

# WEST PUBLISHER COURT REPORTING AGENCIES

## INSTALLATION GUIDE

Version 6.6  
January 2023

# Customer Service

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## Technical Assistance

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# 1 Introduction

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This installation guide provides information for installing Publisher.

## System Requirements

If you intend to use MediaSync, use the recommended configurations.

### SUPPORTED OPERATING SYSTEMS

- Windows 10 Home and Pro (32- or 64-bit)
- Windows 11 Home and Pro (64-bit)

### SOFTWARE

- Microsoft XML Parser (MSXML) 3.0 or later (automatically installed with Publisher)
- Windows Media Player 12 or higher (required for MediaSync)

## Creating a My RealLegal Account

You must have a My RealLegal account to register and activate Publisher. After you install Publisher, you must activate Publisher using a My RealLegal user ID and password.

Before creating a new account, you must verify whether an account for you already exists. Creating multiple My RealLegal accounts can lead to confusion. To verify whether you have a My RealLegal account, go to [my.reallegal.com](https://my.reallegal.com) and attempt to log on. If you can log on, you have an account.

If you have a My RealLegal account but do not remember your user ID, send an email to [reallegalsubscriptions@thomsonreuters.com](mailto:reallegalsubscriptions@thomsonreuters.com) to request it.

It is recommended that you use Microsoft Internet Explorer 6.0 or later to access the My RealLegal Web site.

To create a My RealLegal account, complete the following:

1. Go to [my.reallegal.com](https://my.reallegal.com).
2. Click **Create a RealLegal account**.
3. Type your information in the appropriate text boxes and make a note of your user ID and password. You cannot use the ampersand (&) or at (@) character in a user ID or password.
4. Click **Save**. RealLegal will send you an email containing a link to access your account.
5. Click the link in your email to verify your email.
6. Click **Continue**.


## 2 Installing Publisher

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It is recommended that you install Publisher on the same computer on which you installed E-Transcript Manager. If you install Publisher on a different computer, you must be able to access your transcript files over a network.

To install Publisher, complete the following:

1. Click the link for Publisher in the email sent to you from Thomson Reuters.
2. Click **Install** to display the Install Shield Wizard for Publisher.
3. Click **Next**. The License Agreement displays. You must scroll to the bottom of the license agreement as you read, click **I agree to the terms in the license agreement**, then click **Next**.
4. Type your **User Name** and **Organization** in the appropriate boxes and click **Next**.
5. Click **Next**.  
If you want to select a folder to install Publisher to, click **Change**, browse to a folder location and click **OK**.
6. Click **Install**.
7. Click **Finish** after the installation completes.

To access Publisher, double-click the Publisher icon () on the desktop.

## 3 Performing a Silent Installation

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It is recommended that an experienced information technology specialist execute a silent installation. If Publisher is currently installed, the program is uninstalled automatically when you install Publisher 6.6. You must manually uninstall all previous versions of Publisher. The silent installation uses Publisher installer. Below is an example silent installation:

```
PublisherLF-6.6.exe /S /V"/qn LICENSE_CODE=CZZQ3-3JFHG-XXXXX"
```

Where PubLF6.6.exe is the Publisher installer for a specific version of Publisher (your version may vary); /S is the parameter instructing the installation to run silently; and /V"/qn LICENSE\_CODE=CZZQ3-3JFHG-XXXXX" is the parameter instructing the installer to use the provided license code CZZQ3-3JFHG-XXXX.

The following parameters are also available:

INSTALLDIR  
USERNAME  
COMPANYNAME

As explained below, you must type backslashes and quotation marks for the parameters include spaces.

For example,

```
PublisherLF-6.6.exe /S /V"/qn LICENSE_CODE=CZZQ3-3JFHG-XXXXX INSTALLDIR=C: \TEST USERNAME=QA-TEST COMPANY  
NAME=\"THOMSON REUTERS\""
```

Where PubLF6.6.exe is the West Publisher installer for a specific version of West Publisher (your version may vary); /S is the parameter instructing the installation to run silently; /V"/qn LICENSE\_CODE=CZZQ3-3JFHG-XXXXX" is the parameter instructing the installer to use the provided license code CZZQ3-3JFHG-XXXXX; C:\TEST is the installation directory; QA-TEST is the username; and THOMSON REUTERS is the company name.

