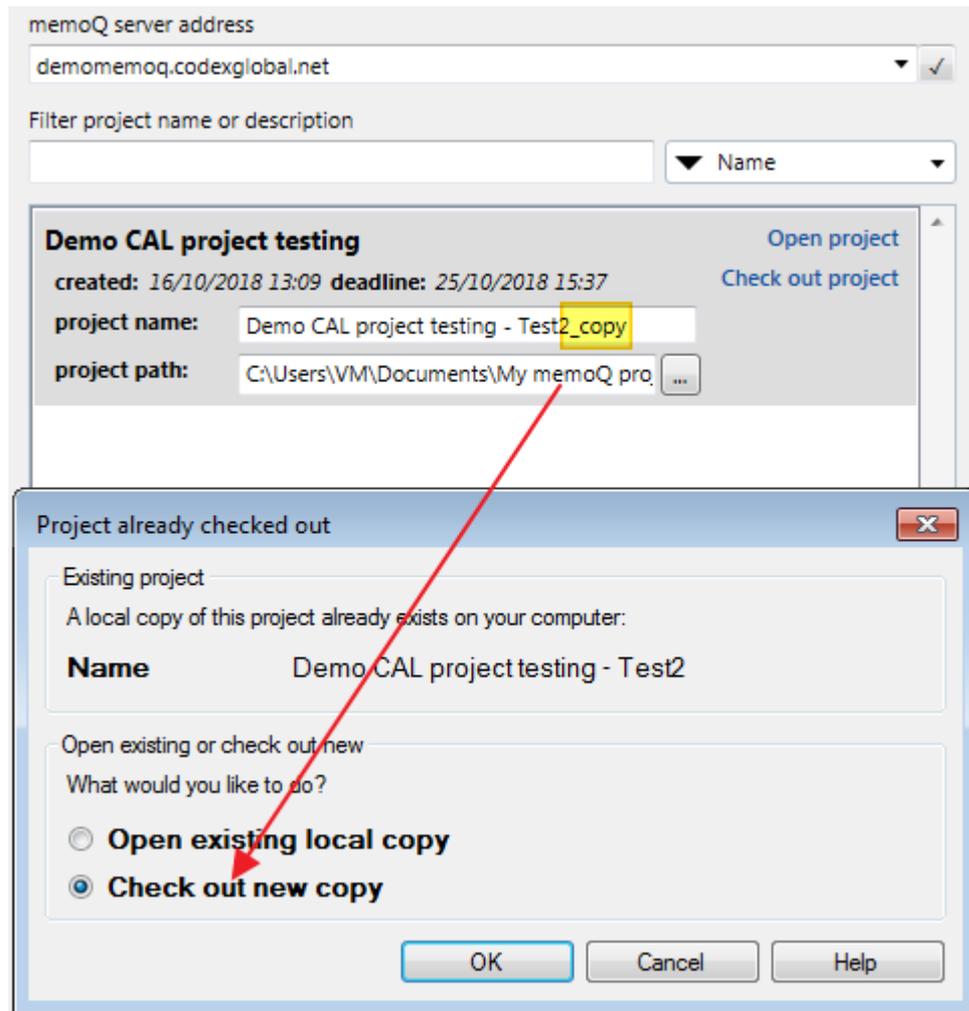


- f. You constantly receive an error while working on MemoQ, i.e.:



This is the **most common error message**, projects might get corrupted, and if that happens you will get constant error messages. You can try the following:

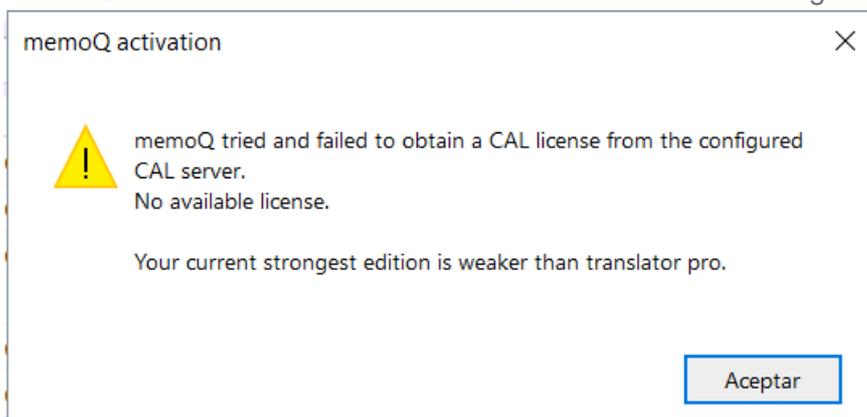
- Reboot your PC and try again.
- Check out a fresh new copy of your project:
 1. Go to the **Check Out Project** window
 2. Change the **Project Name** and add something like “_copy” and click on **Check Out Copy**, when you are prompted select **Check out new copy**.



