

Premise 4.2.0

Technical Reference
Manual

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To browse and order free Westlaw reference materials, visit west.thomson.com/documentation.

Westlaw and other West products also contain valuable online help.

About This Guide

In this guide, the graphics and step-by-step instructions are based on accessing Westlaw via the Internet.

Because of the evolving nature of Internet technology, there may be recent changes to the Westlaw interface and functionality that are not reflected in this documentation.

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Contents

Chapter 1	
Introduction	1
Overview	1
Equipment Requirements	2
Customer Support.....	3
Chapter 2	
Configuring Premise on a Local Area Network	5
Overview	5
LAN Configuration	5
File Locations.....	9
Silent Installation	11
Chapter 3	
Copying West CD-ROM Libraries Data to a Hard Drive.....	13
Manually Copying Data	13
Automatically Copying Data in a Stand-Alone Environment	15
Chapter 4	
Maintaining Your Library	19
Overview	19
Installing New and Update Books (West CD's)	19
License Information	22
Removing a Book from the Library.....	23
Selecting Library Order.....	24
Updating Books on a Local Area Network	24
Chapter 5	
Changing Preferences	27
Overview	27
Changing Text and Screen Display Settings	28
Changing Workstation Options 30	
Changing Search Options	31
Setting Up Client Validation	31
Controlling Option Configuration	31

Chapter 6	
Setting Up Your Printer	33
Overview	33
Setting Up Your Printer	33
Chapter 7	
Setting Up Communications	35
Overview	35
Setting Up General Communications	36
Specifying Sign-On Options	39
Modifying Advanced Access Setup	39
Chapter 8	
Client Validation.....	43
Overview	43
Accessing Premise with Administrative Privileges	43
Creating the Client Validation Data File	43
Enabling West-Supplied Client Validation	44
Chapter 9	
Troubleshooting Premise.....	47
Overview	47

Introduction

Overview

Premise Research Software, a software package provided by West, gives you the ability to access and search material stored on compact discs and other magnetic media. Premise was designed for use with West CD-ROM Libraries but can also be used to search other media.

The purpose of the *Premise Technical Reference Manual* is to explain how to:

- configure Premise on a local area network
- copy West CD-ROM Libraries to your hard drive
- install and remove books from the Library
- set up preferences
- select a printer
- set up Client Validation
- troubleshoot Premise

This manual does not explain how to perform research in West CD-ROM Libraries using Premise. Refer to the *Using Premise* manual that is included with your Premise software package for specific research instructions.

For help with installing Premise, see *Installing Premise 4.2.0 on a Network* and *Installing Premise 4.2.0 for a Single User* installation instructions included with the Premise 4.2.0 software package. The installation instructions are also available on the Premise 4.2.0 CD-ROM.

Equipment Requirements

Equipment	Premise 4.2.0*	Premise Network
Operating system	Windows 98, Windows Me, Windows NT 4.0 SP6†, Windows 2000, or Windows XP	Windows 98, Windows Me, Windows NT 4.0 SP6†, Windows 2000, or Windows XP
Monitor	VGA or higher resolution monitor (Super VGA recommended)	VGA or higher resolution monitor (Super VGA recommended)
Processor	486DX 66 or higher processor (Pentium required for Windows Me, Windows NT, Windows 2000, and Windows XP)	486DX 66 or higher processor (Pentium required for Windows Me, Windows NT, Windows 2000, and Windows XP)
Modem or server	9600 bps or faster modem (14400 bps recommended) or local area network (LAN) communications server (TCP/IP, Eicon)	9600 bps or faster modem (14400 bps recommended) or local area network (LAN) communications server (TCP/IP, Eicon)
Memory	24MB (16MB minimum) if running Windows 98 32MB (28MB minimum) if running Windows NT or Windows Me 128MB if running Windows 2000 or Windows XP	24MB (16MB minimum) if running Windows 98 32MB if running Windows NT or Windows Me 128MB if running Windows 2000 or Windows XP
Hard disk space	30MB	60MB

*Due to performance inconsistencies, use of a Premise Network in a peer-to-peer environment is not supported by West. Also, West does not support the use of Premise CD-ROM data with Novell's CDROM.NLM and CDROM.NSS file systems.

†If you are running Windows NT 4.0, Service Pack 6 is required. To download Service Pack 6, go to the Microsoft Windows NT Service Packs page at <http://support.microsoft.com/Support/NTServer/Content/ServicePacks/Default.asp>. Then click **Service Pack 6** under Windows NT version 4.0. Read the instructions before you download the file.

Local Area Networks (LANs)

Premise has been tested in specific configurations with many network setups. If your network operating system or CD-ROM server package is not included in this chapter, it is not necessarily incompatible. For the most recent compatibility information, please call West Customer Technical Support at 1-800-888-9907.

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Configuring Premise on a Local Area Network

Overview

This chapter shows you how to

- configure Premise on a network
- set up Premise for multiple users on a network
- control which settings users can change
- run a silent installation

For instructions on installing Premise on a network, see the *Installing Premise 4.2.0 on a Network* installation instructions included with the Premise 4.2.0 software package.

LAN Configuration

Premise can be used in many different configurations on a local area network (LAN). There are five distinct components of a LAN setup for Premise:

- the file server
- the CD-ROM server
- CDVOLUME.INI file
- the Premise application location
- modem communication server (optional)

These components can all be set up on one computer or they can be spread out over many computers. It is also possible to have each component set up on a different computer.

File Server

The file server is a single computer on the LAN where the license control files and the administrative programs for Premise are loaded. License control files allow you to access the discs in your West CD-ROM Libraries according to the number of licenses you have purchased.

CD-ROM Server

The CD-ROM server is the computer to which the CD-ROM drives are attached. You can have one or multiple CD-ROM servers. The CD-ROM server does not have to be the same computer as the file server, but it can be.

Multiple individual CD-ROM drives or towers are recommended for multiple-disc libraries. CD-ROM changers and jukeboxes often restrict the number of users able to access information at one time and delay users' ability to search discs.

Premise can search local and server CD-ROM drives from the same computer.

CDVOLUME.INI File

The CDVOLUME.INI file contains information about how Premise locates the data on the discs. The system CDVOLUME.INI file is located in the library directory. A second CDVOLUME.INI file can be located in the user's working directory, e.g., \WESTWIN\Premise. The CDVOLUME.INI file can contain any changes required for a specific user.

You can set tree structure, jukebox, local, unavailable and network settings in the [DRIVE] section of the CDVOLUME.INI file.

The following table explains each of the CDVOLUME.INI file [DRIVE] settings.

j = tree	Use this to specify the drive letter of your CD-ROM server if the server supports mounting all drives as a subdirectory off the root directory.
j = jukebox	Use this to specify the drive letters of a local jukebox or changer. Use jukebox to disable Premise from trying to mount all the drives to get volume information, which can be very slow. The installation dialog box will not display volume information.
j = local	Use this to specify that your drive is local.
j = unavailable	Use this to prevent your local drive from showing as a valid drive.
j = network	Use this to specify a networked CD-ROM drive. Premise will not detect non-MSCDEX drives (e.g., SCSI Express).

Tree Structure

Unlike dynamic mapping, the Premise Tree Structure allows Premise to access groups of CD-ROM discs located in subdirectories on a CD-ROM server. These groups of CD-ROM discs, often called CD-ROM Volume Groups, are created with utilities provided by the CD-ROM server software.

To access a CD-ROM Volume Group through the CD-ROM server software, map a drive letter to the CD-ROM Volume Group.

In the following example, the CD-ROM Volume Group has been mapped to drive K.

Edit the CDVOLUME.INI file, which is located in the library directory, (\Premise\LIBRARY), as in the following example:

```
[DRIVE]
```

```
k = tree
```

The subdirectories must be titled with the WPC number that appears on the front of each West CD-ROM disc. The following diagram shows an example of the structure of a volume group.

Volume Group

WPC00061

WPC00062

WPC00063

If the CD-ROM Volume Group is created as a Novell NetWare volume or a Microsoft Shared Resource, you can access the Volume Group directly (without mapping a drive letter) by using the Universal Naming Convention (UNC).

```
[DRIVE]
```

```
\\server\volume = tree (Novell NetWare)
```

```
\\server\sharename = tree (Windows NT)
```

Accessing Network CD-ROM Drives

You can access the network CD-ROM drives by editing the CDVOLUME.INI file, which is located in the Library directory (\Premise\LIBRARY).

The following example shows how to add each network CD-ROM drive letter to the drive section of the CDVOLUME.INI file:

```
[DRIVE]
```

```
j=network
```

```
k=network
```

```
l=network
```

Accessing CD-ROM Changers and Jukeboxes

If you are using a locally attached CD-ROM changer or jukebox, edit the CDVOLUME.INI file and set the CD-ROM drive letters equal to jukebox, as in the following example:

```
[DRIVE]
```

```
j=jukebox
```

```
k=jukebox
```

```
l=jukebox
```

The WINPR30.INI File

The WINPR30.INI file contains information about your Premise setup, including workstation preferences, menu options, Westlaw settings and library settings. The WINPR30.INI file is located in the Premise system directory, e.g., X:\APPS\Premise\WINPRS.

If you configure the files in the system directory as read-only, users can create a new WINPR30U.INI file in their individual directories by changing their preferences. However, the WINPR30.INI file located in the system directory can overrule any personal WINPR30U.INI settings. This enables the system administrator to specify which options the user can and cannot modify. This is done by editing the WINPR30.INI file located in the system directory and typing **locked=** below the heading of each section for which you want to restrict access. You can edit this file using any text editor.