**Note:** The previous example shows backslashes and quotations marks around THOMSON REUTERS because the name includes spaces. If you use spaces in the values for the COMPANYNAME, USERNAME, or INSTALLDIR parameters, you must type backslashes and quotation marks around those values.

### Performing a Silent Uninstallation

To run the silent uninstallation for Publisher 6.6, type the following command as a command prompt:

```
Msiexec.exe /x{1B9B58EB-5CBB-497E-BBBE-82FEFC80A3CA} /qb
```

If you want to perform a silent uninstallation for a different version of Publisher, contact West Publisher Customer Technical Support.

To uninstall Bundle Viewer as well, type the following command as a command prompt:

```
Msiexec.exe /x{99ACC64D-07C5-4C5D-A41F-166D07C7B508} /qb
```



## 4 Activating Publisher

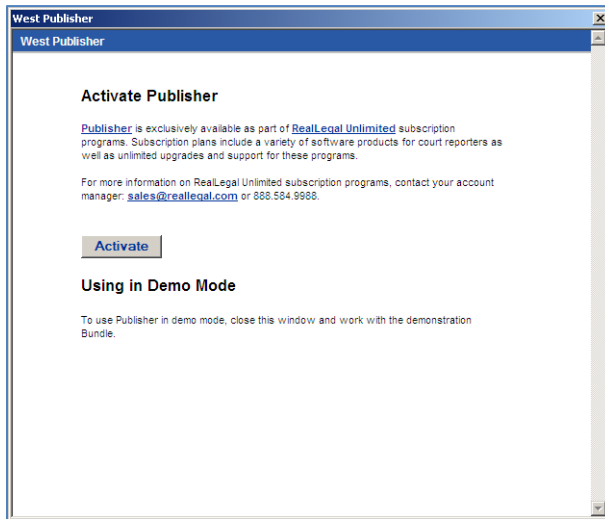
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After you install Publisher, you must activate the Publisher license before using the program. You need an invitation code for each copy of Publisher you install.

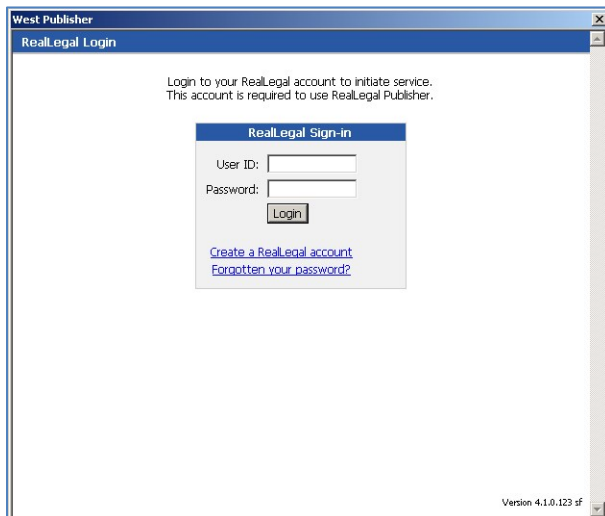
After activation, Publisher authenticates the license every 30 days via the Internet. If Publisher is installed on a computer that is not connected to the Internet, the license reverts to demonstration mode after 30 days. To authenticate the license, Publisher must have access to the Internet for the last five days of each month.

