CATalyst®

Case CATalyst Installation and Configuration Guide

Case CATalyst Version 21

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Chapter 1 - Introduction

The Case CATalyst® Installation and Configuration Guide explains how to install Case CATalyst on a computer and activate your e-Key®. If you purchased the CATalyst BCS® (Broadcast Captioning Suite) or CATalyst VP®, follow the Case CATalyst installation instructions.

This guide also describes troubleshooting steps if you encounter difficulties. Additional information about updating Case CATalyst software and Case CATalyst network installation is available in the appendices.

OverView

The Case CATalyst Installation and Configuration Guide consists of:

Chapter 1, Introduction, explains how the guide is organized along with references to additional resources.

Chapter 2, Installation Requirements, explains the computer hardware necessary to run Case CATalyst.

Chapter 3, Installing Case CATalyst, explains how to install the Case CATalyst software and activate your e-Key.

Chapter 4, Case CATalyst Setup, explains how to start the software, change users, convert dictionaries and add delete strokes to your dictionary.

Chapter 5, Troubleshooting, lists Case CATalyst error messages along with the most likely reason they appear and potential solutions.

Appendix A, Updating Case CATalyst Software, explains how to use the Case CATalyst, Check for Updates, feature to install updates to your computer and download the update for installation onto a computer not connected to the internet.

Appendix B, Installing Case CATalyst Network Keyless Access, explains how to setup Case CATalyst using NKA (Network Keyless Access) on a server.

Where to Go For More Information

In addition to the Case CATalyst Installation and Configuration Guide, you may want to refer to the following resources. For additional details, see Training Tools.
Case CATalyst Help (F1) for Case CATalyst, CATalyst BCS, CATalyst VP

Case CATalyst Manual with CATalyst BCS and CATalyst VP Information

Case CATalyst Command Summary Cards

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CATalyst BCS Command Summary Cards

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Interactive Video Training: Essential Skills and Productivity Boosters

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Exceptional Extras

Sample Voice Files

Stenograph Solution Center (www.stenograph.com)

Chapter 2 - Installation Requirements

Congratulations on your purchase of Case CATalyst, Stenograph's most successful computer-aided transcription (CAT) software with optionally purchased CATalyst BCS, a contemporary captioning solution, or CATalyst VP. Before installing Case CATalyst software on your computer, confirm your computer meets or exceeds the hardware requirements listed in this chapter. If your computer system meets the listed requirements, install Case CATalyst, as described in the Installation chapter.

IMPORTANT: For Case CATalyst to operate properly, it is imperative that your computer meet the following minimum recommended hardware requirements. If you are installing CATalyst BCS or CATalyst VP, contact Stenograph Technical Support for specific hardware requirements.

Operating System:

One of the following operating systems:

- Windows 11
- Windows 10

Computer processor

- An Intel i3, i5, i7, or AMD equivalent processor with a speed of 2GHz or higher.

NOTE: There is a processor type called an ARM Processor. This processor is commonly found on Microsoft Surface Pro and newer MacBook computers. This processor is not compatible with CATalyst so be aware of what processor is on the computer before purchasing.

RAM Memory

RAM, Random Access Memory, is the amount of space on your computer that is devoted to processing. **The more RAM your computer has, the more space it has to work and the faster it can respond.**

- 4GB of RAM or more.
- 8GB of RAM or more if using CATalyst VP.

Hard Drive

- 80GB or more with 20 GB free space.

Ports

- A USB port for the writing machine to write realtime, update the writing machine dictionary and update the writing machine software.

- USB-C ports are compatible but may require a USB-C to USB adapter.

NOTE: Many Case CATalyst editing commands rely on the Function Keys (F1 - F12), especially the F4 key when inserting format symbols. Many computer manufacturers change the Function Keys to Activity Keys (increase/decrease volume, increase/decrease screen brightness, etc.). This can cause these editing commands to not function. If your computer's Function Keys are Multimedia keys, consult your computer's documentation or contact the manufacturer for assistance.

While these are the minimum requirements for Case CATalyst, Stenograph cannot guarantee compatibility with all makes and models of computers. We recommend asking the store or manufacturer about their return policy just in case an issue arises.

Chapter 3 - Installation

This chapter details the Case CATalyst software installation process. CATalyst BCS and CATalyst VP install with Case CATalyst software. CATalyst BCS and CATalyst VP are each optional purchases. Your e-Key code includes access to the software when purchased.

Your e-Key requires activation the first time Case CATalyst opens following installation and seamless reauthorization on a quarterly basis. Initial activation instructions are included in this chapter. As your renewal date approaches, Case CATalyst may prompt you to update the license file depending on your settings. Internet access is necessary to update the file.

The User Account Control or Permissions message box displays during Case CATalyst software installation. The current Windows user must have administrative rights to permit the installation. If the current user does not have Administrative rights, the UAC prompts you for the Administrator user name and password.

Installing the Software

The Case CATalyst installation program provides step-by-step instructions to guide you through the Case CATalyst software installation process. If you are updating to the latest version of Case CATalyst, ensure your e-Key license is updated for the latest version before installation.

If you are currently running Case CATalyst Version 12.54 or higher, you can quickly update to the latest Case CATalyst version via the Internet. See Case CATalyst Update Installation for more information.

Install Case CATalyst

1. Start your computer. Make sure it is fully booted.

2. Close all Windows programs before running the install program.

3. Go to the Stenograph web site and download the latest version of Case CATalyst. Go to www.stenograph.com, click Downloads and then Case CATalyst. Two downloads will be available, do one of the following:

   - To download the latest version of Case CATalyst along with the Integrated training videos, (IVTs), right click the latest CATalyst version with IVTs link, select Save Target As or Save Link As from the right click menu and select your Desktop or a convenient location on your hard drive.

   - To download the latest version of Case CATalyst without the integrated training videos, right click the latest version of CATalyst without IVTs link, select Save Target As or Save Link As from the right click menu and then select your Desktop or a convenient location on your hard drive to save the file.

4. To start the Case CATalyst installation, double click the Setup file you just downloaded.

5. When Windows prompts you for permission to allow the Case CATalyst installation. Select Yes or Continue. It may take a few minutes for the Case CATalyst Setup Wizard to display. When the "Welcome to the Case CATalyst" Setup Wizard" screen displays, do one the following:
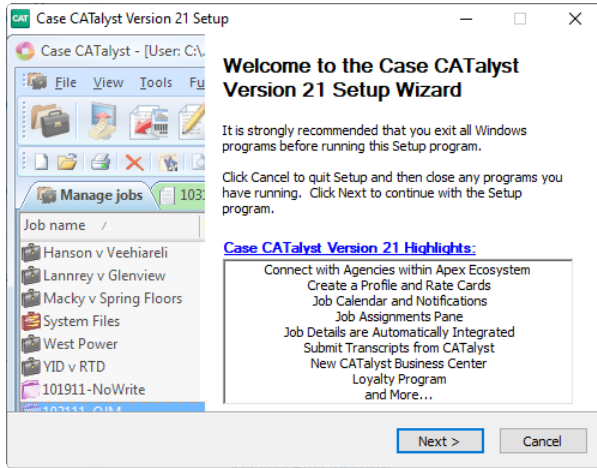
- View Case CATalyst Version feature highlights. Click Case CATalyst Highlights or anywhere in the list.

- Press Enter (Next) to continue the installation.

