Translator's Workplace (TW) 5.1.2 Installation Instructions

(includes instructions for first-time installation of TW 5.1 & TW 5.1.1.)

This update is only for people who have previously purchased TW Folio 5.1 and use it as their *primary* Translator's Workplace. This is the FINAL Folio update. All further TW updates will be in Logos only. THERE ARE NO NEW LICENSES or DVD's available for TW Folio, nor replacement DVDs or downloads.

Do not install TW 5.1, TW5.1.1 and/or TW 5.1.2 until you read and understand the instructions pertaining to the version of TW currently installed on your computer!

Note: TW Logos has hundreds more new resources than TW Folio and we recommend users who have not made the switch to TW Logos to do so as soon as possible. We are unable to continue providing support for TW Folio. This final Folio update is only for those who are at the final stages of their language program and who could still benefit from a few recent Translator's Notes and Exegetical Summaries volumes included here.

Installation Instructions

START HERE!
Saving edited infobase files (*.nfo) or shadow files (*.sdw)
Retaining resources no longer included with TW 5.1
Uninstalling TW 4.0
TW 5.1 Installation instructions
TW 5.1.1 Installation instructions
TW 5.1.2 Installation instructions
Instructions for Windows 64-bit computers
Adobe Acrobat Reader is required to view many resources

Helpful Information

TW 5.1 must be started before BART 5.3.1 is started
Old TW 5.0 BART 3.0 icons should be removed
How to install TW if you do not have a DVD drive
How to install resources after TW 5.1 is installed
How to remove Infobases after they have been installed
Notice – Folder changes in TW 5.1
Notice – New location for TW 5.1 desktop (*.twd) files
Notice – Run as Administrator no longer required
Problem – No BART 5.3.1 shortcut icon after install
Problem – Adobe Reader does not work
Problem – File not found errors
Problem – TW 5.1.1 Update installer exits without installing anything
Problem – TW 5.1.2 Update installer exits without installing anything
Problem – TW does not scroll with other translation programs
Technical support

START HERE!

NOTE: TW 5.1.1 **MUST** be installed before TW 5.1.2 is installed. Choose one of the following installation instructions based on your situation:

- If you have ever edited a TW Infobase (*.nfo) or created a Shadow File (*.sdw) (this is rare) and want to retain your edits or shadow file, follow the instructions at If you have edited a TW Infobase…, otherwise:
- If you currently have **TW 5.1.1** installed you'll need to install only the update (TW 5.1.2). Follow the TW 5.1.2 Installation instructions.
- If you currently have **TW 5.1** and not TW 5.1.1 installed you'll need to first install the update (TW 5.1.1). Follow the TW 5.1.1 Installation instructions.

OR

- If you currently have **TW 4.0** or **TW 5.0** installed start with the TW 4.0 / TW 5.0 Important Notice instructions.

OR

- If you have never installed TW on this computer follow the TW 5.1 Installation instructions.

If you have edited a TW Infobase (.nfo) or created a Shadow File (*.sdw) and want to retain the edited Infobase or the Shadow File, follow these instructions.*

If you haven't done either of these, skip this section.

1. Copy the Infobase and Shadow files you wish to retain to a subfolder, e.g. "Edited Files". Each Shadow File (*.sdw) is bound to its parent Infobase file (*.nfo). Thus you must copy both files to the subfolder.

> The files are found in **C:\Documents and Settings\All Users\Application Data\SIL\TW5\NFO** (for Windows 2000/XP) or **C:\ProgramData\SIL\TW5\NFO** (for Windows Vista/7/8/8.1/10)

2. Follow the instructions appropriate for your currently installed version of TW. Go to START HERE for those instructions.

NOTES:

If a revised Infobase file corresponding to your Shadow File is installed by a later version of TW your Shadow File may no longer work with the new Infobase file but will continue to work with the Infobase File you saved in the "Edited Files" subfolder.

To open one of the infobase or shadow files you have saved, start TW and use the **File/Open** command (keyboard shortcut is Ctrl+O) and browse for the filename in the subfolder you created.

The next time you want to access your TW desktop files (*.twd), you will have to browse to the …\SIL\TW5\TWWork\ folder when you select **Open Desktop** or **Save Desktop**.

Tip: To make it easier to open one or more of these resources in the future, open the resource(s) and save as a TW Desktop. See **Save Desktop** and **Load Desktop** in the **Translator's Workplace 5.0 Help Infobase** for details on using desktops.

IMPORTANT NOTICE: **If you currently have TW 4.0 or 5.0 installed read this!**

IMPORTANT NOTE: Some previous TW Resources are not included with TW 5.1

Because of a change in our agreement with the German Bible Society, some resources that were included in previous versions of Translator's Workplace (TW) are no longer included in this version and will be removed by the TW 5.1 installer. Table 1 below lists those resources.

If you have a previous version of TW installed and wish to continue to use these resources read the **Instructions for retaining resources not included with TW 5.1** below prior to installing TW 5.1.

Other Options for resources not included with TW 5.1

- We recommend that BART be used instead of TW 5.1 for reading or analyzing the Hebrew Old Testament.
- The two German translations are currently available for download from the ParaTExt website (http://paratext.org/download/resources) for display in ParaTExt.

TITLE	FILENAME
Gute Nachricht Bibel	Gergnb3.nfo
Die Lutherbibel	Gerlut3p.nfo
BIBLIA HEBRAICA STUTTGARTENSIA	bhs4.nfo
BIBLIA HEBRAICA STUTTGARTENSIA - Transliterated	bhstrn4.nfo
BIBLIA HEBRAICA STUTTGARTENSIA - Transliterated Lemmas	bhslem4.nfo
BIBLIA HEBRAICA STUTTGARTENSIA - WTS Grammar Tags	bhstag4.nfo
BHS Information	bhsinfo4.nfo

Table 1

Instructions for retaining resources not included with TW 5.1

1. Copy the files you wish to retain to another folder. See Table 1 above for the list of files.

> The files are found in **C:\Documents and Settings\All Users\Application Data\SIL\TW5\NFO** (for Windows 2000/XP) or **C:\ProgramData\SIL\TW5\NFO** (for Windows Vista/7/8/8.1/10)

2. Install TW 5.1 and TW 5.1.1. If you currently have TW 4.0 installed follow the instructions at If you currently have TW 4.0 installed…. If you currently have TW 5.0 installed follow the TW 5.1 Installation instructions.