Type **locked=** below each section to which you would like to restrict access, including the following:

Workstation Preferences

To prevent users from modifying their workstation preferences, type **locked=** below the [PREFERENCES] line in the WINPR30.INI file, as shown below:

```
[PREFERENCES]
```

```
locked=
```

Menu Options

To prevent users from modifying their Westlaw sign-on options, type **locked=** below the [MENUOPTIONS] line in the WINPR30.INI file, as shown below:

```
[MENUOPTIONS]
```

```
locked=
```

Westlaw

To restrict users from making changes to their Westlaw terminal identifier and automatic password settings, type **locked=** below the [Westlaw] line in the WINPR30.INI file, as shown below:

```
[Westlaw]
```

```
locked=
```

Library

To restrict users from installing or removing books from their library list, type **locked=** below the [LIBRARY] line in the WINPR30.INI file, as shown below:

```
[LIBRARY]
```

```
locked=
```

File Locations

The File Locations dialog box, as shown below, is designed to make it easier to edit scripts and initialization files and to set and verify the locations of Premise directories.

You can access the File Locations dialog box by choosing **File Locations** from the Help menu in Premise.

The application and user/working directories are displayed in the File Locations dialog box. You can also edit the library, common and public directories in this dialog box.

Application Directory

The application directory, e.g., \Premise\WINPRS, contains the Premise executable file and all files needed to run the executable file (e.g., DLLs) and the WINPR30.INI file.

These files can be read-only. The WINPR30.INI file should be read-only. There is no .INI setting that defines this directory, and the value is always set to the location of the WINPRS.EXE file.

User/Working Directory

The user/working directory contains user-specific files, e.g., saved project files, WINPR30U.INI and work files. The user must have full access rights to this directory.

The user/working directory is set by the working directory on the Premise icon in Windows.

If the working directory is the same as the application directory, the path will default to the user's Premise directory, e.g., \WINDOWS\WESTWIN\Premise. The \WESTWIN\Premise directory is created off the user's Windows directory by launching Premise.

Library Directory

The library directory contains all files that are related to the library list (e.g., license directory, library list files, CDVOLUME.INI and the P0000001 directory for hypertext link files). Network users can share the library directory by clicking the **Library Directory** button in the File Locations dialog box and choosing a path. This change is not effective until you restart Premise.

The library directory should have full access rights, and the BOOKS.DAT, BOOKS.IDX and CDVOLUME.INI files may be read-only.

The LibraryDir setting in the [SETTINGS] section of the WINPR30.INI or WINPR30U.INI file specifies the library directory, as shown in the following example:

```
[SETTINGS]
```

```
LibraryDir = X:\APPS\LIBRARY\
```

If this variable is not present, the library directory defaults to what is known as the normal location, e.g.,

```
X:\APPS\Premise\LIBRARY
```

Common Directory

The common directory contains files that are shared with other West applications. You can change this directory by clicking the **Common Directory** button in the File Locations dialog box and choosing a path. This change is not effective until you restart Premise.

The CommonDir setting in the WINPR30.INI or WINPR30U.INI file specifies the common directory, as shown in the following example:

```
[SETTINGS]
```

```
CommonDir = X:\APPS\COMMON\
```

If this variable is not present, the common directory defaults to what is known as the normal location, e.g.,

```
X:\APPS\Premise\COMMON
```

This directory may have read-only access rights.

Public Directory

The public directory contains files that are shared by multiple users. The CTTEMP.DAT file is the only file in this directory. If users will be sharing notations files, they will need to share the same public directory. You can change this directory by clicking the **Public Directory** button in the File Locations dialog box and choosing a path. This change is not effective until you restart Premise.

The PublicDir setting in the WINPR30.INI or WINPR30U.INI file specifies the public directory, as shown in the following example:

```
[SETTINGS]
```

```
PublicDir = X:\APPS\PUBLIC\
```

If this variable is not present, the public directory defaults to what is known as the normal location, e.g.,

```
X:\APPS\PremiseB\PUBLIC
```

This directory should have full access rights.

Silent Installation

To run a basic silent installation for Premise 4.2.0, execute the following command line on the end user PC at the administrator installation point:

```
setup.exe /s /v"/qn TRANSFORMS=premise4.mst REBOOT=ReallySuppress"
```

By default, this will copy the software locally.

If you do not want the software to be copied locally, execute the following command line on the end user PC at the administrator installation point:

```
setup.exe /s /v"/qn TRANSFORMS=premise4.mst SOFTWARE_REMOTE=1 REBOOT=ReallySuppress"
```

Note: UNC or drive letter mapping can be used for the command line path to the setup.exe.

Silent Uninstallation

To silently uninstall Premise 4.2.0, execute the following command line on the end user PC:

```
MsiExec.exe /qn /x(383A78BE-629E-4195-BDD2-5D5026EFA1F1).
```

Note: Make sure that the MsiExec.exe program is in the path. (MsiExec.exe is likely in the C:\WINNT\system32 directory on W2K and WXP systems, but it may be in the C:\Windows\System directory on older systems.)

Copying West CD-ROM Libraries Data to a Hard Drive

Manually Copying Data

Following are the steps required for manually copying your West CD-ROM Libraries data to a hard drive. These instructions apply to both a stand-alone and a network environment. For assistance, call West Customer Technical Services at 1-800-888-9907.

Determining Hard Disk Availability and Requirements

The first step in copying the data to your hard drive is to determine how much hard disk space you have available and how much hard disk space your CD-ROM libraries require.

Windows 98 and Windows NT 4.0

In My Computer, choose **Details** from the View menu. The total size and the free space are listed for the hard disk drive and the CD-ROM drive.

Your available hard disk space must be greater than the space required by the CD-ROM disc.

Copying CD-ROM Files to the Hard Drive

The second step is to copy the CD-ROM files to your hard drive. You must create one subdirectory for each CD-ROM disc you are going to copy. These subdirectories must use the volume label from the CD-ROM disc.

For example, if you are planning to copy the Michigan Reporter (a two-disc library) and West's Michigan Compiled Laws Annotated libraries, your subdirectory names might be WPC02009 or WPC02016.

Windows 98, 2000, Me, XP, and NT 4.0

1. In My Computer, double-click your hard drive, e.g., (C:). Choose **New, Folder** from the File menu. Type **WESTCD** and press **Enter** to create the WESTCD folder.
2. Double-click the WESTCD folder to move to the subdirectory.
3. Choose **New, Folder** from the File menu and type **WPC02009**. Press **Enter** to create the WPC02009 folder.
4. Insert your CD-ROM disc, e.g., Michigan Reporter, in the CD-ROM drive.
5. Double-click your CD-ROM drive. Select the contents of the disc by choosing **Select All** from the Edit menu.
6. Choose **Copy** from the Edit menu.

7. Double-click the WESTCD folder that you created, and then double-click the WPC02009 folder.
8. Choose **Paste** from the Edit menu.

Repeat these steps for each disc, creating a unique folder (e.g., WPC02016 and WPC10616) for each disc.

Note: It may take 5 to 60 minutes to copy a West CD-ROM library, depending on the size of the disc(s) and your computer resources.

Editing the CDVOLUME.INI File

The third step is to configure the Premise tree structure by editing the CDVOLUME.INI file. The Premise tree structure allows Premise to access groups of CD-ROM books located in subdirectories under one volume name on a server or hard drive.

The CDVOLUME.INI file is located in the Library subdirectory containing your Premise software, e.g., C:\Premise\LIBRARY.

Open the CDVOLUME.INI file using any text editor, and edit the file as described below for your environment.

Stand-Alone Environment

Add the following line to the [drive] section:

```
[drive]
```

```
C:\WESTCD = tree
```

Network Environment

Map a drive to the subdirectory where you copied the West CD-ROM discs, as in the following examples:

Novell Netware

```
MAP E: = SERVERNAME\VOLUMENAME:\WESTCD
```

Windows NT network

```
NET USE E:\\SERVERNAME\SHAREDRESOURCE
```

Banyan Vines network

```
SETDRIVE E:ASICS@WLC@WEST/ROOT:WESTCD
```

Add the following line to the [drive] section:

```
[drive]
```

```
E = tree
```

You can use a universal naming convention to save a drive letter mapping, as in the following examples:

Novell NetWare

Add the following line to the [drive] section:

[drive]

```
\\SERVERNAME\VOLUMENAME\WESTCD = tree
```

Windows NT, Windows for Workgroups and LANtastic networks

Add the following line to the [drive] section:

[drive]

```
\\SERVERNAME\SHAREDRESOURCE\NAME = tree
```

Note: In the Windows for Workgroups network environment, Premise will not recognize the libraries on the server's hard drive because the server cannot define its own directories as shareable. If you are running Premise on the server, you must create a CDVOLUME.INI file in each user working directory, e.g., C:\WINDOWS\WESTWIN\Premise, to locate the discs. Create the file and add the following line in the [drive] section:

[drive]

```
C:\WESTCD = tree
```

Installing CD-ROM Books

Open Premise and install the CD-ROM books from your hard drive to the Premise Library.

Copying West CD-ROM Libraries Update Discs to the Hard Drive

When you receive your West CD-ROM Libraries update discs, you need to delete the old data from your hard drive and copy the data from the new disc(s) to your hard drive.

Complete the following steps each time you receive an update disc:

- Determine hard disk availability and requirements
- Copy CD-ROM files to the hard drive
- Edit the CDVOLUME.INI file
- Install the CD-ROM books

Automatically Copying Data in a Stand-Alone Environment

The following steps describe how to automatically copy your West CD-ROM Libraries data to your hard drive if you are running Premise in a stand-alone environment. For assistance, call West Customer Technical Support at 1-800-888-9907.