6. At the "License Agreement screen," read the license information carefully. To access the entire license agreement, scroll down.
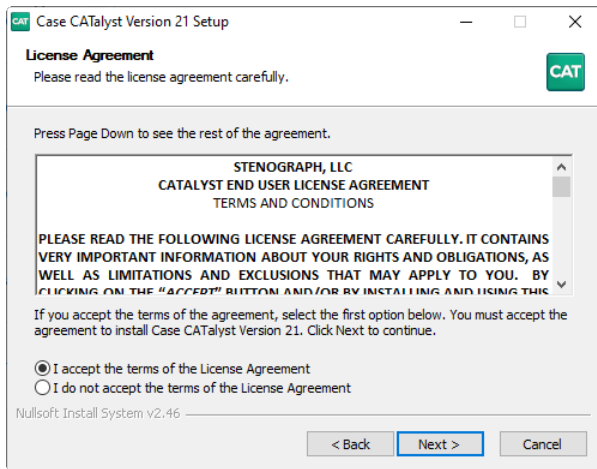
To continue the installation, click I accept the terms of the License Agreement and press Enter (Next). If you select, I do not accept the terms of the License Agreement, the installation cancels and the Setup screen closes.
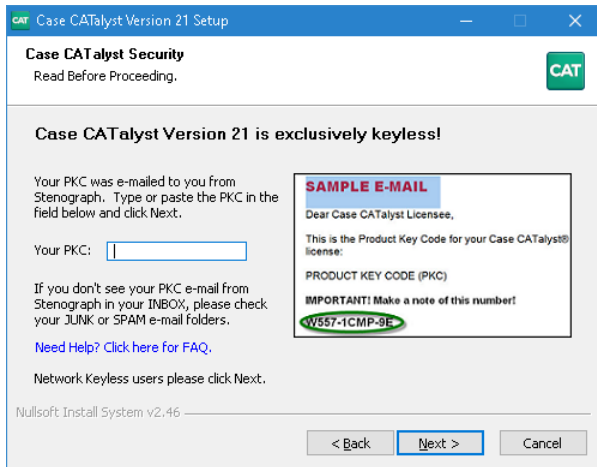
Your PKC was e-mailed to you. Type your PKC in the Your PKC: field. At the end of the installation, if you have internet access, CATalyst will attempt to authorize your e-Key. If you do not type your PKC or do not have internet access at the time of the installation, the first time you start CATalyst you will be prompted to activate your e-Key. For more information, See e-Key Activation. Click Next to continue with installation.

7. At the "Choose Components," screen, select the installation option that best fits your needs:
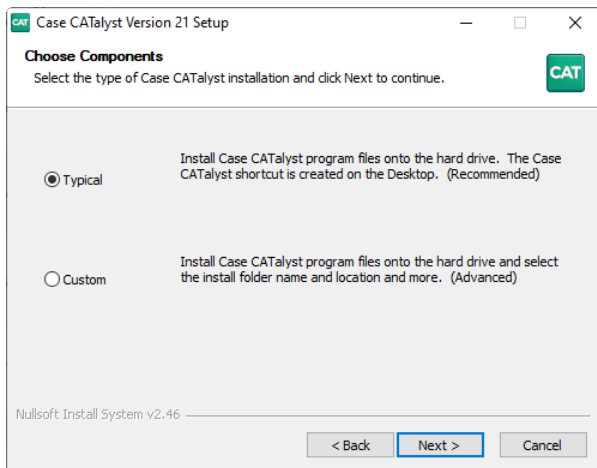
Typical

Install Case CATalyst software and the Integrated Video Training onto the hard drive with a Case CATalyst shortcut created on the Desktop. The Installation process determines the location and creates the folder name, C:\CAT4. When updating from a previous version of Case CATalyst, the Typical installation only replaces the existing Case CATalyst program files. Typical is the easiest installation. This is the default choice.

Custom

Install Case CATalyst software based on selected options. Choose your location, drive and folder for installation. Optionally, choose to install the Integrated Vide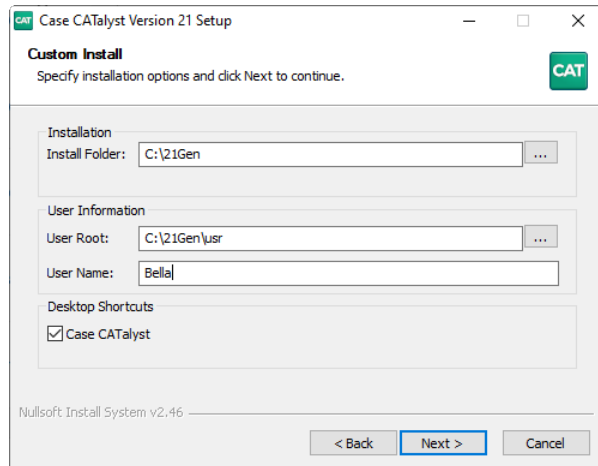o Training, create a Case CATalyst Desktop shortcut, specify a User Root and User Name and display the Readme file following the install. Custom installation is designed for advanced users.

Select **Custom** and click **Next** to display the Custom Install screen and make entries.

Install Folder

Specify the installation location for the Case CATalyst software. Use the Browse button to navigate to the desired location.

User Root

Specify the location for the Case CATalyst user files. Use the Browse button to navigate to the desired location. A user root folder is the first hierarchical level in the Case CATalyst file structure that contains user names and files. The default user root is C:\CAT4\usr. Case CATalyst requires at least one User Root folder.

User Name

Specify the User name to use in Case CATalyst. It is necessary to type a user name to continue the installation. You can add more user names, once you install Case CATalyst and access the program.

Desktop Shortcuts

Check the appropriate box to create a Desktop shortcut for Case CATalyst. Adding a shortcut to your desktop allows you to start Case CATalyst by double clicking the icon.

8. Press **Enter** (). The "Confirm the Installation Settings" screen displays with the type of component selected, Typical or Custom with specified options.
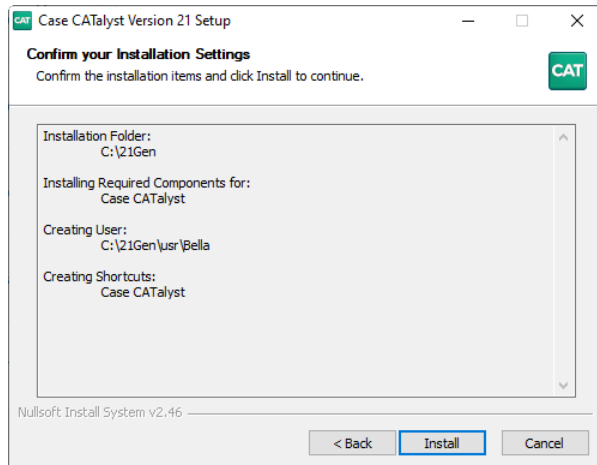
9. Review your selection and press **Enter** (**Install**) to begin installation. If it is necessary to make a change, click **Back**.

