

This CD update contains two enhancements:

Form Update

Business Transactions Solution - We updated the *Directors', Officers' and Principal Shareholders' Questionnaire* form per an update from the author, Alan S. Gutterman.

ProDoc and SOS Database Enhancement Released

When you install this update, you are beginning the process of updating your ProDoc database with a more robust technology.

During the installation of this update, it may replace the existing database engine with the new database technology. This technology is more likely to continue to perform correctly through situations such as:

- minor degradation of the operating environment caused by fluctuating electrical power conditions,
- other hardware or network interference,
- under catastrophic failures such as a complete loss of power, hard drive failure, or
- interruption of network connections between workstations and the file server.

We believe that the improved reliability will greatly reduce any down time you may experience in the event of database issues.

We also expect that the new technology will continue to perform responsively even as the database load increases through the addition of more users or as greater amounts of client and case data are stored.

What to Expect During the Installation Process

During the installation process the software will verify the integrity of the data in your existing ProDoc/SOS database. If no issues are discovered, your data will be converted to the new database format and the installation of the update will

(continued on page 2)

Helpful Hints about this Installation

This update installation is very different from those of the past because of the database enhancement discussed below. Here are a few quick hints to assist you:

- Time your installation for the last task of the day
- The installation is lengthier and will require a reboot/restart
- Leave the CD in the computer during the reboot
- Be certain that you install on the server for a network installation
- Be certain that you are logged in as an administrator

For an explanation of the above hints as well as information about system messages you may encounter during the installation, please visit:

www.prodoc.com/install-2010/

Your ProDoc Installation KeyCode Is on the Shipping Envelope

You will need a 20-character **KeyCode** to install this update. You'll find it on the envelope in which the CD shipped.

We strongly encourage you to keep the shipping envelope in a safe place so you have your KeyCode available when you install the update.

30-Day FREE Trial of Any ProDoc Product

Remember that we have a long-standing offer to enable you, as a ProDoc subscriber, to use any ProDoc product/volume FREE of charge for 30-days.

This is an excellent way for you to determine whether that product/volume makes sense for your practice.

For your free 30-day trial, call us at 800-759-5418, option 0.



(CD update information continued from page 1)

proceed in the normal fashion.

Your data will not be converted to the new format and the update will continue in the normal fashion if an issue is identified during the installation process. However, the program will alert us that there is an issue and our Customer Support team will contact you so they can assist with the completion of the database conversion.

Your data will not be visible to us at any point during this conversion process. Your data will be automatically backed up on your computer during the conversion process and we will not have access to it.

And, **none of your completed documents will be affected.** Your documents completed in ProDoc are saved in a completely different directory outside of this conversion.

Where/Who to Call for Assistance

If you experience any issues or if you have questions about this process, please contact our Technical Support team at 800-759-5418, option 3.

Boost Your Business Transactions Capability

The ProDoc Automated Business Transactions solution enables you to save a tremendous amount of time drafting your documents. It also reduces errors since you enter information once for the life of your case.

However, if you routinely deal with business-related matters, you will find Business Transactions Solution on Westlaw® to be a valuable addition to your ProDoc document assembly system.

More about Business Transactions Solution on Westlaw

Designed exclusively for electronic format, this unlimited use online library contains a transaction-based practice system for the life cycle of a business entity. Each transaction structures itself around a module design, including transaction summary, memorandum analysis, master forms needed to execute the transaction, commentary analyzing every clause or provision of the form, drafting and review checklists, and specialty forms. More than 90 transactions are included. Regular updates include the addition of at least one new transaction, as well as new master forms, commentary, checklists, and specialty forms.

Features of this library include:

- Memoranda provide detailed, expert analysis of each transaction
- Commentary analyzes applicability, alternatives, and overall effect on the transaction of every clause of the master forms
- Over 1,500 specialty forms allow you to customize transactions to fit specific client needs and objectives
- Transaction summaries provide overviews and links to related transactions to find the best transaction for your client
- Review checklists help you review documents from opposing counsel, with links to master forms for specific language
- Drafting checklists provide confidence that nothing has been overlooked in the preparation of documents

For More Info...

For more information about adding Business Transactions Solution on Westlaw, contact your West rep or call 800-344-5008.

Your ProDoc Account Information Is Available Online

You can now go online and review your ProDoc subscription information, to find your Installation KeyCode, and your Registration Code(s). All this and more is available through MyAccount on the Thomson West web site.

Visit *MyAccount* at <https://myaccount.west.thomson.com/myaccount>.

Who to Call for Billing and/or Customer Support Issues

We have a special team dedicated to Customer Support issues for ProDoc customers. Call 800-759-5418. This is the "ProDoc only" phone number for obtaining Sales information (option 1), Customer Support (option 2), free Technical Support (option 3), and Free Training (option 4) and it is dedicated exclusively for ProDoc customers. Call this number and you work with the teams that are the most knowledgeable about ProDoc.