To activate Publisher, complete the following:

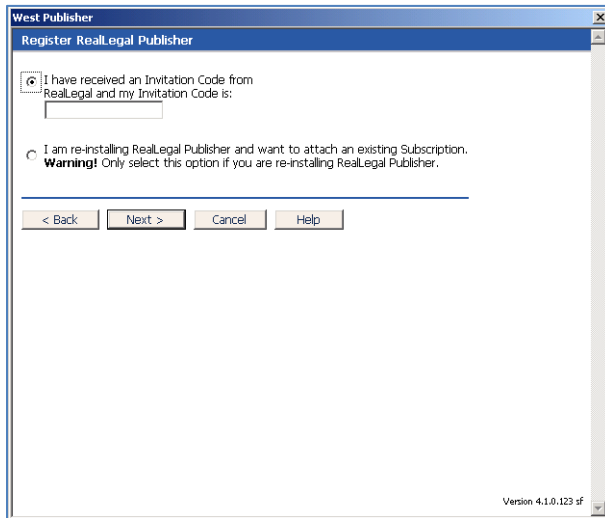
1. Double-click the Publisher icon (  ) on the desktop to access Publisher.
2. The message **This copy of West Publisher is not registered displays.** Click **OK**.



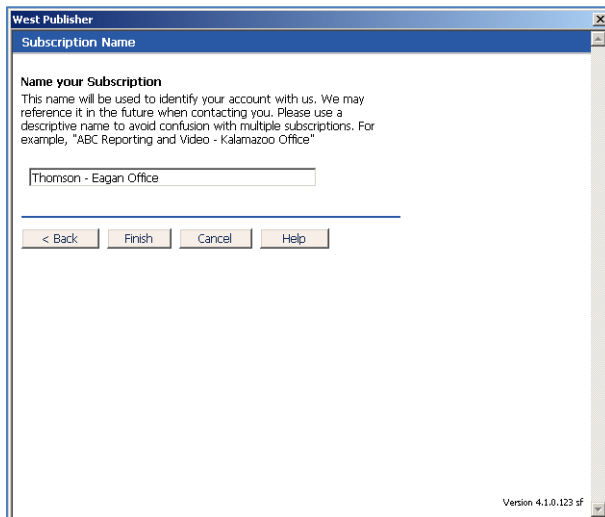
3. Click **Activate**.



4. Type your My RealLegal User ID and Password in the boxes and click **Login**.



5. Type the invitation code in the **I have received an Invitation Code from RealLegal and my Invitation Code is** box, and click **Next**.




6. A subscription name is entered for you in the box. Type a different subscription name, if desired. Click **Finish**. A message indicates your invitation has been accepted and the software is registered displays.
7. Click **Done**.
8. Click **OK** to finish.

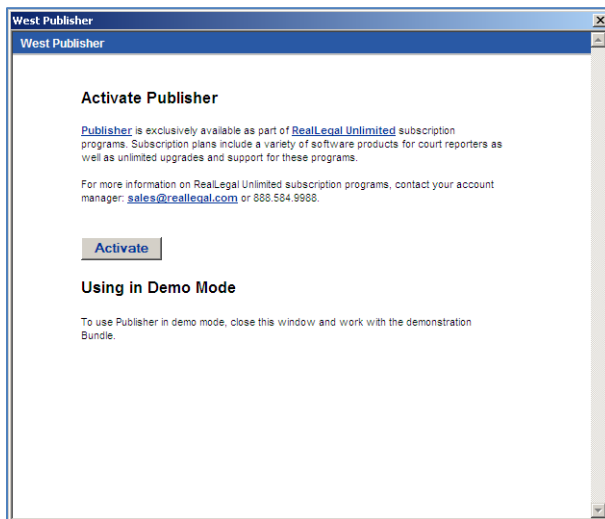
## 5 Activating Publisher from a Previous Version

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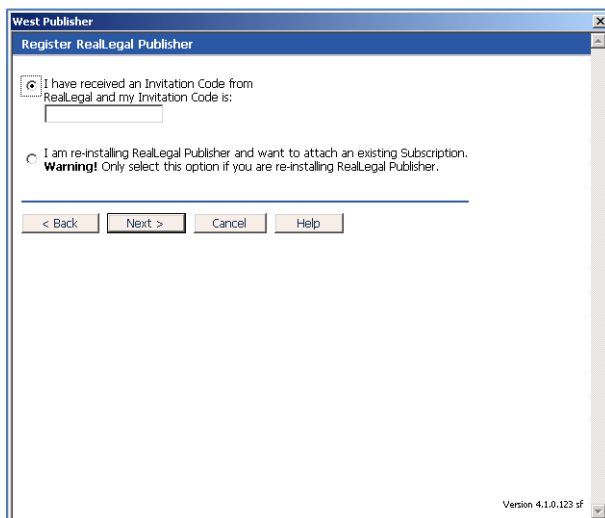
If you have Publisher 4.0 installed on your computer, you can upgrade by using the same invitation code for activation. Publisher 4.0 remains installed on your computer, though you can only be logged into one version at a time with the same code. Care has been taken to prevent loss of data, but it is still recommended that you make a backup of your data. The default location for your files varies depending on your operating system. For example, if you are using Windows XP, the location is C:\Documents and Settings\All Users\Documents\RealLegal\ETXMgr\Files.