10. The Case CATalyst software installs. The "Installing" screen displays the progress of the software installation. This could take a few minutes. Messages may display for extended periods of time until the software installation completes. When the installation finishes, the "Completing the Case CATalyst Setup Wizard" screen displays.
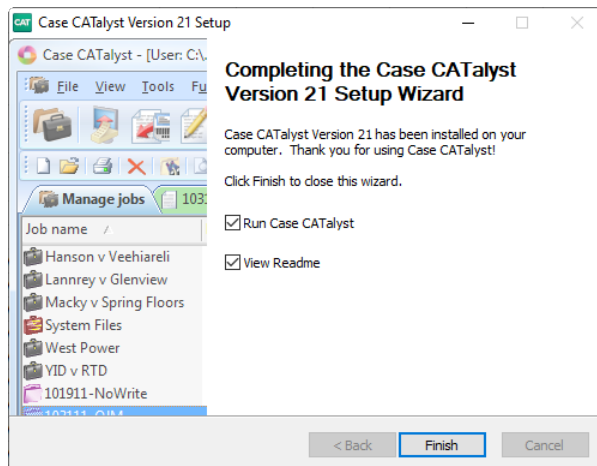
11. Do any of the following:

- Select or deselect the **Run Case CATalyst** option and click **Finish**.

- Select or deselect the **View Readme** option and click **Finish**. The Readme provides a link to the Release Notes which give detailed information about new features and software modifications.

    If you entered a PKC during installation but did not have Internet access and you selected to not run Case CATalyst immediately after installing, the message "*Case CATalyst is not activated yet, to finish the activation process, please run Case CATalyst.*" displays. Run Case CATalyst and see [e-Key Activation](#).

e-Key Activation

If you did not type your PKC during installation or did not have Internet access, your e-Key requires activation the first time Case CATalyst is run following installation.

To activate e-Key:

1. Start Case CATalyst, do **one** of the following:

- Double click the Case CATalyst icon on your desktop.

- Click the Start button. From the Start Menu, select Programs/Stenograph/Case CATalyst.

2. The e-Key Setup dialog box displays. If the Product Key Code field is empty, type the Product Key Code (PKC) you received via e-mail. A Registration Code field displays immediately below the Product Key field with a Registration Code. If the Registration Code field does not display, check the Product Key Code to make sure it is correct.
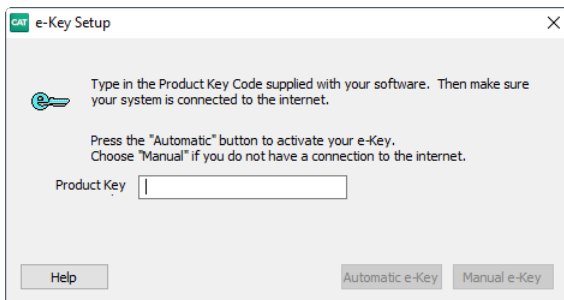
Depending on your Internet connection status, do the following:

Internet Access

a) Click Automatic e-Key. A message displays prompting you to wait. The download may take up to a minute.

b) Once the download is complete, the Options Setup dialog box displays.

c) Click **Finished**. Case CATalyst opens.

d) At the Manage Jobs screen, highlight the user name you created during installation and press **Enter**.

No Internet Access

a) Click **Manual e-Key**. The Manual e-Key dialog box displays:
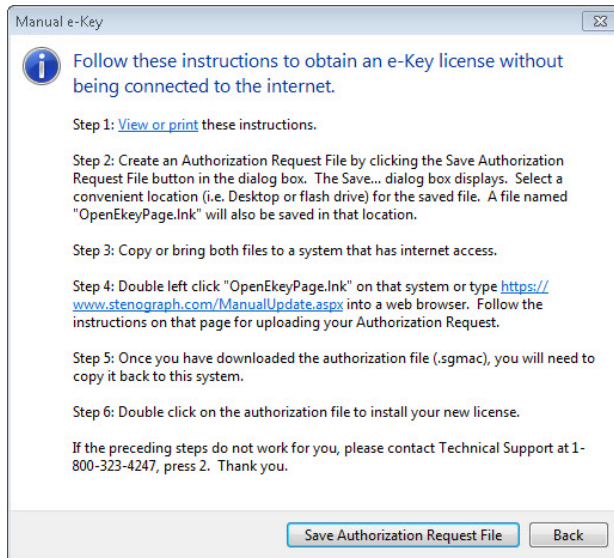
b) Click **Save Authorization Request File**. The Save Authorization Request To File dialog box opens to the last accessed location. Insert a thumb drive or other removable media device into the computer.

c) Navigate to the thumb drive or removable media device and click **Save**. A reminder message displays prompting you to re-open Case CATalyst after installing the authorization file.

d) Press **Enter** (**OK**) to close the reminder message. Case CATalyst closes.

e) On a computer with an active Internet connection, insert the thumb drive or removable media device with the Authorization Request File and open the browser to: https://www.stenograph.com/ManualUpdate.aspx

f) Follow the instructions on the web page to download the authorization file to the thumb drive or removable media.

g) Return to the Case CATalyst computer. Copy the downloaded authorization file from the thumb drive or removable media device to the computer's desktop.

h) Double click the authorization file to install it. Once the download is complete, the Options Setup dialog box displays.

i) Click **Finished**. Case CATalyst opens.

j) At the Manage Jobs screen, highlight the user name you created during installation and press **Enter**.

Case CATalyst Update Installation

Case CATalyst users running Version 12.54 or higher can use the Case CATalyst, Check for Updates, feature to install the latest version of CATalyst. Your e-Key license must be updated for the latest version.

1. From Case CATalyst, select Help/**Check for Updates**. A message displays while Case CATalyst connects and checks for updates.

2. The "Choose the update you want to apply" message displays. The following options are available.

   - Update my current version only (this is only available if there is an update to the current version of Case CATalyst you are running).

   - Update to Case CATalyst V#, the latest major version (Recommended).

      - Include integrated video training

3. Select the "latest major version" option and then click the **Update** button. By default, the Integrated Video Training files are selected to install with the update.

   - Integrated Video Training includes short Essential Skills and Productivity Boosters videos. Essential Skills are designed for new users to quickly learn Case CATalyst basics. Productivity Boosters show additional advanced features. You can use the Case CATalyst option *Create Training User*, to create a user with sample files that work in conjunction with the Essential Skills Integrated Video Training for hands-on practice.

   - Deselect the option Include Integrated Video Training, if you do not want to copy the video files.

   Select **Update**. Case CATalyst closes and updating begins. You will be prompted to agree to the Case CATalyst license. To continue the update, click *I accept the terms of the License Agreement* and press **Enter** (Next). If you do not accept the terms of the License Agreement, the installation cancels and the Setup screen closes.

4. When the update completes, the "Case CATalyst Updater is successful" dialog box displays.

5. By default, the Run Case CATalyst option is selected. Press Enter (Finish) to start CATalyst.

Uninstall Case CATalyst Software

In the rare instances it is necessary to remove the Case CATalyst software, the uninstall process removes only program files, however, Stenograph strongly recommends that you back up your files before removing the Case CATalyst software. To backup your files, from the Case CATalyst Manage Jobs screen, press Ctrl + b (Tools/Backup). Check the box next to your user name to backup all your files. For additional Backup information refer to the Case CATalyst Help (F1).