3. Copy the files from step one back to the folder from which you first copied them.

4. To open one of these infobases, start TW and use the **File/Open** command (keyboard shortcut is Ctrl+O) and browse for the filename.

Tip: To make it easier to open one or more of these resources in the future, open the resource(s) and save as a TW Desktop. See **Save Desktop** and **Load Desktop** in the **Translator's Workplace 5.0 Help Infobase** for details on using desktops.

If you currently have TW 4.0 installed follow these instructions:

Uninstall TW 4.0 and any TW 4.0 updates in this order: TW4 Update 3, TW4 Update 2, TW4 Update 1, and TW4.

1. From the **Start Menu**, select **Control Panel**.
2. Select **Add or Remove Programs** (for Windows XP/2000) or **Programs and Features** (for Windows Vista/7/8/8.1/10).
3. Select **TW4 Update 3**.
4. Select **Remove**, **Remove**, and then **OK**.
5. Repeat the steps above for other TW updates and then finally TW4.
6. The uninstall programs will not remove all the files in C:\Program Files\SIL\tw4\nfo. You may delete these if you did not edit any of the files.
7. **Reboot your computer**.
8. Install TW 5.1 and TW 5.1.1. Follow the TW 5.1 Installation instructions.

TW 5.1 Installation instructions

System requirements

Minimum

- Windows **2000** / **XP** / **Vista** / **7** / **8** / **8.1** / **10** / **NT 4.0 with SP6**
- 32 MB RAM
- 6 GB hard drive space if installing from a DVD; 12 GB if installing from a downloaded file
    - o   About one-half of that disk space is released when the installation is complete
- DVD-ROM drive (not needed if installer is downloaded from the TW website)
- VGA video display

Recommended for best performance

- Windows **7** / **8** / **8.1** / **10**
- Pentium Processor with a minimum of 64 MB of RAM
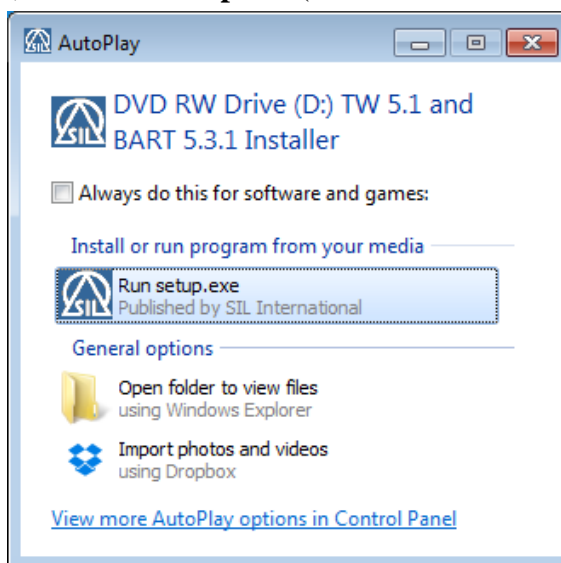- SVGA 800 x 600 video display

TW 5.1 prerequisites

- You must have your TW 5.1 user license and product-key-code.

- You must have administrator privileges for your computer.

- If you use an installer downloaded from the web, you must leave the installer on your hard drive for future modification or repair.

NOTE: If TW 5.0 is installed on your computer it will be uninstalled as part of the TW 5.1 install process.

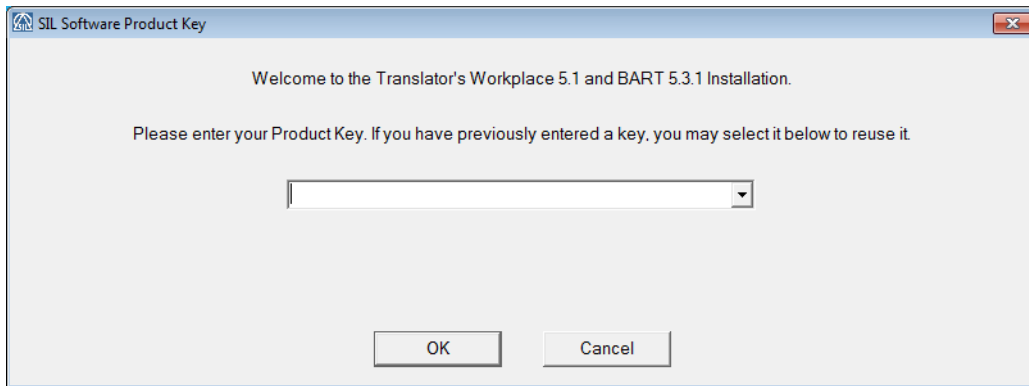## *Installation Procedure*

1) Close *all* applications (such as Translator's Workplace, e-mail, and Keyman).

2) Reboot your computer.

3) If you have ever downloaded Infobases from the former TW 5.0 update website or otherwise installed any Infobases outside of the TW 5.0 installer delete them now using the procedure below. This is necessary to allow the TW 5.1 installer to install the latest Infobases on your hard drive. [SKIP THIS STEP IF NO VERSION OF TW IS CURRENTLY INSTALLED ON YOUR COMPUTER]

   a) Using **Windows Explorer** browse to the TW Infobse folder (C:\ProgramData\SIL\TW5\nfo for Windows Vista/7/8/8.1/10 or C:\Documents and Settings\All Users\Application Data\SIL\TW5\nfo for Windows XP/2000)

   b) On the Windows Explorer **Menu** bar select **View**, **Details**.

   c) Click on the **Date Modifed** heading until you see a downward pointing wedge indicating that they are sorted by date with the most recent files at the top.

   d) Select all the ***.nfo** files with dates that are **2009** or newer and delete them. CAUTION: Do not delete the **nfoname.sup** file.