If you are running Premise in a network environment, automatic installation is not available. Also, if you are copying a large number of books, the Library list is easier to manage with the Premise tree structure.

Determining Hard Disk Availability and Requirements

The first step in copying the data to your hard drive is to determine how much hard disk space you have available and how much hard disk space your CD-ROM libraries require.

Windows 98, 2000, Me, XP, and NT 4.0

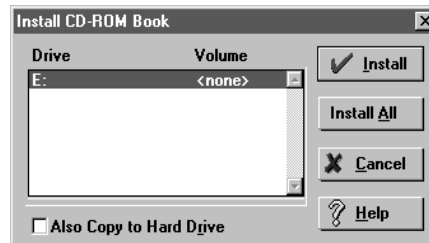
In My Computer, choose **Details** from the View menu. The total size and free space are listed for the hard disk drive and the CD-ROM drive.

Your available hard disk space must be greater than the space required by the CD-ROM disc.

Copying CD-ROM Files to the Hard Drive

The second step is to copy the CD-ROM files to your hard drive.

1. Start Premise.
2. Inset your CD-ROM disc, e.g., Michigan Reporter, in the CD-ROM drive.
3. Choose **Library Maintenance, Install CD-ROM Book** from the File menu. The Install CD-ROM Book dialog box is displayed:



Install CD-ROM Book dialog box

4. Select the disc(s) you want to copy to your hard drive. Select the **Also Copy to Hard Drive** check box and then click **Install**.

If you have more than one CD-ROM disc to install, click **Install All**.

Note: It may take 5 to 60 minutes to copy a West CD-ROM library, depending on the size of the disc(s) and your computer resources.

5. When the installation is complete, a dialog box containing a copyright message and a description of the contents of the disc is displayed. Click **OK**.

The CD-ROM book(s) are installed in the Library subdirectory containing your Premise software, e.g., C:\Premise\LIBRARY.

Editing the CDVOLUME.INI File

The third step is to edit the CDVOLUME.INI file, which will allow Premise to access the CD-ROM books on your hard drive.

The CDVOLUME.INI file is located in the Library subdirectory containing your Premise software, e.g., C:\Premise\LIBRARY.

Open the CDVOLUME.INI file using any text editor, and add the following line to the [drive] section:

[drive]

C:\Premise\LIBRARY\WPC06319 = local

Add a line for each book (WPC folder) that was copied to your hard drive.

Note: If you need to reinstall CD-ROM books from your hard drive to your Premise Library, the books will be listed in the Install CD-ROM Book dialog box in the same order in which you entered them in the CDVOLUME.INI file. Use this order to identify your books if the full path of the books is not visible in the dialog box.

Copying West CD-ROM Libraries Update Discs to the Hard Drive

When you receive your West CD-ROM Libraries update discs, you need to delete the old data from your hard drive and copy the data from the new disc(s) to your hard drive.

Complete the following steps each time you receive an update disc:

- Determine hard disk availability and requirements
- Copy CD-ROM files to the hard drive
- Edit the CDVOLUME.INI file

Maintaining Your Library

Overview

You will receive periodic updates to your West CD-ROM Libraries. It is necessary to install these books (West CD's) immediately. This will ensure access to the most up-to-date information.

This chapter explains how to

- automatically install new and update books (West CD's)
- remove books from the Library
- select the order of books in the Library
- update license keys

Installing New and Update Books (West CD's)

Each disc in your library must be installed into the Library List before you can browse and search the books. By installing books, you are adding their titles to the Library and copying link files to allow jumping from text in one disc to text in another disc. You are not copying all the data to your hard drive.

Each republished CD-ROM disc you receive must also be installed into the Library before you conduct research. When you install an update disc, the titles and identification numbers from the previous book are automatically removed from the Library and replaced by the new titles and identification numbers.

Automatically Installing Books (West CD's)

Premise allows you to automatically install books (West CD's).

To automatically install new and update books (West CD's), insert the disc into your CD-ROM drive. A dialog box similar to the one on the following page is displayed:

Select **Perform this action every time a disc is inserted** to always install West CD's according to your installation choice.



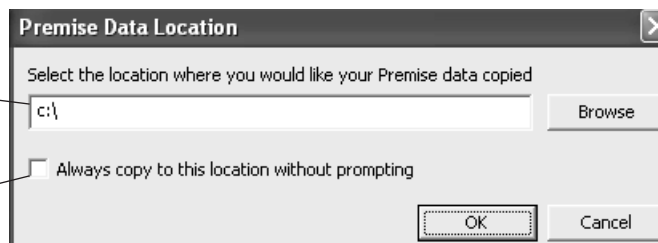
New Premise Disc dialog box

Copy CD to hard drive and install

If you select *Copy CD to hard drive and install* (default), books (West CD's) will automatically be installed to your hard drive. A dialog box similar to the one shown below is displayed:

Select the location where you want the Premise data copied.

If you select this check box, Premise data will always be copied to the same location.



Install for use off the CD-ROM drive

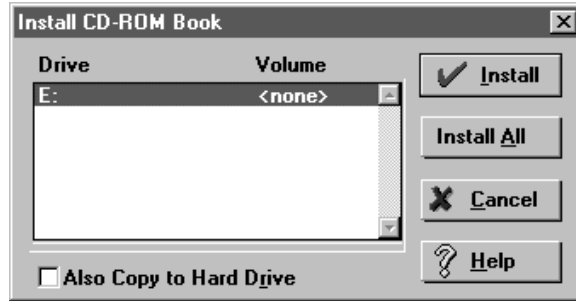
If you select *Install for use off the CD-ROM drive*, Premise is automatically launched. The Install CD-ROM Book dialog box is displayed. Click **Install** or **Install All** to install the West CD.

Do nothing

If you select *Do nothing*, you must launch Premise every time you install a book (West CD).

To install new and update books (West CD's) from Premise, complete the following steps:

1. Insert a compact disc from your West CD-ROM library into the CD-ROM drive.
2. Choose **Library Maintenance, Install CD-ROM Book** from the File menu. A dialog box similar to the one shown below is displayed:



Install CD-ROM Book dialog box

3. Select the disc(s) you want to install into your Library, e.g., **WPC01531**, and then click **Install**.

If you have more than one CD-ROM disc to install, click **Install All**. Premise will automatically install all the discs listed.

4. When the installation is complete, a dialog box containing a copyright message and a description of the contents of the disc is displayed. Click **OK**. All the books on the disc will be listed in your Library.
5. To install additional books, click the **Install CD** button or choose **Library Maintenance, Install CD-ROM Book** from the File menu. Repeat steps 4 and 5 until you have installed all the discs in your West CD-ROM Libraries.

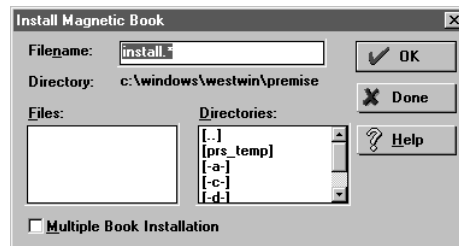
Installing Books from Magnetic Media

Installing a magnetic book means copying the list of books from the hard disk drive or network directory to the Premise Library. Installing a magnetic book does not involve copying all the data from one location to another. The installation adds the book titles to the Library.

To install new and update books from a floppy disk, hard disk drive or network drive, complete the following steps:

1. Choose **Library Maintenance, Install Magnetic Book** from the File menu.

A dialog box similar to the one shown below is displayed:



Install Magnetic Book dialog box

2. In the *Filename* text box, type the drive and path name of the installation file of the book you want to install, or select the file and directory in the list boxes. Click **OK**.
3. For example, if the book you want to install is on a floppy disk in drive A, type **a:\install** and then click **OK**.

Note: The installation file contains the necessary information for installing the book into the Premise Library.

If you have more than one magnetic book to install, select the **Multiple Book Installation** check box and then click **OK**. You will automatically be returned to the Install CD-ROM Book dialog box after each book is installed, allowing you to change disks or directories and install additional books quickly.

Note: If you are installing multiple books, click **Done** in the Install Magnetic Book dialog box when you are finished installing.

4. When the installation is complete, a dialog box containing a copyright message and the contents of the book is displayed. Click **OK**.

License Information

Certain books require a license key to access the data on the disc. License keys are needed to increase the number of concurrent users for networked discs. If a key is required, it is sent to you on a card with your CD-ROM discs. You need to enter the key only once to make the data available.

Entering a License Key

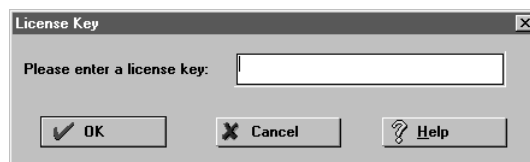
If you need a license key to access a book that has already been installed into your Library, you must enter the license key before accessing the book.

Note: If you are changing the number of licenses for a book, you may need a new license key.

To enter a license key, complete the following steps:

1. Choose **Library Maintenance, Enter License Key** from the File menu.

A dialog box similar to the one shown below is displayed:



License Key dialog box

Note: The license directory must point to one location on the network for all Premise users in order to comply with your license contract.