Complete the following steps to uninstall Case CATalyst software:

1. Start your computer. Make sure Case CATalyst is **not** running.

2. From the Start Menu, select Programs/Stenograph/Uninstall Case CATalyst.

3. At the "Welcome to the Case CATalyst Uninstall Wizard" screen, press **Enter** (Next).
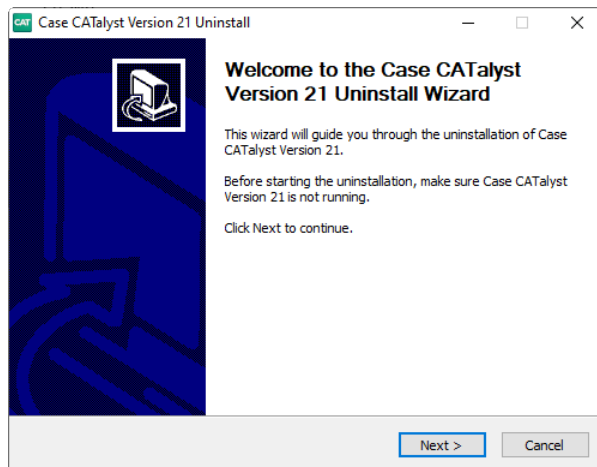
4. At the "Uninstall Case CATalyst" screen, press **Enter** (**Uninstall**). The *Uninstalling from* field reflects the current Case CATalyst installation folder. The "Uninstalling" screen displays the progress of the uninstall.
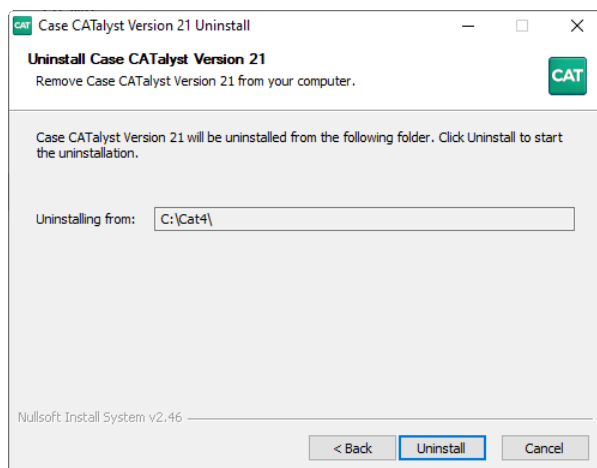
5. At the "Completing the Case CATalyst Uninstall Wizard" screen, press **Enter** (**Finish**) to complete the uninstall.
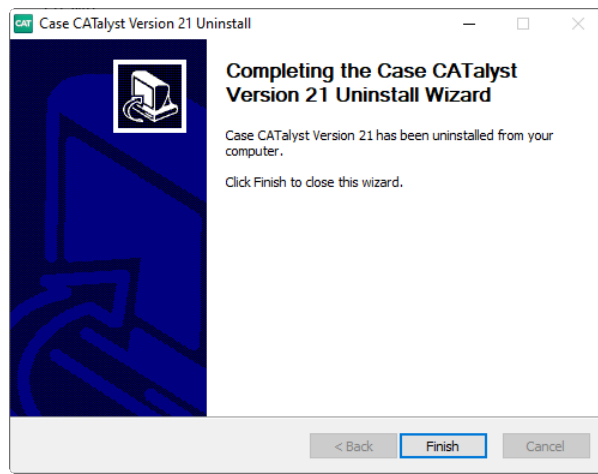
6. To install the Case CATalyst software, continue with installing the software.

Training Tools

Case CATalyst includes an online help, an electronic user's manual and integrated training videos. The Help system, manual and training videos target the CATalyst Pro Version of Case CATalyst. If you installed the Edit or Student version of Case CATalyst software, some features may not exist in your version. Additional learning aides are accessible from the Help menu. These include the ability to create a training user with Essential Skills practice files, self-study guides and specialized sample dictionaries, macros, templates and other Case CATalyst files.

Online Help

The Case CATalyst Help, including the CATalyst BCS and CATalyst VP Help, is accessed from the Help menu, by pressing F1 or by clicking Help in a dialog box. CATalyst BCS and CATalyst VP are optional programs.

Manual

The Case CATalyst Manual, in PDF format, is available from the Help menu. The Case CATalyst manual also contains information for the optional CATalyst BCS and CATalyst VP programs. The manual's Table of Contents is interactive, you can click an entry and you will be taken to the page. You can also search (Ctrl + f) the manual.

Integrated Video Training

Case CATalyst integrated video training, accessible from the Help menu, includes short video lessons on select Case CATalyst features. Essential Skills training videos provide instruction on basic steps necessary to produce a transcript, conduct dictionary and file maintenance, modify page layout settings and create include files. Additional video modules, Productivity Boosters, provides training on Case CATalyst features beyond the basics such as compressing and e-mailing job files, Seating Chart setup, modifying global

definitions and using the Cat Scratch pane. When you select Typical installation, the Case CATalyst training videos automatically install onto the hard drive of your computer when Case CATalyst software installs. When Custom installation is chosen, the training videos install on your computer hard drive only when the Install Integrated Video Training option is selected to install with the Case CATalyst software.

Create Training User

The Create Training User feature, available from the Help menu, automatically creates a new user with the name, "Training," followed by the current user name. For example, you are in the user "Mike" and select Create Training User. Case CATalyst creates the user, "Training Mike," and automatically opens the user. The training user contains sample files for hands-on practice to accompany the Essential Skills Integrated Video Training.

Command Summary Cards

The Command Summary Cards, available from the Help menu, provide quick reference to Case CATalyst or CATalyst BCS default keyboard commands. There are basic, intermediate and advanced level cards. All Command Summary Cards display in PDF format with the ability to create printed copies. You can open the cards and switch the display between the cards and Case CATalyst by pressing Alt + Tab.

Personal Command Summary Cards

You can also view and/or print Command Summary Cards based on your keyboard map assignments. If you are in a keyboard map, simply select View, Personal Command Summary Card and select the level of card you want to view. As an alternative, from the Help menu you can select Personal Command Summary Cards, select the card level and then select the keyboard map. Your Personal Command Summary Card opens in your Internet Browser. When printing the Personal Command Summary Cards from your browser, it is best to select Landscape as the Print Orientation.

Self-Study Guides

Case CATalyst self-study guides, accessible from the Help menu, can assist you in learning how to use basic Case CATalyst skills and other Case CATalyst features. These guides, in PDF format, include:

AudioSync Self-Study Guide - Learn how to set up and use AudioSync to create a synchronized audio (.wav) of realtime sessions. The guide covers using AudioSync with Case CATalyst; using AudioSync On The Go with the Luminex™, Diamante®, élan Mira A3® or the Stentura® Fusion; and working with audio files recorded on another device.

Automatic Indexing Self-Study Guide - Learn the Indexing format symbols and how to create customized index pages for your transcripts using the Build Index feature.

Basic Realtime Self-Study Guide - Discover the basics of realtime translation, including setup and how to make use of Case CATalyst features to improve realtime translation accuracy.

Fields Self-Study Guide - Gain an understanding of how fields can help to quickly and efficiently insert information for standard pages, parentheticals, headers and footers.

Essential skills self-study guide - learn the essential skills of transcript production and file maintenance.

Index Template Wizard Self-Study Guide - Learn to use the Index Template Wizard feature to create customized index templates for use with the Build Index feature.

Number Conversion Self-Study Guide - Learn how the Case CATalyst Automatic Number Conversion feature and number conversion definitions can help convert combinations of numbers and words such as time, dates, addresses and measurements to a specific format.

Speaker Features Self-Study Guide - Learn to identify speakers before and during translation using the EZ Speakers Dictionary; easily add and modify speakers in Edit using the Speaker List; and take advantage of the Seating Chart during Realtime.

Macros and AccelerWriters Self-Study Guide - Learn to record, assign and use custom macros in Edit and to record, define and use custom AccelerWriters during realtime.