4) Insert the **Translator's Workplace 5.1 DVD** or the **Translator's Workplace 5.1/5.1.1 DVD** disc into your DVD drive. The installer should run automatically. If you receive an AutoPlay notice, click **Run setup.exe** (see the illustration below).
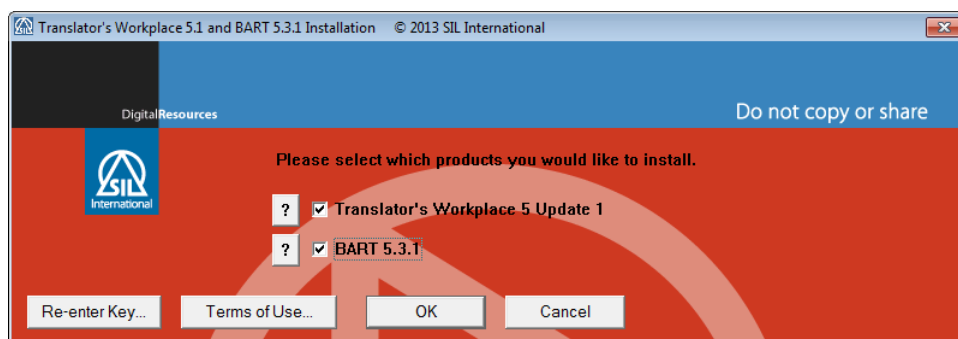

   If the installer does not run automatically and you do not receive an AutoPlay notice, use Windows Explorer to view the files on the DVD and double-click **setup.exe** in the root directory of the DVD.

   a) If you are installing from a file downloaded from the SIL TW website or from a file on a USB flash drive, double-click on **setup.exe** in the top level folder.

5) If you receive a **User Account Control notice**, click **Yes**.

6) Enter your product-key-code (license) in the **SIL Software Product Key** dialog (see the illustration below).and click **OK**. **NOTE:** The TW 5.1 product-key-code is different from the license code for any previous version of TW you may have installed.

7) Click **Translator's Workplace 5 Update 1** on the Product selection dialog (see the illustration below). Click **BART 5.3.1** if you also want to install BART. Click **OK**.
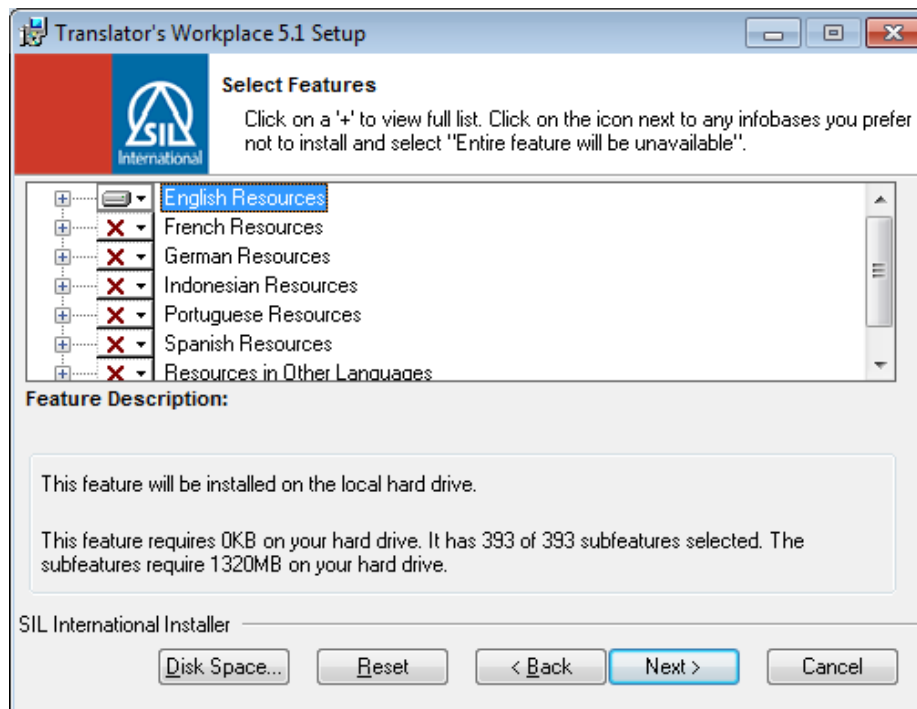

8) The **Preparing to install** notice will appear. It may be several minutes more before the TW 5.1 Welcome dialog appears. Click **Next** on that dialog.

9) When the **TW 5.1 License Agreement** dialog appears, click **I accept the license agreement** and then click **Next**.

10) When the **Readme Information** dialog appears click **Next**.

11) When the **User information** dialog appears enter any information you want and click **Next**.

12) When the **Destination Folder** dialog appears click **Next**.
NOTE: Although it is possible to change the folder that TW 5.1 is installed in, we strongly recommend that you accept the default location. Changing the install folder location may cause problems if you ever need to uninstall, repair or modify TW 5.1

13) When the **Resource Destination Folder** dialog appears click **Next**.
NOTE: Although it is possible to change the folder that TW 5.1 resources are installed in, we strongly recommend that you accept the default location. Changing the resource folder location may cause problems if you ever need to uninstall, repair or modify TW 5.1

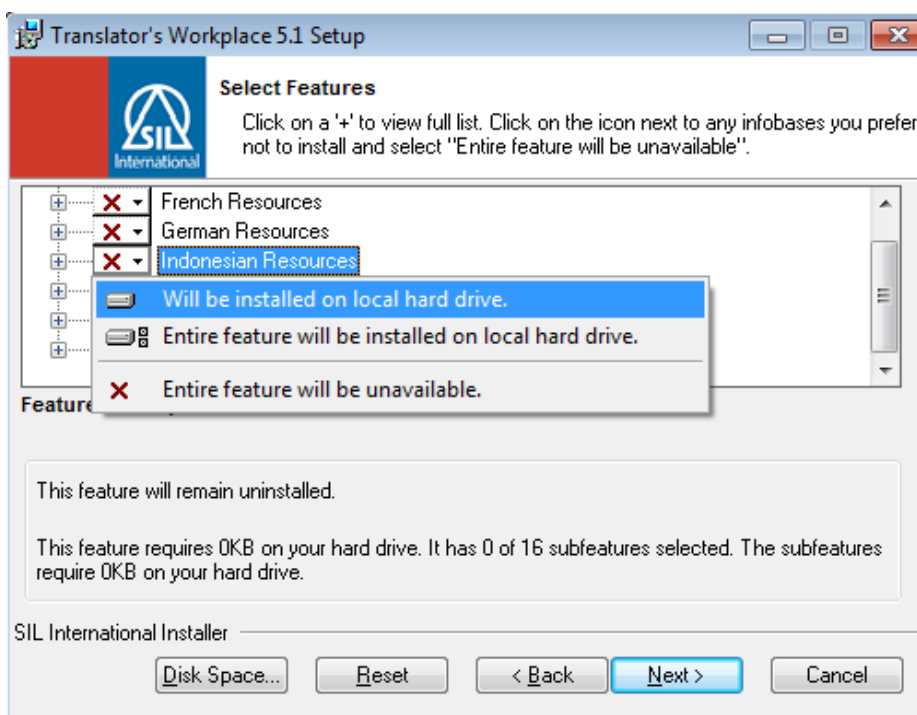14) Select the TW Feature(s) (i.e. resources) you want to install (see the illustrations below).