To upgrade Publisher, complete these steps:

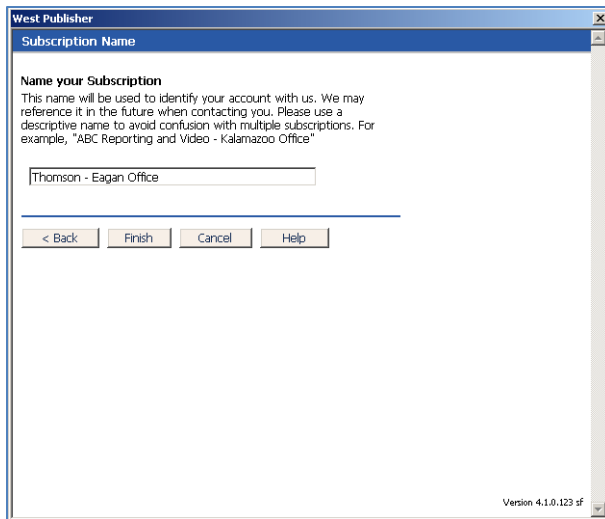
1. Double-click the Publisher icon (  ) on the desktop to access Publisher.
2. The message **This copy of West Publisher is not registered** displays. Click **OK**. The activate Publisher dialog displays.



3. Click **Activate**.
4. Type your My RealLegal **User ID** and **Password** and click **Login**.



5. Select **I am re-installing RealLegal Publisher and want to attach an existing Subscription** and click **Next**.




6. A subscription name is entered for you in the box. Choose a different subscription name from the **Subscription** list, if desired, and click **Finish**. A message indicates that your invitation has been accepted and the software is registered displays.
7. Click **Done**. The message **Registration completed successfully** displays.
8. Click **OK** to finish.

## 6 Upgrading Publisher Bundles

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You can upgrade all Publisher 2.0 and later bundles for access to all transcripts, exhibits, and published bundles. You cannot upgrade Publisher 1 bundles.

To upgrade a Publisher 2.0 or later bundle, complete the following:

1. Double-click the Publisher icon () on the desktop to access Publisher.
2. Click the **File** menu, and select **Open Bundle**.
3. Locate a bundle by completing one of the following:
  - Click **Browse**, and select Publisher 3 or 4 Bundle (bundle.xml) from the **Files of type** list. Select your file, and click **Open**.
  - Type a bundle title, client name, matter number, or reference in the **Find** box, and select the appropriate option from the **In** list. Click **Find Now**.
4. Select the bundle you want to open in the list, and click **OK**.

## 7 MediaSync FAQs

To use MediaSync, you must subscribe to Unlimited Multimedia Workflow. Below are some frequently asked questions about MediaSync.

### What is West MediaSync?

West MediaSync is a tool that synchronizes two forms of media: a transcript of a deposition and a video of a deposition. When the media are synchronized, the video and the transcript can be viewed simultaneously on a computer with the transcript scrolling in synchronization with the voice of the speaker.

### Why do I need to purchase MediaSync hours?

For each hour of testimony that you synchronize, you consume one hour of MediaSync time. You must have at least one MediaSync hour “in the bank.” For example, you need at least two MediaSync hours to synchronize a one-hour video or at least three MediaSync hours to synchronize a two-hour video, and so forth.

