

Date: December 3, 2004

Subject: 'Print' Button Functionality for Client and Subscription Reports

Effective December 6th an enhancement to the Westlaw®eCARSWELL Reporting System will provide administrators with a simplified procedure for printing the Client Report and the Subscription Pricing Report.

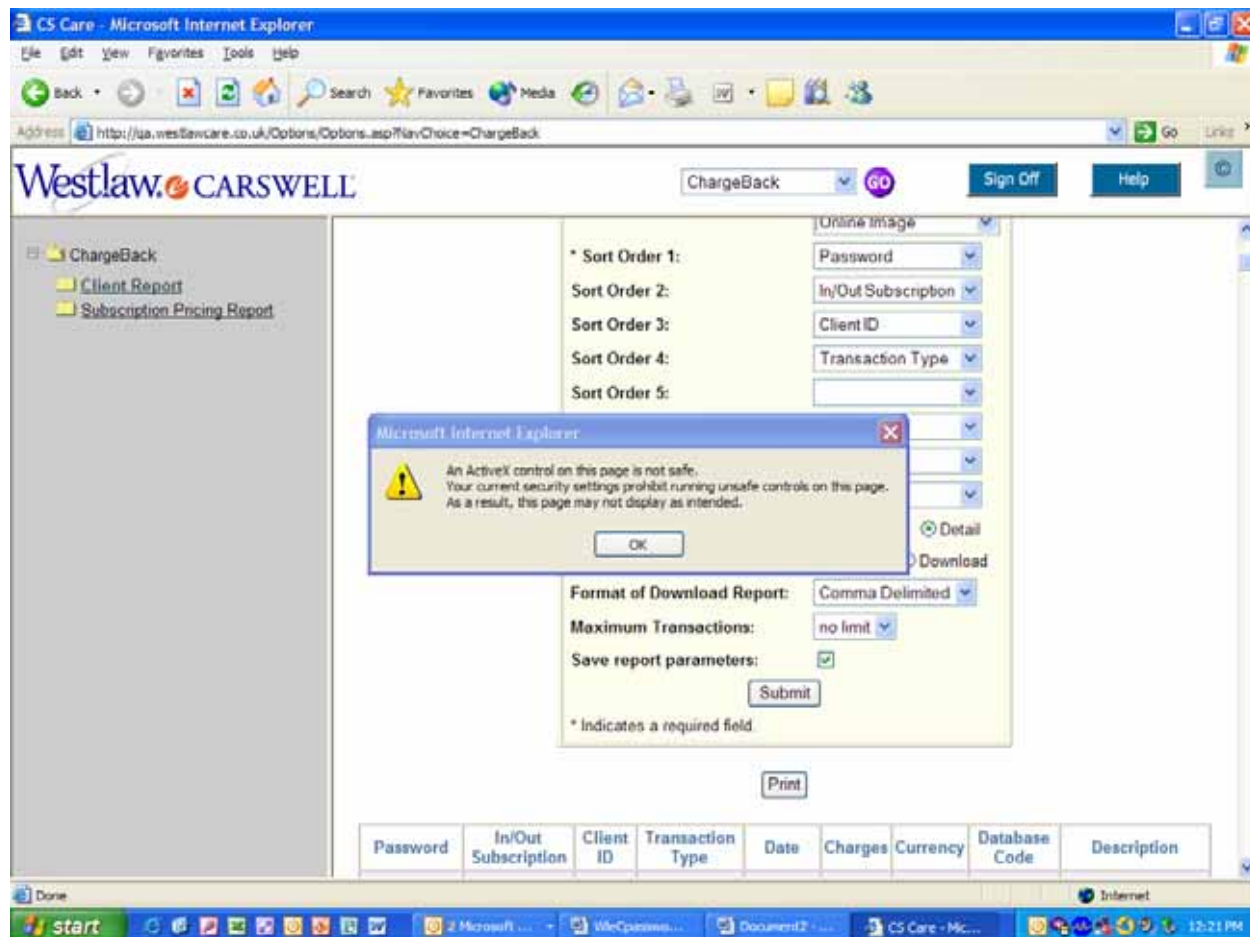
The 'Print' button will now enable you to print directly from the screen, without having to select text and open the web browser and print window. The selected report will print just as it appears on the screen.

Should you encounter an error message when printing, it may be that your internet security settings do not allow the ActiveX component responsible for printing the document to be called. Please see below for troubleshooting steps.