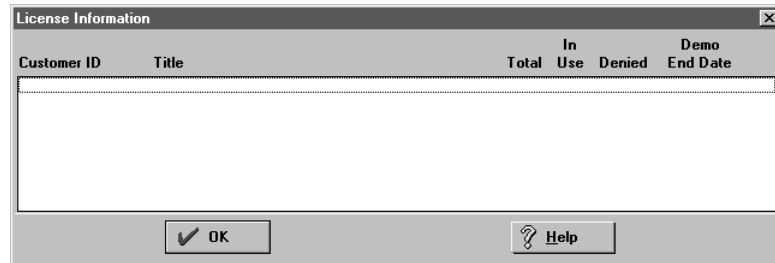
2. Type the license key in the *Please enter a license key* text box and click **OK**.

You can now access the book from the Library.

Accessing License Information

From the Help menu, choose **License Information**.

A dialog box similar to the one shown below is displayed:



License Information dialog box

The License Information dialog box displays the following information:

- customer ID
- list of book titles
- total number of licenses
- licenses in use
- number of times access was denied to the book
- demo end date (date license key will expire on a demo book)

Removing a Book from the Library

When you install books from an update CD-ROM disc, the titles and identification numbers from the previous book are automatically replaced by the new titles and identification numbers. However, there may be occasions when you need to remove a book from the Library.

To remove a book from the Library, complete the following steps:

1. From the Library, select the book(s) you want to remove.
 - Note:** If you want to remove multiple books, hold down the **Control** key while selecting the books.
2. Choose **Remove Book, Library Maintenance** from the File menu.
3. Click **Yes** to remove the book(s) from your Library.

Selecting Library Order

Premise allows you to select the order in which your books are displayed in the Library. Books can be listed in any of the following ways:

- By Book Name, e.g., IL-LEG-1994. Each book in your West CD-ROM Libraries has a unique, abbreviated book name that is displayed in the Library. This is the default list order.
- By Title, e.g., Illinois Sess. Laws 1994. The books in the Library are displayed alphabetically by title.
- By Source, e.g., WPC10312. The books in the Library are displayed numerically in ascending order by the source number, which is a unique identification number associated with each disc.

To select the list order of the books in your Library, complete one of the following steps:

1. Choose **Reorder by, Library Maintenance** from the File menu. Choose a list order from the pop-up menu, e.g., **Book Name, Title** or **Source**.
2. Click the **Book Name, Title** or **Source** button in the Library window to reorder your Library.

Note: You can also reorder the Library by choosing the buttons (hotspots) above the Library list. Choosing a button for book name, title or source will reorder the Library by that category.

Updating Books on a Local Area Network

You must install each new and republished CD-ROM disc you receive before you can conduct research on the new data. This section explains how to install these discs into your Library on a LAN using redirection.

Editing the CDVOLUME.INI File

Each CD-ROM disc that you receive has been assigned an identification number (e.g., WPC01304). You must update the identification number(s) in your CDVOLUME.INI file to reflect the numbers on any new or update CD-ROM discs that you receive. You must also specify a location for any new discs. You can make changes to the CDVOLUME.INI file using any text editor.

Note: You need to edit the CDVOLUME.INI file when updating your CD-ROM books only if you are using dynamic drive mapping or redirection.

An example of the CDVOLUME.INI file is shown below.

Note: Your actual CDVOLUME.INI file may look slightly different from the example below, depending on your CD-ROM sharing software.

```
[drive]
```

```
J=redirectable
```

```
[volume]
```

```
WPC00057 = \\SERVER\WPC00057
```

```
WPC00058 = \\SERVER\WPC00058
```

```
WPC00059 = \\SERVER\WPC00059
```

```
WPC00060 = \\SERVER\WPC00060
```

```
WPC01301 = \\SERVER\WPC01301
```

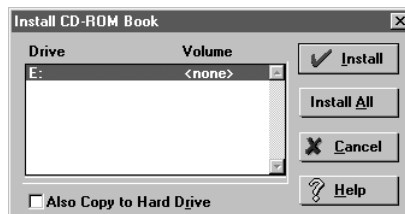
```
WPC01302 = \\SERVER\WPC01302
```

Installing New or Update Books in Premise

After you update the CDVOLUME.INI file with any new or update CD-ROM volumes you need to install the books so that they appear in the Library. To install new or update books on a local area network, complete the following steps:

1. Choose **Library Maintenance, Install CD-ROM Book** from the File menu.

A dialog box similar to the one shown below is displayed:



Install CD-ROM Book dialog box

2. Select the disc you want to install, e.g., WPC01531, and then click **Install**.
3. A copyright message is displayed. Click **OK**.

Repeat the above steps for each new disc.

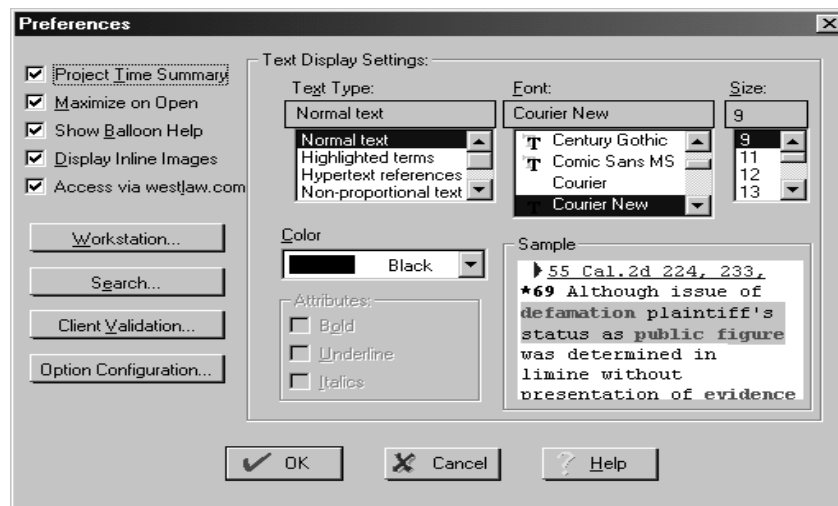
Changing Preferences

Overview

This chapter explains how you can modify Premise at your workstation to meet your specific needs.

Choose **Preferences, Setup** from the File menu to customize your Premise user interface options.

A dialog box similar to the one shown below is displayed:



Preferences dialog box

The options for Workstation, Search, Client Validation, and Option Configuration appear in a dialog box when you click the corresponding button. The screen display and text display settings are displayed automatically in the dialog box when you choose the Preferences command.

The Preferences options are described in the following table.

Category	Options
Screen and Text Display Settings	<ul style="list-style-type: none"> ■ Display a summary of time spent on the current project ■ Maximize each new window ■ Show balloon help ■ Display inline images ■ Set display settings (e.g., font, size, color) for normal text, highlighted terms, hypertext references, non-proportional text, Star Paging and best selections
Workstation	<ul style="list-style-type: none"> ■ First window displayed when you start Premise ■ Window displayed upon opening a new book
Search	Browsing display in documents retrieved by a query
Client Validation	West-supplied client validation
Option Configuration	Premise options that can be controlled by Administrator

Changing Text and Screen Display Settings

Your text and screen display settings can be changed in the Preferences dialog box, accessed by choosing **Preferences**, **Setup** from the file menu.

Text Display Settings

Note: The user-defined display text settings can be used only in books where there are no publisher-defined settings.

Note: If your books have predefined publisher fonts and you would like to view the text in a larger or smaller font, use the enlarge/reduce features. The enlarge/reduce features are available in document text windows by using a menu activated by clicking the right mouse button or by selecting the + or - keys on the keyboard.

You can change the attributes for six kinds of text in the *Text Type* list box:

- Normal text (the text displayed in all of the Premise screens)
- Highlighted terms (the search terms in your search results)
- Hypertext references (referenced information, such as cited cases, that you can jump to)
- Non-proportional text (tabular information)
- Star Paging (specific pages from the print publication)
- Best section (most relevant portion of a Natural Language search)

Complete the following steps to change text display settings:

1. Select the type of text you want to change in the *Text Type* list box.
2. To change the font, select the font from the *Font* list box.
3. The font selected for *Normal text* will also be used for the highlighted terms, hypertext references, Star Paging and best features.
4. To change the type size, select the type size you want in the *Size* list box.
5. The size selected for *Normal text* will also be used for the highlighted terms, hypertext references, Star Paging and best features.
6. To change the color of the text, select the color you want from the *Color* drop-down list box.
7. Repeat steps 1 through 4 for each type of text that you want to change. As you make changes, an example of the text with the current attribute settings is displayed in the *Sample* box.
8. After adjusting your display settings attributes in the Preferences dialog box, click **OK** to save the new settings.

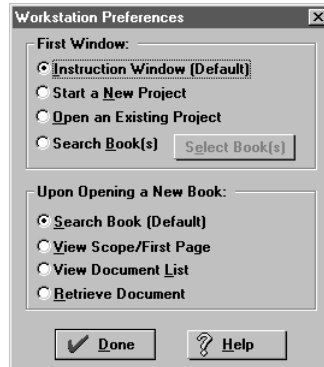
Screen Display

The following screen display options are available in the upper-left corner of the Preferences dialog box. An option is selected when the corresponding box has an X in it.

- *Project Time Summary*. When you close a project, select this option to display a dialog box that tells you the amount of time spent on the current project.
- *Maximize on Open*. Select this option to enlarge windows when they are opened.
- *Show Balloon Help*. Select this option to turn on balloon help where available.
- *Display Inline Images*. Select this option to display images in context in your Premise books.
- *Access via westlaw.com*. Select this option if you want to access Westlaw via westlaw.com.

Changing Workstation Options

You can view the Workstation Preferences dialog box by clicking **Workstation** in the Preferences dialog box. A dialog box similar to the one shown below is displayed:



Workstation Preferences dialog box

The Workstation Preferences dialog box allows you to select the first window that is displayed when you start Premise and the first dialog box that is displayed when you open a new book.

