CatCount. Frequently Asked Questions

1. CatCount License Key

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

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

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

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 CatCount at support@catcount.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 CatCount on physical PC.

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

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

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

2. How can I count words with CATCount?

- **How to use CATCount to count the number of words in a document?**

Please, be advised that you cannot count words in documents, using CatCount. To do this, you need to use our AnyCount software available at www.anycount.com

3. Logs of Trados Translator's Workbench

- **How can I load Logs of Trados Translator's Workbench using CatCount?**

Word count analysis logs of Trados Translator's Workbench are processed automatically.

To load Trados log to CATCount make following steps:

1. Press F5 button or select in menu Log > Load command.
2. Select Trados log.

4. System requirements

CatCount 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.catcount.com/translation_count_software_download.html