Using the "Select Features" dialog

By default *all* the English resources (including the Greek and Hebrew resources) are installed on your computer. (See the sample dialog below.) If the **Resources in Other Languages** option is not visible in the dialog, use the vertical scroll bar on the right to bring it into view.
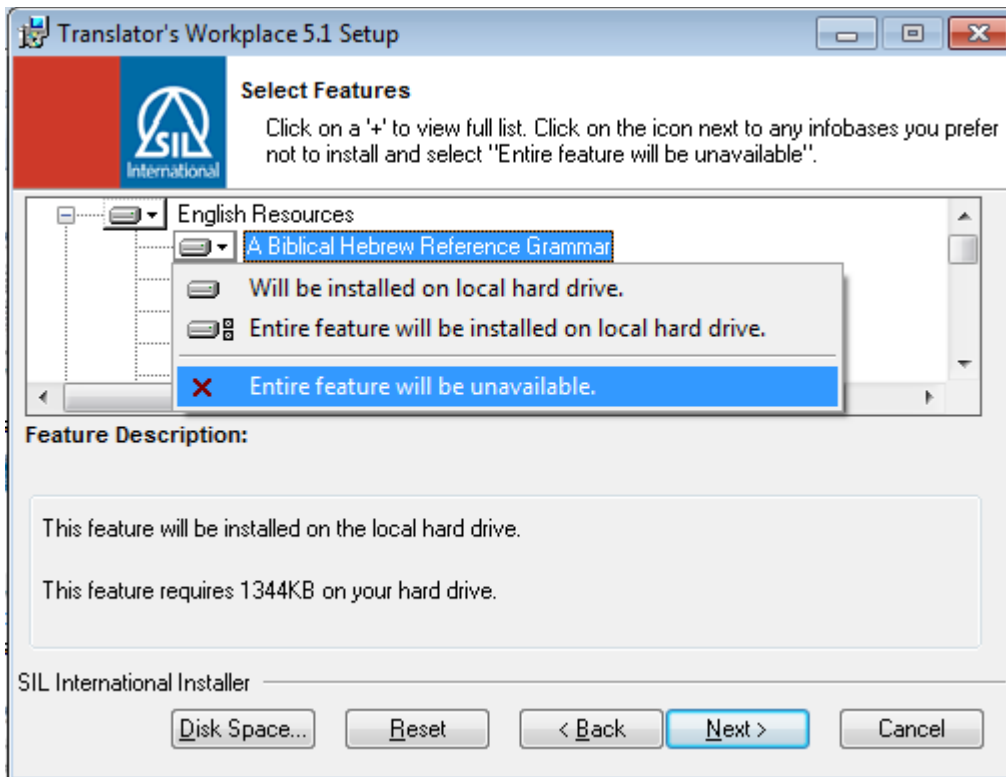
Note: This default option does not install resources in any other languages.

If you want to install all the resources for a particular language, click the icon to the left of the language name. Then click **Will be installed on local hard drive**. See the example below where all the Indonesian language resources are selected for installation.

To install only *some* of the resources for a language, click the + icon to the left of the language name to expand the list to show and select individual resources. The example below shows the English language resource list expanded and *A Biblical Hebrew Reference Grammar* selected. Click **Entire feature will be unavailable** in order to remove this resource from the list of resources that will be installed.

Note: Resources marked with a red **X** will not be installed. Once you have selected the Features you want installed, click **Next**.

15) When the **Ready to Install the Application** dialog appears click **Next.**
16) If you chose BART 5.3.1 to be installed (step 7 above) the BART installer will run as soon as TW 5.1 is installed. Respond to the dialogs as needed. When the final dialog indicating a successful install appears, click **Finish**.
17) Most newer computers have 64-bit operating systems. If your computer has a 64-bit operating system (and it is *NOT* Windows 10) follow the Windows 64-bit instructions on setting the compatibility mode before using TW 5.1 for the first time.
18) Follow the TW 5.1.1 Update Installation instructions to install the TW 5.1.1 Update.

Note: If you also install BART 5.3.1, you must start TW before BART is started the <u>first</u> time.

TW 5.1.1 Update Installation instructions

Description

- This update installs more than 180 new or revised resources
- No new software is installed

Prerequisites

- You must have TW 5.1 installed
    1. To verify that TW 5.1 is installed start TW and check the logo at the top of the Translator's Workplace menu. It should indicate Version 5.1 (see sample below).
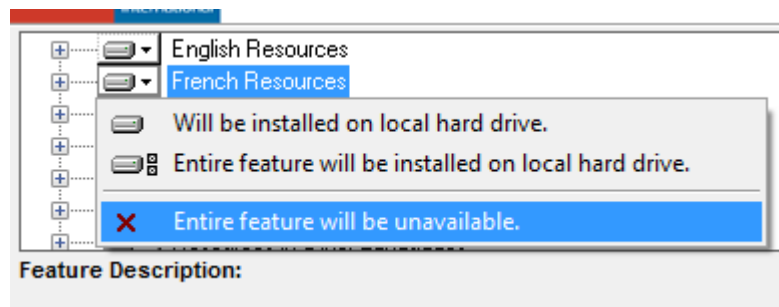

    2. If you do not have TW 5.1 installed, go to START HERE and follow the appropriate instructions.
- You must have 7 GB hard drive space if installing from a DVD; 10 GB if installing from a downloaded file
  Note: About one-half of that disk space is released when the installation is complete
- If you use an installer downloaded from the web, you must leave the installer on your hard drive for future modification or repair.
- You must have administrator privileges on your computer.
- This update has been tested with Windows versions indicated in the chart below. The update will probably run under Windows XP and Vista, but has not been extensively tested with those versions of Windows.
  NOTE: TW 5.1.1 includes some .mp4 files. There is no native .mp4 player included with Windows XP and Vista. If your computer is running either of these versions of Windows and you want to play the .mp4 files you will need to install a third-party .mp4 player.

