

# WEST PUBLISHER LAW FIRMS

## INSTALLATION GUIDE

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# Customer Service

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# Contents

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|          |   |          |
|----------|---|----------|
| <b>1</b> | <b>INTRODUCTION</b>                     | <b>1</b> |
|          | System Requirements .....               | 1        |
|          | Supported Operating Systems .....       | 1        |
| <b>2</b> | <b>INSTALLING PUBLISHER</b>             | <b>2</b> |
| <b>3</b> | <b>PERFORMING A SILENT INSTALLATION</b> | <b>3</b> |
| <b>4</b> | <b>UPGRADING PUBLISHER BUNDLES</b>      | <b>4</b> |

# 1 Introduction

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This installation guide provides information for installing Publisher.

## System Requirements

### SUPPORTED OPERATING SYSTEMS

- Windows 10 Home and Pro
- Windows 11 Home and Pro

## 2 Installing Publisher

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If you are using a previous version of Publisher, it is recommended that you back up your data before installing a new version of Publisher.

To install Publisher, complete the following:

1. Click the link for Publisher in the email sent to you from Thomson Reuters to start the InstallShield Wizard.
2. Click **Next** to display the license agreement.
3. 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**, **Organization**, and **License Code** in the appropriate boxes and click **Next**.
5. Click **Next**.
6. Click **Install**.
7. Click **Finish** after the installation completes.

To access Publisher, double-click the Publisher icon (  ) on your 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 6.7. You must manually uninstall all previous versions of Publisher. The silent installation uses Publisher installer.

Below is an example silent installation:

```
PublisherLF-6.7.exe /S /V"/qn LICENSE_CODE=CZZQ3-3JFHG-XXXXX"
```

Where PubLF6.7.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-6.7.exe /S /V"/qn LICENSE_CODE=CZZQ3-3JFHG-XXXXX INSTALLDIR=C:\TESTUSERNAME=QA-TEST COMPANY NAME=\"THOMSON REUTERS\""
```

Where PubLF6.7.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 6.7, type the following command as a command prompt:

```
MsiExec.exe /x{612DB7FA-BDA5-47A2-9087-AB10EEE2320D}
```

If you want to perform a silent uninstallation for a different version of Publisher, contact West Publisher Customer Technical Support at 1-800-290-9378. You can also send an email to [westlaw.softwaresupport@thomsonreuters.com](mailto:westlaw.softwaresupport@thomsonreuters.com), or visit our support page at <https://store.legal.thomsonreuters.com/law-products/support/west-publisher>.

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

```
MsiExec.exe /x{EEB455A3-B75D-4351-858B-EA07DF9AA2FC}
```

## 4 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 (P) 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**.

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