

June 25, 2018

Installation Guide

CivilWare © Version 11.0

CivilWare Version 11.0 Installation Summary

Before starting installation, ensure you have administrative privilege to make changes to the computer. Windows and your antivirus software will likely ask you for permission to proceed with the installation. In some cases, you may need to temporarily disable certain anti-virus software (such as Norton SONAR) or other security features before starting the CivilWare Update installation. Once the installation and activation is complete, re-enable all computer security settings if any have been temporarily disabled. Each step of the installation is detailed in the body of this installation guide and summarized below:

- A) go to <http://www.athenasciences.com/order-civilware.html> select "Order Virginia CivilWare".
- B) At Software Store, select a product option ("Version 11 PC installation" is typical choice for internet connected PCs) and then choose the quantity of licenses to order.
- C) During checkout, choose Paypal for payment. On the Paypal site, pay with either Paypal or a credit/debit card. A Paypal account is not needed.
- D) After your order is processed, you will receive an order invoice e-mail.
- E) Click the "Software Download Page" link in the order invoice email.
- F) Click the "Download" button on the License Portal Screen to download the installer.
- G) Run the installer when prompted.
- H) Accept License Agreements to download/install SAP Crystal Reports and .NET Framework
- I) When prompted, accept the CivilWare License Agreement.
- J) Use the default installation folder in the "Select Installation Folder" Screen. Select which computer users (everyone or just you) will be able to access CivilWare.
- K) When Installation is complete, run CivilWare (icon is on desktop).
- L) Click "Activate CivilWare Version 11" when prompted.
- M) Enter the License ID and Password provided to you in the Order Invoice
- N) After CivilWare is activated you will see the "Home" screen
- O) To verify your running version of CivilWare, click "Settings" and then the "About CivilWare" tab. The CivilWare Version number should begin with 11.0.

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1.0 Introduction

This Installation Guide provides detailed steps for installing CivilWare online in Section 2.1 (with and internet connection) and offline in Section 2.2 (without an internet connection).

2.0 CivilWare Installation and Setup

Before starting installation, ensure you have administrative privilege to make changes to the computer. You may need to temporarily disable certain anti-virus software (such as Norton SONAR) or other security features before starting the installation and CivilWare activation. Once the installation and activation is complete, re-enable all computer security settings.

2.1 CivilWare Online Installation and License Activation

2.1.1 Online Installation (with active internet connection)

- a) **Open Purchase Invoice E-Mail** - Each paying customer will receive a purchase invoice via e-mail containing the License ID and password necessary to activate the CivilWare software per Figure 1 below:

LawTech, LLC Invoice #8888888		Date: 6/27/2014 3:40:41 PM Central Daylight Time (UTC-5)	
Customer Information:			
BOB THEUSER 1000 VALE AVE. OAKTON, VA 22124 UNITED STATES		Customer ID: 00000007 Email: bob.theuser59@hotmail.com Phone: 703-555-1212 Fax: 703-555-1212	
Billing Information:			
Terms: Prepaid			
Order Information:			
Description	Quantity	Unit Price	Extended Price
CivilWare Version 10 All Tools	1	\$425.00	\$425.00
License ID: 99999999 Password: XXXYYYZZZ Expiration: Apr 10, 2288			
To download your software, visit your personalized Software Download Page .			
The application will ask for a License ID and Password to enable it. Use the values above to activate your purchase.			
			Total: \$425.00
Product support is provided by:			
LawTech, LLC PO Box 269 Bridgeport, WV 26330 UNITED STATES Support Email: lawtechsupport@athenasciences.com Sales Email: lawtechsupport@athenasciences.com Phone: 304-842-0179			

Figure 1, Order Invoice and License ID

- b) **Download the Installer** - Click the “Software Download Page” link in the order invoice. This will display a “License Portal” screen (Figure 2). Click “Download” to download the software installer. Save a bookmark for this “Customer Service” screen as this is your portal to managing your CivilWare licenses and other account information.