Exceptional Extras

The Case CATalyst Exceptional Extras, available from the Help menu, include step-by-step instructions along with keyboard maps, dictionaries, macros and index templates to assist you in effectively taking advantage of features beyond the basic. All instructions are in PDF file format.

Sample Voice Files

Sample voice files, designed to assist you in getting started with basic CATalyst VP features and transcript production, are available for download from the Stenograph Solution Center. You can use these sample files in CATalyst VP, making any necessary individualized modifications. To use the files, download the SampleVoiceCommands.zip file and restore the contents to your Case CATalyst user. See below for instructions.

The sample files contained in the SampleVoiceFiles.zip include: UserLayout.SGCUL, Sample 1 VoiceCommands.sgvcd and Sample 2 VoiceCommands.sgvcd and VP Keyboard.sgkbd.

The Sample Voice Files Document, in PDF format, provides information about the files and how to use them.

Copying Sample Voice Files

1. Make sure you have an internet connection and open Case CATalyst to your user name and click **Help** and then **Support Help Desk**. Stenograph's Solution Center Home page displays.

2. At Stenograph's Solution Center, click the Downloads button, select Case CATalyst and then click the **Sample Voice Files.zip**. The file automatically begins downloading to your Download folder.

3. Once the file is downloaded, close the Stenograph Solution Center.

4. At Case CATalyst's Manage Jobs, press **Ctrl** + **r** (Restore).

5. In the Restore dialog box, click the **Browse** button, navigate to the Downloads folder and highlight the Sample Voice Files.zip and click **Open**.

6. In the Restore dialog box, the following files default to the locations listed. To begin the restore, click **OK**.

- **UserLayout.SGCUL** - System Files case.

- **Sample 1 VoiceCommands.sgvcd** - System Files case. A sample voice dictionary can be renamed, Personal VoiceCommands.sgvcd, for use with CATalyst VP only. CATalyst VP automatically uses this dictionary during voice translation. The dictionary name must be, Personal VoiceCommands.sgvcd and reside in the System Files case for CATalyst VP to use it automatically. You can also create a new voice dictionary with the name, Personal VoiceCommands.sgvcd.

- **Sample 2 VoiceCommands.sgvcd** - System Files case. This sample voice dictionary can be renamed, **Personal VoiceCommands.sgvcd**, for use with CATalyst VP only. CATalyst VP automatically uses this dictionary during voice translation This dictionary must be named, *Personal VoiceCommands.sgvcd* and reside in the System Files case for CATalyst VP to use it automatically. You can also create a new voice dictionary with the name, Personal VoiceCommands.sgvcd.

- *VP Keyboard.sgkbd*   - System Files case. Keyboard maps must reside in the System Files case.

- *Sample Voice Files Document.pdf*   - the main level of your user. This document provides information and use regarding the contents of the Sample VoiceCommands dictionaries.

7. The files begin restoring, if there is an existing file with the same name you will be prompted to overwrite the existing file or not. Read the Sample Voice Files Document for more information about the sample files.

Chapter 4 - Configuration

Once you complete the Case CATalyst installation, you may want to import your dictionary. This chapter explains how to change users, import your dictionary and how to add delete and flush strokes to your dictionary.

Changing Users

To change to another user directory, do one of the following:

- From the User Level, in the Manage Jobs screen double click the user name.

- From within a user directory, return to the User Level screen. In Manage Jobs, press **Alt + t**, **s** (Tools/Users Level) and double click the user name.

Convert Dictionaries

To use a dictionary created in another CAT software program, it may be necessary to export the dictionary from the other CAT system to import it into Case CATalyst. You can import dictionaries directly in Case CATalyst Version 3.x format, Premier Power format, dictionaries converted to RTF/CRE, Eclipse 4.1 or higher format or dictionaries converted to Stentura format.

When importing a backed up Case CATalyst Version 3.x dictionary, use the Restore feature. If the Case CATalyst Version 3.x dictionary is not backed up, use the Import function.

If you sent your dictionary to Stenograph to be converted, use the instructions included with your converted dictionary to restore it into Case CATalyst.

1. Sign on to the user name in which you want to import the dictionary.

2. Press **Alt + u, i** (**Function/Import**) to display the Import dialog box.

3. In the *Import Source* field, select the type of import:

    - Case CATalyst 3.0 — If the Case CATalyst Version 3.x dictionary is backed up, use the Case CATalyst Restore function.

    - RTF/CRE — Select RTF/CRE if the dictionary has been exported to RTF/CRE format and has a ".RTF" extension.

    - Stentura dictionary

    - Premier Power — If possible, Stenograph recommends that you optimize your dictionary in Premier Power before importing it.

    - Eclipse - version 4.1 or higher.

4. Confirm that the *Import From* field displays the location of the dictionary you want to import. If it is incorrect, select the **Browse** button to locate the correct source location. If the file is on diskette, make sure the diskette is in the diskette drive.

5. To display only dictionaries in the current location, in the *Files of Type* field, click the **Down Arrow** to make your selection.

    - RTF/CRE Dictionary Files — Import a RTF/CRE formatted dictionary.

- When importing an RTF dictionary from Eclipse software, Case CATalyst may prompt you to import the AI (artificial intelligence) information. Selecting Yes, imports the information and stores it in the Case CATalyst SecondChoice database which is used for CATalyst's Second Choice conflict resolution. Second Choice conflict resolution option is available on the Input tab of the Translate Options dialog box.

- Case CATalyst 3.0 Dictionary Files (*.dct) — Import a Case CATalyst Version 3.x dictionary.

- Stentura Dictionary — When importing a Stentura dictionary no file selection window displays so no Files of Type field is available. You can choose to import the JDEFINES.JOB Stentura job dictionary. For more information on the JDEFINES.JOB dictionary, see your Stentura documentation.

- Premier Power Dictionary Files (*.dct; *.job) — Import a Premier Power dictionary.

- Eclipse - (*.dix) - Import an Eclipse dictionary.

6. Use one of the following methods to select dictionaries.

   - Select an individual dictionary — Highlight the dictionary.

   - Select consecutive dictionaries — Press and hold Shift and click the first dictionary in the list you want to select. Move your cursor to the last dictionary you want to select and click it. Release Shift. All dictionaries between the first and the last dictionary selected are chosen for import.

   - Select non-consecutive dictionaries — Press and hold Ctrl. Click each dictionary you want to select and then release Ctrl.

7. Case CATalyst defaults to keeping the original name of the dictionary when importing.

8. Select **OK** to begin the Import process.
   If you import an RTF/CRE dictionary created by Cheetah TurboCAT, the following message displays:

   The dictionary dictionaryname.rtf was exported by TurboCAT.

   Please select whether this was from TurboCAT or by CAPtivator™.

   Use my selection for all other dictionaries I'm importing right now.

   TurboCAT   *CAPtivator*

   Select the type of dictionary. Your selection determines how Case CATalyst imports specific dictionary entries concerning format symbols for captioning. If you are importing your Personal Dictionary, be sure to save it in the System Files case and name it Personal Dictionary. If you deselected the Keep same filename as original system option, a Save As dialog box displays for you to name each selected dictionary.

9. When the import completes, a message box displays confirming the number of files imported.

Add Delete and Flush Strokes to Dictionaries

Case CATalyst and CATalyst BCS do not have a preset delete stroke. After importing your dictionary, add your entry for a Delete stroke, such as * (asterisk) and a Caption Flush stroke, such as, the pound sign followed by an asterisk (#*) for CATalyst BCS.