First Displayed Window

To change the first window displayed when you start Premise, select one of the four listed options:

- *Instruction Window.* This window gives you options to start a new research project, open an existing project or install a new book. Instruction Window is the default setting.
- *Start a New Project.* Each time you start Premise, a new research project automatically starts and the Library window is displayed.
- *Open an Existing Project.* Each time you start Premise, the Open Project dialog box is displayed. You can select one of your saved research projects and resume your research.
- *Search Book(s).* You can pre-select books that you regularly search and automatically go to the Search dialog box for those books.

Upon Opening a New Book

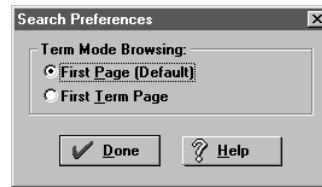
To select the default activity when you open a new book, select one of the four listed options:

- *Search Book.* The Search dialog box, in which you can enter a query, is displayed. Search Book is the default setting.
- *View Scope/First Page.* The first page of text in the book is displayed.
- *View Document List.* The list of all documents contained in the book is displayed.
- *Retrieve Document.* The Retrieve Document dialog box, in which you can enter a specific citation and move directly to the case, is displayed.

After you have chosen your workstation preferences, click **Done**; click **OK** to save your settings.

Changing Search Options

Click **Search** in the Preferences dialog box to display the Search Preferences dialog box, as shown below:



Search Preferences dialog box

The Search Preferences dialog box allows you to select which page is displayed when you are browsing your search results by search term.

To select the page to be displayed when browsing by search term, select one of the following options:

- *First Page*. The first page of the next document is displayed, even though that page may not contain any search terms. First Page is the default setting.
- *First Term Page*. The first page containing a search term in the document is displayed. The first page of a document is displayed only if it contains search terms.

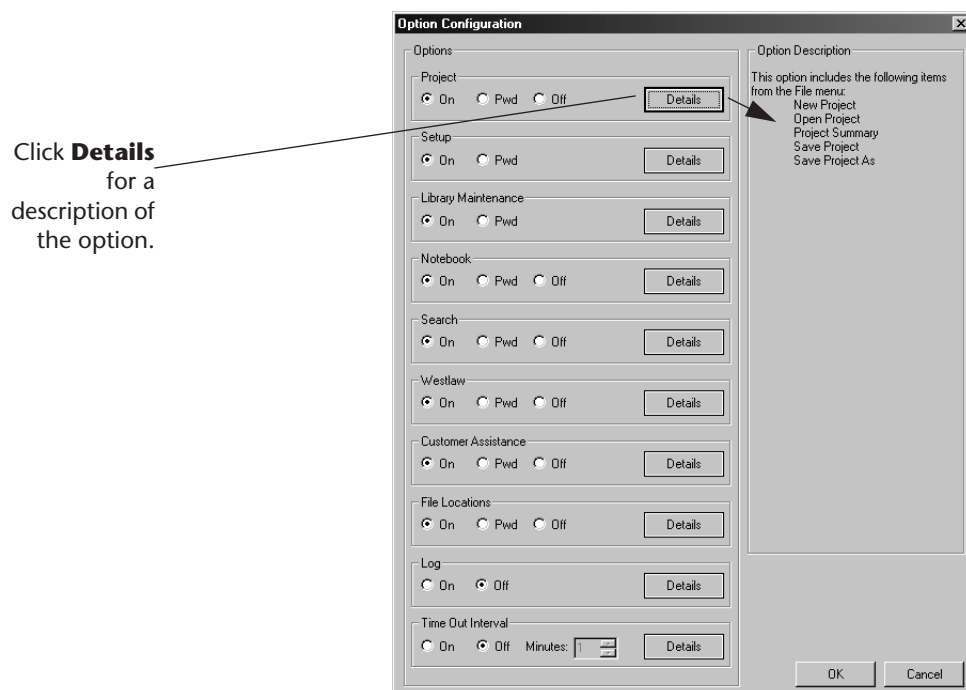
Setting Up Client Validation

The Client Validation program keeps track of how much research was done for each client. See Chapter 8, “Client Validation,” for more information on client validation.

Controlling Option Configuration

The administrator can control user access to many Premise options with an administrator password. The Premise options can be turned on, controlled by a password, or turned off. See the *Premise 4.2.0 Administrator Guide* for more information on controlling user access to Premise features.

Click **Option Configuration** in the Preferences dialog box to display the Option Configuration dialog box, as shown on the following page:



Option Configuration dialog box

The Premise options that can be controlled include the following:

- Project items in the File menu
- Setup, including Preferences and Toolbars
- Library Maintenance, including CD-ROM book maintenance items in the File menu
- Notebook items in the Edit menu
- Search items in the Search menu
- Westlaw access and Westlaw services in the Westlaw menu
- Customer Assistance information in the Help menu
- File Locations information in the Help menu
- Log, including viewing user log information in the File menu
- Time out interval, including time limits for Premise research

Setting Up Your Printer

Overview

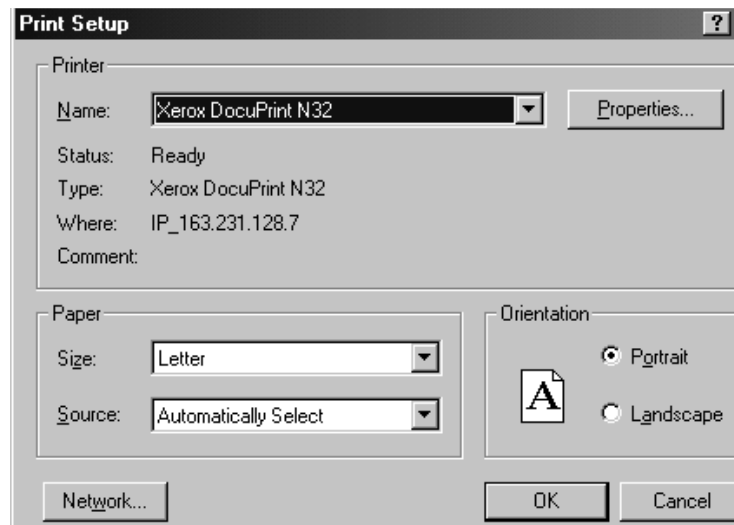
This chapter describes how to select your printer and set up printing options for Premise if you want to use a printer other than the one selected in Control Panel in Windows.

Premise uses the same print drivers as your Windows software. Therefore, if you can print from other Windows applications that use Windows print drivers, you should be able to print from Premise.

Setting Up Your Printer

Choose **Printer Setup** from the File menu.

A dialog box similar to the one shown below is displayed:



Print Setup dialog box

To select a printer other than the default printer, complete the following steps:

1. Select a printer from the *Name* drop-down list.

The drop-down list displays all the printers available to you.

All the paper sizes and tray locations that are available with your selected printer are listed in the *Size* and *Source* drop-down lists.

To change your paper size or source, complete the following steps:

2. Select your paper size from the *Size* drop-down list.
3. Select the appropriate paper tray from the *Source* drop-down list.
4. Click **OK**.

Note: The printer settings you select in the Print Setup dialog box become the Premise default settings, even if the settings are different from the Windows Control Panel settings.

Setting Up Communications

Overview

This chapter explains

- how to set up general communications
- how to specify sign-on options
- how to modify advanced communications
- how to set up automatic entry of your Westlaw password

Using westlaw.com to Access Westlaw

If you are using westlaw.com to access Westlaw, you do not have to set up communications. Accessing Westlaw via westlaw.com provides the best way to use Westlaw for your legal research. With Premise 4.2.0, the default setting for accessing Westlaw is westlaw.com.

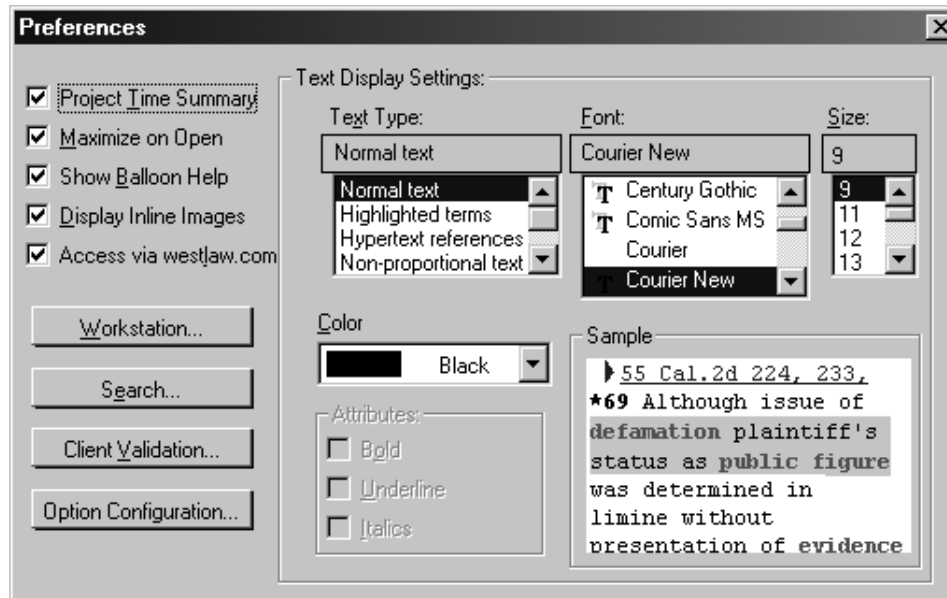
Note: The remainder of this chapter is for users who do not want to use westlaw.com to access Westlaw.