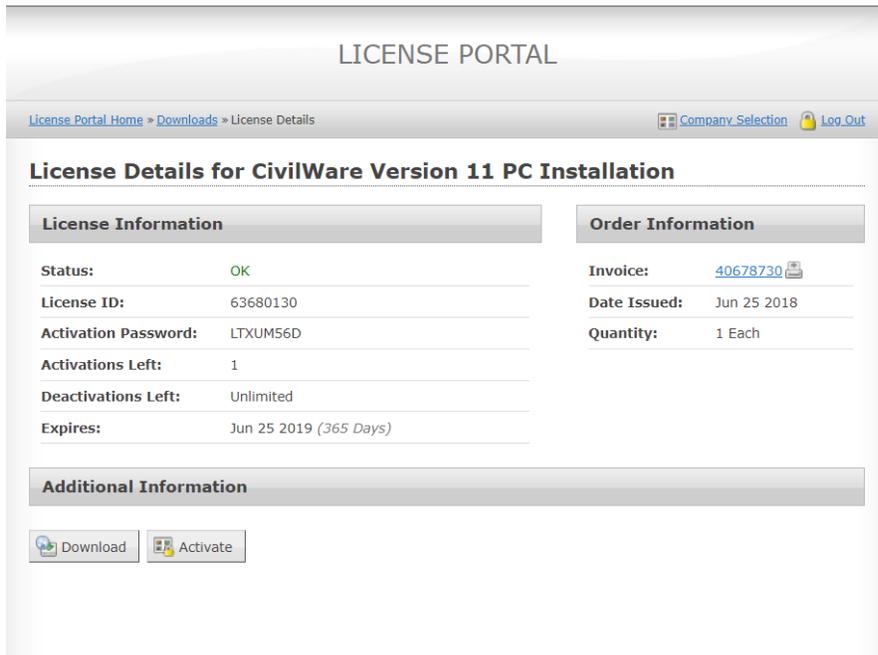


Figure 2, Software Download Page

- c) **Run the Installer file** – When prompted, run the installer file, “CivilWare_11.0.6746.28982_online_installer.exe” (note actual 11.0 version number may vary). Click “yes” to allow the installer to make changes to the computer.
- d) **Install Crystal Reports and .NET Framework** – The installer will download Crystal Reports and the Microsoft .NET framework from the internet. If you agree with the Crystal Reports and .NET Framework License Agreements, click “Accept” and the installer will install Crystal Reports and the .NET Framework. If Crystal Reports or .NET installation errors occur, conflicts may be avoided by uninstalling previously installed versions of the .NET Framework or SAP Crystal Reports runtime engine for .NET before running the CivilWare installer.
- e) **CivilWare Setup Wizard** - You will then need to click “Next” on the “Welcome to the CivilWare Setup Wizard” screen in Figure 3.



Figure 3, CivilWare Setup Wizard Welcome Screen

- f) **CivilWare License Agreement** – If you agree with the terms of the CivilWare End User License Agreement, click “I Agree” and then click “Next” per Figure 4.

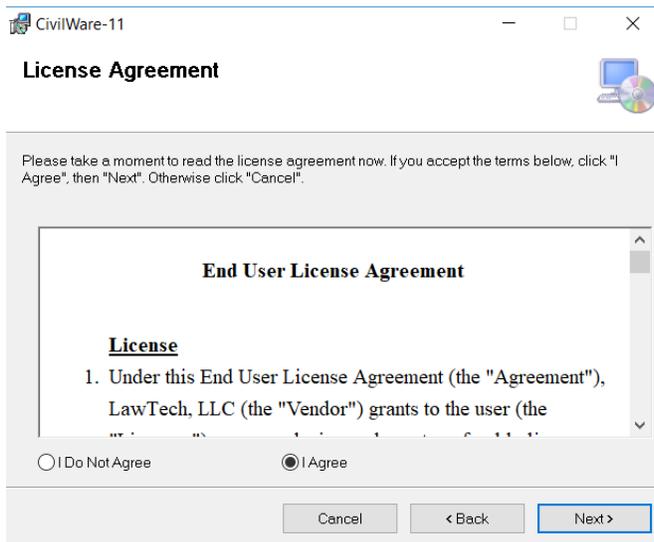


Figure 4, CivilWare End User License Agreement

- g) **Select Installation Folder (Figure 5)** – Using the default installation folder is recommended. Using the default folder will not impact older versions of CivilWare and is appropriate as well if you are re-installing CivilWare 11. If there are other users with accounts on the computer that will be using CivilWare, then click “everyone”, else leave “just me” selected, and click “Next”.