Windows Version	32-bit	64-bit
Windows 7	●	●
Windows 8	—	●
Windows 8.1	●	●
Windows 10	—	●

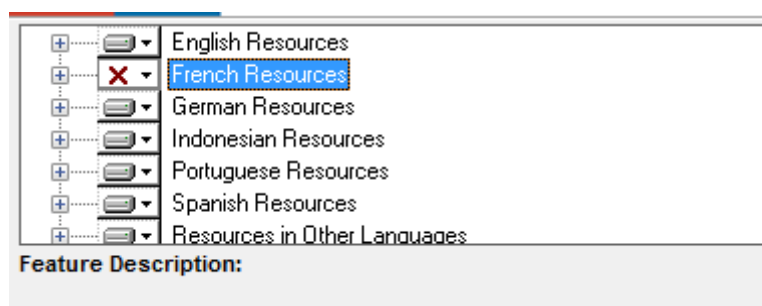## Installation Procedure

1) Close Translator's Workplace if it is running as well as all other applications.
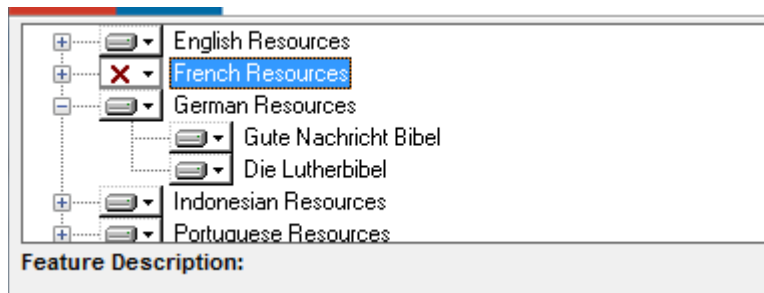2) Reboot your computer.

3) Insert the **Translator's Workplace 5.1.1 Update DVD** or the **Translator's Workplace 5.1/5.1.1 DVD** disc into your DVD drive. The installer should run automatically. If you receive an AutoPlay notice, click **Run setup.exe**.

   If the installer does not run automatically and you do not receive an AutoPlay notice, use Windows Explorer to view the files on the DVD and double-click **TW511Update.msp** in the root directory of the DVD.

   a) If you are installing from a file downloaded from the SIL TW website or from a file on a USB flash drive, double-click on **TW511Update.msp** in the top level folder.

4) If the Installer is unable to locate the TW 5.1 product key, the product key dialog will appear. Use the dropdown arrow on the right of the line and select the key that begins with TWF- or enter your TW 5.1 product key.

5) The **Preparing to install** notice will appear. It may be several minutes before the **Welcome** dialog appears. Click **Next** on that dialog.

6) When the **License Agreement** dialog appears click **I accept the license agreement** and then click **Next**.

7) When the **Readme information** dialog appears click **Next**.

8) Select the feature(s) you want to install.

   a) Note that resources for all languages are selected for installation by default. If you do not want to install resources for particular languages, click on the icon to the left of the language name. Click on **Entire feature will be unavailable**.

   The red "X" now indicates that the resources for this language will not be installed.

If you want to install some, but not all, resources for a particular language, click on the "+" sign to the left of the language name. You may now choose the individual resource(s) that you do not want to install. See the example below.

9) Click on **Next**.
10) Click on **Yes** if you receive a User Account Control warning.
11) Click on **Finish** when you receive the notice that Translator's Workplace 5.1.1 has been successfully installed.

TW 5.1.2 Update Installation instructions

Description

- This update installs more than 60 new or revised resources
- No new software is installed

Prerequisites

- You must have TW 5.1 and the TW 5.1.1 Update installed
    1. To verify that TW 5.1 is installed start TW and check the logo at the top of the Translator's Workplace menu. It should indicate Version 5.1.1 (see sample below).
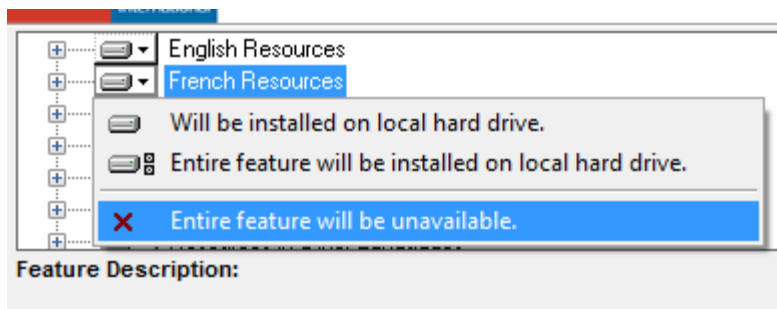

    2. If you do not have TW 5.1 installed, go to START HERE and follow the appropriate instructions. If you have TW 5.1 but not TW 5.1.1 go to the TW 5.1.1 Instructions.
- You must have 2 GB hard drive space if installing from an external drive; 3 GB if installing from a downloaded file
  Note: About one-half of that disk space is released when the installation is complete
- If you use an installer downloaded from the web, you must leave the installer on your hard drive for future modification or repair.
- You must have administrator privileges on your computer.

- This update has been tested with Windows versions indicated in the chart below. The update will probably run under Windows XP and Vista, but has not been extensively tested with those versions of Windows.
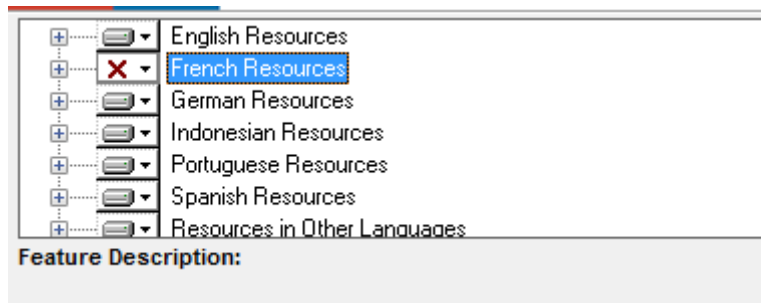
Windows Version	32-bit	64-bit
Windows 7	●	●
Windows 8	—	●
Windows 8.1	●	●
Windows 10	—	●

Installation Procedure
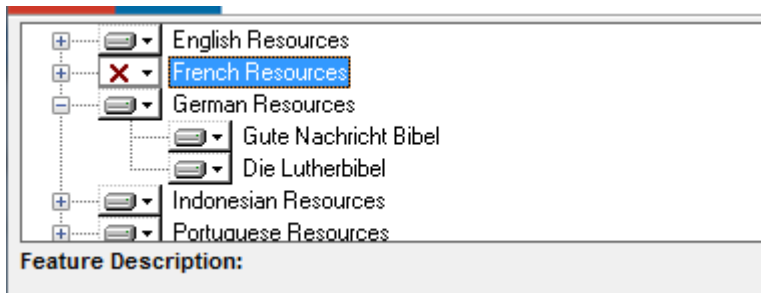
1) Close Translator's Workplace if it is running as well as all other applications.