Setting Up General Communications

If you do not want to access Westlaw via westlaw.com, complete the following steps:

1. Choose **Setup** from the File menu in Premise. Then click **Setup, Preferences**.

The following dialog box is displayed:



Preferences dialog box

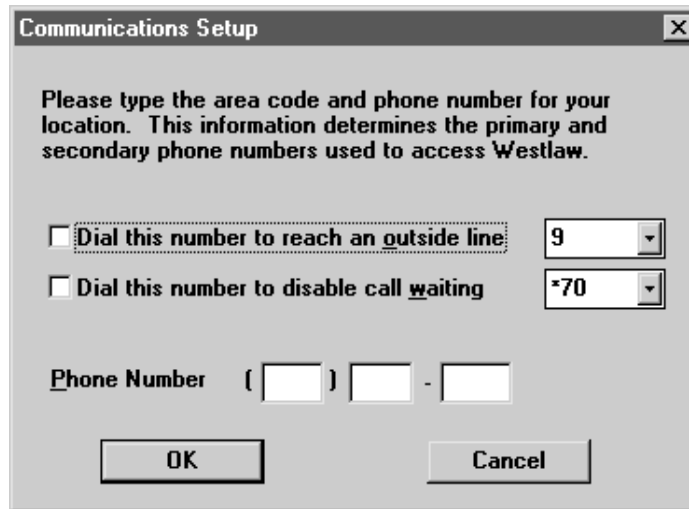
2. Clear the check box next to *Access via westlaw.com* if you do not want to access Westlaw using westlaw.com

General Communications

Complete the following steps to set up your general communications:

1. Choose **Communications Setup** from the Westlaw menu.

A dialog box similar to the one shown below is displayed:



Communications Setup dialog box

2. Select the communications device from the *Communications Device* drop-down list.

Premise is compatible with the following communications devices:

- Eicon X.25
- Internet TCP/IP
- Local Modem

Note: Internet TCP/IP and Eicon X.25 communications devices are discussed later in this section.

3. Select your modem from the *Data Modem* drop-down list.

Modem Properties

Click **Modem Properties** on the Communications Setup-General dialog box to set up our modem. You can select the communications port of your modem, adjust the speaker volume of your modem, select the maximum speed of your modem, or choose to connect only at the maximum speed of your modem.

Dialing Properties

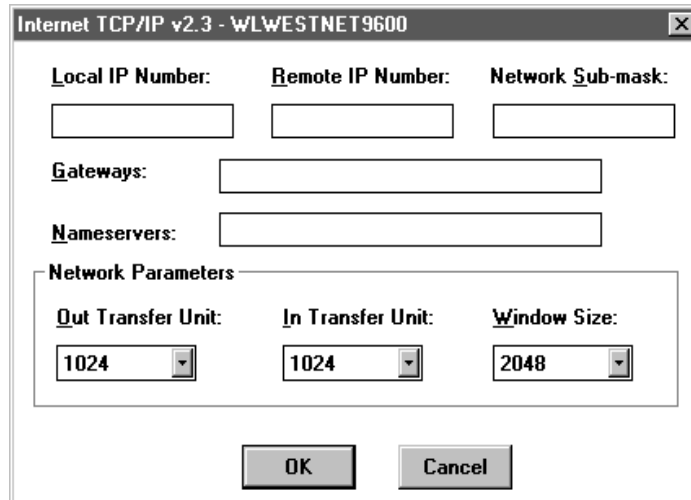
Click **Dialing Properties** on the Communications Setup-General dialog box if you want to access Westlaw from a different location than what you have set up. Complete the appropriate location and dialing information.

Phone Numbers

If you are using a local modem and want to verify or retrieve phone numbers for accessing Westlaw, click **Phone Numbers** on the Communications Setup-General dialog box. The current access phone numbers are shown in the dialog box. Click **Next** to edit or add a phone number. Follow the instructions on the next dialog boxes and click **Finish** after you verify the new access phone numbers.

Internet TCP/IP Communications Device

If you are using the Internet TCP/IP communications device, choose **Communications Setup** from the Westlaw menu. A dialog box similar to the one shown on the following page is displayed.

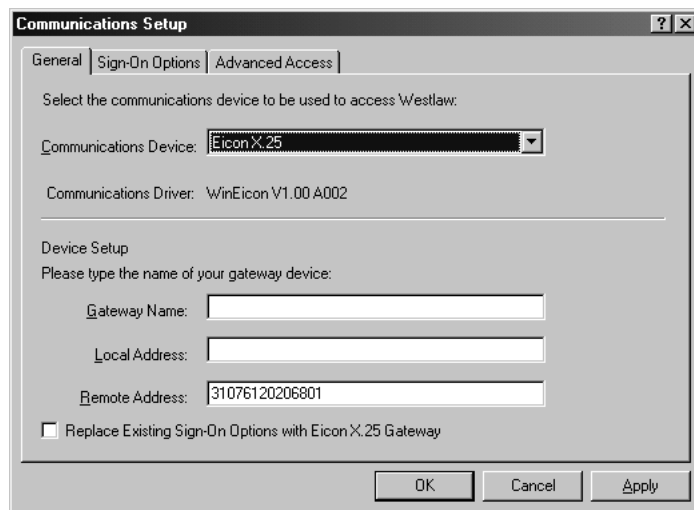


Communications Setup dialog box

Verify the remove IP address. If you want to replace the existing sign-on options with Internet TCP/IP, select the check box at the bottom of the dialog box.

Eicon X.25 Communications Device

If you are using the Eicon X.25 communications device, choose **Communications Setup** from the Westlaw menu. A dialog box similar to the one shown below is displayed:



Communications Setup dialog box

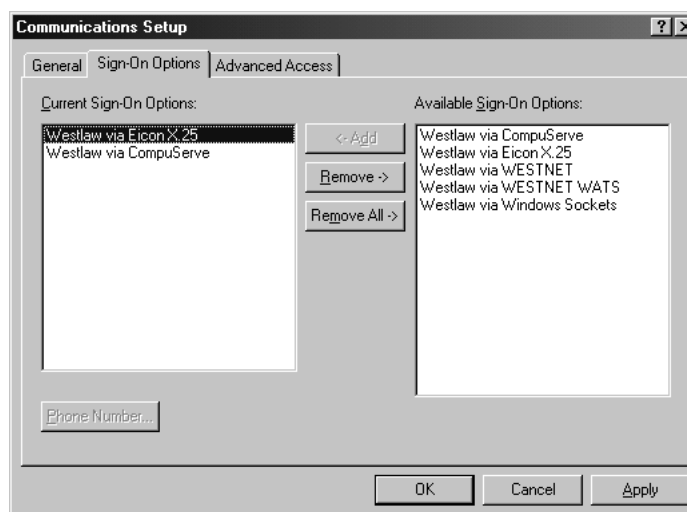
Verify that the information is correct. If you want to replace the existing sign-on options with Eicon X.25 Gateway, select the check box at the bottom of the dialog box.

Specifying Sign-On Options

Complete the following steps to change your sign-on options for accessing Westlaw:

1. Choose **Communications Setup** from the Westlaw menu.
2. Click the **Sign-On Options** tab.

A dialog box similar to the one shown below is displayed:



Communications Setup—Sign-On Options dialog box

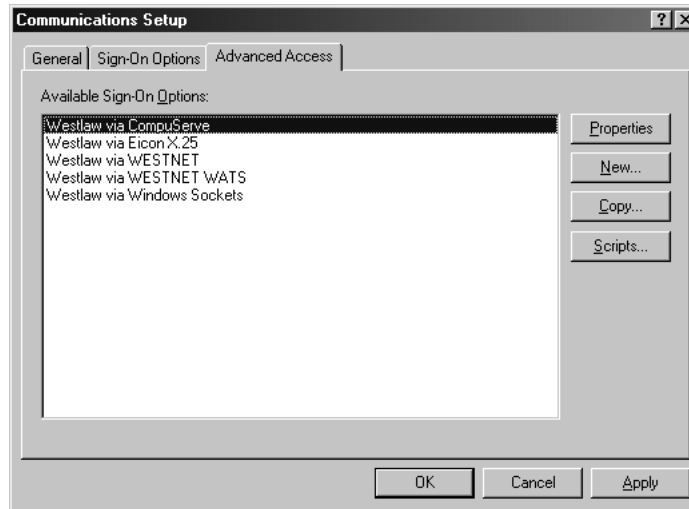
3. To add a sign-on option to access Westlaw, select the option in the *Available Sign-On Options* list box. Then click **Add**. The new sign-on option is now displayed in the *Current Sign-On Options* list box.
4. To remove a sign-on option from the *Current Sign-On Options* list box, select the option to be removed, then click **Remove**. Removed sign-on options remain in the *Available Sign-On Options* list box and can be reselected later.
5. To remove all the sign-on options from the *Current Sign-On Options* list box, click **Remove All**.

Modifying Advanced Access Setup

The Advanced Access option allows you to modify, delete, copy, create or rename Westlaw and user-defined access programs.

1. Choose **Communications Setup** from the Westlaw menu.
2. Click the **Advanced Access** tab.

A dialog box similar to the one shown on the following page is displayed.