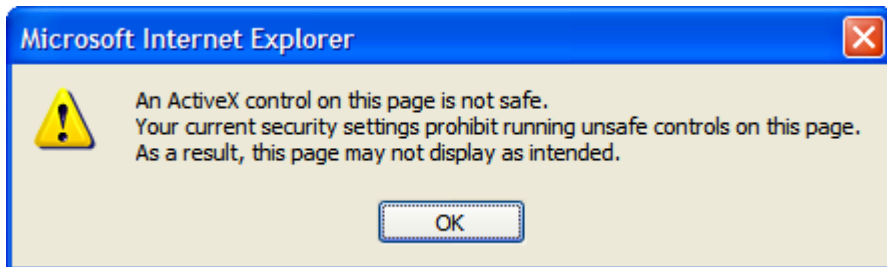
Print Report Troubleshooting

Screen Shot 1: Error Message

Some users may encounter the following error message when clicking Print.



Screen Shot 2: Magnified Version of Error message and Troubleshooting Steps



The error occurs, because the security settings do not allow the ActiveX component responsible for printing the document to be called.

To view your Internet Explorer settings got to:

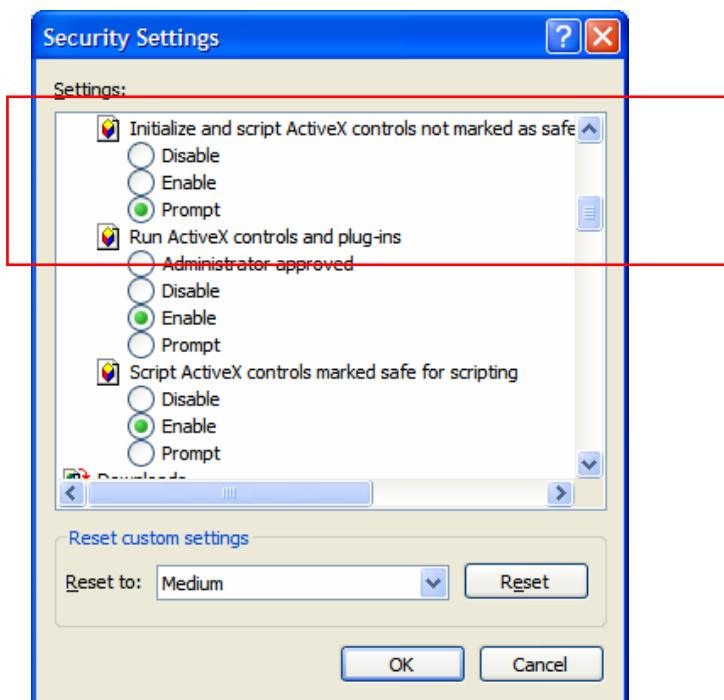
- Go to Internet Explorer -> Tools -> Options -> Security Tab
- Select Internet -> Custom Level

This is set to 'Medium' by default for Internet (not internal).

To troubleshoot, please take the following steps:

- Open Internet Explorer
- Select Tools -> Options -> Security Tab -> Internet -> Custom Level
- Locate 'Initialize and script ActiveX controls not marked as safe'.
- Set the radio button to 'Prompt' or 'Enable' (see screen shot below)
- Click Ok
- Click Ok
- Rerun the Report
- Print

Screen Shot 4: Revised Security Settings



Screen Shot 4: Click OK to Print Report

Westlaw CARSWELL

ChargeBack

Sign Off Help

Delivery Method: Display Download

Format of Download Report: Comma Delimited

Maximum Transactions: no limit

Save report parameters:

Submit

Internet Explorer

An ActiveX control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?

Yes No

Passw	arges	Currency	Database Code	Description
Erica Bach (4419802)	Included	179975	Citator Display	08/10/2004 14.00 CAD KEYCITE Price Class: 00000000030004962 Count: 3 Database Code: KEYCITE
Erica Bach (4419802)	Included	179975	Citator Display Total	14.00 CAD
Erica Bach (4419802)	Included	179975	Find Transaction	08/10/2004 24.50 CAD CAN-ALLCASES Price Class: 00000000030003166 Count: 7 Database Code: CAN-ALLCASES
Erica Bach (4419802)	Included	179975	Find Transaction Total	24.50 CAD
Erica Bach	Included	179975	Total	29.50 CAD