2) Reboot your computer.

3) Download the **Translator's Workplace 5.1.2 Update** from the SIL TW website https://www.sil.org/resources/publications/tw/folio and double-click on **TW512Update.msp** in the folder.

4) If the Installer is unable to locate the TW 5.1.1 product key, the product key dialog will appear. Use the dropdown arrow on the right of the line and select the key that begins with TWF- or enter your TW 5.1 product key.

5) The **Preparing to install** notice will appear. It may be several minutes before the **Welcome** dialog appears. Click **Next** on that dialog.

6) When the **License Agreement** dialog appears click **I accept the license agreement** and then click **Next**.

7) When the **Readme information** dialog appears click **Next**.

8) Select the feature(s) you want to install.

   a) Note that resources for all languages are selected for installation by default. If you do not want to install resources for particular languages, click on the icon to the left of the language name. Click on **Entire feature will be unavailable**.

   The red "X" now indicates that the resources for this language will not be installed.

Feature Description:

If you want to install some, but not all, resources for a particular language, click on the "+" sign to the left of the language name. You may now choose the individual resource(s) that you do not want to install. See the example below.
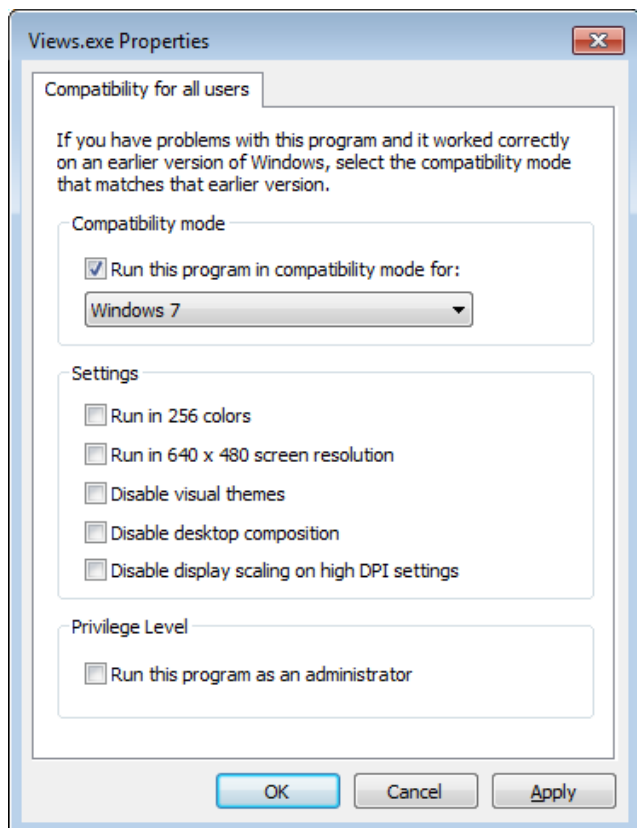

Feature Description:

9) Click on **Next**.
10) Click on **Yes** if you receive a User Account Control warning.
11) Click on **Finish** when you receive the notice that Translator's Workplace 5.1.1 has been successfully installed.

Windows 64-bit instructions – Follow these instructions before using TW 5.1

Note: Most newer computers have 64-bit operating systems. If your computer has a 32-bit operating system, skip this section. If your operating system is Windows 10, skip this section.

1) Right-click the **Translator's Workplace 5.1 shortcut** desktop icon and select **Properties**. The **Translator's Workplace 5.1 Properties** dialog will appear.

2) Select the **Compatibility** tab.

3) Click on **Change settings for all users** at the bottom of the dialog.

4) Check the box **Run this program in compatibility mode for:** and click the drop-down arrow and select the appropriate option for your operating system according to the chart below. See the illustration below the chart.

Operating System	Compatibility mode
Windows 10	OFF
Windows 8.1	Windows 7
Windows 8	Windows 7
Windows 7	Windows 7
Windows Vista	Windows Vista SP2
Windows XP	Windows XP SP3

5) Make sure that **Run this program as an administrator** is not checked.

6) Click **OK**, **OK**

Adobe Acrobat Reader

Many of the resources included with Translator's Workplace require the Adobe Acrobat Reader for viewing. If you do not have Adobe Acrobat Reader installed you may download the free reader from the internet or install it using one of the installers in the **Acrobat** folder on the **Translator's Workplace 5.1 DVD** or the **Translator's Workplace 5.1/5.1.1 DVD.**

Old TW 5.0 BART 3.0 shortcut icons should be removed

If there are any old TW 5.0 or BART 5.3 shortcut icons left on your desktop, taskbar or elsewhere, please delete them to avoid confusion in the future.

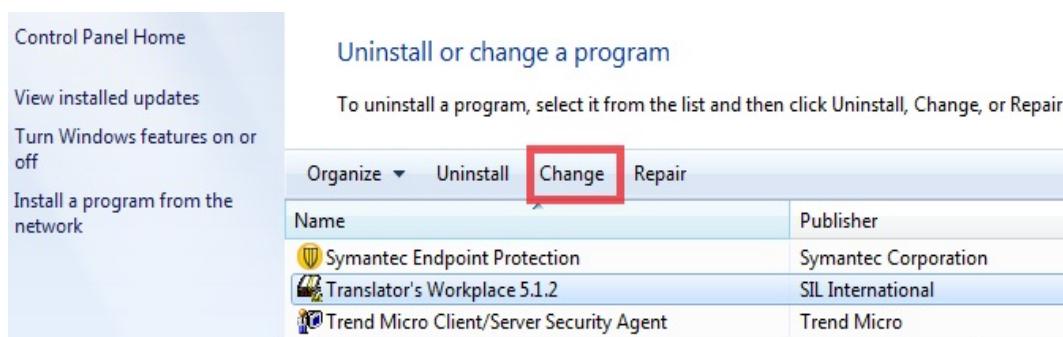## *How to install TW If you do not have a DVD drive*

If the computer onto which you want to install TW 5.1 and/or TW 5.1.1 does not have a DVD drive you have two options. You may download the installer from the SIL-TW website or you may copy the installer files onto a USB flash drive using a computer that has a DVD drive.

