

FAQ's Frequently Asked Questions

Q: When I launch Legal Library 2005 it seems to take a long time to load?

A: Legal Library 2005 performs automatic updates and upgrades when launching the application. Your Internet connection speed will determine the length of this process, therefore prolonging the application load time.

Q: When I open a new or saved form and try to fill in the blank fields I get a "Document Protection / Document Locked" error message?

A: Legal Library 2005 documents are in a protected state when they first open. Selecting one of the edit modes, Fill-in Fields or Edit Document text, will unlock the document for editing.

Q: When I open a saved form and select print, the document shows text in the Fill-in fields on the screen but when it prints to paper the text in the Fill-in Fields is gone?

A: Legal Library 2005 documents are in a protected state when they first open. Selecting one of the edit modes, Fill-in Fields or Edit Document text, will unlock the document for editing.

A: Legal Library 2005 documents are in a protected state when they first open. After selecting print and the print dialog box appears, locate the "**Print What**" section of the dialog box and select "**Document with Markups**"

Q: How do I access forms I created in Legal Library 4.0c?

A: Legal Library 2005 comes with a document conversion tool. See the Users Guide, Conversion Tool section for step-by-step instructions for this process.

Q: When I send a Client Review document to someone, they can not edit it?

A: Recipients of Export for Client Review documents that do not have Legal Library 2005 installed need to download and install the Document Editor from: <http://legallibrary.commercialmls.com/downloads/DocumentEditor.msi>

Q: How do I save an Original Document?

A: You can save an Original Document by selecting the File Menu, then choosing Save Form. Save Form in LL 2005 always defaults a file to be saved with the **.cbd** file extension in the Original Documents folder.

Q: How do I save an existing Original Document as a new file?

A: You can rename an existing Original document with a new file name by selecting the File Menu, then Save As. Save As in LL 2005 always defaults a file to be saved with the **.cbd** file extension in the Original Documents folder.

Q: How do I save a client review form?

A: You can save a Client Review document by selecting the Export for Client Review button in the tool bar and then giving it a file name, then clicking save. Export for Client Review documents are always saved with the **.doc** file extension in the Review Documents folder.

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Q: When I install or uninstall Legal Library 2005, Norton Anti-Virus gives me a message about a Malicious Script attempting to run, what do I do?

A: When the Norton Dialog box appears with this message, select "Authorize this Script/File" from the drop down menu located at the lower section of the Norton dialog box.

Q: Legal Library gives me an Application Exception error for CBALL.EXE?

A: Legal Library 2005 may need to have its library of .DLL files registered if the auto-update process fails. If this occurs, go to Start, Run and in the command box, type or copy the following command string and then select OK.

regsvr32 "c:\program files\cba\Legal Library 2005\LegalLibraryShim.dll"

This will register your .DLL files and the CBALL.EXE Application Exception error should no longer appear.

Q: How do I view line numbers.

A: While in a Legal Library 2005 document, go to File, Page Setup, Layout Tab, Line Numbers Button, and check the Add Line Numbering box.

Q: I've been using Legal Library 2005 without a problem, but now when I launch the application Word open up and I don't see the Legal Library 2005 opening page?

A: Word may have disabled the add-in for Legal Library 2005. Close LL2005, open MS Word, go to Help / About MS Word and enable the LL add-in under the disabled items button.

Legal Library Technical Support is available from 7:30 am until 5:00 pm, Monday through Friday. Support can be reached by emailing support@commercialmls.com or by calling 425.820.3348 / 800.275.2522 and asking for Robert or Megan.