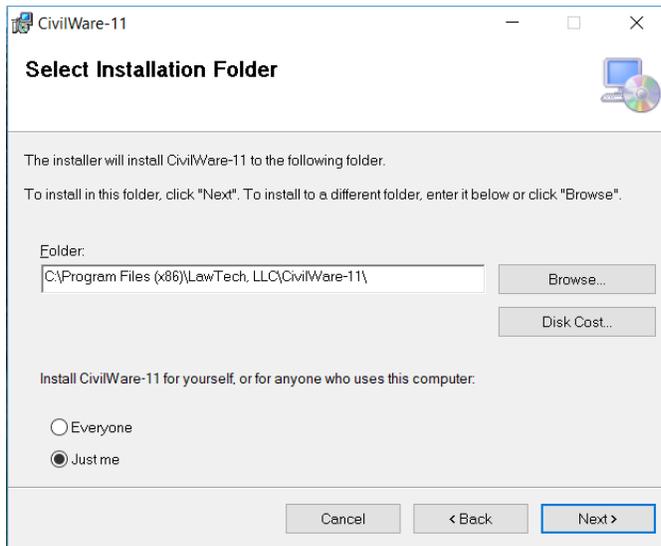


Figure 5, Select Installation Folder

- h) **Confirm Installation** - You will then be asked to confirm the installation. Click “Next”.
- i) **Installation Complete** – When the Installation Complete screen is shown, click “Close”.

2.1.2 Online Activation

After completing the installation above, double click the CivilWare Icon located on the desktop. Select “Activate CivilWare Version 11” when prompted to purchase, activate, or evaluate CivilWare per Figure 6 below.

Figure 6, Purchase or Activate CivilWare



When prompted (Figure 7), enter the License ID and Password from the Invoice (See Figure 1) e-mailed by LawTech to the registered purchaser of CivilWare and click "Continue". If the activation was successful, a screen will be displayed showing successful activation (Figure 8)



Figure 7, CivilWare License Activation

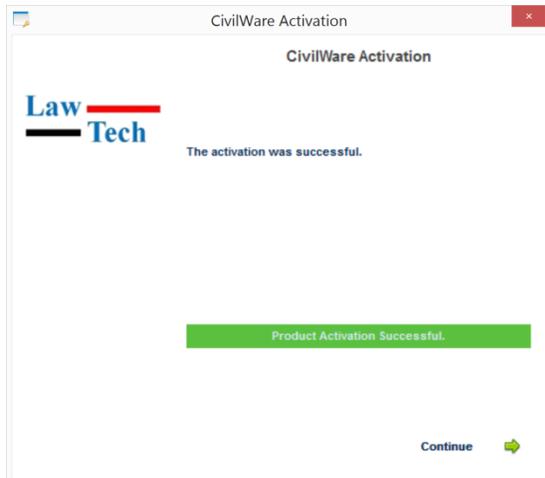


Figure 8, Successful Activation

2.2 CivilWare Offline Installation and License Activation

2.2.1 Offline Installation (without an internet connection)

To install CivilWare on a computer that does not have an internet connection (i.e., is "offline"), order an "offline" installer from LawTech. LawTech will send you a purchase invoice and link to

the offline installer (Figure 1). Follow steps 2.1.1.a and 2.1.1.b. In step 2.1.1.b save the offline installer, e.g., "CivilWare_11.0.6746.28982_offline_installer.exe" to a portable storage device such as a thumb drive. Attach the portable storage device to the computer targeted for installation and follow step 2.1.1.c through 2.1.1.i to complete the installation.

2.2.2 Offline Activation

Offline activation of CivilWare requires access to a computer that is connected to the internet to retrieve activation codes. The steps for offline activation are provided below.

- a) After completing the installation in 2.2.1 above, double click the CivilWare Icon located on the desktop.
- b) Select "Activate CivilWare Version 11" when prompted per Figure 6 above.
- c) On the next screen select "Activate Manually".
- d) When prompted (Figure 7), enter the License ID and Password from the Invoice (See Figure 1) e-mailed by LawTech and click "Continue".
- e) Make a note of the two User Codes that will be displayed (see Figure 9).

CivilWare Activation

CivilWare Activation

Please call 304-842-1079 to activate CivilWare. Please have the User Code 1 and User Code 2 numbers shown below when calling.

User Code 1: User Code 2:

Activation Code 1: Activation Code 2:

Back Exit Continue

Figure 9, Offline Activation Codes

- f) Go to a computer with an internet connection and again retrieve the purchase invoice e-mailed to you by LawTech (see Figure 1). Click the “software download page”.
- g) When the “Customer Service” screen (Figure 2) is displayed, click “Activate”.
- h) In the Manual Activation screen (Figure 10). Enter the two User Codes and click “Activate”.

