

## LEGAL LIBRARY 2007

### Troubleshooting Guide

For when LL 2005 is installed still & Word 2003 is already uninstalled -  
When LL 2007 & Word 2007 were installed – And Everything goes wrong!

#### Scenario:

User has LL 2005 installed and Word 2003 is not longer on the system, and Word 2007 is installed with LL 2007.

#### Description:

This will cause a registry issue for Word regarding which of the LL 2005 or 2007 LegalLibrary.Connect class(s) to load when LL is called for.

Solution: (directory structure will very depending on OS) Since, in most cases, this will happen on a XP system because of the age of the system. (i.e. XP and Word 2003 was the norm.)

#### Solution Cont:

To resolve the registry issue please follow these steps:  
Ensure all MS Office products Task have been ended.

Delete the following directories:

C:\Documents and Settings\All Users\Application Data\CBA\Legal Library 2005  
<including all files and folders in Legal Library 2005>

C:\Program Files\CBA\Legal Library 2005 <including all files and folders in Legal Library 2005>

Then

Start > RUN > regedit > “Enter” or “Ok”

From Regedit, expand starting from, “My Computer” as follows:

HKEY\_LOCAL\_MACHINE > SOFTWARE > CBA > Legal Library (Delete the Legal Library folder – The CBA folder should now only contain the Legal Library 2007 folder)

HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Office > Word > Addins > LegalLibrary.Connect (Delete the LegalLibrary.Connect folder – The Addins folder should now only contain the LegalLibrary2007.Connect folder)

Close Regedit.

Now a few things could happen at this point.

We can open Word 2007, and see if Legal Library is available on the Ribbon, If not try the normal steps to re-enable it. (Office Button > Word Options > Add-ins etc...) If this does not work, make sure Windows Updates are installed for both Windows & Office. Make sure that LL 2007 Patches are installed.

Delete Normal.dot(m) – Close and restart Word. In fact close and restart Word after any change in Word Options to ensure that Word Saved those changes!

Also, when you close Word, be sure to check Task Manager > Processes for WINWORD.EXE, if it's running End Task. Then re-open Word.

You should now have the Legal Library Button available on the Ribbon. When you open LL, you may need to re-import the license key. Also make sure that the system as not changed it's Install Code (This HAS happened).

If after ALL of the above steps as not resolved the problem, uninstall LL 2007, then download a fresh LL2007 image from the server (website) and re-install it.

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