If you choose the second option, copy the entire contents of the appropriate DVD to an empty 4 GB or larger USB flash drive using a computer with a DVD drive. Insert the flash drive into the computer onto which you want to install TW 5.1 and/or TW 5.1.1. Follow the appropriate Installation instructions above. *Please note that if you need to repair or change the installed files at a later date, you will need use this flash drive to make changes*.

Instructions for adding and/or changing the resources installed on your hard drive after TW 5.1.2 has been installed.

When TW 5.1 was first installed you may have chosen to not install some resources (especially those in certain languages, e.g. French or German). If you later decide you want to install these resources, follow these steps.

1. From the Windows **Start** Menu, select **Control Panel**. On updated versions of Windows 10, you may need to Right click on Start, select Run or Search, type "Control Panel" and click OK.
2. Select **Programs and Features** (for Windows Vista/7/8/8.1/10) or **Add or Remove Programs** (for Windows XP/2000).
3. Select (single-click) **Translator's Workplace 5.1.2**.
4. Select **Change** or **Modify** at the top of the page.
   (DO NOT SELECT UNINSTALL!)

5.
   Make the desired changes in the Select Features dialog box.
   a. See step 8) Select the feature(s) you want to install in the *Using the "Select Features" dialog* above for details on how to do this.
   (**Note:** Placing an **X** in front of an installed resource or entire feature will remove that resource (section) from your hard drive.)
6. Select the **Next** buttons to continue.

7. To finish, the following files need to be in the same folder on your hard drive:
   2.msi, **TW511Update.msp**, and **TW512Update.msp**

8. You will be asked to insert the **Translator's Workplace 5.1 DVD** or the **Translator's Workplace 5.1/5.1.1 DVD** into your DVD drive.

9. **Stop,** *Leave the TW Install Dialog open while you do the following:*

10. **Instead:**
    a. Copy **2.msi** from the DVD to a folder on your computer.
    b. If you have the 5.1.1 DVD also copy the **TW511Update.msp** to the same folder.

11. If TW 5.1/5.1.1 was **installed from a download**, use Windows File Explorer dialog to browse for **2.msi**. Check to see if the **TW511Update.msp** is in the same folder.

12. Move or Copy **TW511Update.msp** and **TW512Update.msp** to the same folder as 2.msi if they are not there yet.

13. Return to the **TW Install dialog**
    a. Use the dialog to find the folder with the 2.msi file
    b. Wait for the Modify process to finish.

14. If you are unable to locate the 2.msi file, email Translators_Workplace@sil.org for further instructions.

Instructions for deleting Infobases installed on your hard drive after TW 5.1 has been installed.

You can use the TW **Organise Infobases** tool (on the **Advanced** menu) to remove resources at any time without running the install program again. You may want to do this to save space on your hard drive. See **Organise Infobases** in the **Translator's Workplace 5.0 Help Infobase** for details on using **Organise Infobases**.

NOTE: This removes the files from your hard drive but does not remove the entries in the TW Menu – they will still be there but the resource will not be available.

Folder changes in TW 5.1

The basic program and user interface for TW has not changed since TW 4.0. However, many of the files had new locations beginning with TW 5.0 to conform to Microsoft standards.

The following folders are important to the operation of Translator's Workplace:
- The *nfo* folder contains the Folio infobase resources (*.nfo).
- The *TWWork* folder contains the TW desktop setting files (*.twd).
- The *worddocs* folder contains other TW resources that are in PDF or other formats.

Note: These three folders are now subfolders of the TW5 folder.
- For Windows Vista/7/8/8.1/10 the TW5 folder is located here:
    C:\ProgramData\SIL\TW5
- For Windows 2000/XP the TW5 folder is located here:
    C:\Documents and Settings\All Users\Application Data\SIL\TW5

The correct location for TW 5.1 program files on 64-bit computers is **Program files (x86)\SIL\TW5**.

New location for TW desktop (.twd) files*

If you have TW 4.0 installed and have not previously installed TW 5.0, the TW 5.1 setup process will modify your TW desktop files (*.twd), updating the path from "TW4" to the new "TW5" location. See for the location of the TW5 folder based on the version of Windows you are using.

Note: If you have TW 4.0 installed and have not previously installed TW 5.0, the Load Desktops and Save Desktops dialogs might still point to the old C:\my documents\TWWork folder the first time you run TW 5.1. There should be a **TW 5.1 Desktops** shortcut in that folder. If you double-click this shortcut, it will take you to the new …\TW5\TWWork folder. When you load or save a desktop in this folder, TW 5.1 will remember the new location.

Note: If you used TW 4.0 or earlier versions on Windows 2000 or later, the c:\my documents folder contained the TWwork folder. This folder is now relocated in conformity to Microsoft standards.

You may delete c:\my documents after successfully installing TW 5.1 and after verifying that it does not contain any files other than your old TW desktop (*.twd) files in the TWwork subfolder. Deleting this folder can avoid potential confusion between it and the system My Documents folder for Windows 2000/XP or Documents folder for Windows Vista/7/8/8.1/10.

Windows Vista/7/8/8.1/10 instructions change from TW 4.0

For the TW 4.0 version, users were instructed to set their TW 4.0 shortcut icons to **Run this program as an administrator**. This is no long necessary with the new TW 5.1 folder location. You may also have previously set BART or ParaTExt to Run as Administrator to be compatible with TW 4.0. **Run this program as an administrator** should also be removed from these Program shortcuts to allow the programs to successfully share Scripture references with each other for synchronized scrolling.

See Windows 64-bit instructions for details on how to change this setting.

No BART 5.3.1 shortcut icon after install

Please run setup again. Select **BART 5.3.1** and then select **Repair**. The BART install will finish installing.