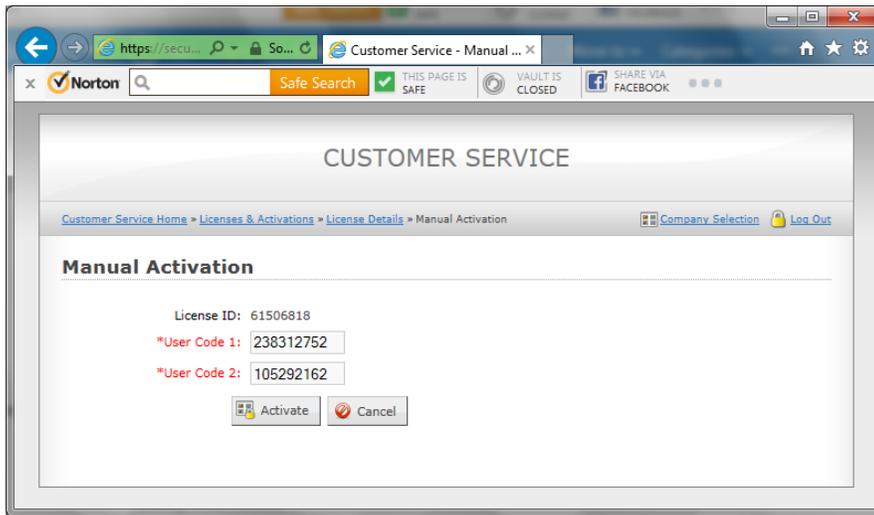


Figure 10, Manual Activation

- i) Make a note of the displayed Activation Codes (See Figure 11).

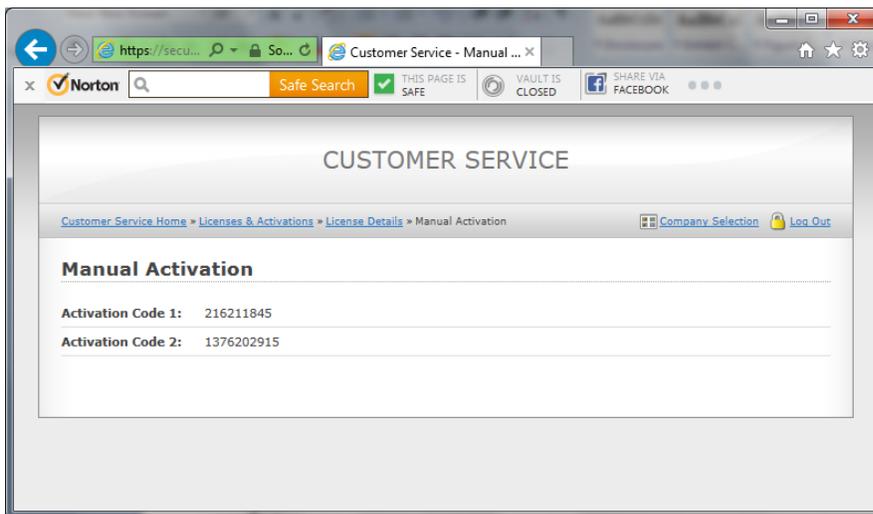


Figure 11, Manual Activation Codes

- j) Return to the computer that is offline and enter the activation codes (Figure 9) and click “continue”. You should then get an activation successful response (Figure 8).

2.3 CivilWare Deactivation

Deactivating the CivilWare license is necessary to activate the license on a different computer.

Click the “settings” button on the upper right-hand side of the home screen. Choose the “About CivilWare” tab. Click the “Deactivate CivilWare” button.