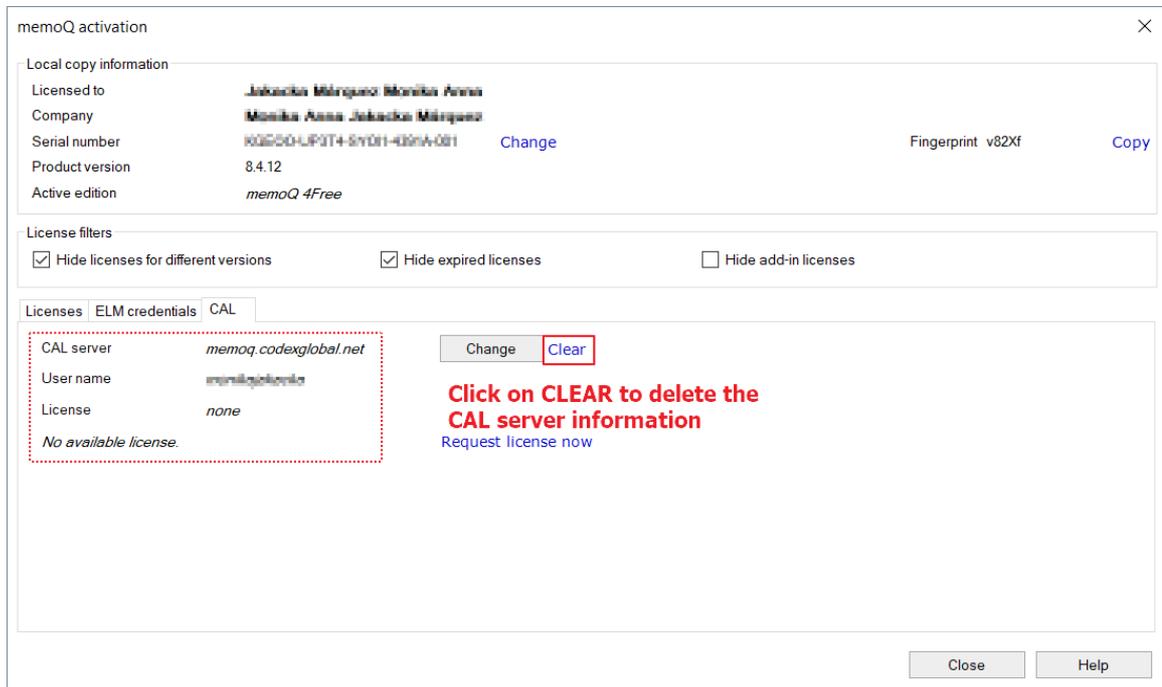
MemoQ will download a fresh new copy of your project and this will solve most of the issues.

If after trying this simple but effective step you continue having issues, please contact your Project Manager ([#9](#)).

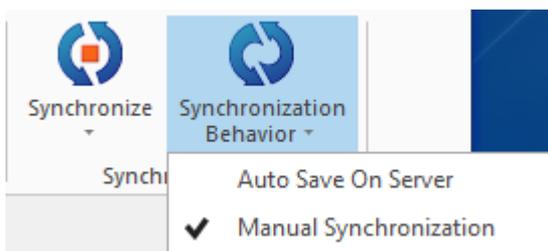
g. MemoQ tried and failed to obtain a CAL license from the configured CAL server



You have a CAL server configured. Please go to **MyMemoQ/Activation/CAL** and **Clear** the server information.



- h.** My memoQ is constantly synchronising the project and it is very slow
MemoQ might try to synchronise the project every time you confirm a segment, and if the project is very big and your internet not fast enough you might find this disruptive. You may try to force MemoQ to change the Synchronisation behaviour to **Manual Synchronisation**:



- **Auto Save on Server (default and recommended):** every change you do will be saved in the server.
- **Manual Synchronisation:** changes will only be saved every time you press the **Synchronise** button, you will also be prompted to synch when you close or deliver the project.

9. How to report an issue to your Project Manager

Firstly, make sure you have gone through all the points of this guide and tried all the solutions proposed here. If you think you still need help, you might contact your project manager following the below guidelines:

- Windows version

- **MemoQ/My memoQ** screenshot showing edition, version, serial, etc.
- Do you own a MemoQ license (Y/N)?
- Description of the problem: be as precise as possible
- Full screenshot of the error message you are getting
 1. Do not screenshot just the message but all screen showing your memoQ project, etc.