If you import a Case CATalyst Version 3.x dictionary that contains the {Delete} entry, the delete stroke entry already exists in your Case CATalyst dictionary.

To define your Delete and Flush strokes:

1. At the Manage Jobs screen, highlight the dictionary to which you want to add the delete stroke and press **Enter**.
   Stenograph recommends adding the strokes to the Personal Dictionary. Your Personal Dictionary is stored in the System Files case. Double click the System Files case and then double click Personal Dictionary.

2. Once the dictionary opens, press **Ctrl** + **i** (Edit/Insert) to display the Insert dialog box. In the Steno field, type the steno for the delete stroke. For example, if you use the asterisk (*), type the asterisk in the steno file.

3. In the Text field, press **Alt** + **f** (FS) to display the list of Format Symbols. Use the arrow keys to locate and highlight the translate command, **{Delete}**. Press **Enter** to insert the {Delete} command into the Text field.

4. Click **OK**.

5. Define any additional {Delete} strokes as necessary. To define two asterisks as a paragraph, in the Steno field type two asterisks separated by a forward slash (*/*). In the Text field, press **F4 P** to insert the <Continuation Paragraph> or <New Line Paragraph> format symbol, whichever is appropriate. To insert the entry, press **Enter**.

6. If applicable, define any steno outlines used to force text to the encoder using the format symbol, <Caption: Flush> in the Text field.

7. When finished inserting entries, click **Cancel** to exit the Insert dialog box.

8. Press **Ctrl** + **F4** (File/Close) to exit the Manage Dictionary function. At the Save Changes prompt, select **Yes** to save the new entries.

Chapter 5 - Troubleshooting

Error Messages

If you encounter problems or receive error messages when using Case CATalyst, CATalyst BCS or CATalyst VP, refer to the following information to discover the possible causes of the problem and what you can do to fix them. You might also want to check Case CATalyst Help for error messages.

Case CATalyst is not activated yet, to finish the activation process, please run Case CATalyst.

Action

1. You need to activate your e-Key. Your personal PKC (Product Key Code) was sent to you via e-mail. Run Case CATalyst and type your PKC in the Product Key Code field. Once a valid PKC is entered, the Registration Code field will automatically fill in.

2. Click **Automatic e-Key** if you are connected to the Internet. If you do not have an Internet connection, select Manual e-Key and follow the on-screen instructions.

3. Complete the remaining steps for activation. See , Step 2.

e-Key Setup dialog box

The e-Key Setup dialog box is empty after installing Case CATalyst.

Action

1. Your personal PKC (Product Key Code) was sent to you via e-mail. Type your PKC in the Product Key Code field. Once a valid PKC is entered, the Registration Code will automatically fill in.

2. Click Automatic e-Key if you are connected to the Internet. If you do not have an Internet connection, select Manual e-Key and follow the on-screen instructions.

3. Complete the remaining steps for activation. See , Step 2.

Case CATalyst appears to be open. Please close all instances of Case CATalyst and click Retry to continue with the installation.

Action

1. A version of Case CATalyst is open and needs to close before you can continue with the installation. On the taskbar, click the Case CATalyst icon and close it.

2. Click **Retry** to continue with the install.

Archive Not Created by CATalyst

The file you are attempting to Restore is not a Case CATalyst backup.

Action

Extract the files using the original compressing program or try extracting the files using Windows, right click and select **Extract Files**.

Auto recover file, *filename*, exists for this transcript

Translate and Edit or Edit was terminated abnormally while this file was in use.

Action

Auto Recover has saved a copy of the transcript up to the most recent auto save due to the abnormal termination in Edit. Double click the file name of the job you were working on to open the transcript. CATalyst will rename the recovered file to the same name as the original file. You will be prompted that the file name of the job you were working on is available with the original name followed by _Original1.

To change your Auto Recover settings, in Edit select Tools/Options/Auto Recover.

Exception

An Exception error may occur if an error happens while running Case CATalyst. Exception errors can happen for many different reasons. When an Exception error occurs, the Exception dialog box displays and Case CATalyst creates a *.dmp file. The *.dmp file contains information that may help Stenograph determin the cause of the Exception error. The Exception dialog allows you to take the following actions:

Action

- Send Stenograph the exception report - this checkbox allows you to choose if the Exception *.dmp files(s) will be sent to Stenograph automatically. The *.dmp files will be sent to Stenograph the next time Case CATalyst is open and there is an internet connection available.

- Please provide details about what you were doing (Optional): comment box - this comment box allows you to provide details about the actions you were performing in Case CATalyst when the Exception occurred. This information will be sent to Stenograph along with the dmp file(s).

- Restart CaseCATalyst button - use this button to close the Exception dialog. Case CATalyst will close and reopen automatically. If there is an internet connection and the checkbox to send the exception report is checked, the dmp file(s) will be sent to Stenograph when Case CATalyst opens.

- Close CaseCATalyst button - Case CATalyst will close and will not reopen automatically.

Cannot update Case CATalyst Software

Updater errors include the inability to connect to the Internet when attempting to update Case CATalyst software using the Check for Updates feature or the Case CATalyst Updater; an unexpected error while attempting to update using Check for Updates or the Updater; or unable to access Case CATalyst software after updating via Check for Updates or the Updater.

Action

There are several possible causes for an update error.

- Reboot your system and try again. Try running Check for Updates or the Updater before accessing any other program.

- Check the Stenograph Solution Center at www.stenograph.com for step-by-step instructions.

- Contact Stenograph Technical Support.

No captions display on the television (BCS)

No captions may result from an incorrect encoder selection or when an external USB modem is used.

Action:

- Check the current Profile to confirm an encoder is selected.

- Try an internal modem or another external serial modem.

Cannot connect encoder or TV screen displays odd characters or garbage (BCS)

No captions or odd characters may result from an incorrect encoder selection.

Action:

- Check the current Profile to confirm the correct encoder is selected. If a particular encoder is not listed in BCS, it is best to choose EEG compatible rather than SmartEncoder.

Experiencing line drops (BCS)

Line drops may result from an incorrect or too fast Baud rate setting.

Action:

Change the Baud rate setting to 1200 on both the sending and receiving systems.

CATalyst BCS cannot dial out and connect to the encoder when starting a session (BCS)

The Profile does not have an encoder selected or the telephone line is not available.

Action:

- Verify the line on which you are dialing out is not in use.

- Check the current Profile to confirm an encoder is selected. If None is listed, CATalyst BCS does not dial out.

- Check your setting with those provided by the television station. These settings include the encoder type and modem number with area code.

- If the telephone line has a Call Waiting feature, add *70 to the phone number in the Profile. This temporarily disables call waiting during transmission. For example, *70,6302791847.

Encoder not receiving captions (BCS)

An incorrect Parity setting can prevent the encoder from receiving caption text even when an established modem connection exists.

Action:

Verify specific Parity instructions with station. If specific Parity settings are not available, try the following settings:

- Parity: None

- Stop bits: 1

- Data bits: 8

Stenograph Technical Support

Stenograph On-line Solution Center

Stenograph Solution Center provides a database of on-line documents to assist you in troubleshooting. You can access the Solution Center at: **https://solutioncenter.stenograph.com/**

Technical Support Representatives

If you need additional assistance with Case CATalyst, contact our Technical Support Representatives at: *1.800.323.4247 or 1.630.532.5100.*

Monday through Friday

7:00 a.m. to 8:00 p.m. (Central Time)

Excluding Stenograph holidays

Hours are subject to change. Please see www.stenograph.com for the latest information on Technical Support hours and availability.