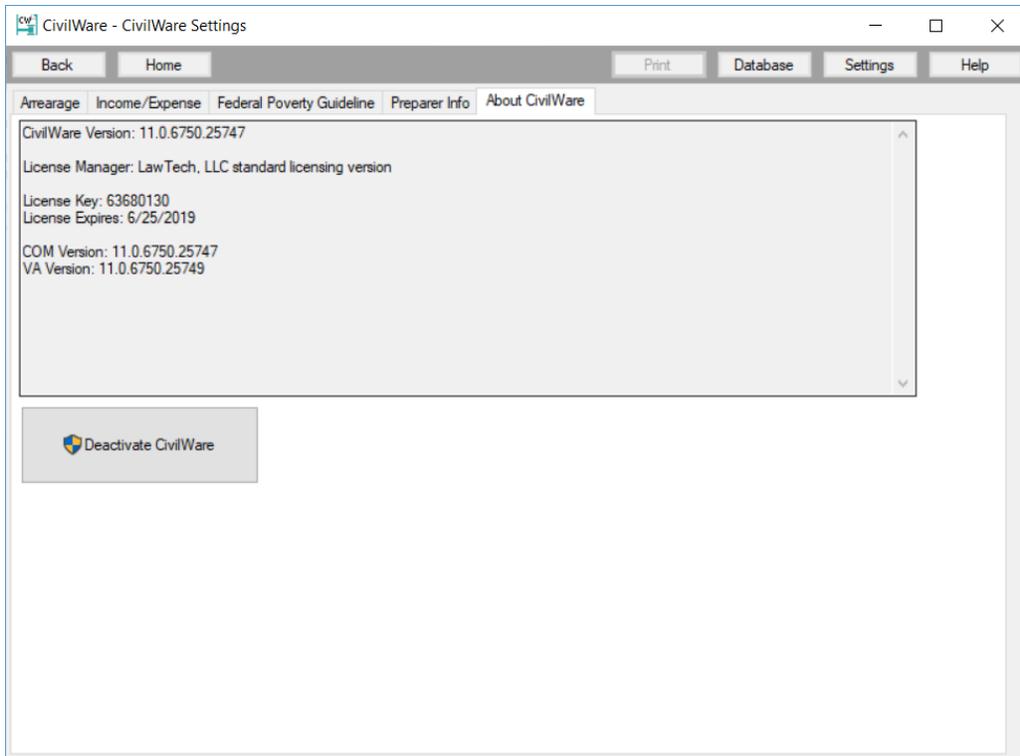


Figure 122, Deactivation Button

or

Windows XP, Vista, and Windows 7 – click the “start” button in the lower left corner. Choose “all programs”. Click on “CivilWare”. Click “Deactivate CivilWare License”.

Windows 8, 10 – click “start” button in lower left. Click “search” and enter “Deactivate CivilWare License”.

This will display a confirmation screen (Figure 13) to confirm the deactivation. After clicking “yes” you will get a message saying you may now activate the license on another computer.

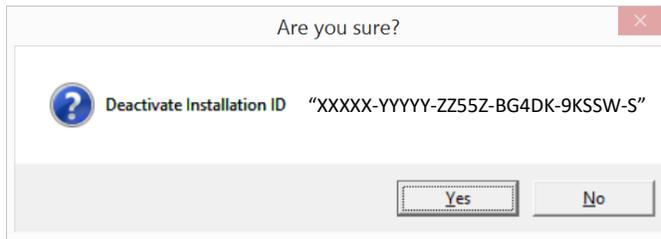


Figure 133, Deactivation Confirmation

See Section 7.0 for information on managing your account and viewing the activation status.

2.4 CivilWare Initialization

During initialization, CivilWare will install a CivilWare client database, "CivilWareData.mdb" in the user's "\documents\CivilWare V11.0" folder. If the default client database already exists during initialization (due to a re-installation of V11), the existing database will be used. If it is the first install of Version 11 and a previous version 10 database exists, the Version 11 database will be initialized with the Version 10 client data. The user may later open or create a client data database other than the default client database using the database operations utility (See Section 3.3).

After completion of the CivilWare initialization, the Home screen will be displayed. Users should review CivilWare settings prior to using CivilWare.

3.0 System Requirements

CivilWare requires the following system requirements

- Microsoft Windows XP Home or Professional Edition, SP3 or later
- 1 GHz Microprocessor or higher
- SVGA or higher resolution screen supported by Microsoft Windows
- 96 or 120 dots per inch (DPI) display setting
- 512 MB of RAM
- 1 GB of available Hard Drive space
- PDF Viewer

4.0 Customer Support

Licensed Users may obtain customer support through the following methods:

- Go to <http://www.athenasciences.com/civilware-customer-support.html>
- Contacting LawTech via e-mail at lawtechsupport@athenasciences.com

- Contacting LawTech by phone at 304-842-0179 (9AM to 5PM, US Eastern Time)
- By mail at PO Box 269, Bridgeport, WV 26330