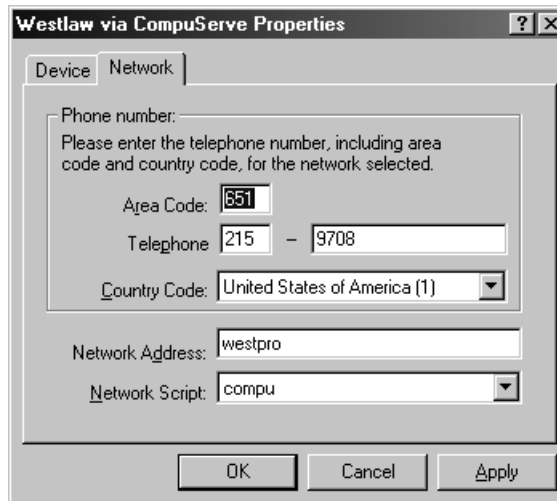
Communications Setup—Advanced Access dialog box

The available sign-on options are displayed. The buttons on the right side of the dialog box are used to modify the sign-on options and are recommended for advanced users.

Properties

To change your device or network settings, select the appropriate sign-on option, then click **Properties**. The current settings for the communications device, communications driver, service script, and data modem are displayed as shown in the following dialog box. Select the appropriate communications device to change any of its settings.

Click the **Network** tab to set up the telephone number, network address, and network script for the sign-on option. A dialog box similar to the one shown below is displayed:



Properties—Network dialog box

Type the telephone number, including area code; select the country; type the network address; and select the network script in this dialog box.

New

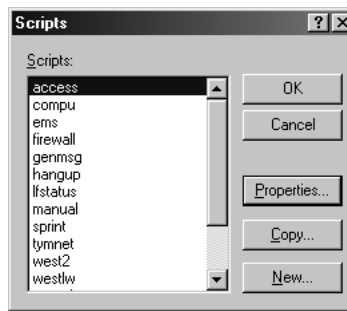
To add a new program to the sign-on options, click **New** in the Communications Setup-Advanced Access dialog box. Type a new program name in the *Program Name* text box, then set up the appropriate device and network settings.

Copy

To copy settings from a sign-on option to another network, select the network you want to copy from. Click **Copy** in the Communications Setup-Advanced Access dialog box. Type the new sign-on option (the network you want to copy to) in the *To* text box.

Scripts

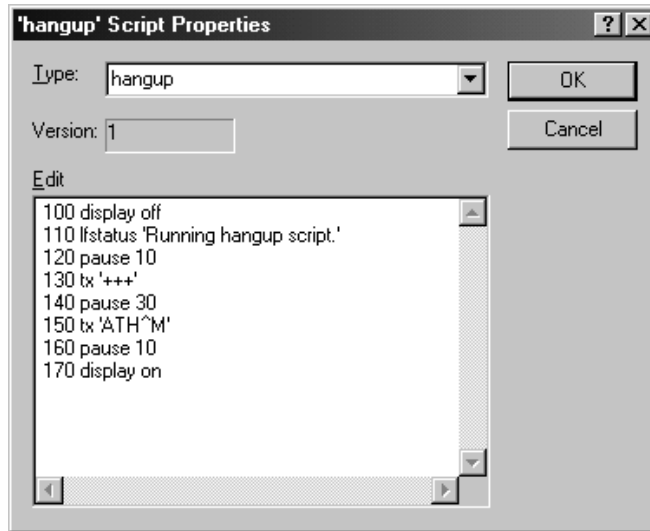
To edit, copy, or create a new communications script, click **Scripts** in the Communications Setup-Advanced Access dialog box. A dialog box similar to the one shown below is displayed:



Scripts dialog box

Properties

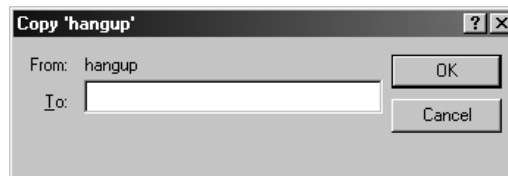
If you want to edit an existing script, select the script you want to edit from the *Scripts* list box, e.g., **hangup**, then click **Properties**. A dialog box similar to the one shown on the following page is displayed:



Script Properties dialog box

Copy Scripts

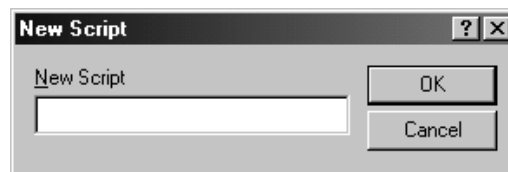
If you want to copy a script, select the script you want to copy from, e.g., **hangup**, in the Scripts list box, then click **Copy**. A dialog box similar to the one shown below is displayed:



Copy dialog box

New Script

If you want to add a new script, click **New** in the Scripts dialog box. A dialog box similar to the one shown below is displayed:



New Script dialog box

Type the new script name and click **OK**. A dialog box is displayed allowing you to edit the script. The new script is then added to your list of scripts.

Client Validation

Overview

When you access Westlaw with Premise, you must enter a password and client identifier. Premise contains an optional feature that enables you to have greater control over billable time. The Premise Client Validation program helps you keep track of how much research was done for each client.

You can use either the West-supplied Client Validation program or one that you customize. This chapter explains how to set up the West-supplied Client Validation program and how to customize your own.

Accessing Premise with Administrative Privileges

The Client Validation setup is usually performed by someone who controls the access options or rights to Premise. The ability to set up Client Validation is available only by accessing Premise with administrative privileges.

To enable Client Validation privileges, complete the following steps before setting up a Client Validation program within Premise:

1. Open the WINPR30.INI file in a text editor such as Notepad.
2. Go to the [Preferences] section and change the CVRights flag from 0 to 1.
3. Save the change and exit the text editor.
4. Start Premise.

Note: After setting up Client Validation, open the WINPR30.INI file and reset the CVRights flag in the [Preferences] section to 0.

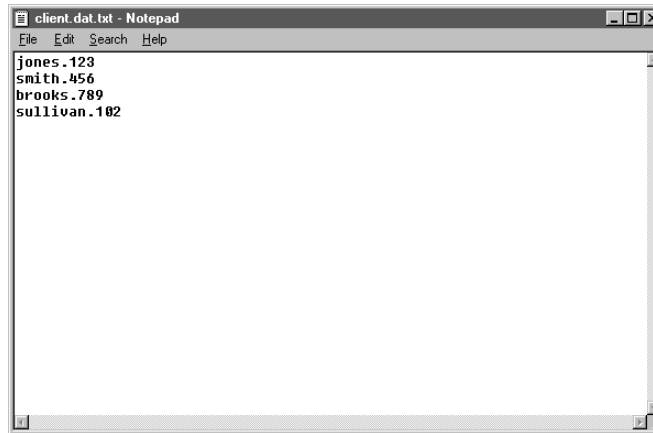
Creating the Client Validation Data File

When using the West-supplied Client Validation program, Premise compares the client identifier entered by a user against the list of valid identifiers in the Client Validation data file.

To set up Client Validation, you must first create the data or text file by using a text file editor, such as Windows Notepad. You can also create the file in a word processor if you save it as a text file.

The data file is simply a list of valid client identifiers, each followed by a carriage return.

A sample data file created in Notepad is shown below:



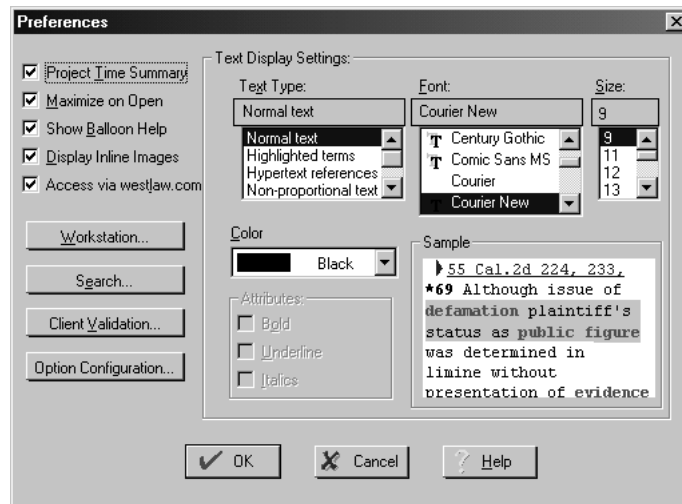
Sample Client Validation data file

Note: It is important to remember the name and path of the file, e.g., CLIENT.DAT, as this information must be entered in the Client Validation Setup dialog box within Premise.

Enabling West-Supplied Client Validation

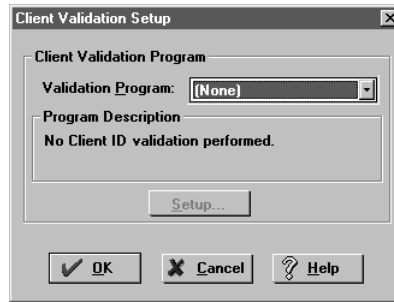
To enable Client Validation, complete the following steps:

1. Choose **Setup, Preferences** from the File menu. The Preferences dialog box is displayed, as shown below:



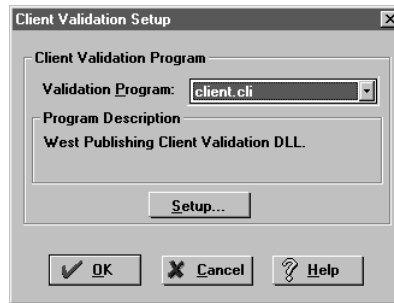
Preferences dialog box

- Click **Client Validation**. The Client Validation Setup dialog box is displayed, as shown below:



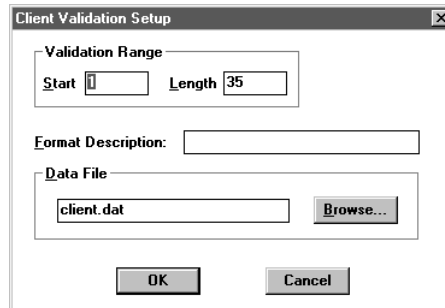
Client Validation Setup dialog box

- Select **client.cli** from the *Validation Program* drop-down list, as shown below:



Client Validation Setup dialog box

- Click **Setup**. The following dialog box is displayed:



Client Validation Setup dialog box

- Enter the numeric position at which you want Client Validation to start checking client IDs in the *Validation Range Start* text box. The default value is *1*.