Appendix A - Update Case CATalyst

Updating Case CATalyst program files ensures the best results from your Case CATalyst software. Stenograph recommends using the Case CATalyst, Check for Updates, feature approximately once a month to check for updates to the Case CATalyst program files. When selected, Check for Updates automatically connects to a special Stenograph internet site that compares your Case CATalyst program files against the most current files. If your program files are not current, you are prompted to install the new program files directly onto your computer.

An Internet connection is required to update Case CATalyst software. If you do not have an Internet connection on the Case CATalyst computer, you can download the Update files to a memory stick or flash drive using another computer connected to the Internet and then install them to the Case CATalyst computer.

Case CATalyst displays an Update Reminder message if the, Check for Updates Enabled, option is active and you have not used the Check for Updates feature within 60 days of installing your current software version. When the Update Reminder message displays, you can choose check for an update or select another reminder time. The reminder time increments are: Tomorrow, Two Days, Three Days, One Week, Two Weeks, One Month, Two Months, Three Months.

Update Case CATalyst Program Files

The Application/Computer Option, Check for Updates Enabled, must be active to display the Check for Updates feature on the Case CATalyst Help menu. You can use the Check for Updates feature any time.

Check for Updates

1. From Case CATalyst, press Alt + h, u (Help/Check for Updates). The following message displays:
    Please Wait.
    Downloading License can take up to a minute.)

    Case CATalyst begins checking for updates.

2. If an update is available, a message displays prompting you to update the software. Select Yes.

3. Case CATalyst automatically closes and the program files install.

4. The update must completely finish installation before any of your system files are updated. If you lose connection to the Case CATalyst web site before the update completes, your current version is not modified. When you reestablish connection, and use the Check for Updates feature, the update continues from the point the connection was lost.

5. When installation completes, the Case CATalyst Updater screen displays. By default, the option to run Case CATalyst when finished is selected.

6. Click Finish to close the dialog box.

7. Any existing application files replaced by the update are stored in the Case CATalyst folder within the subfolder, SGUpdateBackup. The Case CATalyst folder is the location where Case CATalyst is installed, by default it is CAT4.

Downloading the Update

Case CATalyst provides the option to download the CaseCATalystUpdate.exe file for transfer to a computer without internet access. Stenograph recommends that you download the file directly to the Windows desktop, memory stick or flash drive for transfer to another computer.

Copy the SGDLUpdate.exe file

1. On the Case CATalyst computer, using Windows Explorer, navigate to the folder where Case CATalyst is installed. This is often the CAT4 folder.

2. Locate the SGDLUpdate.exe file. Depending on your Windows settings you may not see the ".exe" extension.

3. Using Windows conventions, copy the SGDLUpdate.exe file to your flash drive or memory stick.

4. Remove the flash drive or memory stick from the Case CATalyst computer and insert it into the computer with Internet access..

5. Double click the SGDLUpdate.exe file. Depending on your Windows settings you may not see the ".exe" extension. When Windows prompts you for permission to allow the Case CATalyst update. Select **Yes** or **Continue**.

6. The Case CATalyst Download Update screen displays. To read about changes in the software before downloading, click *Click here to view the Readme before updating!*

7. Click **Next**. The Choose Save Location screen displays. The Destination Folder indicates the location where the downloaded file is saved. The default is the Desktop.
   If necessary, use Browse to identify a different location, such as the drive in which the flash drive is located.

8. Click **Download**. CaseCATalystUpdate.exe downloads to the specified location. This may take a few minutes. The download speed depends on your internet connection.

9. At the Completing Case CATalyst Download Update screen, click Finish.

10. Copy the CaseCATalystUpdate.exe to the flash drive or memory stick. When the copy is complete, remove the flash drive from the computer.

Install the Case CATalyst Update

11. Insert the flash drive into the Case CATalyst computer.

12. Double click the **CaseCATalystUpdate.exe** file. The Case CATalyst Update Installation screen displays.
    When Windows prompts you for permission to allow the Case CATalyst update. Select **Yes** or **Continue**.

13. Click Next. The Choose Previously Installed Location screen displays.

14. Confirm the current location of Case CATalyst. For example, C:\CAT4. If necessary, use Browse to locate a different directory.

15. Click **Update** to install the update. The Installing screen displays with a progress bar as the updated files install.

16. At the Completing the Case CATalyst Update Installation screen, click **Finish**.
Any existing application files replaced by the update are stored in the Case CATalyst folder within the subfolder, SGUpdateBackup. The SGUpdateBackup folder is located where Case CATalyst is installed, such as CAT4.

17. To review changes in the software, start Case CATalyst and select **Help**, **View Readme**.

Appendix B - Network Keyless Access

Case CATalyst Network Keyless Access (NKA) is designed to give workstations access to Case CATalyst via e-Key. NKA is only available in specific situations. CATalyst NKA runs as a service. If you are loading Case CATalyst on the server for the first time, Stenograph suggests you load the Case CATalyst NKA before loading Case CATalyst. Network Keyless Access e-Key authorization can be obtained during regular Stenograph business hours.

If you are replacing a previous Network Keyless Installation, see <u>Uninstalling Network Keyless Access</u>.

Installing Network Keyless Access

1. On the server, extract the contents of the NKA_3.0Setup zip file to the desktop. Double click the NKA_3.0 folder and then double click the Setup.exe. The Welcome screen displays.


2. To continue, press **Enter** or click Install.
   The installation begins, the e-Key Setup dialog box displays. Type the PKC you were supplied with in the Product Key Code file. Capitalization doesn't matter and you do not need to type dashes. The Registration Code field automatically populates. Highlight and copy the Registration Code and go to Step 3.
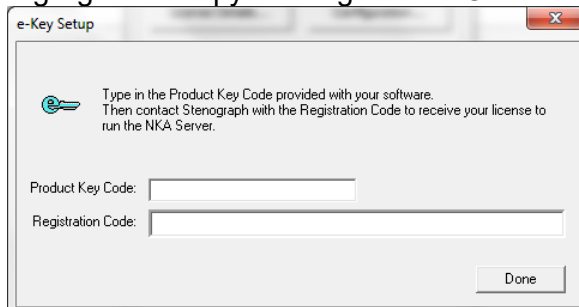
3. To obtain access to Case CATalyst, send an e-mail to NKA@stenograph.com. Include your customer number and the pasted Registration Code. NKA authorization can be obtained during Stenograph's business hours. **Leave this dialog box open. You will receive an e-mail from NKA@Stenograph.com with a .sgmac attachment that is tied to the registration code you sent**

4. When you will receive an e-mail from Stenograph with a *.sgmac file attachment, save the attachment and drag it over the e-Key Setup dialog box and release the mouse button and then click Done.

5. The Completing the NKA Server 3.0 Setup Wizard dialog box displays in the background and the NKA Server dialog box displays in the foreground. In the NKA Server dialog box, click the **Start Service** button.
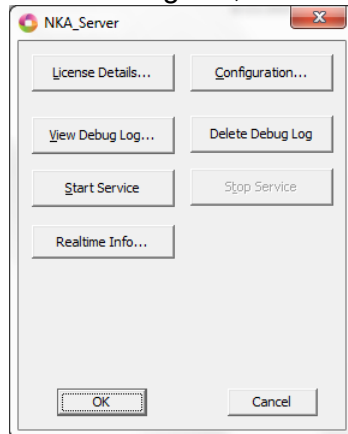

6. At the Completing the NKA Server 3.0 Setup Wizard dialog box, press **Enter** or click Finish.

The NKA Server dialog box is the interface for configuring NKA. Once the NKA service has been installed, the NKA Server dialog box is available from the Start Menu. Depending on the current state of the service, some options may not be available.