If Adobe Reader does not work

If you get the following message:
"Adobe Reader cannot open in Protected mode due to an incompatibility with your system configuration."
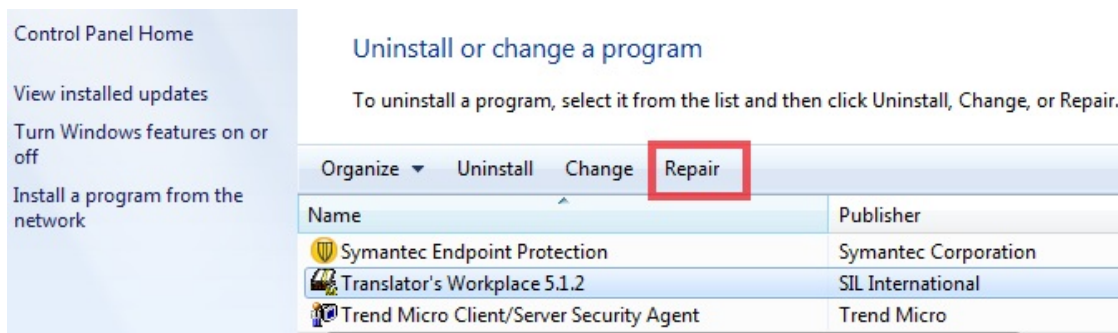Select:
       * Open with Protected mode disabled.
        Always open with protected mode disabled.

File not found

There are several reasons that TW may give a **File not found** error:
- The resource may not have been installed during the initial installation. If that is the case, see Instructions for adding and/or changing the resources installed on your hard drive after TW 5.1.2 has been installed above.
- If you have manually added additional infobase resources (.nfo files); open TW and use **File**, **Open** and browse to the new infobase resource(s). Opening the file in this manner should automatically add the resource(s) to the master control file (Nfoname.sup).
- The master control file (Nfoname.sup) may have become damaged. To resolve this problem, follow these steps:

  1. From the Windows **Start** Menu, select **Control Panel**. On updated versions of Windows 10, you may need to Right click on Start, select Run or Search, type "Control Panel" and click OK.
  2. Select **Programs and Features** (for Windows Vista/7/8/8.1/10) or **Add or Remove Programs** (for Windows XP/2000).
  3. Select (single-click) **Translator's Workplace 5.1.2**.
  4. Select **Repair** at the top of the dialog, then click **Next.**
     (DO NOT SELECT UNINSTALL!)

Control Panel Home

View installed updates

Turn Windows features on or off

Install a program from the network

Uninstall or change a program

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

Organize ▾ Uninstall Change Repair	
Name	Publisher
🛡 Symantec Endpoint Protection	Symantec Corporation
🎚 Translator's Workplace 5.1.2	SIL International
🖥 Trend Micro Client/Server Security Agent	Trend Micro

5. To finish, the following files need to be in the same folder on your hard drive: **2.msi**, **TW511Update.msp**, and **TW512Update.msp**
6. You will be asked to insert the **Translator's Workplace 5.1 DVD** or the **Translator's Workplace 5.1/5.1.1 DVD** into your DVD drive.
7. **Stop.** *Leave the TW Install Dialog open while you do the following:*
8. **Instead:**
    a. Copy **2.msi** from the DVD to a folder on your computer.
    b. If you have the 5.1.1 DVD also copy the **TW511Update.msp** to the same folder.

9. If TW 5.1/5.1.1 was **installed from a download**, use Windows File Explorer dialog to browse for **2.msi**. Check to see if the **TW511Update.msp** is in the same folder.
10. Move or Copy **TW511Update.msp** and **TW512Update.msp** to the same folder as 2.msi if they are not there yet.

11. Return to the **TW Install dialog**
    a. Use the dialog to find the folder with the 2.msi file.
    b. Wait for the Modify process to finish.
12. If you are unable to locate the 2.msi file, email Translators_Workplace@sil.org for further instructions.

TW 5.1.1 Update installer exits without installing anything

If the TW 5.1.1 installer exits without installing anything, it may be because it does not recognize that TW 5.1 is installed. To resolve this, follow these steps:
1. Uninstall Translator's Workplace 5.1
2. Reinstall Translator's Workplace 5.1
3. Install the TW 5.1.1 update.

TW 5.1.2 Update installer exits without installing anything

If the TW 5.1.2 installer exits without installing anything, it may be because it does not recognize that TW 5.1 or the TW 5.1.1 Update is installed. To resolve this, follow these steps:
1. Uninstall Translator's Workplace 5.1

2. Reinstall Translator's Workplace 5.1
3. Install the TW 5.1.1 update.
4. Install the TW 5.1.2 update.

Problem – TW does not scroll with other translation programs (e.g. BART, ParaTExt, TW-Logos)

If TW fails to scroll with other translation programs check the following items.

NOTE: TW-Logos does NOT scroll directly with TW 5.1 or BART, so to achieve scrolling between TW-Logos, TW 5.1 and BART, ParaTExt must also be running.

See Windows 64-bit instructions for details on how to verify and change the items described below.

1) If your user account is an Administrator account, make sure that **Run this program as an administrator** is turned **OFF** for all Translation programs.
2) If your user account is NOT an Administrator account, make sure that **Run this program as an administrator** is turned **ON** for all Translation programs.
3) If your operating system is a Windows 32-bit system, make sure that Compatibility mode is turned **OFF** for all Translation programs.
4) If your operating system is a Windows 64-bit system, make sure that Compatibility mode for **TW-Folio** is set as listed in the chart below and that Compatibility mode is turned **OFF** for all other Translation programs.

Operating System	Compatibility mode
Windows 10	OFF
Windows 8.1	Windows 7
Windows 8	Windows 7
Windows 7	Windows 7
Windows Vista	Windows Vista SP2
Windows XP	Windows XP SP3

Technical support

If TW fails to run properly, first try to Repair the TW installation.
Follow the instructions for Repair above under the **File not found** section.

Technical support is available for licensed users.

- E-mail: Translators_Workplace@sil.org Messages to this address automatically go into the SIL Team Help system.
- Tel: + 1 704 843 6620; US/Canada: 1 800 215 7813
- Include your Registration Number (the six-digit number at the end of your SIL Product-Key-code) with any requests. This number is on a label affixed to your software booklet.
- Include the version of the operating system on your computer.