For example, for the format XXX-client name, you would type *5* in the *Start* text box. Users enter three initials, followed by a hyphen (in the fourth position) and then the beginning of the client ID in the fifth position.

The Client Validation program ignores all characters before the position specified by the number in the *Start* text box.

6. Specify the number of client ID characters you want to be validated in the *Length* text box. The maximum is 32.
Note: The sum of the numbers you enter in the *Start* text box and the *Length* text box must be less than or equal to 33.
7. Enter the format in which you want users to enter their client IDs in the *Format Description* text box.
8. Enter the name of the file that contains the list of valid client IDs in the *Data File* text box, e.g., CLIENT.DAT. The file must be in ASCII text format. You can click **Browse** to see a list of data files.
9. Click **OK** to close the Client Validation Setup dialog box.
10. Click **OK** to exit Client Validation setup.

Troubleshooting Premise

Overview

This chapter describes some error messages you might receive when using Premise and explains steps you can take to solve them. Access <http://west.thomson.com/support/> for a detailed list of error messages, or call West Customer Technical Support at 1-800-888-9907.

The following Premise errors are discussed in this chapter:

- Library list error
- Unable to locate disc
- Library list becomes unreadable
- General protection fault errors
- Problems installing Premise
- CD-ROM drive problems
- Westlaw error messages

Library List Error

This error message usually occurs when you are trying to access or install a book. This error occurs when Premise is unable to interpret the file that stores the information Premise is attempting to retrieve.

Possible Solutions

- Delete the book from the Library and then reinstall the book.
- The files containing the Library may be corrupt. Delete the Library files, BOOKS.DAT and BOOKS.IDX, from the library directory where Premise is installed, e.g., C:\Premise\LIBRARY. You can use Windows File Manager to delete the files.
Note: If you delete the Library files, all books will need to be reinstalled to the Library.
- A user may not have network rights to a location where Premise is trying to create a file. Have a person with full network rights sign onto the network at the terminal where the error occurs.

Unable to Locate Disc

This error message occurs if the disc has not been installed or the Premise files containing the disc information have been improperly updated or corrupted.

Possible Solutions

- Verify that the correct disc is in the CD-ROM drive. Compare the WPC number on the disc with the WPC number on the Library.
- If you have an external CD-ROM drive, turn it off and on and then reboot your computer. If you have an internal CD-ROM drive, turn your computer off and on.
- Verify that you can access the CD-ROM drive from your operating system.
- If the summary of the disc contents is unreadable or does not appear, or the disc cannot be accessed, try cleaning the disc with a soft, lint-free cloth. Reboot the computer and try again.
- The CD-ROM drive may be mapped incorrectly. Make sure the WPC number on the disc matches the one in the VOLUME section of the CDVOLUME.INI file, which is located in the \Premise\LIBRARY directory. If the WPC numbers do not match, edit the CDVOLUME.INI file to show the new WPC number.
- Install the current CD-ROM disc. If the book is listed in the Library in Premise, remove the book and try reinstalling it.
- Remove all books with the WPC number of the problem disc from the Library. Then try reinstalling the books.
- Try cleaning the disc with a soft, lint-free cloth from the center of the disc to the edge in a straight line. Try reinstalling the disc.
- If the disc has a scratch on it, call West Customer Technical Support at 1-800-888-9907.
- If you are running Microsoft Extensions, make sure the MSCDEX.EXE file loaded in your AUTOEXEC.BAT file is not loaded into upper memory.
- Premise requires CD-ROM drives to meet ISO9660 standards and to have a 660MB drive capacity. Refer to the documentation for your CD-ROM drive to verify its drive capacity and technical specifications.

General Protection Fault Errors (GPFs)

General protection fault errors (GPFs) can happen while you are executing various commands in Premise, including printing and searching.

Possible Solutions

Always try general Windows troubleshooting procedures when experiencing problems. The following solutions may help solve specific GPFs in Premise.

Printing

- Verify that the proper print driver is being used in the Printers section of the Windows Control Panel. If another print driver has been installed, you can select it in Premise by choosing **Print Setup** from the File menu.
- Print in a different format in Premise.

Searching

Premise may freeze if multiple files or programs are open at the same time. Close any unnecessary applications to free more memory for Premise to operate.

Problems Installing Premise

Sometimes problems occur while installing Premise. Premise may be conflicting with another software package you have running on your computer, or Premise may encounter a problem when trying to detect your modem.

Possible Solutions

- Exit all software and reboot your computer. Make sure you close all applications before starting the Premise installation.
- If the installation program locked while trying to auto-detect your modem, select the box to manually configure your modem settings in the Communications Setup dialog box in the installation program.
- Delete the WINPR30.INI file and then reinstall Premise as an upgrade.

CD-ROM Drive Problems

Possible error messages indicating a problem with your CD-ROM drive include the following:

- Cannot open book
- Reinsert disc
- Invalid drive specification

Possible Solutions

- If you are using an internal CD-ROM drive, close all applications and turn the computer off. Look for error messages that appear when the computer is booting up.
- Make sure all lights have stopped flashing on the CD-ROM drive before you select the disc.
- Verify that the source number (WPC number) in the Premise Library is the same as the WPC number on the disc.
- Try reinstalling the book to the Library. From the File menu, choose **Library Maintenance, Install CD-ROM Book** to install the book. Click **Install** even if the status shows it as installed or no WPC number is displayed in the dialog box. Click **OK** when the book description appears. Try to reaccess the book.
- Verify that you can access the CD-ROM drive from a DOS prompt. Change to the drive letter of the CD-ROM drive (e.g., D:), and type **type WPC#.ABS**. (The WPC# is the identification number found on the CD-ROM disc, e.g., WPC00123.) If a summary of the disc contents appears, reaccess Premise and try to reaccess the book.
- If the summary of the disc contents is unreadable or does not appear, or the disc cannot be accessed, try cleaning the disc with a soft, lint-free cloth. Reboot the computer and try again.
- Try a different disc to determine if the problem is with the one disc or all discs.

Modem Unable to Connect, Prompt Not Received

These messages indicate that your modem can dial a phone number but the call is not answered.

Possible Problems

- You may be experiencing temporary line interference.
- The access phone number in your Premise communications setup may be incorrect.
- You may need to use a dialing prefix (8 or 9) to dial out of the building.
- If you entered a dialing prefix to disable call waiting, the dialing prefix may be incorrect for your calling area.
- Your modem may be tone dialing on a pulse dial line.

Possible Solutions

- If your current communications setup has worked before, reset your modem. If you have an internal modem, reboot your computer. Restart Premise and try to access Westlaw again using a different sign-on option.
- Access at a slower speed to avoid line interference.
- If you suspect there is a problem with a phone number, dial the number from a telephone and verify that you hear a modem tone.
- Verify that the phone numbers in your communications setup are correct. Call 1-800-WEST-NIS (1-800-937-8647) to receive current access phone numbers for your calling area. Choose **Communications Setup** from the Westlaw menu. Click **General Setup** and verify that the phone numbers in the *Phone Number* text box are correct for each network and its corresponding modem speed. The phone numbers in the text box should not include dashes, slashes or parentheses. Include the area code only if you would normally dial it when making a telephone call.
- You may need to insert a dialing prefix into your Premise communications setup. If you normally use a prefix, e.g., 8 or 9, to reach an outside line, make sure one is listed in the *Dialing Prefix* text box in the General Communications Setup dialog box. To do this, choose **Communications Setup** from the Westlaw menu. Click **General Setup**, and type the desired dialing prefix in the *Dialing Prefix* text box. After clicking **OK**, click **Yes** to apply the new dialing prefix to all sign-on options. Reset your modem and try to access Westlaw again.

If you are unsure whether you need to use a dialing prefix, plug a phone into the wall jack in place of the modem and dial a phone number. Don't forget to reconnect the phone line to the modem.

- You may need to set your modem for pulse dialing instead of tone dialing. Pulse dialing makes clicking sounds instead of tones when you dial. Choose **Communications Setup** from the Westlaw menu. Click **General Setup**, and type a capital letter **P** in the *Dialing Prefix* text box. After clicking **OK**, click **Yes** to apply the new dialing prefix to all sign-on options. Reset your modem and try to access Westlaw again. This instructs your modem to use pulse dialing. If you are not sure whether your telephone line is set up for pulse or tone dialing, try adding the capital letter **P** in the prefix section; all telephone lines can support pulse dialing.
- If you have call waiting and you added a prefix to the telephone number to disable it during your Westlaw sessions, delete the prefix and attempt to access Westlaw again.

There Are No Licenses Available or Cannot Find License File

These error messages occur if using Novell Client 4.8X and more than one workstation is trying to access the same Premise book at the same time no matter how many licenses you have.

Possible Solutions

- This problem has been fixed in Novell Client 4.83 Support Pack 1. Update to NWFS.SYS Novell build dated March 7, 2002 or later.