Configuration... displays the Configuration dialog box and allows you to configure NKA.

- UPD Listens on Port option should not require any modification and should be left at the default setting unless otherwise directed by Stenograph's Technical Support Department.

- TCP Listens on Port option should not require any modification and should be left at the default setting unless otherwise directed by Stenograph's Technical Support Department.

- Max Number of connections option may require modification depending on the number of licenses (workstations) active at one time. For example, if you have a small number of workstations running at one time, i.e. 25, you may want to reduce the default number 100 to 50. If you have more than 100 workstations running at one time, you would want to increase the default number 100 to perhaps 150.

- Max License Duration option allows you to set the maximum time a license can be used/held at one time by a client. The default setting is 8 hours. The maximum is 72 hours. If a client has held the license for more than the allotted time and there are
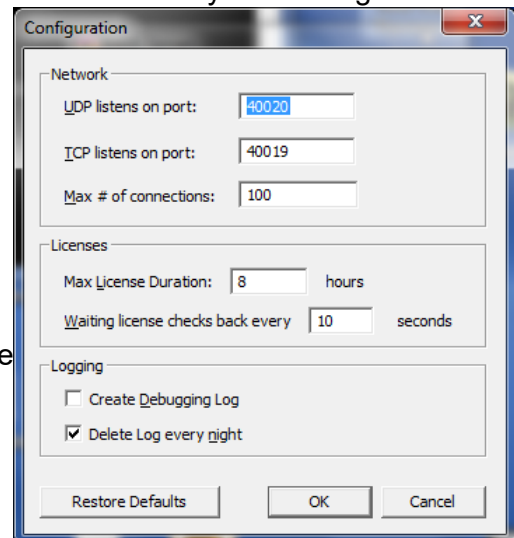
other clients waiting for a license, the current client's license will be suspended and the client will be added to the waiting list.

- Waiting license check back every option allows you to set how often the NKA service checks for available licenses to become available. The default setting is 10 seconds.

- Create debugging log option should only be selected if the NKA service is not operating correctly and Stenograph's Technical Support Department has instructed you to select this option.

- Delete logging every night option automatically deletes the debugging log nightly.

- Restore Defaults option sets the configuration options back to the original (default) settings

License Details displays the *Enter NKA number to enable the license server* dialog box. If you have not obtained a NKA number, you need to obtain the NKA number in order to activate the service.

View Debug Log displays the Debug log if NKA is configured to run in Debug. It is only necessary to select Create debugging log if the service is not operating correctly and requested by Stenograph's Technical Support Department.

Delete Debug Log allows you to manually delete the debug log..

Start Service option is available if the NKA service is not running. If the service is running, this option is grayed out.

Stop Service option is available if the NKA service is running. If the service is not running, this option is grayed out.

Realtime Info displays how many licenses are currently being used.

**OK** when you are finished configuring the NKA service.

Things to know

- When the Case CATalyst NKA Server dialog box is displayed, click the Case CATalyst icon in the upper left hand corner and select About Case CATalyst NKA Server... The current version along with the Command Line Switches display.

- To install Case CATalyst, download the CATalyst setup.exe by going to www.stenograph.com, click Support, CATalyst and then Downloads.

Running Case CATalyst with NKA for the First Time

Once you have installed Case CATalyst, on the Shortcut tab of the Case CATalyst icon properties, add /NKA at the end of the Case CATalyst path to instruct Case CATalyst to look for the server.

If the server is going to offer more than one license type, it will be necessary to include the options you want for each license type in the Case CATalyst path following /NKA. There are three main license types: Student (s), Full (f) and Edit (e). To specify the license type, after the /NKA you must include one of the following: s, f or e. For example, if your server has a full license and a student license, you need to create two shortcuts. One shortcut path would indicate /NKA f for the Full system and the other path would indicate /NKA s for the Student version. Along with the three license types, other parameters are available: CATalyst BCS (b), AudioSync (a) and Voice (v). For example, if your server offers both a Full version with AudioSync and a Student version with CATalyst BCS, one shortcut path would indicate /NKA fa for Full with AudioSync and the other shortcut path would include /NKA sb (Student with CATalyst BCS).
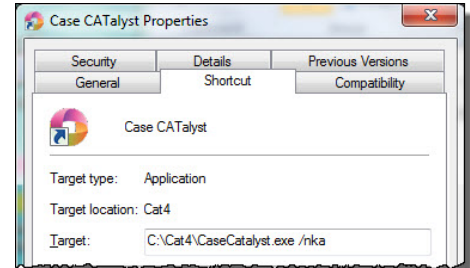
The first time you start Case CATalyst, Case CATalyst will look for the NKA server. If found, Case CATalyst will start. If the NKA server is not found, the NKA Settings dialog box displays where you can manually type the server address.

About Case CATalyst NKA

To see the NKA server information, in Case CATalyst click **Help**, About and then double click the e-Key icon.
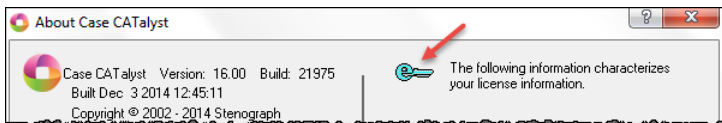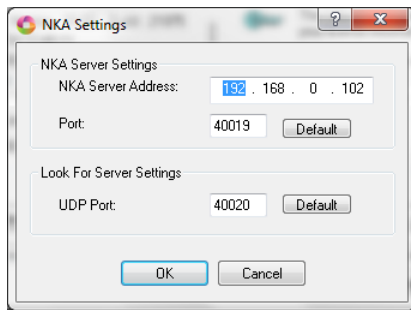
The NKA Info dialog box displays:
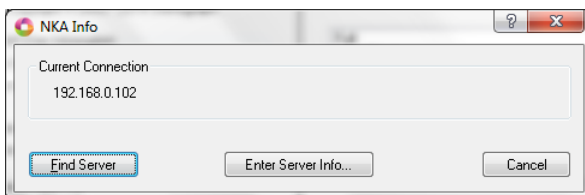
NKA Server Not Found

If NKA cannot locate the server, the NKA Settings dialog box displays. Manually type the IP address of the NKA server in the NKA Server Address field.

Uninstalling Network Keyless Access

It is important to stop the NKA service before uninstalling NKA. To stop the NKA service, do the following:

1. Open the License Server Helper application.
   Click Start, All Programs, Stenograph, Case CATalyst License Server Helper.

2. In the Case CATalyst NKA Service Helper dialog box, click Stop Service.

3. Click Close.

With the NKA service no longer running, the NKA service can be uninstalled. Do the following:

1. Access Programs and Features inside Control Panel.
   Click Start, Control Panel, Programs and Features. In the list of installed programs, double click Network Keyless Service 3.x. At the Are you sure you want to completely remove Network Keyless Service 3.x and all of its components? prompt, click **Yes**.

2. The Network Keyless Service 3.x was successfully removed from your computer message displays. Click **OK**.