### Where do I purchase MediaSync hours?

To purchase MediaSync hours, go to [my.reallegal.com](http://my.reallegal.com). After you purchase MediaSync hours, you must register MediaSync to indicate you have purchased MediaSync and have MediaSync hours available.

### How do I register MediaSync hours?

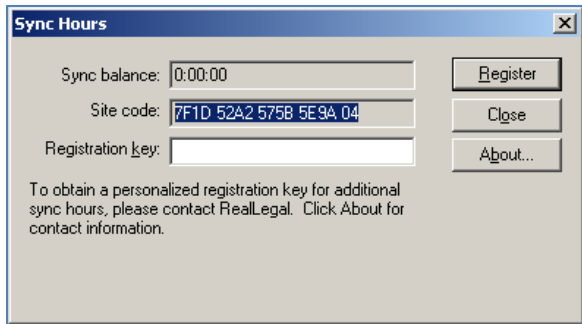
To register MediaSync hours, complete the following:

1. Go to [my.reallegal.com](http://my.reallegal.com).
2. Type your **User ID** and **Password** in the appropriate boxes.
3. Click **Product Registrations** in the left pane to display the Inventory page.
4. Click **Publisher MediaSync Hours 1.x** to display the Distribute Registrations Codes for Publisher MediaSync Hours 1.x page.
5. Select **Register Now**, and click **Next**.




6. Double-click the Publisher icon (  ) on the desktop to access Publisher.

7. Click the **Help** menu, and select **Sync Hours**.



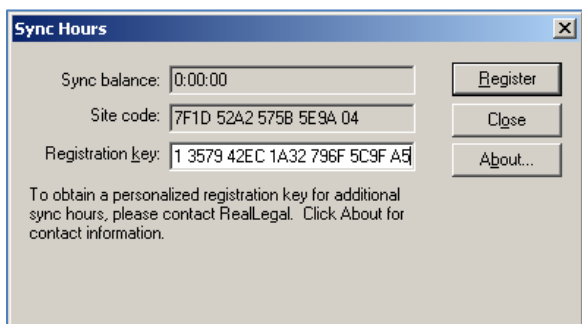
The 'Sync Hours' dialog box has a title bar with a close button. It contains three input fields: 'Sync balance' with the value '0:00:00', 'Site code' with the value '7F1D 52A2 575B 5E9A 04', and 'Registration key' which is empty. To the right of these fields are three buttons: 'Register', 'Close', and 'About...'. Below the input fields, there is a paragraph of text: 'To obtain a personalized registration key for additional sync hours, please contact RealLegal. Click About for contact information.'

8. Copy the code in the **Site** code box.
9. Go back to the My RealLegal Register Now page and paste the Site code into the **Site code** box. Click **Finish**. The Register Now page displays a page with a **Registration Key**.



The 'My RealLegal' web page has a blue header with the RealLegal logo and navigation links: 'Help', 'Profile', and 'Logout'. A sidebar on the left lists various features: 'My RealLegal', 'Invitations', 'Product Registrations', 'Purchase Products', 'Signatures', 'DepoSchedule', 'E-Transcript Internet', 'Exemplaris', 'Reporter Edition', and 'StenoBank'. The main content area is titled 'Register Now' and displays registration details: 'Product : Publisher MediaSync Hours 1.x', 'Issue To : Thomson', 'Quantity : 1', 'Site Code : 7F1D 52A2 575B 5E9A 04', and 'Registration Key : 6701 3579 42EC 1A32 796F 5C9F A5'. A 'Done' button is located below the registration key. At the bottom of the page, there are links for 'Terms and Conditions', 'Privacy Policy', and 'Site Feedback', followed by copyright information: '©2007 RealLegal LLC, All rights reserved. Version 4.0.0.135 sf'.

10. Copy the **Registration Key**.
11. Go back to Publisher and paste the **Registration Key** in the **Registration Key** box. Click **Register**.



This 'Sync Hours' dialog box is identical to the one in step 7, but the 'Registration key' field now contains the value '1 3579 42EC 1A32 796F 5C9F A5'. The other fields and buttons remain the same.

12. Click **OK** to confirm, and click **Close**.
13. Click **Done** on the My RealLegal Register Now page.

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